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FARE ENFORCEMENT PROCEDURE

1. Objective

- To prevent fare evasion and minimise revenue loss through enforcement of legislation governing ticketing requirements.
- To define the conditions under which passengers may be penalised for ticket irregularities.
- To provide instruction to staff in the application of penalty options under the *Passenger Transport Act 1990* and *Passenger Transport (Ferry Services) Regulation 2000*.
- To maximise the sale of Sydney Ferries Corporation products

2. Scope

This procedure applies to all Sydney Ferries Corporation staff, passengers who use Sydney Ferries Corporation services and State Transit Revenue Protection staff who provide services to Sydney Ferries Corporation.

3. Responsibilities

General Manager, Operations is responsible for:

- Overall revenue protection function in Sydney Ferries Corporation.
- Strategies to combat fare evasion.
- Strategies to grow revenue
- Determining accountabilities for actions, targets and timeframes.

Revenue Protection Manager (State Transit Authority) is responsible for:

- Provision of a monthly Revenue Protection Report on Sydney Ferries Corporation activities to General Manager, Operations.
- Manage the functions of the Revenue Protection Officers in line with agreements with Sydney Ferries Corporation

Revenue Protection Officers (State Transit Authority) are responsible for:

- Checking passenger tickets and concession cards to ensure the correct ticket for the journey is held in order to eliminate fare evasion.
- Issuing penalty and caution notices to offenders.
- Attending court on behalf of Sydney Ferries Corporation as required.
- Reporting staff misconduct as required.
- Reporting ticket irregularities as required.

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- Providing feedback to Sydney Ferries Corporation on potential weaknesses in their revenue collection/protection strategies.

Business Manager is responsible for:

- Chairing monthly meeting with State Transit to co-ordinate revenue protection activities
- Overseeing the implementation of the Revenue Strategic Plan

Revenue Services Manager is responsible for:

- The review and enforcement of relevant Work Instructions to ensure that the responsibilities and duties of the Cashiers, GPH Cashiers, GPH Gate-hands and GPH Deckhands are clearly defined with respect to the revenue protection function.
- Efficient rostering of staff to maximise revenue collection

Manager, Media & Communication is responsible for:

- Increase public awareness and understanding of Sydney Ferries Corporation' ticketing policies and revenue protection law.
- Promote Sydney Ferries Corporation products and services

4. Special Safety, Environmental, Risk and Security Requirements

None

5. References and Definitions

This procedure has been developed with reference to:

- *Passenger Transport Act 1990*
- *Passenger Transport (Ferry Services) Regulation 2000*
- *Revenue Systems Instruction Manual*

6. Method

6.1 Authority

In accordance with legislative requirements, only officers Authorised under the *Passenger Transport Act* will be permitted to issue penalty notices. Authorised officers are Revenue Protection Officers and sworn police officers.

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6.2 Valid Ticket

All passengers must hold a valid ticket for travel unless they have a reasonable excuse. The circumstances for determining what is reasonable excuse and Sydney Ferries Corporation policy for issuing penalty notices are set out in this procedure.

6.3 Reasonable Excuses

Reasonable excuses and circumstances where a penalty notice may not be issued include:

- Customers who board at a wharf where all ticket selling facilities are closed or out-of-service and where adequate on-board ticket sales options were not provided.
- Customers who board at wharves without ticket selling facilities and where adequate on-board ticket sales options were not provided.
- Circumstances where customers are unable to purchase a ticket prior to travel despite all reasonable attempts, having allowed sufficient time to do so. Particular circumstances may include substantial problems with facilities at the boarding wharf, significant service disruptions and directions by Sydney Ferries Corporation to purchase tickets at destination and where adequate on-board ticket sales options were not provided.
- Circumstances where Sydney Ferries Corporation failed to provide adequate on-board ticket sales options for a customer to purchase a ticket
- Verified circumstances where customers are incorrectly ticketed due to errors by ticket issuing staff or equipment.

6.4 Recording

Authorised officers will record the details (excluding a person's name and address) of any decision not to issue a penalty notice under 6.3 in their official notebooks. Details of name and address will be taken if a caution or official warning is issued.

6.5 Concession ticket

Concession ticket holders will be required to present a valid concession authority as evidence of their entitlement to a concession fare upon the request of an Authorised Officer. Customers who are not entitled to concession travel or claim to have misplaced their concession authority may be issued with a penalty notice in accordance with the State Transit's documented Discretion Policy.

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6.6 Penalty Notices

Penalty notices will be issued in person at the time of detection of an offence ('on-the-spot') unless an exception exists. The issuing officer will explain method of disposal of penalty at the time of issue. Exceptions to on-the-spot issue include circumstances where:

- Unreasonable delay will be caused.
- Justifiable safety concerns exist.

Where an exception exists, the issuing officer will take the following steps:

- The customer will be advised verbally of the details of any penalty notice to be issued, including the nature of the offence alleged, and method of disposal of the penalty explained.
- The penalty notice will be sent to the recipient by mail within 48 hours of the offence.

6.7 Option

Authorised Officers will explain the option of electing to have a penalty notice determined by a Court when detailing method of disposal of the penalty. Customers requesting further information about the process for contesting the issue of an penalty notice will be advised to detail their circumstances in a written request for review to: The Director, Infringement Processing Bureau, PO Box 999, Hunter Region, MC NSW 2310.

6.8 Penalties Notice Offences

Various categories of penalty notice offences defined under the provision of *Passenger Transport (Ferry Services) Regulation 2000* are set forth under Appendix A.

6.9 Discretion

Sydney Ferries Corporation requires State Transit to issue fines (in preference to Caution Notices) for all offences detected. Discretion should only be shown when:

- Conditions noted in 6.3 "Reasonable Excuse" are evident
- In accordance with STA's documented Discretion Policy

A Fine is to be issued for all other offences detected.



Sydney Ferries Corporation

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7. Documentation and Records

Record Name	Location Stored	Retention Time	Maintained By	Access Level	Disposition
Infringement Notice	State Transit	As required by statute	State Transit	State Transit	Secure Disposal

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Appendix A

Penalty Notice Offences			
Provision	IPB Code	Short Description	Penalty
Clause 12(1)	1719, 4153	Transfer/offer to transfer ferry ticket	\$100
Clause 13	1720, 4154	Alter/deface ferry ticket/make ferry ticket illegible/inoperative	\$100
Clause 14(1)	1721, 4155	Travel/attempt to travel on ferry while not in possession of ferry ticket	\$100
Clause 15(1)	1722, 4156	Use ferry concession ticket while not entitled	\$100
Clause 15(3)	1723, 4157	Fail to produce evidence of entitlement to ferry concession ticket	\$100
Clause 15(5)	1724, 4158	Supply false particulars for ferry concession	\$100
Clause 15(5)	0237, 4367	Supply false particulars in answer to direction (ferry)	\$100
Clause 16	1725, 4159	Fail to make ferry ticket available for inspection	\$100
Clause 17(1)	1726, 4160	Enter restricted area of wharf without offering ferry ticket	\$100
Clause 18(1)	0248, 4368	Leave restricted area of wharf without offering ferry ticket	\$100
Clause 19(1)	1727, 4161	Willfully interfere with comfort/safety of persons on ferry/wharf	\$200
Clause 20(1)	1728, 4162	Drink alcohol on ferry/wharf	\$200
Clause 21(1)	1729, 4163	Passenger smoke on ferry	\$200
Clause 21(2)	1730, 4164	Eat/drink in prohibited place on ferry	\$100
Clause 22(1)	1731, 4165	Carry on unauthorised commercial activity on ferry/wharf	\$100
23(1)	1732,4369	Enter/Leave wharf through unauthorized entrance/exit	\$100
Clause 24(1)(a)	1733, 4166	Enter/leave ferry in motion	\$200
Clause 24(1)(b)	0249, 4370	Enter/leave ferry through unauthorized entrance/exit	\$100

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Provision	IPB Code	Short Description	Penalty
Clause 24(1)(c)	0252, 4371	Enter/leave ferry through window	\$200
Clause 25(1)	1734, 4167	Board ferry at unscheduled stop	\$100
Clause 25(2)	1735, 4168	Leave ferry at unscheduled stop	\$100
Clause 26	1736, 4169	Throw object/thing in/from ferry	\$200
Clause 27(1)	1737, 4170	Enter/remain in crew compartment on ferry	\$200
Clause 28	1738, 4171	Travel on portion of ferry not intended for passengers	\$200
Clause 29(a)	0254, 4372	Use communications system of ferry	\$200
Clause 29(b)	1739, 4172	Operates ferry equipment	\$200
Clause 30	1740, 4173	Hinder use of ferry facility	\$100
Clause 31(1)	1741, 4174	Remove property of ferry operator from ferry/wharf	\$100
Clause 31(2)	0260, 4373	Damage ferry/fittings/equipment	\$100
Clause 32(a)	1742, 4175	Deposit litter on ferry/wharf	\$100
Clause 32(b)	0262, 4374	Deposit dangerous thing on ferry/wharf	\$100
Clause 33(1)	1743, 4176	Take animal on ferry/wharf without authority	\$100
Clause 34	1744, 4177	Sit/stand on side rail of ferry	\$200
Clause 35(2)	1745, 4178	Fail to comply with direction not to enter/to leave ferry/wharf due to luggage/clothing	\$100
Clause 36(2)	1746, 4179	Fail to comply with direction not to enter/to leave ferry/wharf when intoxicated/causing a nuisance/causing annoyance	\$100
Clause 37(2)	1747, 4180	Fail to leave ferry/wharf due to alleged offence	\$100
Clause 38(1)	1748, 4181	Not deal properly with property found on ferry	\$100