

Fare Enforcement

Citizens Advisory Committee
June 18, 2026
Agenda Item 8



Agenda

Policy Overview

**Inspection Requirements
& Coverage**

**Operational Challenges /
Delays**

Policy Overview

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Proof-of-Payment System

- Passengers purchase/activate fare before boarding
- Conductors verify

Pre-Trip

- Wear ID & fare-enforcement badge
- Power-on and login Clipper/FIMPS/Turbo Data devices
- Gate Checks at San Francisco

En-route

- Announce inspections once per zone
- Inspect at least two cars per zone
- Devices remain on
- Notices of Violation (NOV) issued to riders without valid fare (except minors/ADA)

Policy Overview

VIOLATIONS & FINES

- Administrative citation \$75
- Repeat offenses
 - *May lead to ejection*
 - *90-day exclusion*
- Zero-tolerance policy



Inspection Requirements & Coverage

Inspection Requirements & Coverage

- **Crews Aim to Inspect an Entire Train Within 2 Fare Zones**
 - *San Jose → Menlo Park*
- **Accepted Fare Media**
 - *Paper ticket*
 - *Mobile ticket*
 - *Clipper (card or mobile)*
 - *GoPass*
 - *Scratch-off day pass.*
- **Mobile Ticket Validation**
 - *Moving background*
 - *Tap to change color*
 - *QR timestamp*
- **Insufficient Fare / ID – Rider Must**
 - *Upgrade*
 - *Tag on or alight at next station*
 - *N.O.V. issued - if they remain onboard*
(Minors/ADA riders exempt)



Operational Challenges / Delays

Operational Challenges / Delays

- **Writing Citations or Removing Non-Compliant Passengers**
 - *Extends dwell times*
 - *Possibility of fares not getting checked within the 2 fare zones.*
- **Crowded trains**
 - *Hinder Conductors moving car-to-car*
 - *May require platform detours*
 - *Temporary suspension of checks*
(Bay to Breakers / Baseball / Concerts)
- **Riders Presenting Fare on Locked Phones/Watches**
 - *Lose time logging in & locating app*



Operational Challenges / Delays

Device Speed

- **New FIMPS scanner**
 - 10 s per rider vs. legacy HCR4 = 2 s
 - Creates an additional 14 min across a train of 1,000 passengers
 - Equivalent to 4–5 station stops.
 - *Example: While testing FIMPS, it took 8 station stops (1.5 zones) to check 2 cars on a moderately busy train.*

Zone-Coverage Rule

- **Short-trip riders**
 - *Example: San Bruno to San Carlos may not be inspected depending on conductor's start location and your seat.*

Additional Questions or Comments?