



We understand that many of our passengers are still getting accustomed to the new fare collection system, and may be experiencing longer times processing their fare product purchases from the new ticket vending machines. In order to achieve maximum on-time performance and maintain the current schedule, it is important that we have the cooperation of our passengers to be ready to embark the train before it arrives at the station.

Here are a few pointers to help make commuting an enjoyable experience for you and your fellow passengers:

1. **Arrive at the station in plenty of time to catch your train.** Trains do not have the flexibility to wait on late comers. Tri-Rail suggests **passengers should arrive at the station 20 minutes prior to their departure.** Crews are instructed not to wait for late passengers.
2. **Give yourself enough time to get to the station and purchase your fare product.** G4S officers will continue to give warnings and issue citations to people who are attempting to travel without a valid fare product.
3. **Tri-Rail will not wait for passengers arriving on Metrorail at the Metrorail Transfer Station,** unless the Metrorail train is already in the station.
4. **Passengers traveling with an EASY Card must tap on prior to boarding the train,** in order to have their fare validated. Tap out after exiting the train to ensure the correct fare is deducted from your card, and to properly transfer onto Miami-Dade Transit.
5. **Discounted Fare EASY Card holders must have their photo affixed to the card** to avoid having it confiscated, or hotlisted.
6. **Passengers should be considerate of other passengers.** Do not block seats or aisles with baggage or packages, or place your feet on seats.
7. **Passengers must be on the lower level of the train as they are ready to depart,** and exit as soon as the doors open at the departure station.
8. **While on the platform, passengers should stand off-to-the-side from the train doors,** to allow arriving passengers to exit the train before attempting to board.
9. **If train delays occur, information will be announced via the station electronic message signs and through e-mails** made possible by Tri-Rail's Very Important Passenger (VIP) Program. To register to the VIP Program, visit www.tri-rail.com.
10. **Passengers should call Customer Service at 1-800-TRI-RAIL (874-7245)** for train updates, and for additional information on Tri-Rail Rules and Regulations.

We thank you for your continued cooperation and hope our service serves your needs and provides you with an efficient, economical solution to the challenges of commuting in South Florida.