

OPERATING NOTICE



To: Metro Transit Coach Operators

From: Chris Mikkelson, Operations Manager
Phil Gadke, Operations Manager
Jennifer Wiegert, Operations Manager

Date: June 2, 2025

Subject: Fare Collection Procedures

Document No.: 2025-002

Since the launch of BRT, the process of fare collection has changed significantly. Rather than only one point of entry that forces customers to the front of the bus, all buses now have two to five points of entry. Operators can no longer physically enforce the payment of fare on buses at multiple doors however, fare evasion will always be an issue on public transit. If a customer does not pay fare, adhere to the following steps:

1. Soft Challenge—Play the “Please pay your fare” canned message via CleverCAD or verbally remind the customer to pay their fare.
2. Let Them Ride—If the customer does not pay fare after the soft challenge, allow them to ride and continue on route. Do not engage the customer beyond the soft challenge.
3. Incident Report—After the shift, file an incident report as needed, especially if a repeat offender is observed. Supervisors and managers will investigate and pursue as appropriate.

Fare disputes are the number one cause of operator assaults—do not engage in a dispute over fare or other scenarios that may put your safety in danger.

Please direct any questions to an operations supervisor.

CC: Eric Knepp, Interim General Manager
Bryan Mulrooney, Chief Operating Officer
Jessy Stammer, Chief People Officer
Mick Rusch, Chief Development Officer

Operations Supervisors
Steve Ward, Training Coordinator