


<b>Work description:</b> Inspecting passenger's tickets for validity and Issuing Notice of Ticket Offense		
<b>Scope:</b> Passengers on train and in station paid areas		
<b>References:</b> HNL-XXXX Notice of Ticket Offense, Honolulu By-Laws		
<b>PPE and precautions</b>	<b>Competencies or qualifications</b>	<b>Licenses or permits required</b>
Nil	Station Attendant, Train Attendant	Nil
<b>Tools and equipment required</b>		
Portable Ticket Machine		

**Warning**

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

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

<b>Ticket Inspection in station paid areas</b>  <i>Station Attendant</i>	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 Attendants will: <ul style="list-style-type: none"> <li>• Monitor for fare evasions at the AFC gate line</li> <li>• Conduct random ticket inspections while roving in station paid areas</li> <li>• Explain the purpose of the ticket inspection to the passenger</li> <li>• Request passenger to provide journey information and ticket</li> <li>• Check the ticket is valid for the journey using the Portable Ticket Machine</li> </ul>
	If the ticket is invalid, Station Attendants will: <ul style="list-style-type: none"> <li>• Return the ticket to the passenger</li> <li>• Explain to the passenger that traveling with an invalid ticket is in violation of Honolulu Metro by-laws</li> <li>• Record details of the incident, including the passenger's name, address, contact information</li> <li>• Issue Notice of Ticket Offense to the passenger in accordance with the by-laws</li> <li>• Provide copies of all fines issued to the Customer Service Supervisor at the end of each shift</li> </ul>

<b>Ticket Inspection onboard train</b>	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.
--	--

Document Code	HNL-09533 - Ticket Control	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 1 of 2	

## TICKET CONTROL

<i>Train Attendant</i>	Train Attendant will: <ul style="list-style-type: none"> <li>• Conduct random ticket inspections while roving onboard train</li> <li>• Explain the purpose of the ticket inspection to the passenger</li> <li>• Request passenger to provide destination information and ticket</li> <li>• Check the ticket is valid for the journey using the Portable Ticket Machine</li> </ul>
	If the ticket is invalid, the Train Attendant will: <ul style="list-style-type: none"> <li>• Return the ticket to the passenger</li> <li>• Explain to the passenger that traveling with an invalid ticket is in violation of Honolulu Metro by-laws</li> <li>• Record details of the incident, including the passenger's name, address, contact information</li> <li>• Issue Notice of Ticket Offense to the passenger in accordance with the by-laws</li> <li>• Provide copies of all fines issued to the Customer Service Supervisor at the end of each shift</li> </ul>

### Additional controls

*City Security Personnel or the Police should be called upon in the event that passengers become irate during the inspection process*

Document Code	HNL-09533 - Ticket Control	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 2 of 2	