

Agency Name
Transit Policies and Procedures

Subject	Tickets
Section	Financial
Effective Date	
Approved By	
Approval Date	

Purpose

Develop a system for passengers to pay for transit trips in advance.

Procedure

Incorporate a procedure that allows passengers to purchase tickets for transit trips to reduce the need for cash at boarding. Prepare business card size tickets that can be purchased by passengers prior to their transit trips. Tickets should contain spaces representing one dollar each, and each ticket should include a non-duplicated reference number. Tickets should be sold for the actual value based on the number of spaces (i.e., a ten-space ticket should cost \$10 and a twenty-space ticket should cost \$20).

Tickets should be available for purchase using cash, credit cards, or debit cards at the Agency's office during regular business hours. Drivers may also sell tickets but are limited to cash purchases only. Drivers shall submit all ticket receipts with their farebox at the end of each shift. The Agency shall keep a log to record the reference number of all tickets sold at the office and distributed to the Drivers. The log should be updated at the end of each day to show which tickets were sold by Drivers.

As passengers board Agency vehicles, Drivers should punch their tickets for the amount of each trip. Drivers must also record the ticket reference number in the daily manifest as payment.

Lost, stolen, or severely damaged tickets will not be replaced, and new tickets must be purchased.

Responsibilities

The Dispatcher and Drivers are responsible for selling tickets and recording the reference numbers on the log and/or daily manifest. Drivers are responsible for punching tickets for the correct fare amount as passengers board the transit vehicles.