

# Addendum to Community Engagement Report Preliminary Findings March 2020

## Fare Enforcement Community Share-out

Wednesday, February 19, 2020

6-8pm

El Centro de la Raza – Centilia Cultural Center

### Table Discussions

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- Discussion Outline
- Welcome and Introductions: Name & Title
- The purpose of this table discussion is to provide clarity on the fare enforcement proposals under consideration and hear your thoughts.
- Participants have 15 minutes to answer two questions:
  - A. Initial thoughts on the proposal.
  - B. What should we keep in mind moving forward?



Comments/recommendations under consideration.



Comments/recommendations evaluated but not recommended.



New comments/recommendations.

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### Citation Resolutions

Initial thoughts on the proposal.

#### *Fines*

- I am against any fines. I do not think they help anyone. I do appreciate the reduction efforts. We need to do as much as possible to encourage more people to take public transportation.
- Tap mistake is never fare evasion; Penalties being criminal is upside down; people can run red lights with no threat of jail but skip \$2.75?
- Fine issuing by fare enforcement should be couple with Orca life resources.
- Full support of citation fine lowering to match King County and parking violation.
- Offer resources
- Possession of valid monthly pass shall be 100% proof of payment.
- Abolish the citation fine, Citation on record misdemeanor, have to go to court time off from work, money is inconsequential to me because judge reduces to \$25 anyways.
- Fare enforcement officer should be able to extract fare in case of fare confusion or if fare was actually loaded.
- Pay or tap w/officer.
- Zero fine.
- Eliminate fines/fare like the Tacoma Link. If fines have to be maintain, then make the fine equal to the cost of the trip.

## Resolutions

- Bring in house, do not allow citation to go to court and need ability to reduce even further than \$50.
- Consistent education with what to do when there is a fare issue.
- Have options for riders to avoid court and citation.
- “Exit fare” for people.
- No court involvement.
- Agree w/resolving fine if rider enrolls in orca lift
- Remove suspension order leading to trespass violation; do not involve the court.

What should we keep in mind moving forward?

- Transfer for all counties.
- Improve alternative fare options.
- Create a more effective electronic system for loading cards, 24 hours wait sucks.
- What does education and outreach of the new system look like?
- Intersectionality.
- Extreme respond from fare enforcement for \$2.75.
- Too difficult to file a complaint.
- Transfer to all Snohomish.
- Transit for all!
- Eliminate fare enforcement, advocate for progressive income tax to pay for transportation infrastructure.
- It seems that there is no point in enforcing fare fines when the money only goes to the court.
- Fare free transit.
- Fare should be free.
- Tacoma link is free and so is Olympia, you can do it ST!
- Translate your website, especially the fare information and trip planner pages.

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## Barriers to Payments

Initial thoughts on the proposal.

- Education not communication, clear policies, all good proposal, Love any access expansion for the low income or very low-income programs.
- Partners w/city programs Orca, need to address confusion on tap off.
- Makes business right.
- Announcement on trains about policies.

What should we keep in mind moving forward?

- Do Employees who subsidized passes (partially, 50% up to \$70) get offers/review for the low-income programs? Do systems talk to each other?

- Ease on Tapping
- Abolish to rely on Sounds
- Let officers collect money, tapping stop, distance based, all day pass.
- Max out monthly fare to high reducing regular fare, school district employee pass reduce confusion, look at other agencies, negative balance.
- Primary cardholder discount rate 4 second and third riders, think of groups, group rates.
- Online orcas lift sign-up.

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## Youth Program

We heard loud and clear we need to do something different for youth who use our system. This proposal would give Sound Transit a unique opportunity to develop a youth program.

Initial thoughts on the proposal.

### *Education*

- Pathways must ensure education and understanding, please avoid criminal or enforcing policies. Focus on warning educations, proven that negative consequences do not fix behavior.
- Communication and outreach must be diverse and extensive.
- Partnership w/schools through transit liaisons and community members not fare enforcement.
- Regular ST presence at schools, engagement and education.
- Communication between school and ST and partnership.
- Orcas card training, how to use card on first day of school.
- In school education would be helpful, also parents of youth using ST.
- Engagement with high school in South Seattle and South King.
- Training/anti-racist for POC youth, disabilities or mental health
- Share information with parents, especially ESL.
- Open house w/parents at schools.
- More education in school on ST services.
- Free transit for youth.
- Need to include coverage procedure for homeless youth.

### *KCSO*

- Expand the second point regardless of age not calling KCSO with fare issue.
- Agree with no KCSO presence.
- Like law enforcement training for interaction with youth.
- If youth receive free orca cards, they should not be fine. KCSO should not be called on fare issues.

### *Program*

- Better youth cards, coordinate with public schools.
- No comment senator.
- More warnings.
- Regular social media.

- Do not ask youth for ID.
- Free fare for youth.

What should be a part of this program?

#### *Awareness*

- More outreach and access for homeless youth not in school.
- Q and A sessions with school and youth programs and ST staff.
- Use social media to encourage youth to ride the bus.
- Share information with parents especially ESL.
- What is the current system of communications?
- Visiting schools and facilitating forums and groups discussions.
- Joint youth and parent education
- Follow-up with parents with education.
- How to safety and legally protest an illegal search by officers.

#### *Program*

- Mid-year check in evaluation.
- 24yrs and young? Check with other agency.
- Ask the youth, especially POC.
- Hire youth ambassadors to share information.
- External program to low-income youth.
- Racial analysis and lead any program with race.
- Do not ask youth for IDs, no citations for youth.
- Have ST employees do an in person on the ground walk-through of link “field trip”.
- Free orcas cards
- A youth –only workgroup.
- Similar to adults community services that counts for school community services hours
- Youth ride free.
- Youth ride free, problem solve.

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### **Ease of ST Fare System**

Initial thoughts on the proposal.

#### *Transfers*

- Family has to pay to take the bus.
- Confusion for LEP w/transfer, people do not understand you have to pay on the bus and train.
- Love the “improving transfer” proposal, paper ticket transfer are confusing.
- I like the transfer opportunities
- Yes, improve transfers including all fare media.
- Transfers should work on buses and light rail.
- Improve transfer, yes!

- Yes, for better transfer!
- Transfer between King county metro and ST
- 2 hours is not enough time
- More vending machine.

### *Fares*

- More fare holidays.
- Like alignment with Metro for no fare enforcement during severe weather.
- Cheaper to get Lyft then bus w/group.
- Hassling people over \$2.75.
- Take off the 24 hours to 48 hours fare restrictions, more ticket vending locations around town.
- Enhance the fare paid zone, good proposal,
- More implementation of suspension of fare due to severe weather and crisis situations (ex. police activity).
- Clearer and widely distributed protocol for fare enforcement system.
- Suspend enforcement w/any-inclement weather, not just the emergency snow network.
- Make criteria for “severe weather” more clear.
- Suspend Fare Enforcement during severe weather.
- No warning for monthly pass users.
- Agree, stop firing people its ineffective and costing the public more money to arrest people for crimes of poverty.
- What is the point of having fine when ST does not get it?
- If we cannot pay fare, how can a ticket be paid?
- Sound Transit should be free.
- Youth fares should be free.
- Free rides but w/security.
- Use the Tacoma Link fare enforcement model.
- The fare are too high! To go to Westlake from Othello station its \$5 dollars RT, to go one stop to Columbia City or Henderson Station its \$4 dollars RT.
- Increase warning from one to two is excellent, two warning to every 6 months.
- Add more tap and go stations, they get crowded.
- Increase the warnings to at least 4 in a 12-month period.
- Warning 1 to 2 is not enough.

### *Tapping*

- Not understanding you have to tap on to the train after tapping on to the bus.
- Communication and status of fare is not always clear, “did I pay?” did I pay enough?” “Is this a system”?
- I like increase the warning option.
- Increase warning, yes!
- Alignment proposal to ST Equity, more ticket vending machine for buses.
- Need tap machine more visible, clear paid zone.
- Tapping system is confusing, better education needed.

- King county metro great b/f, Sound Transit added services.
- Transit should be free.
- Make onboard fare payment or tapping more accessible and robust. Make a more robust apps system.
- People should be able to finish their trip even if they get a warning.
- Apps is slow and confusing and not user friendly.

#### *Title VI*

- Complaint process needs to be more concrete and transparent.
- Agree w/evaluating and clarifying Title VI process (I have lived for the 25 years and did not know it existed until tonight).
- Title VI promotion, yes!
- Do more than just use Title VI as your base minimum standard

#### What should we keep in mind moving forward?

- Streamline transit system, orcas card acceptable by all.
- Alternative ways of circulating \$.
- Need better subsidies, fare are too high, should subsidize fare if we want a true mass transit system, multiple transfer, double paying from Lift ride to bus, short trips, regular use all cost too much.
- U-pass getting fine b/c its lost
- Thinking about low-income families, fares for multi-family.
- Replacement card process for subsidized employee monthly passes (ex. report after the 13<sup>th</sup>)
- Fare enforcement appears to be on egregious use of resources, why not have some of those people do other work?
- Fare enforcement is costly, use it sparingly.
- If there were no fare, then we would not need a complicated fare system to enforce.
- Fare holidays if train is stuck do not ask for fare.
- Monthly commuter options less for metro more for longer distance, further the equity gap.
- Passes worthless if you are sick for 2 weeks need to be credited.
- TriMet no monthly pass, you can earn pass once you spend \$100 daily cap.
- Audio on Tap.
- Enforcing fares while escalators, elevators and others functions, operable creates frustration for riders.
- If train is delay, do not enforce fare.

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#### **Fare Enforcement Officers**

Initial thoughts on the proposal.

#### *Behavior*

- No profiling.
- Do not touch riders.

- Include procedures for adults who may have mental health challenges (related to calling KCSO)
- Fare enforcement confrontations are stressful, traumatic and triggering.
- There is value in customer services.
- Fare enforcement can lead to escalation define “Solely” related to not calling KCSO.
- Warnings on potential consequences should be very clear.

### *Roles*

- Is public safety aspect of Fare Enforcement role? Lost if move to platform from train?
- Do not call law enforcement, yes.
- Focus on goals other than high tickets.
- Recognizing being on the platform on under shelter is nice and don't want to have to paid.
- Cost benefit analysis of investments in training and communications vs. no fare enforcement, (specific training beyond youth to LEP, disabilities for limited mobility, special needs etc.).
- Value in sense of security and safety.
- Do fare enforcement officers know what they do is illegal? According to the constitution.
- Not applying a racial framework.
- Security presence on train and buses.
- Fare enforcement role makes people feel criminalized.
- Fare enforcement should be abolished, \$ to transit for all.
- Ability to tap with fare enforcement officer.
- How much is ST paying to write and maintain all these procedures?
- Security on Rapid ride.
- Do you need fare enforcement officers? Can it be automated?

### *Name Change*

- Fare agents instead of fare enforcement.
- Renaming the fare enforcement offers, make interactions clear, back it up w/their actions and authority.
- Love connect 2020 ambassadors.
- Importance of deescalation training and skills of Fare Enforcement Officers.
- Name change could be valuable message to the officers as well as the public.

### *What should we keep in mind moving forward?*

- Safety role for officers.
- Diligent about language being used (racial equity).
- Does moving from train to platform for fare enforcement disproportionately affect low-income riders?
- Platform enforcement is negative.
- Orcas lift is good; fares are too high, what are the current fare enforcement performance goals?
- Trust people to do the right thing.

- Changing the name, should involve broad public engagement.
- Retraining should be core to any changes, foundational and other proposals should build on that.
- Do not call law enforcement, period.
- Fare inspectors when questioned about fare policy, do not say, "The policy will not be changed".
- Officer should be more human and understanding.
- No matter the name, fare enforcement is still the same, should we even have fare enforcement?
- What is with the police state cosplay? (PTSD)
- Less intimidating uniform.
- No fare, transit should be free.
- Offers should reflect the community (diversity).
- More diversity in fare enforcement.
- Moving around should not be punishable.

Comments not part of the group discussions:

- Mobile apps needs work, very challenging to buy fare.

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## Public share-out:

- Language calling out race.
- Look at different location for better outcomes.
- Proof of payment, when time expires ask for ID – Tap out and tap on bad experience with Orcas card.
- Positive experience with public transportation, easy to get around.
- Would like to see security present on train for safety.
- Stop profiling. I was threaten five times.
- Fare is expensive when traveling in large family/groups, had to pay twice transfer to and from destination.
- Paid a full month fare, ST is not unify. “The policy will not be change” do not want to hear from fare enforcement, want to see change happens.
- Better communication with different public transportation agency.
- Training programs for youth on how to use the orca card “hug gap”.
- Do not search w/o cause, citizen’s rights. “Death by fare enforcement”.
- Would like to see policy on subsidize pass legislation.
- Funds from fare enforcement goes to a system fare, low-income free target.
- Who is going to impact by policy?
- Public transportation needs to be uniform.
- Get away from fare enforcement; we need customer service/security on buses.
- Works toward a free transit system, more people off the road, and good for the environment.
- Free orcas cards for students.

## Summary

We have received feedback from community conversations and through the online survey that we have not considered. They are listed here for future consideration.

- Fare Capping – If you tap to board twice a day, you will earn a day pass. Any more rides that day are free. Once you have spent the equivalent of a monthly pass – you are set for the rest of the month.
- Expand 2 hour transfer window
- Evaluate fare level for the full fare
- Two warnings every 6 months
- Riders should be allowed to finish trip even after a warning
- No fares during service disruption