

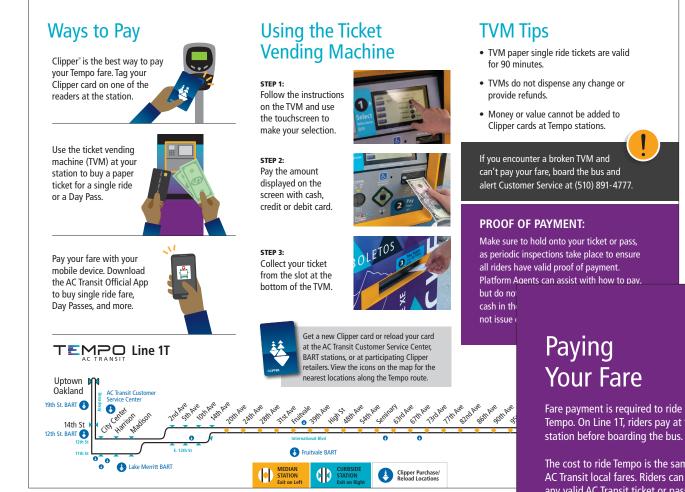
Tempo Fare Communications Overview

NOVEMBER 2020 – AUGUST 2021

Staff Report 21-268 Att. 5



Fare Payment Options



Clipper on Tempo

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Tempo. On Line 1T, riders pay at the

The cost to ride Tempo is the same as AC Transit local fares. Riders can use any valid AC Transit ticket or pass to pay fare on Tempo. Transfers to other buses require additional fare, except on the All Nighter.

Proof of payment is required on board and failure to show proof of payment may result in a citation.



TEMP AC TRANSIT

Clipper is the Bay Area's all-in-one transit card and the preferred way to pay AC Transit fares.

With Clipper, you can load cash or passes onto your card and enjoy discounts on single ride fares and Day passes, as well as get exclusive access to 31-day passes.

To get a Clipper card or learn more about how to reload your card, visit actransit.org/Clipper or visit the AC Transit Customer Service Center.



1600 Franklin Street Oakland, CA 94612

(510) 891-5470 / Free language assistance / Asistencia gratuita en el idioma / 免費語言協助 / Libreng tulong para sa wika Hỗ trợ giúp thông dịch miễn phí / 무료 언어 지원 मुफ्त भाषा में सहयता / भ\$त માં ભાષા ની મદત્ત / 無料の言語支援 مساعده لغويه مجاذيه / مفت لساني معاونت / زبان سے متعلق مفت اعانت Assistance linguistique gratuite / Assistência gratuita para idiomas Бесплатная языковая помощь / បកប្រែភាសាមិនគិតថ្លៃ

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AC TRANSIT TEMPO LINE 1T

How to Pay on Tempo



Fare Payment Reminder





Fare Payment Begins

Tempo fares start November 9

- Must pay on platform before boarding
- Proof-of-payment required to ride
- Failure to show proof-of-payment will result in a citation

Las tarifas de Tempo comienzan el 9 de noviembre

- Debe pagar en la plataforma antes de subir a bordo
- Se requiere un comprobante de pago para viajar
- Si no se muestra el comprobante de pago, se emitirá una citación



Tempo 于11月9日 开始售票

- 上车前必须在站台购票
- 乘车时需提供付款凭证
- 如无法出示缴费证明,将被 开具罚单。

Tempo bắt đầu tính tiền vé ngày 9 Tháng Mười Một

- Phải trả tiền tại sân ga trước khi lên xe
- Phải có bằng chứng đã trả tiền mới được đi xe
- đưa đến bị phạt

actransit.org/Tempo

(510) 891-5470 / Free language assistance / Asistencia gratuita en el idioma / 免費語言協助 Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료 언어 지원 / मुफ्त भाषा में सहयता 48d Hi MINI of HEdd / 無料の言語支援 / زبان سے متعلق مفت اعانت / بران سے متعلق مفت اعانت / بران سے متعلق مفت اعانت / l Assistance linguistique gratuite / Assistência gratuita para idiomas / Бесплатная языковая помощь ປກັບກາເຄາຍິສສິສເຮູ / ການຊ່ວຍເຫຼືອດ້ານພາສາທົບເສຍຄ່າ



• Không xuất trình được bằng chứng đã trả tiền sẽ



How to Ride

AC Transit Tempo is the East Bay's new bus rapid transit service. Tempo Line 1T introduces new features, infrastructure improvements, and safety upgrades. Read along and learn how

to Tempo—like riding safely, paying your fare and physical distancing on board. For more information

visit actransit.org/Tempo or call (510) 891-4777.



BEFORE YOU BOARD TEMPO

Use the crosswalks, walkways, and sloped sidewalks to access Tempo stations.

• Stand behind the yellow warning strip on the platform to stay clear of the bus.

Do not walk, bike, skateboard, scooter, or drive in bus-only lanes. Bus lanes are

for buses and emergency vehicles only.

get used to new traffic patterns.

and reporting issues.

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14th S

Remain alert and use extra caution as you

Tempo Platform Agents travel the line to

assist riders at the station. Platform agents can assist with directions, using the TVM

Safety First

Pay Your Fare

With Tempo, get to your destination faster by paying at the station before you board the bus.

The cost to ride Tempo is the same as AC Transit local fares. Riders can use any valid AC Transit ticket or pass to pay fare on Tempo. Transfers to other buses require additional fare, except on the All Nighter.

Proof of payment is required on board and failure to show proof of payment may result in a citation.

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Tempo Line 1T fares start

BOARDING AND EXITING THE BUS

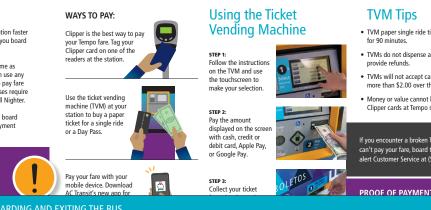
Rider Capacity on Tempo Buses

- To ensure COVID-19 physical distancing of six feet is maintained, each Tempo bus can accommodate a maximum of 16 riders.
- Tempo buses at or over capacity cannot safely add more riders. Please do not board and wait for the next available bus.
- Tempo buses at capacity will display a "DROP OFF ONLY" sign and stop at every station, but doors will not open unless a rider requests a stop.
- When a rider exits the bus, you may be asked not to board due to overcrowding. Help us keep our fellow riders and bus operators safe by waiting for the next bus.
- Use the new Rider Capacity feature on ACT RealTime or check the digital message sign to see when the next bus is available.

@RideACT 📑 🈏 🖸

TTRANSI

任牙语、中文和越南语版本 需要的语言版本,请致电



Real-Time Rider Capacity Now on Line 1T

Try out the new beta version of our real-time rider capacity feature for Tempo Line 1T. Now you can find out how many seats are available before you board. Plan your trip based on real-time capacity and departure info before you get to the station. This feature is offered as part of the AC Transit reNew action plan, which outlines our multi-prong commitment to a healthy East Bay.



TEMPO AC TRANSIT

- TVM paper single ride tickets are valid
- TVMs do not dispense any change or
- TVMs will not accept cash payments of more than \$2.00 over the amount owed.
- Money or value cannot be added to Clipper cards at Tempo stations.
- If you encounter a broken TVM and can't pay your fare, board the bus and alert Customer Service at (510) 891-4777.

Multi-Door Boarding

Multi-door boarding minimizes crowding and allows riders to safely board through multiple doors; some doors are designed for certain riders to further ease the boarding process

Tempo buses stop at every station, but riders should pull the cord to alert the driver they would like to exit the bus.

AC TRANSIT TEMPO LINE 1T

How to Tempo

What to know before you go (and when you get there)



In the Community

