Washington Metropolitan Area Transit Authority

Fare Collection

Module 7

BUS OPERATOR CANDIDATE
TRAINING PROGRAM

metrobus

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Unit 1

Unit 1 Learning Objectives
At the end of class, the trainee will be able to:

1. Identify valid passes, ID cards, and other fare media.

2. Recognize WMATA Disabled ID cards and Senior Citizen ID cards.

3. Describe the categories of acceptable reduced fare and free fare customers.

Topics We Will Cover

- Fare Media
- Metrobus Fare Structure
- Fare Collection Procedures

THE WMATA TARIFF

The WMATA tariff is a document that covers all the rules and regulations pertaining to fares and is created and disseminated by WMATA's Office of the Treasurer and WMATA's Board of Directors. The tariff describes the fare structure and fares charged for the transportation of passengers on the Metrobus, Metrorail, and MetroAccess of the Washington Metropolitan Area Transit Authority within the Washington Metropolitan Area Transit Zone. This zone encompasses:

- District of Columbia
- Alexandria, Falls Church, Fairfax, Manassas, and Manassas Park
- Arlington, Fairfax, Loudoun, and part of Prince William counties, and the political subdivisions of the Commonwealth of Virginia located within those counties
- Montgomery, Prince George's, and parts of Charles and Anne Arundel counties, and the political subdivisions of the State of Maryland located in said counties
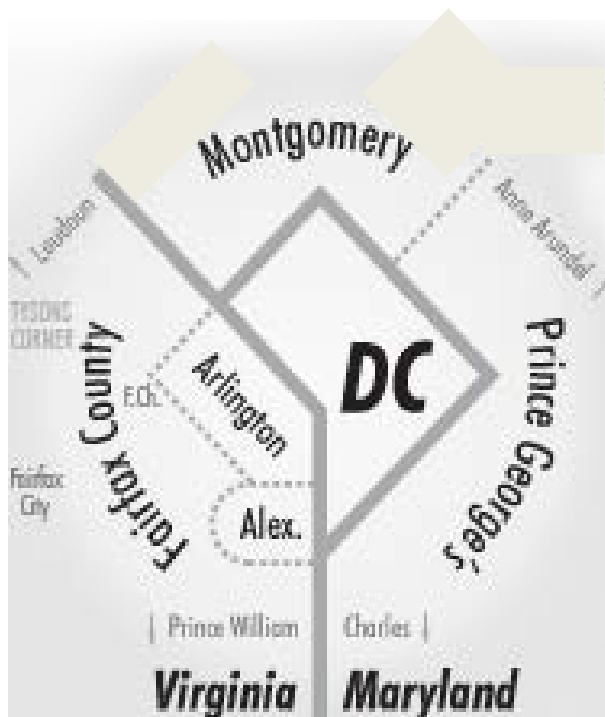
OPERATOR FARE COLLECTION DUTIES

Fare collection is an important duty of a Metrobus Operator. Fares bring in revenue that allows WMATA to remain in business. Below you will find a list of duties that you should be able to perform efficiently and accurately.

- Verify farebox is operational.
- Logon to farebox.
- Record fare types when needed.
- Answer questions about fares.
- Logoff of the farebox.

Enforcement of fare payment is the responsibility of the Metro Transit Police Department (MTPD), <u>not the Bus Operator</u>.

As a Bus Operator, you do not need to bring non-payment of fare to a customer's attention at all. If a customer walks past the farebox without paying, do not stop the customer, allow them to board and continue on the route. We will talk later about how to record that transaction, however, WMATA's policy is that Bus Operators do not need to quote the fare nor mention it to a customer who fails to pay their fare.

Do Not Get Into Arguments over Fares

You must never get into an argument or delay the line when a customer does not pay their fare; you don't need to make any comments, you just courteously allow the non-paying customer to ride.

Only Quote the Fare When Asked or When Annunciator is not Working

If the voice annunciator is not working or if a customer directly asks for the fare, then quote the fare. The annunciator usually announces the fares on a regular basis, along with other public service announcements.

Avoid Operator Assault

Many cases of Operator assault begin with a dispute over fare payment. Use the following strategies to avoid conflicts on your bus:

- Allow the fare evader to ride; do not mention the fare and especially do not get into an argument over non-payment.
- Never challenge or confront the customer.
- For repeat offenders, notify Superintendent or Office Manager when you return to the garage and complete the Bus Operator Complaint Form, so that MTPD can take action. You learned about this in Module 4.

Payment of Fares

The fare for Metrobus customers is published and established by the WMATA tariff. There are certain types of customers who ride for a reduced fare or free and we will discuss that shortly. Most customers pay full or reduced fares using one of several methods listed below. We will discuss each of these methods in detail.

- Cash Fares

- SmarTrip Cards

- Free Fares

- Special Fares

- Seniors & Persons with Disabilities Reduced Fare Cards

- DC Student Fares

- Metrobus Tokens

- Other transit agency fare media (passes, cards, tokens, etc.)

CASH AND SMARTRIP FARES

Acceptable US Currencies

- One-dollar bills
- Two-dollar bills
- Five-dollar bills
- Ten-dollar bills
- Twenty-dollar bills

- One-dollar coins
- Half-dollars
- Quarters
- Dimes
- Nickels

Unacceptable US Currencies

- Pennies

SmarTrip® Cards

SmarTrip® is a permanent, rechargeable farecard. It's plastic – like a credit card – and is embedded with a special computer chip that keeps track of the value of the card. It can be used on Metrobus, as well as Metrorail and for parking fees.

Regular Service Cash & Smartrip Fare	$2.00
Express Service **MD -** J7, J9, P17, P19, W13, W19 **VA -** 11Y, 17A, 17B, 17G, 17H, 17K, 17L, 17M, 18E, 18G, 18H, 18P, 29E, 29G, 29H, 29X	$4.25
7 - Day Bus Pass This is loaded onto the SmarTrip® Card; not a separate pass. It is valid for unlimited travel on regular service buses for a seven day period that starts the first time it is used and is valid for seven consecutive days.	$17.50

FREE FARES

WMATA Employees

- Active
- Retired
- Spouses of designated AB & W employees
- All former and active WMATA Board members and officers

Police

- Uniformed & Non-Uniformed with ID
- Police of the local governing bodies of the WMATA transit zone (DC, MD, VA)
- State police of MD and VA
- US Park Police
- US Capital Police
- Secret Service
- Local Sheriff officers

Children 4 Years and Younger

- Honor system

- Must be accompanied by paying customer

- No more than 2 children free per one paying customer

FREE FARES: MONTGOMERY COUNTY SCHOOL-AGED STUDENTS

Montgomery County School-Age Students

- All school-age children including both public and private high schools will ride free between the hours of 2:00 pm and 8:00 pm, Monday – Friday (except the J7 and J9 routes – express routes).

- Students must provide one of the following: a school photo ID or the Youth Cruiser card. The Youth Cruiser card can be tapped on the farebox as a Smartrip card but the ride is free during days and times above or reduced (see below).

- Express routes J7 and J9 are not free; students must pay reduced cash fare of $2.25 between 2:00 pm -8:00 pm. At all other times, students will pay the full express route fare.
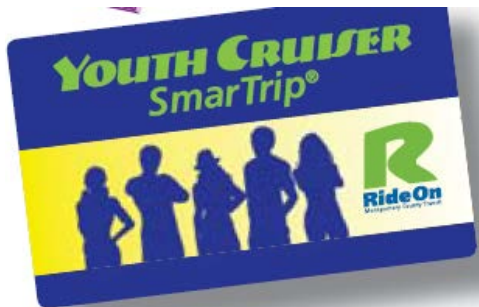

Youth Cruiser SmarTrip Card
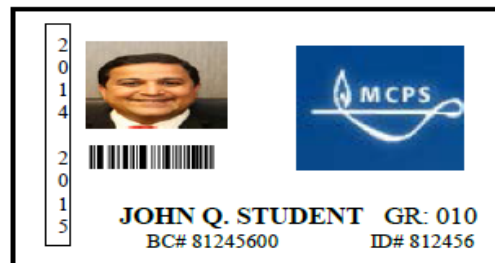
Montgomery County School Student ID Card

FREE FARES: DC SCHOOL-AGED STUDENTS

DC School-Aged Students

- All eligible DC school students who are enrolled in school will ride **FREE during all operational hours and days** that Metrobus and DC Circulator service is available.

- Eligible students include school-aged children under 22 years of age and foster children under 21 years of age who are enrolled in a Public, Public Charter, Parochial and Private school located in the District of Columbia.

- Students must tap DC One card to farebox target.

- If a student does not have a DC One card, you can remind them to get one from their school.

- For non-working cards, as well as, for students who don't have cards, press the DC STUDT dedicated key to record the ride.
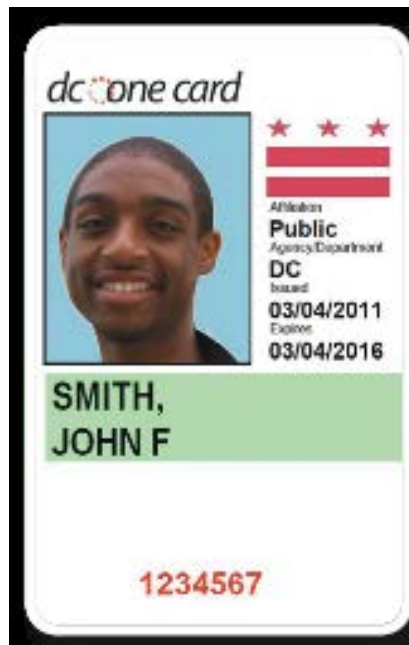
DC One Card

FREE FARES: UNIVERSITY PASS

University Pass (U-Pass)

- College students from American University and Washington College of Law will be issued the University Pass (U-Pass) for unlimited rides on Metrobus.

- Students must tap the U-Pass card to farebox target. If card malfunctions or the student doesn't tap the card, press the U-Pass dedicated key.

- Valid during certain dates, see below:

Participating Schools / Semesters	Validity Dates
Washington College of Law Fall 2016	*August 17, 2016 – December 24, 2016
American University Fall 2016	*August 20, 2016 – December 27, 2016
*Not valid during winter break	
American University Spring 2017	January 5, 2017 – May 14, 2017
Washington College of Law Spring 2017	January 9, 2017 – May 21, 2017

**American University and
Washington College of Law
U•Pass**

FREE FARES: DEPARTMENT OF DEFENSE

Department of Defense Employees, Military and Visitors

- Routes: **7A, 7F, 7Y** - *Lincolnia-North Fairlington Line at Pentagon, Mark Center and Southern Towers locations only*

- Routes: **7W, 7X** - *Lincolnia-North Fairlington Line at Pentagon, Mark Center and Southern Towers location only*

- Route: **7M** – *Mark Center-Pentagon Line locations only*

- ***All badges are accepted only on routes listed above.***

Pentagon Passes: ID type with name printed below photo.

DOD Employee Military ID Badges

Contractor Badges

FREE FARES: US COAST GUARD

United States Coast Guard (USCG)
Employees and Visitors

Department of Defense

- o Route: A4 between Anacostia Station and St. Elizabeth's Gate 4 (Coast Guard HQ)

- o Route: W9 between L'Enfant Plaza Station and St. Elizabeth's Gate 4 (Coast Guard HQ)

- o *Samples of acceptable badges are below.*

# FREE FARES FOR SENIOR CITIZENS AND PEOPLE WITH DISABILITIES

- Seniors 65 years and older and persons with disabilities ride free on all buses operating in Montgomery County **Monday through Saturday between 9:30 AM and 3:00 PM**. Route F4 out of Landover Division is also included. The customer must show the Bus Operator a:
    - Metro Disability ID Card (with red or black border and it can be SmarTrip Enabled or not)
    - Medicare card with current Photo ID
    - Senior Smartrip Card

- Valid on the C2, C4, C8, F4, J1, J2, J3, L8, K6, Q2, Q4, Q6, T2, Y2, Y7, Y8, Z2, Z6, Z8 routes.

- SOME MetroAccess cardholders and a traveling companion ride free. The MetroAccess customer must show their Smartrip enabled MetroAccess ID card. Only the grey/red MetroAccess card is valid for free rides. The companion's ride is free based on the honor system.

Metro Disability ID Cards (PCA or non-PCA eligible)
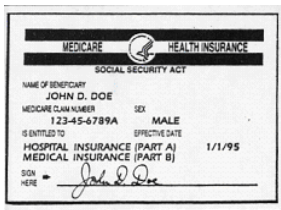
Medicare Card

Senior SmarTrip Card

WMATA MetroAccess Card

SPECIAL FARES

There are routes in the Washington DC metropolitan area that have special fares in effect. These fares may be based on geographical area or for promotional purposes and may be permanent or only valid for a limited time. You will get more details once you move into the division phase of training.

TAGS FARE $0.50
TAGS stands for the Transportation Association of Greater Springfield.
ROUTES: S80 and S91

Airport Shuttle: FARE $7.50
Metrobus 5A to Dulles International Airport
Metrobus B30 to Baltimore Washington International Marshall Airport

Other Special Fares (Complimentary tickets, etc.)
From time to time, other special fares and promotions will be announced and that information is disseminated via memos, NTOs and will be posted on division bulletin boards.

REDUCED FARES FOR SENIOR CITIZENS
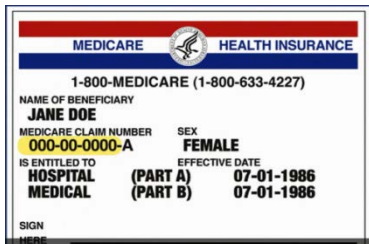
Regular Cash & SmarTrip Fare: $0.85

Express Cash & SmarTrip Fare: $2.00

Smartrip Senior/Disabled 7-Day Regional Bus Pass: $8.75

Airport Shuttle Fare: $3.50

Seniors residing in our service area

- Senior citizens who are at least 65 years of age pay reduced fares on all routes at all times. Area residents must show the Bus Operator their valid Medicare card along with a photo ID to pay reduced cash fare.

- Senior citizens (65 and older) may also purchase a reduced fare Senior Smartrip card to use on the bus.

Seniors who reside outside of our service area

- For the senior discount, visiting individuals who reside outside WMATA's service area are not required to show WMATA issued ID's but must show photo ID that indicates their birth date to be eligible for reduced senior fares.

REDUCED FARES FOR PERSONS WITH DISABILITIES

Regular Cash & SmarTrip Fare: $1.00

Express Cash & SmarTrip Fare: $2.00

Smartrip Senior/Disabled 7-Day Regional Bus Pass: $8.75

Airport Shuttle Fare: $3.50

Persons with disabilities residing in our service area

- People with disabilities must use a valid Metro Disability ID card for reduced fare on all Metrobus routes.
- The Disability ID cards can be as an ID card only or it can be Smartrip enabled and used at the farebox.

This Disability ID is **not Smartrip enabled**. The customer just shows the card to the Operator and pays reduced cash fare.

This Disability ID **is Smartrip enabled**. The customer will tap the card on the farebox target area. The reduced fare will automatically be deducted from the Smartrip.

Persons with disabilities residing outside our service area

- Metro will issue a one-time courtesy WMATA Disability ID card good for up to one month and is issued one-time only.

PERSONAL CARE ATTENDANTS

A person with a disability can have one person known as a Personal Care Attendant (PCA) accompany them while riding Metrobus and that PCA will also pay reduced fare or ride free (if accompanied by a Metro Access cardholder).

- The person with a disability shall be issued a Metro Disability ID card marked **"ATTENDANT ELIGIBLE"** with their photo inside of a red border. Customers who are accompanied by a PCA can also purchase an additional Smartrip card for use by their PCA (see example below).

- The accompanying PCA will also pay the reduced fare:
    - In cash
    - With the PCA pass; when it is used immediately following a Metro Disability ID SmarTrip card, on the same farebox, the PCA card will be charged the same reduced fare.

This card enables one person to ride at the reduced rate only when he or she is accompanied by the person with the disability. The person with the disability and the PCA must board and alight together.

MetroAccess & PCAs

As mentioned earlier, some MetroAccess customers are allowed to ride Metrobus free of charge. The only MetroAccess card that is valid on Metrobus for a free ride is the **grey & red Smartrip enabled MetroAccess card.** The customer should tap the card on the Smartrip target.

The MetroAccess cardholder may be accompanied by a **Personal Care Attendant (PCA)** who can also ride free by tapping their PCA Smartrip card on the farebox target following the MetroAccess cardholder (within 90 seconds).

BUS TO BUS TRANSFERS

REGULAR, EXPRESS & AIRPORT SHUTTLE

Metro riders can make free unlimited bus-to-bus transfers (including round trips) within a two-hour period only by using a SmarTrip® card for regular buses only. After two hours, the customer must pay the full fare, except for customers using the 7-Day Regional Bus Pass; this pass allows for unlimited travel on regular service buses.

When transferring to express buses and airport shuttles, there is an additional charge. After two hours, the customer must pay the full fare.

Customer paying cash …

If a customer pays cash on the first bus, they will be charged full fare for each connection.

Customer using a SmarTrip card or the 7-Day Bus Pass (loaded on the Smartrip card) pays …

- **FREE:** Regular bus to regular bus within 2 hours of first boarding
- **$2.25:** Regular bus to express bus
- **$5.50:** Regular bus to airport shuttle

RAIL TO BUS TRANSFERS

When a customer transfers from the rail to a bus using a SmarTrip card they will receive a 50¢ discount on the bus fare (except on certain routes at Anacostia and Congress Heights stations – see note below).

Transferring from Metrorail to REGULAR bus route:

SmarTrip customers pay $1.50.

Customers paying with cash pay full fare: $2.00

Transferring from Metrorail to an EXPRESS bus route:

SmarTrip pay $3.75.

Customers paying with cash pay full fare: $4.25.

NOTE: Customers will receive a $1.00 discount for transfers from rail at *Anacostia and Congress Heights stations* to the following bus routes:

94
A2, A4, A6, A7, A8
W1, W2, W3, W5, W6, W8

(Customers transferring from the RAIL will pay $1.00 to transfer to regular bus and $3.25 to transfer to Express bus.)

BUS TOKENS

Tokens may be purchased and used in place of cash fares. Metrobus regular tokens are valid for $2.00. Ride-On tokens are valid for full $2.00 fare on Regular Metrobuses. An additional payment of $2.25 is required when transferring to Express Metrobuses.


Metrobus

Montgomery County Ride-On Token

OTHER FARE MEDIA ACCEPTED

The fare media listed below from Maryland Commuter Rail (MARC), Virginia Rail Express (VRE) and Maryland Transit Administration (MTA) are valid for the full $2.00 fare on Regular Metrobuses. An additional payment of $2.25 is required when transferring to Express Metrobuses.
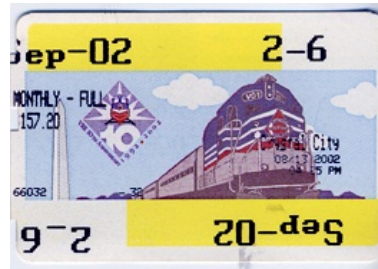
MARC – Maryland Rail Commuter
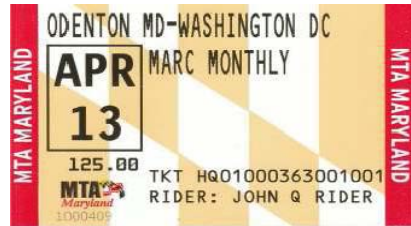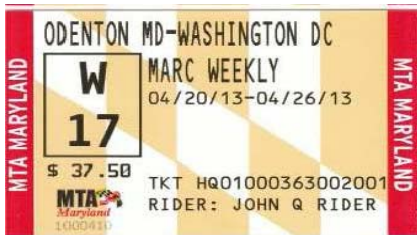
MARC Weekly and Monthly Tickets

MARC Weekly and Monthly Tickets issued by Amtrak

OTHER FARE MEDIA ACCEPTED continued
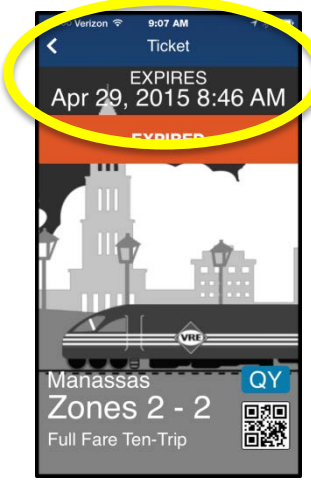
VRE – Virginia Rail Express

VRE Weekly and Monthly Tickets

**Valid VRE Mobile Ticket Pass Screen**

Expired VRE Mobile Ticket Pass Screen – Do not accept this pass.

Mobile Phone
VRE Weekly and
Monthly Tickets

Expired –
Not Valid

VA AND MD TRANSIT LINK CARDS

The paper Transit Link Card (TLC) has been replaced by a SmarTrip card with a MARC, MTA Commuter Bus, or VRE sticker on it.

- The SmarTrip version of the TLC has an unlimited ride, calendar month pass on it that works for both rail and bus. If a customer uses the TLC on an express bus, then the farebox will prompt the customer to pay an additional charge.

- TLC customers simply have to tap the SmarTrip TLC to the farebox SmarTrip target. The farebox display will read: *VRE TLC CARD* or *MARC TLC CARD* or *MTA TLC CARD* as appropriate.

- TLC users who register their SmarTrip cards will have protection against a lost or stolen card for the Metro portion only. They will have to contact Commuter Direct if their VRE, MARC or MTA Commuter bus sticker is lost or stolen.
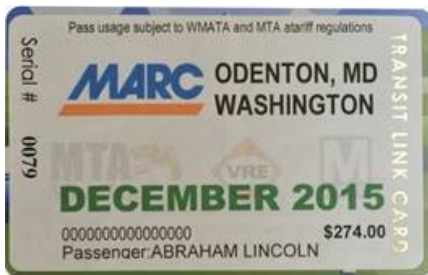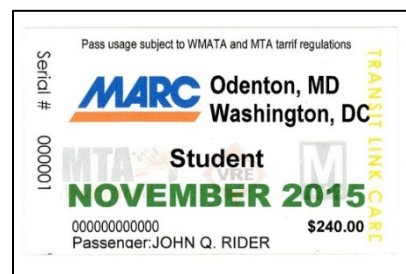

MARC SmartTrip TLC


MTA Commuter SmartTrip TLC

VRE SmartTrip TLC

MARC SmartTrip TLC
(Senior/Disabled)

MARC SmartTrip TLC (Student)

MALFUNCTIONING SMARTRIP CARDS, RETURNS OR REFUNDS

There may be times when the customer's SmarTrip card does not work properly, a customer may mistakenly lose money, jewelry or rare coins in the farebox or the farebox charges an incorrect fare.

| $5.00 bill or larger | Rare coins | Jewelry |

Malfunctioning Smartrip Card
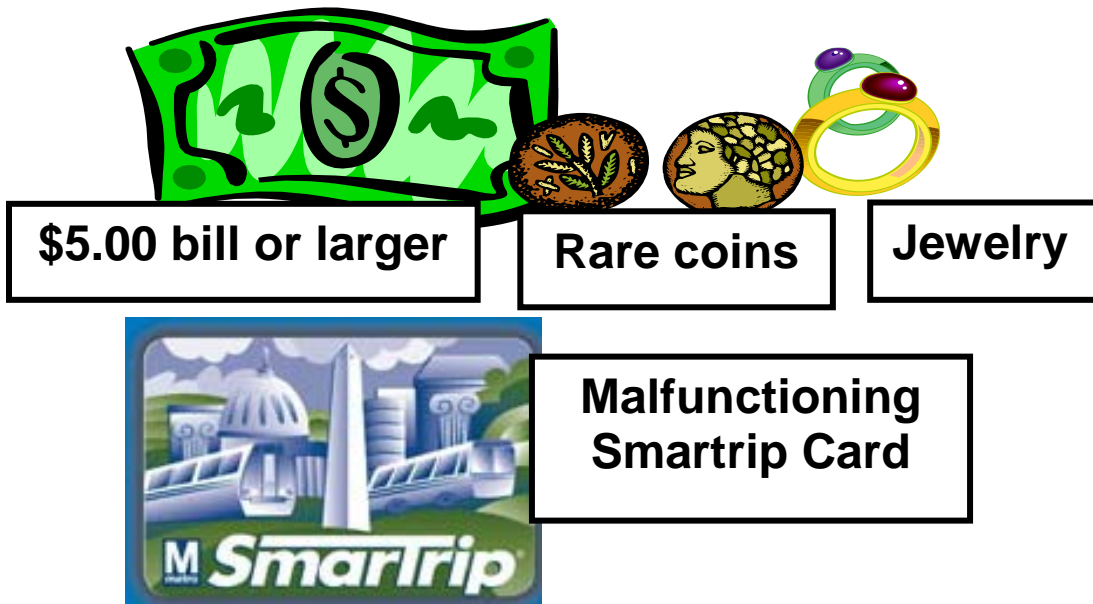
In these situations, please give the customer a ***Fare Information Form*** and:

1. Apologize for the inconvenience and explain that the instructions for obtaining a refund are on the form.

2. The Operator will fill in the Route Number, Bus Number, Date and Time.

3. Advise the customer to fill in the rest of the information needed and contact the Customer Service Center (phone number is on the tear-off).

Unit 2

Unit 2 Learning Objectives
At the end of class, the trainee will be able to:

1. Logon and logoff the farebox and process all fare transactions accurately.

2. Explain the procedure for clearing wet, damaged or rejected bills and coins.

3. Given scenarios related to problematic fare transactions, explain how to best serve the customer.

4. Given examples of fare combinations, select the correct keypad keys to record the customer fare type.

What We Will Cover:

- Farebox Operation
- Fare Collection
- Farebox Malfunctions & Free Riders
- Practice Exercises

COLLECT AND VERIFY FARES

- Always check to see that the customer has inserted the correct coins and bills, tokens or tickets by reviewing the Operator Control Unit (OCU).

- Inspect the coins – if you need more time, press the "0" key for an additional 60 seconds.

- If coins are rejected (returned in lower coin cup), inspect them for damage. Press '0' for additional time to do this.

Passenger Display Window
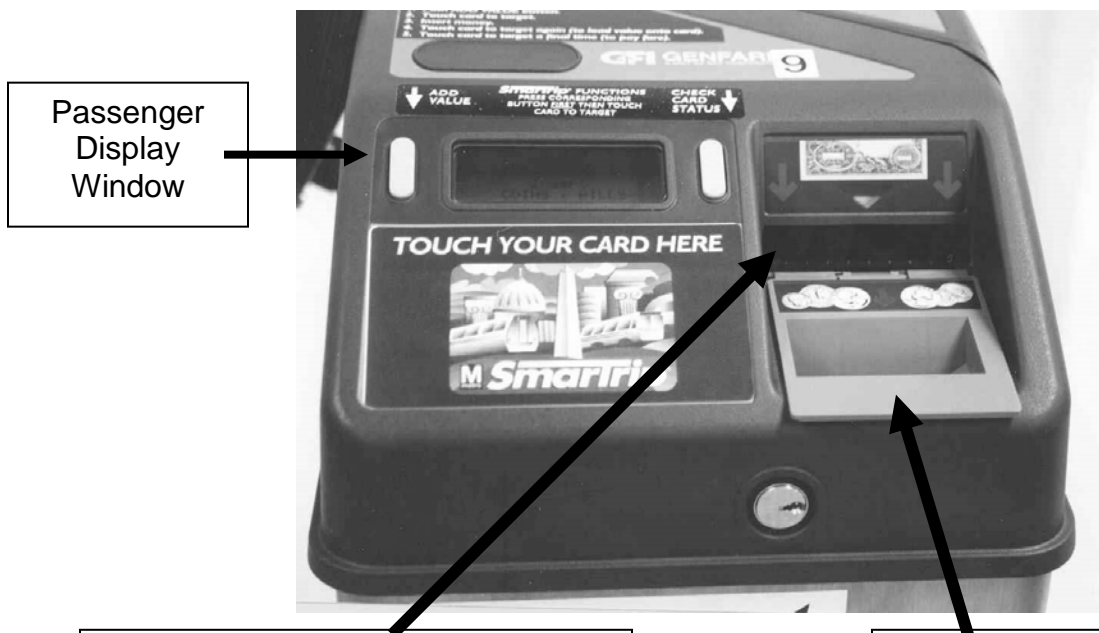
Bill Validator

- Accepts U.S. currency in denominations of $1, $2, $5, $10 and $20 bills
- No coins
- No tickets
- No tokens
- No folded bills, No half bills
- No transfers
- No paper
- No foreign material

Coin Validator

- Accepts all U.S. coins except pennies
- Accepts regular, school, and Ride-On tokens
- No pennies
- No dollar bills
- No paper
- No foreign material

PRE-LOGIN

Before pulling out of the garage, you must perform the following checks to verify that the farebox is operational.

Prior to login:

1. Verify that the farebox has power.
2. Verify that the Passenger Display Window is on.
3. Red Bill Validator light will turn to green when a successful login has been completed.
4. If the OCU is blank, check the contrast control.
   - To set brightness, press Blue key and then the up and down arrows
   - To set contrast, press Green key and then the left and right arrows

** **NOTE:** The bypass lever should be in the up position. When the farebox is in bypass mode it is indicated on the OCU and the Passenger Display and will not count coins. The farebox is in bypass mode, notify Supervisor or Dispatcher.

CONTINUOUS BEEPING ALARM

The continued beeping of an alarm is an indication that the cashbox door is ajar and should be closed. All alarms should be cleared. Possible Causes:

1. No cash box, report to dispatcher
2. Cash box door is open – try to close it, but DON'T KICK IT!! If unable to close, report to dispatcher.
3. **"SPU OOS"** displayed: SmarTrip Target area is out of service. The farebox should reset itself. If not, report to dispatcher

LOGGING ONTO THE FAREBOX

1. Follow all the steps of the Pre-Trip Inspection for the Approach.

2. Start your bus, Continue to conduct your Pre-Trip Inspection.

3. Directly prior to testing the final 3 brakes tests, complete all steps of the Pre-Trip inspection (exterior & interior steps) and the system should be ready for you to logon (the Clever system typically takes 2 – 4 minutes to fully boot)

4. Confirm the D & R green lights are on.

5. Start farebox logon by pushing the # key of the farebox keypad and swipe your employee ID card on the Smartrip target. At this time no other buttons need to be pushed.

6. If the 'D' icon has not turned green after completing steps 1 thru 4, you should attempt a manual logon and continue to your starting point.

7. If you are no longer logged on when you arrive to your starting point, you should attempt a logon with your ID again. If that does not work you should logon manually to the Clever Bus Radio. If all of the logon previous instructions do not work, contact BOCC for logon assistance.

8. Look at the display on the farebox screen, confirm that your employee number, the route, block and service type is correct. The fare service type must be confirmed

9. Press the GREEN Key.

10. If the farebox and radio both indicate a successful log on, you may proceed.

Fare Service Types

Service Number	Service Type
1	Regular Base
2	Express
4	Special Fare 1.00 (Anacostia)
6	Special Fare (TAGS)
8	Free
11	Special Fare (Airport Shuttle)
12	Montgomery County only

Pressing the [#] key will take you back to the Login Screen & your Service Type is activated.

MANUAL LOG ON

1. If the one-touch log on failed, you must log on manually. Start your bus, continue to conduct your Pre-Trip Inspection.

2. Directly prior to testing the final 3 brakes tests, complete all steps of the Pre-Trip inspection (exterior & interior steps) and the system should be ready for you to logon.

3. Confirm the D & R green lights in lower left corner of the radio (TCH) are on.

4. If there was no response when you pressed [#] and touched your ID card to Smartrip target on the farebox, you will need to manually logon to the farebox by typing your employee ID#, GFI Route number and GFI Block number on the farebox keypad. Make sure the correct fare service type is selected for your route.

5. Press the # key to activate the Service Type.

6. Check the farebox display screen to verify your employee ID number, route number, block number and service type number is displayed.

7. Press the GREEN KEY.

8. You may also need to manually log on to the radio.

9. Check the bus radio to verify that your route number is displayed in the top left corner.

10. If the farebox and radio both indicates a successful log on, you may proceed.

NOTE: If you have any questions, please contact your Division Instructor.

LOG-OFF PROCEDURE

Each Operator must LOG-OFF:
- After completing each block
- Prior to being relieved
- Prior to self-relief
- When changing buses (including Change-offs)
- When parking the bus on the lot
- If your bus breaks down

To log off of the Farebox:

1. Press the # key.
2. Enter "O" (zero) in the Driver field.
3. Press the GREEN button.

NOTE:
The # key will always take you back to the Log-On Screen, no matter where you currently are.

LOG-ON FAILURE PROCEDURES

1. **INVALID LOG-ON ERROR MESSAGE**
   a. If either the farebox or Clever Device (radio) shows **"INVALID LOG-ON"** for Employee Number or Block Number, contact BOCC and they will log you in manually.
   b. If the Clever Device (radio) is NOT accepting your employee information, contact BOCC and they will log you on manually.

2. **CONFLICT LOG-ON/CONFLICT IN BADGE ID ERROR MESSAGE**
   a. If the Clever Device (radio) shows **"CONFLICT LOG-ON"** or "**CONFLICT IN BADGE ID"** error message you have not yet logged off of your previous bus, contact BOCC and provide your Employee Number, previous Block Number and Bus Number so they can log you off manually.

3. **BADGE NOT CHECKED IN ERROR MESSAGE**
   a. If the Clever Device (radio) shows **"BADGE NOT CHECKED IN"**, you are trying to log-on too early. You will have to wait until it is less than 30 minutes before the start of the block to log-on.

4. Contact BOCC for any additional issues or problems regarding log-on or error messages or failures.

FAREBOX OPERATION

As each customer boards and pays his or her fare, the farebox will automatically record the transaction according to the Service Type selected during login. When the proper amount of cash is inserted, the farebox will automatically record the fare pre-set value. For example, on a regular bus, the fare would be $2.00, on an Express bus, the fare would be $4.25. For multiple fares paid with a large bill, you must manually use key 1 after the first fare is paid.

The Manifest & The Farebox
There is a direct connection between farebox operation and the manifest. Today your Instructor will review what you recently learned about the manifest and how it applies to farebox operation.

SmarTrip Transactions
All SmarTrip transactions are hands off. Do not press key [1] with this type of transaction. When you hear the beep, the fare is paid. If a card is tapped and you hear nothing and **SPU OOS** has not appeared on your OCU, there is a problem with the card. (Not the OCU).

    A. The service type will determine the amount that will be charged to a customer's card, when the target is tapped.

    B. When the SmarTrip card becomes a bus to bus or rail to bus "transfer", if the time limit has expired, you must request that the customer touch the target a second time to deduct the fare. It is not automatic.

    C. When a customer wants to add value to their card. The customer must:
        1. Press the left button on the customer's side of the farebox.
        2. Touch the SmarTrip card to the target. Insert the cash in the bill transport.
        3. The light on the fare box will turn red.
        4. They must wait until the light turns green before touching it a second time. The farebox will beep **twice**.
        5. Now the money is loaded on their SmarTrip card and the fare has been deducted.
        6. Customers can use the button on the right side of the fare box to check value.
        7. Operators can assist the customer by using the "A" or "C" keys on the OCU.

Remaining Value

All remaining value on the OCU must be cleared by pressing key 2 for under payment and key 3 for over payment.

More Time for Processing Fares

- If an incorrect fare has been paid and the customer sits down to get additional money, you can still press "0" which will give you an additional 60 seconds on that transaction.
- Each touch to the "0" key will start a new 60 second timer and does not add to the previous 60 seconds.

Setting Contrast and Brightness

- To set brightness, press Blue key and then the up and down arrows.
- To set contrast, press Green key and then the left and right arrows.

FAREBOX MALFUNCTION/FREEZE-UP

- If the Smartrip reader fails to operate, stop and secure your bus first.
- Then press and hold the **[ADD VALUE]** and **[CHECK CARD STATUS]** buttons at the same time for approximately 20 seconds or until an audible beep is heard.
- This same procedure can be used if farebox "freeze-up" occurs when a customer is attempting to "Add Value".
- If the Smartrip reader still fails to operate, call BOCC to report the farebox malfunction giving them specific details.
- If BOCC does not respond, send the pre-defined text message "FAREBOX MALFUNTION".
- Cover your farebox with the **red bag** as directed by BOCC or after you have taken all other steps to resolve the malfunction. This means that customers ride free.
- Indicate "FAREBOX MALFUNCTION" on the Bus Condition Card and turn it in at the end of your shift to the Depot Clerk. Be sure to mention specific detail about the malfunction.

Coin Jam
Send the "FAREBOX MALFUNCTION" text message to BOCC. Then press the Coin By-Pass lever on the backside of the farebox. Be aware that this will release the stuck coin but it will also prevent all coins after this from being counted. You won't be able to tell if a customer has underpaid, however the farebox will continue to function and you can continue in service.
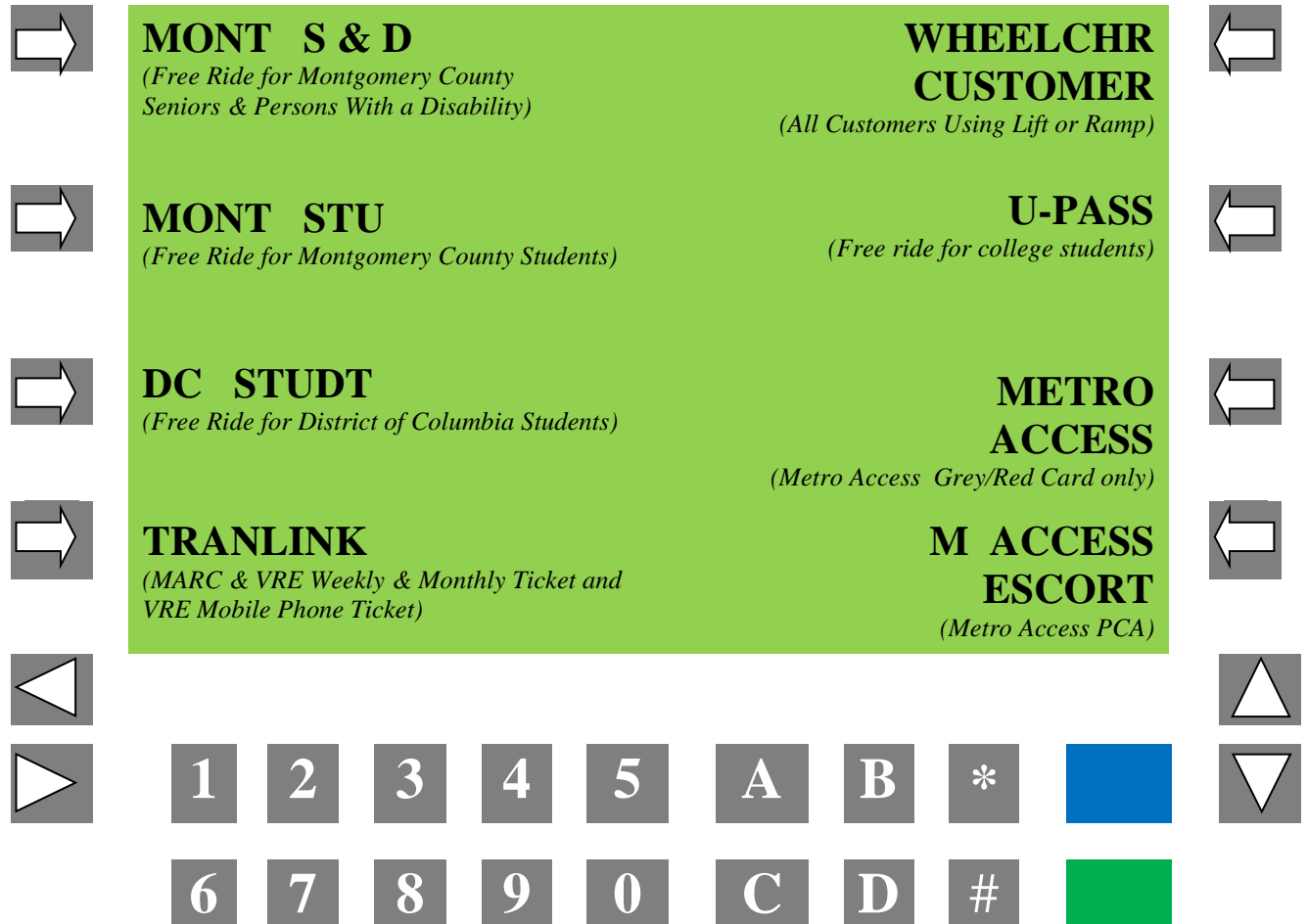
Bill Jam
If the OCU displays "Bill Feed Error", press the green key and then the **[5]** key to clear the jam. You may repeat this process up to three times and if the error persists, contact BOCC to request a bus change-off.

90% Full Alarm
When the farebox is 90% full, "CBX" will display on the OCU to alert the operator. At that point, the Operator cannot take additional cash fares.
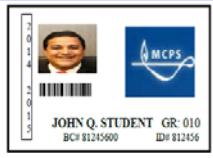- Let the customers ride free if they don't have a Smartrip card, MARC Pass, VRE Pass, etc.
- The bus must be changed off.

FAREBOX LAYOUT

⇨ **MONT S & D** *(Free Ride for Montgomery County Seniors & Persons With a Disability)*	**WHEELCHR CUSTOMER** *(All Customers Using Lift or Ramp)* ⇦
⇨ **MONT STU** *(Free Ride for Montgomery County Students)*	**U-PASS** *(Free ride for college students)* ⇦
⇨ **DC STUDT** *(Free Ride for District of Columbia Students)*	**METRO ACCESS** *(Metro Access Grey/Red Card only)* ⇦
⇨ **TRANLINK** *(MARC & VRE Weekly & Monthly Ticket and VRE Mobile Phone Ticket)*	**M ACCESS ESCORT** *(Metro Access PCA)* ⇦

◁ ▷ △ ▽

| 1 | 2 | 3 | 4 | 5 | A | B | * | [blue] |
| 6 | 7 | 8 | 9 | 0 | C | D | # | [green] |

Guide to Dedicated Keys	
MONT S & D – use in Montgomery County for seniors or persons with a disability on weekdays between 9:30 AM and 3:00 PM with proper ID or Smartrip card.	**WHEELCHR CUSTOMER –** use anytime a customer boards and uses the wheelchair lift or ramp.
MONT STU – use for Montgomery County Students on weekdays between 2:00 – 8:00 PM on regular service bus only when student shows Student ID card and on all Express buses - see the chart on the next page.	**U-PASS –** use anytime the U-Pass card malfunctions or the college student does not TAP the card.
DC STUDT – use when District of Columbia DC ONE card malfunctions or when a student does not tap their card.	**METRO ACCESS** – use if the Smartrip enabled MetroAccess card malfunctions when tapped on farebox.
TRANLINK – use when: • Customers show MARC and VRE weekly or monthly ticket. • Customers show valid VRE ticket on mobile phone.	**M ACCESS ESCORT –** use if the Smartrip enabled PCA card malfunctions when tapped on farebox (for customers who are accompanying a MetroAccess customer).

MONTGOMERY KIDS RIDE FREE PROGRAM

KIDS RIDE FREE IN MONTGOMERY COUNTY Monday – Friday, 2:00 – 8:00 pm			
Regular Service **New Service Level 12**	**C2,C4,C8** **D5** **F4** **J1, J2, J3, J4, J5** **K6, K9** **L8** **Q2, Q4, Q6** **T2** **Y2, Y7, Y8** **Z2, Z6, Z7, Z8, Z11**	Student touches Youth Cruiser Card to farebox.	Operator does **not** press any buttons. Transaction recorded automatically.
		Student shows Student ID Card.	Operator must press the arrow for "MONT STU".
Express Service **Service Level 2**	**J7, J9** Students pay an upcharge of $2.25 for Express Bus	Student shows Student ID or Youth Cruiser Card.	Operator must press the arrow for "MONT STU".

GUIDE TO NUMERIC/ALPHA KEYS

KEYS	FUNCTION
1	Multiple Fares paid in cash or tokens: • Fare will be automatically taken when cash fare is paid • You will not have to touch this key unless the customer is paying for several people. Each fare will be deducted as you press this key. • Each fare will be taken and you will see the remaining amount on the OCU after each touch.
1 then 2	This is the under payment key. For example, to be used when a customer pays $ .75 cents and the fare is $2.00. For underpayment you must press "1" then "2".
3	This is the over payment key. For example, to be used when a customer pays $ 2.00 and the fare is $2.00, press the "3".
4	*Not used.*
5	This key is used when senior citizens and persons with disabilities pay reduced fare in cash. Also used for PCAs paying reduced fare.
6	*Not used.*
7	*Not used.*
8	**Used for Fare Evaders only. The Operator is also asked to trigger the Drivecam.** Allowing customers to ride free without following all farebox malfunction procedures, not reporting or documenting malfunctions or not using the red bag may lead to progressive discipline.
9	Special (Free: Police, DOD Buy Downs, BRAC, USCG, children under the age of 4, valid free ride coupons, etc.)
0	Zero holds a transaction for 60 seconds and also cancels incorrect entry on the login screen
A	To add value, (SmarTrip transaction only)
B	Over-rides a rejected $ 1.00 bill transaction only (Press only one time and re-enter the $1.00 bill) **USE CAREFULLY!!** Do Not use this key to accept any bill other that a $1. Pressing the B will force the bill validator to accept any inserted bill for credit of $1. This includes $5, $10, and $20 bills.
C	Check value, (SmarTrip transaction only)
D	*Not used.*
∗	Displays farebox information
#	Starts Log-On
Blue Key	*Not used.*
Green Key	Completes Log-On

FIGURE IT OUT!

Instructions: *In the blanks write in the correct key or keys needed to complete the transaction. If the transaction does not require the Operator to press any keys, circle "No Key"*

1.   Customer pays $2.00 in cash:

   Press _____ or Press No Key

2.   Customer puts a token in:

   Press _____ or Press No Key

3.   Customer has a Smartrip card and wants to pay for three more companions:

   Press _____ and _____ or Press No Key

4.   Customer pays $2.00, and customer requests the wheelchair lift:

   Press _____ and _____ or Press No Key

5.   Customer pays reduced fare and customer uses the wheelchair lift:

   Press _____ and _____ or Press No Key

6.   Customer shows you a grey/red Metro Access card and has a companion accompanying them:

   Press _____ and _____ or Press No Key

7.   A DC School child shows you a DC One card:

   Press _____ or Press No Key

8.   A uniformed police office boards, followed by a Metro employee:

   Press _____ and _____ or Press No Key

9.   You are operating an Anacostia special fare bus, the customer pays $1.00

   Press _____ or Press No Key

10. Customer shows you a VRE weekly pass:

   Press _____ or Press No Key