



PORTLAND AERIAL TRAM

Standard Operating Procedure Fares and Boarding

TRAM SOP02

Effective Date: February 12, 2007

Approved By:

Portland Aerial Tram Executive Management Committee

Revision Date: March 5, 2013

I. Purpose/ Rationale: The purpose of this SOP is to identify Tram boarding and fare procedures that are intended to ensure efficient operation of the Tram.

II. Scope: This SOP and TRAM SOP01 (Conduct on Tram) set forth requirements related to the use and validation of fare instruments for the Tram and boarding procedures for the Tram. They apply to all OHSU employees, faculty, students, trainees, volunteers, and persons on OHSU property at OHSU's invitation ("OHSU riders").

III. Specific Procedures:

A. TRAM SOP01 sets out requirements regarding the possession and presentation of fare instruments and identifies the valid fare instruments for the Tram, including valid fare instruments authorized by the OHSU Chief Administrative Officer.

B. The following shall be considered valid fare instruments authorized by the OHSU Chief Administrative Officer (OHSU CAO):

1. OHSU identification cards;
2. Patient Fare tickets: Issued by an OHSU clinic on a form approved by the OHSU CAO for one day only;
3. Courtesy tickets: Issued by those persons identified on a form approved by the OHSU CAO for use by OHSU friends and visitors. Guests may include visiting faculty and health care providers, academic and administrative visitors, job applicants, vendors and others
4. Family Fare tickets: Issued by an OHSU clinic or the OHSU Hospital on a form approved by the OHSU CAO for use by up to five (5) family members of an OHSU patient admitted to an OHSU hospital or the Emergency Department and valid for the one round trip. (See TRAM SOP03).

C. Tram Escort Procedures. Persons visiting OHSU on official business who are accompanied at all times on the Tram by an OHSU employee who has an Escort Badge (defined below) shall not be required to have a fare instrument in order to ride the Tram. An Escort Badge is an OHSU ID badge with the (black on white background) Tram Escort Credential on the back. OHSU employees may apply for an Escort Badge when their job duties routinely require them to escort non-employees for official purposes. Application forms are available at <https://ozone.ohsu.edu/pubsafety/>. Applications for an Escort Badge must be submitted to the OHSU Tram Administrator or the Public Safety Director via email and must include approval from the Director, Dean or Department Head for the applicant. Directors, Deans and Department Heads may approve their own application. Approvals will be returned to the applicant via email

and the printed approval email along with the application and a rules and responsibilities agreement document will be used to obtain a new OHSU badge with the Tram Escort Credential on the back. The applicant must pay the standard OHSU ID badge fee to obtain an Escort Badge. The rules and responsibilities agreement form is available on the Public Safety website at <https://ozone.ohsu.edu/pubsafety/> and must be submitted with the application.

D. Inclement Weather. In the event that inclement weather conditions (snow, ice, etc.) are declared at OHSU, steps may be taken to utilize the Tram to compensate for limitations presented by other forms of transportation. In those instances, the OHSU President, or his designee, may elect to extend the hours of Tram operation and/or temporarily suspend the ridership requirements presented in III.B. of this SOP, in order to accommodate the needs of health care providers and neighbors on or around Marquam Hill. The decisions regarding these accommodations will be made in consultation with the OHSU Tram Administrator and Doppelmayr Operations.

IV. Boarding:

A. Tram Boarding will follow the steps below, based on Tram capacity:

1. Bikes, mobility devices, and carts should board first, not as a priority, but for ease of loading. The number of these devices per trip shall be determined by the Tram Cabin Attendant.
2. Mobility devices will be given preference in the boarding process. Bikes and carts will be allowed to board in advance of pedestrian riders depending on capacity. When pedestrian passengers exceed Tram capacity, the Cabin Attendant will be authorized to limit non-pedestrian traffic.
3. The Tram Cabin Attendant will be the final authority on boarding order.
4. Passengers with mobility devices, bikes, and carts and those who accompany them will be staged in a separate area from the other passengers prior to boarding the Tram.

V. Identification

A. An OHSU rider failing to exhibit a valid fare instrument upon demand of Tram staff shall provide the Tram staff his or her name, OHSU affiliation and other information as indicated on the *Missing Fare Log*, and shall exhibit upon request of Tram staff written identification, as may be carried by the person. Tram staff will confirm "Active" status of OHSU ID by searching the data provided by OHSU Public Safety.