

## TICKET CONTROL WORK INSTRUCTION

**Work description:** Inspecting passenger's tickets for validity and Issuing Notice of Ticket Offense

**Scope:** Passengers on train and in station paid areas

**References:** HNL-XXXX Notice of Ticket Offense, Honolulu By-Laws

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Station Operator, Train Operator	Nil

**Tools and equipment required**

Portable Ticket Machine



**Warning**

Passengers may get agitated when asked for tickets, it is important to stay calm and avoid any conflict situations

**Portable Ticket Machine**

The Portable Ticket Machine used to check validity of the ticket is a [insert brand and model] replace picture when device is known



**Ticket Inspection in station paid areas**

Station Operator

Ticket Inspection is conducted frequently and randomly among passengers. The goal is to ensure that all passengers traveling on the H RTP system hold a valid ticket.

Station Operators will:

- Monitor for fare evasions at the Automatic Fare Collection (AFC) gate line
- Conduct random ticket inspections while roving in station paid areas
- Explain the purpose of the ticket inspection to the passenger
- Request passenger to provide journey information and ticket
- Check the ticket is valid for the journey using the Portable Ticket Machine

If the ticket is invalid, Station Operators will:

- Return the ticket to the passenger
- Explain to the passenger that traveling with an invalid ticket is in violation of H RTP by-laws
- Record details of the incident, including the passenger's name, address, contact information
- Issue Notice of Ticket Offense to the passenger in accordance with the by-laws
- Provide copies of all fines issued to the Train & Stations Supervisor at the end of each shift

**Ticket Inspection onboard train**

Train Operator

Ticket Inspection is conducted frequently and randomly among passengers. The goal is to ensure that all passengers traveling on the H RTP system hold a valid ticket.

Train Operator will:

- Conduct random ticket inspections while roving onboard train
- Explain the purpose of the ticket inspection to the passenger
- Request passenger to provide destination information and ticket
- Check the ticket is valid for the journey using the Portable Ticket Machine

If the ticket is invalid, the Train Operator will:

- Return the ticket to the passenger
- Explain to the passenger that traveling with an invalid ticket is in violation of the H RTP by-laws
- Record details of the incident, including the passenger's name, address, contact information
- Issue Notice of Ticket Offense to the passenger in accordance with the by-laws
- Provide copies of all fines issued to the Train & Stations Supervisor at the end of each shift

Approved By:


☐ Director, Operations and Maintenance

☐ Department Manager

☐ Manager, HSE (Operations and Maintenance)

Signature:

Date:

Work Instruction - Operations	<b>HITACHI</b>
<b>TICKET CONTROL WORK INSTRUCTION</b>	 <b>Hitachi Rail Honolulu JV</b>

<b>Additional controls</b>
<i>City Security Personnel or the Police should be called upon in the event that passengers become irate during the inspection process</i>

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