

# Fare Collection and Compliance on Tempo

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SR 25-253

April 09, 2025

# AGENDA

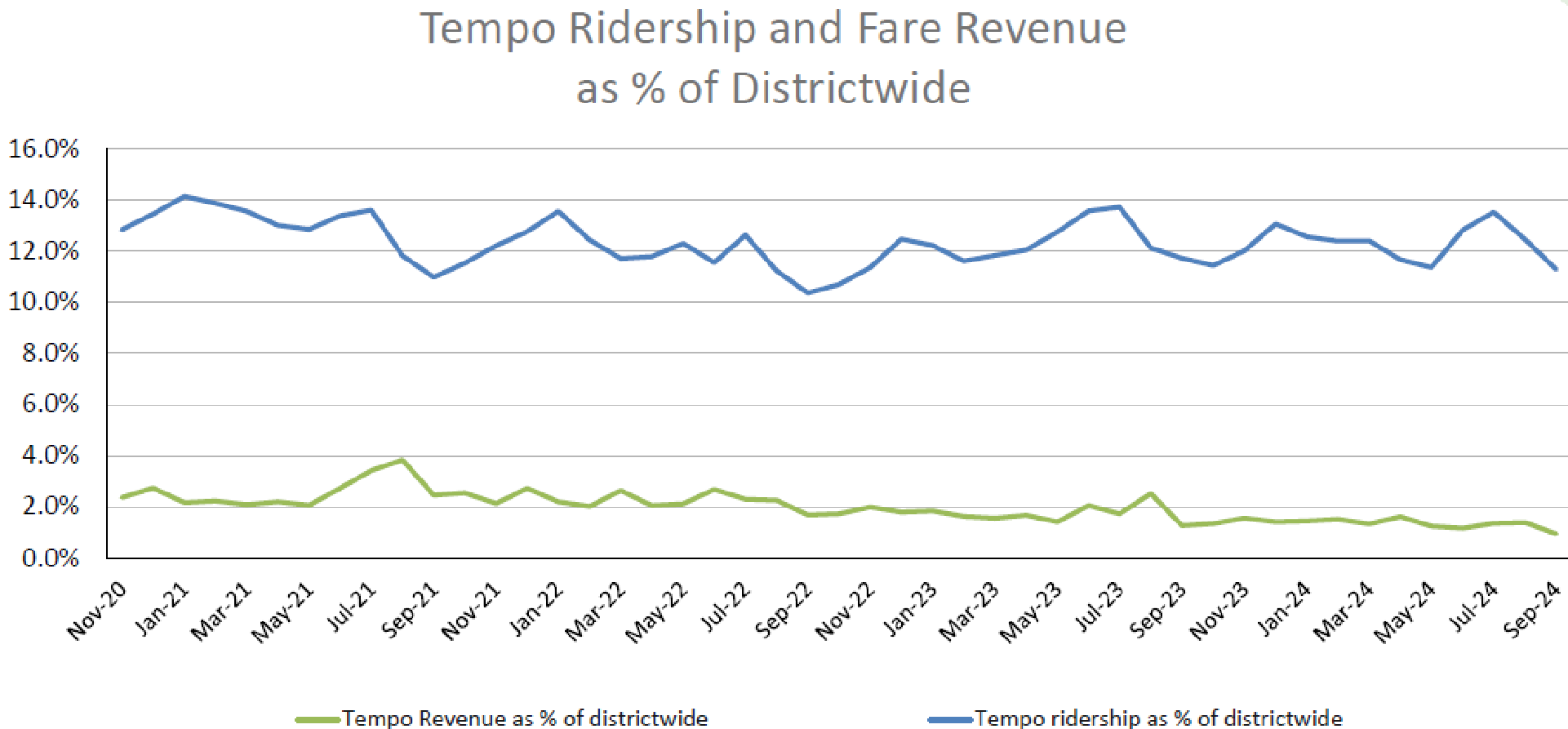
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- Tempo Design and Current Conditions
- Estimated Fare Loss
- Industry Practices
- Advantages and Disadvantages
- Recommendations

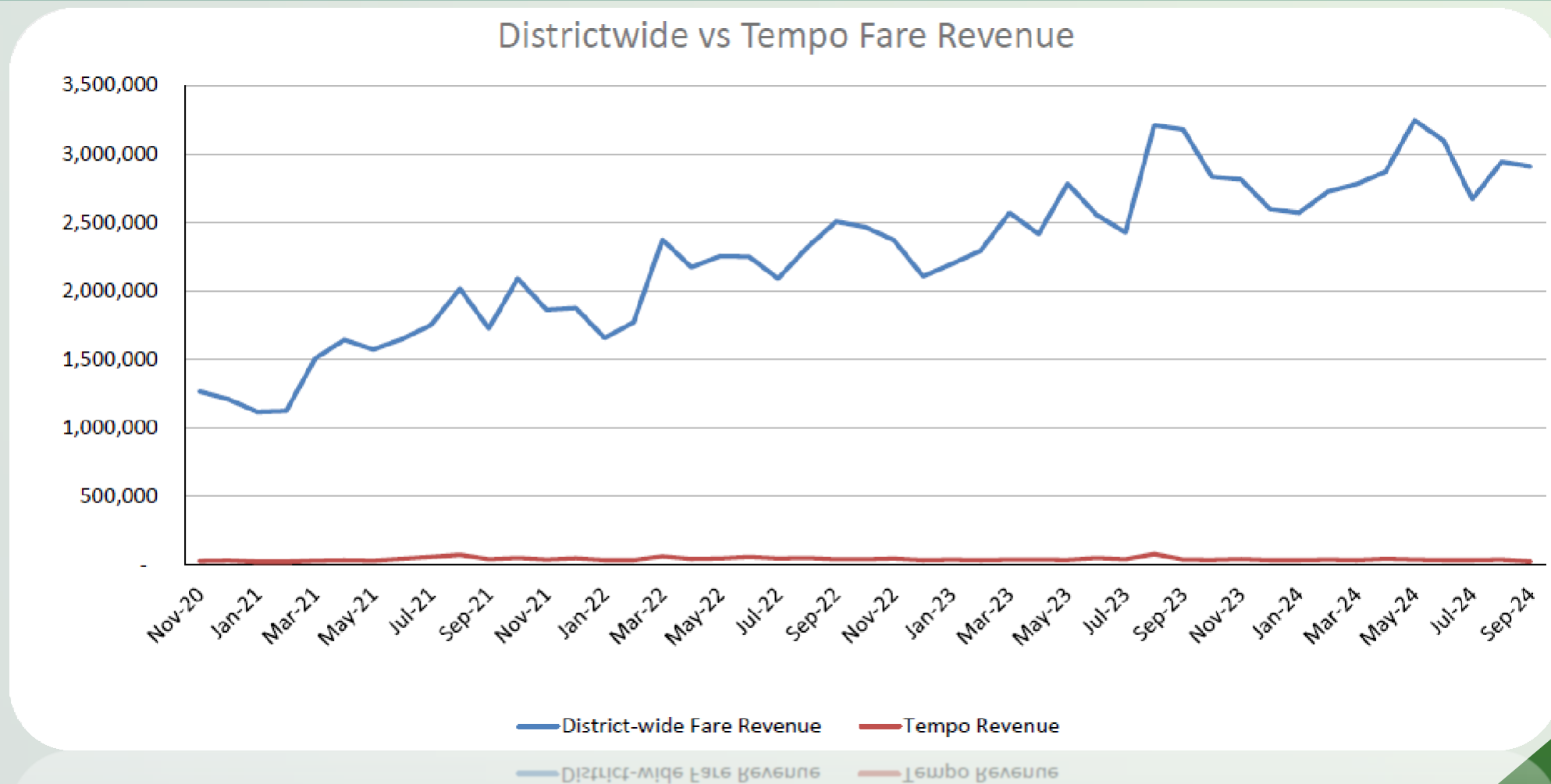
# Tempo Design

- The project was designed and constructed under a Small Starts Grant with the FTA.
- Off-Board Fare Payment was a requirement
  - Other design attributes include:
    - Raised Station Platforms
    - Interior Bike Racks
    - No Front Door Access
    - Passenger Doors on Both Sides

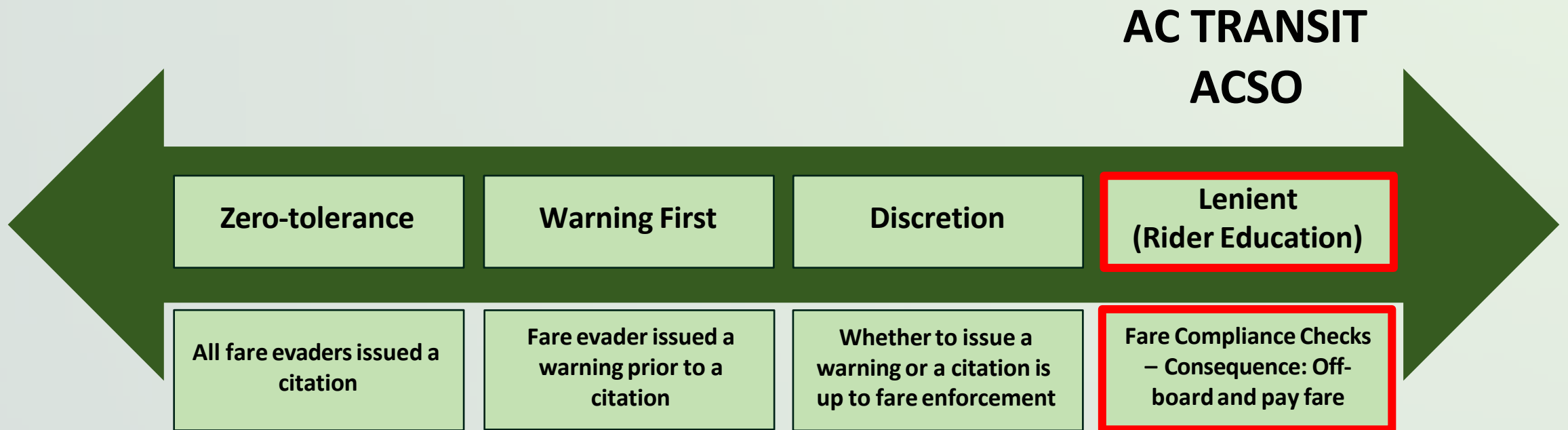
# TEMPO RIDERSHIP AS % OF DISTRICTWIDE FARE



# DISTRICTWIDE vs. TEMPO FARE REVENUE



# AC TRANSIT FARE COMPLIANCE MODEL



# FARE COMPLIANCE PROGRAM

## Current Operations

- 2 Deputies perform inspections 1-2 times per week.
- Average 7.5 days and 825 evaders/month.
- No Citations (offboard, pay and continue riding).

## Operations Impact

- Current staffing is too low for daily operations.
- Inspection levels are too infrequent to make impactful change.

# FARE COMPLIANCE STRATEGIES

- Random compliance checks with ACSO.
- Presence of staff and their education support of riders.
- Current staffing offers observational compliance information.
- There is no dedicated fare compliance program.
- There are safety concerns for transit workers who would enforce fare.



# TYPES OF FARE COMPLIANCE PROGRAMS

- **Comprehensive Program** \$\$\$\$ - All Revenue hours
- **Focused Deployment** \$\$\$ - Limited hours, 5 days a week.
- **Sweeps** \$\$ - Random ACSO
- **Uniformed Presence** \$ - Limited effectiveness



ROI



# INDUSTRY RESEARCH & BEST PRACTICES



# INDUSTRY SEARCH FOR BEST PRACTICES

## Agencies Responding to Requests

- Caltrain
- Houston MTA
- SamTrans
- OmniTrans
- SFMTA
- VTA
- MUNI
- Lane (LTD)

## Resources Reviewed

- APTA
- Nationwide Academies (TRB), included 17 US Agencies
- Various Regional Agency Sites

# FARE COMPLIANCE PROGRAMS

## Key General Findings

- Fare compliance programs are on rail systems with either a closed or open system.

## BRT Findings

- Most bus operators state fare at boarding and avoid confrontation.
- Some BRT operators provide limited random/targeted fare compliance operations
- Other agencies with BRT lines report similar fare compliance impact and concerns.

# COMPLIANCE PROGRAM IMPACTS

## ADVANTAGES:

- Safer environment (Real & Perceived) for riders and operations
- Change in culture and perception of utilizing transit
- Potential increase ridership long-term that could lead to return on investment

## DISADVANTAGES:

- Investment cost for expansive compliance staffing
- Financial cost versus revenue generation (ROI)
- Increased dwell time – 'On-Time Performance'
- Add five (5) buses to peak time schedule to maintain OTP.

# RECOMMENDATIONS

1. Develop and implement a comprehensive fare compliance program.
  - Costly initiative with no ROI within first fiscal year.
  - Staff does not recommend to pursue.
2. Remove TVMs and conduct On-Board Fare Collection.
  - The logistics, cost, and Tempo design exclude this as an option.
3. Continue to expand fare compliance education and promote/increase utilization rates of Clipper Start.
  - Staff believes this can be done and is cost neutral.
4. Look for sponsorship and other opportunity to offset loss revenue and is cost neutral.