

TICKET CONTROL

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 Honolulu Metro system hold a valid ticket.

Station Operators will:

- Monitor for fare evasions at the 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 Honolulu Metro 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 Customer Service 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 Honolulu Metro 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 Honolulu Metro 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 Customer Service Supervisor at the end of each shift

 Approved By: ☐ Director, Operations and Maintenance ☐ Department Manager ☐ Manager, HSE (Operations and Maintenance)

Signature:

Date:

Document Code: YYY.YYY. Ticket Control.00

File Name: HNL-09533.00.00-1-Ticket Control

Effective Date:

Rev No. 00

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