



METRO Light Rail Fare Enforcement Q&A

Q: How does METRO collect fares?

A: Validated fare is required to board METRO stations and trains. Fares can be purchased or validated from METRO fare vending machines located at each station.

Q: How does METRO know if I've paid my fare?

A: METRO operates on a proof-of-payment system. Fare inspectors regularly patrol the system and ask passengers at random to produce a valid transit pass. Violators are subject to fines.

Q: What happens if I haven't paid my fare?

A: Riders who cannot present a validated fare may be cited by the inspecting officer. Fines start at \$50 plus court fees. Repeat violators can pay fees up to \$500 and lose their transit privileges.

Q: Is fare evasion a big problem?

A: METRO reports a fare evasion rate of less than one percent, meaning most riders are paying for their rides.

Q: I used a Platinum Pass or ASU U-Pass. What's expected of me to ride the transit system?

A: Platinum Pass and ASU U-Pass users are required to validate, or tap, their card to the orange target located on station fare vending machines prior to each boarding. So while you may have received a partial subsidy for your Platinum Pass or paid an up-front fee for your U-Pass, you **MUST** tap your pass to pay for each ride. Remember to **Touch, Hold & Go**: Simply **touch** your pass directly on the orange target, **hold** for a few seconds until the confirmation ding or "enjoy your ride" appears on screen, and **go** board light rail.

Q: What happens if I forget to tap my Platinum Pass or U-Pass before I board the train?

A: Tapping your pass on the target ensures your ride is paid for. Not tapping with each ride is fare evasion and can result in fines of \$50 to \$500 and the loss of your transit privileges.

Q: I have purchased a fare or a pass for Light Rail. How can I be sure it is activated?

A: There are several types of fares and passes that may be purchased:

1-ride fares are available at the fare vending machines located at each station platform and are valid for one ride on the light rail only. These fares are activated with purchase.

All-day, 3-day, 7-day and 31-day passes are available through fare vending machines, online, and at retail outlets and transit centers, and are valid through the stamped expiration date on the pass. Passes may be activated when purchased, or may be purchased in advance. When using the pass for the first time, remember to activate the pass at the fare vending machine or bus farebox.

Platinum Passes are available through participating Valley employers and must be validated before each boarding by tapping the pass on the orange target located on fare vending machines.

ASU U-Passes are available to ASU students, faculty and staff and must be validated before each boarding by tapping the pass on the orange target located on fare vending machines.

Tempe U-Passes are free to Tempe-based youth ages 6-18 and act like a Platinum Pass or U-Pass and must be validated before each boarding by tapping the pass on the orange target located on fare vending machines.

Semester Passes are available to full-time students enrolled at participating schools and are valid through the time period printed on the pass. Semester passes are activated with purchase.

Q: What if I have more questions?

A: Call Customer Service at 602-253-5000 or visit METRO online at www.valleymetro.org/metro_light_rail.

