



FARE INSPECTION OFFICER

JC: 000182
PG: 035
FLSA: Non-Exempt

BU: 21 (BPOA)
Created: March 2018

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, performs a variety of general fare enforcement duties and operational services within the paid area of stations or on a train for the BART Police Department; ensures patrons' compliance with fare payment requirements; issues citations under the authority of state law and BART ordinance; performs related duties as assigned.

CLASS CHARACTERISTICS

This is a civilian classification in the Police Department. Incumbents in this classification are non-sworn and perform a variety of technical duties under the authority of the Penal Code and BART's Proof of Payment ordinance, as well as to aid police personnel in safety and operational activities. This classification is responsible for directly contacting patrons and, when necessary, issuing citations for violations. The Fare Inspection Officer is distinguished from the Community Services Officer classification in that the latter is the non-sworn classification responsible for issuing citations and/or warnings for parking, standing or stopping violations, as well as to provide technical assistance to police personnel involved in safety and community service activities.

REPORTS TO

This position reports to a Sergeant or a Civilian Supervisor.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Performs general fare enforcement activities within BART Police jurisdiction under the authority of Penal Code section 640(c)(3)(A) and BART's Proof of Payment ordinance.
2. Initiates contacts with BART patrons to check for possession of a valid exit-coded BART fare medium as well as appropriate eligibility to use discounted fares; issues citations to patrons who fail to present proof of payment, who knowingly provide false information, who violate eligibility rules for discounted fares, or for various other infractions under the appropriate code or ordinance.
3. Operates equipment such as BART readers to check BART Tickets, a Clipper reader to check Clipper cards, a handheld tablet to enter citation information, a belt worn printer to print citations, a body-

Fare Inspection Officer

Page 2

worn camera to video record all fare inspection contacts, a cell phone to review and tag recorded video, a police radio to communicate with police dispatch, and pepper spray for self-defense.

4. Conducts security checks of BART stations and trains; advises patrons of law and/or ordinance violations; observes and reports potential safety or security hazards, unusual occurrences and criminal activity to BART Police Dispatch using appropriate and effective methods of communication.
5. Gathers, maintains and reports accurate records on citations, unusual occurrences and other incidents; fills out forms and writes basic reports; enters data into appropriate computer database or application.
6. Performs general customer service duties; answers questions and responds to complaints and requests for services; assists patrons with directions, information, rules and regulations.
7. Responds to medical emergencies on BART property to gather information, provide logistical support, and/or to provide first-aid as appropriate. Summons medical response when needed.
8. Deals effectively with hostile and uncooperative people.
9. Assists management in general informational outreach and presentations regarding proof of payment and other related rules and regulations.
10. Maintains crowd control at the direction of a Sergeant during emergencies, special events or other gatherings, interprets and applies Police Department policies and procedures.
11. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Requirements of BART's Proof of Payment ordinance.
- Section 640(c)(3)(A) of the California Penal Code
- Methods and techniques of dealing effectively with the public in routine and emergency circumstances.
- Basic law enforcement organization, activities, terminology, rules, and procedures.
- Basic business data processing principles and the use of online computer equipment.

Skill in:

- Developing and maintaining effective working relationships with those contacted in the course of the work.
- Understanding and carrying out oral and written directions.
- Maintaining accurate records.
- Preparing accurate, clear and concise written reports.
- Using initiative and sound judgment within established guidelines.
- Remaining calm in emergency situations and providing clear, concise and understandable verbal directions and information.

Fare Inspection Officer

Page 3

- Operating standard office equipment including computers and supporting work processing and spreadsheet applications.

MINIMUM QUALIFICATIONS

Education:

Possession of a High School diploma, GED or recognized equivalent.

Experience:

Two (2) years of (full-time equivalent) verifiable direct public contact experience, which must have included interpreting and/or enforcing regulations or providing information and assistance to the public.

WORKING CONDITIONS

Environmental Conditions:

Field environment; exposure to heat, cold and inclement weather conditions.

Physical Conditions:

Requires maintaining good physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEO-1 BART Job Group: 7700 – Police Civilians

Census Code: 3850 – Police Officers

Safety Sensitive: No