Sound Transit Fare Enforcement

DRAFT Community Engagement Report
Preliminary Findings

February 2020

SOUNDTRANSIT

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OVERVIEW

In response to community concerns, Sound Transit convened an internal interdisciplinary workgroup in February 2019 to review and explore opportunities to enhance our fare enforcement program and access to transit for the most vulnerable people in our region. Leadership charged the workgroup with:

- Evaluating the agency's fare enforcement policies, procedures, and protocols;
- Collecting and analyzing community feedback on fare enforcement practices;
- Formulating recommendations for building greater equity in fare enforcement.

To accomplish this goal, the workgroup conducted a rider survey on Link light rail and Sounder commuter rail, an online survey distributed region-wide, and community listening sessions to obtain information from Sound Transit riders about their fare enforcement experiences.

The surveys and listening sessions were intended to determine the primary reasons for rider nonpayment, measure customers' experience with fare enforcement, and identify any differences in customer experiences across demographic groups.

The wealth of data gathered from these surveys provides illuminating and useful rider insights that will inform the agency's future customer service continuous improvement efforts.

TOP ONBOARD SURVEY FINDINGS

Sound transit received 1,100 completed onboard surveys and achieved a statistically significant sample for the findings. Three key findings emerge from data obtained through the scientific onboard survey:

- A higher percentage of respondents without proof of payment were African American/Black, Hispanic/Latinx, low income or with disability than were riders with proof of payment.

- Household income is the primary demographic characteristic that differentiates those surveyed who were able to provide proof of payment and those unable to do so. Furthermore, it shows that the breakpoint is a household income above or below $50,000.

- Top reasons for not showing proof of payment were "I forgot to tap," "my ORCA card didn't work," "I thought my transfer was valid" and "I couldn't find where to tap."

- A large majority of riders rate officers positively; they believe that officers are professional, treat everyone the same, and approached all riders near them.

TOP ONLINE SURVEY FEEDBACK

Sound Transit received more than 8,000 completed online surveys. While the online survey asked the opinions of the respondents to the survey, it is not a statistically valid survey. The following feedback for improving fare enforcement was collected from respondents completing this nonscientific online survey:

Support for program changes (respondents asked to pick top 3):
- Reducing fines from $124. *(82%)*
- Increasing the number of warnings. *(57%)*
- Reduce warning period from 12 to 6 months. *(40%)*

Statements respondents most frequently agreed with:
- ST should help riders who can't afford to pay. *(85%)*
- ST should expand fare enforcement program education outreach to hard-to-reach communities. *(76%)*
- ST should forgive fines if rider enrolls in ORCA LIFT. *(72%)*

Question: Should Fare Enforcement Officers
- Offer on-the-spot information about reduced fare programs: *Yes (75%)*
- Wear less intimidating uniforms: *Yes (33%)*

Majority support suspending fare enforcement for:
- Severe weather. *(90%)*
- Students on first day of school. *(77%)*
- During major construction or service disruptions. *(67%)*
- Individuals experiencing homelessness who need to get out of the cold. *(60%)*

Majority of riders with or without fare support:
- Forgiving fines after enrolling in ORCA LIFT.
- Forgiving fines if already enrolled in ORCA LIFT.
- Paying fines via community service.
- Crediting fine amount to ORCA cards.

Agreed or strongly agreed on the following: (with POP / w/o POP)
- Many people do not know about payment options, subsidies, benefits or programs.
- Sound Transit should help very low/no income riders afford to pay.
- Sound Transit should expand outreach to hard-to-reach communities.

TOP LISTENING SESSIONS FEEDBACK

Residents from underrepresented communities in Pierce, King and Snohomish counties shared their fare enforcement experiences in facilitated community conversations hosted by the Tacoma Urban League, Casa Latina, The Station Coffee Shop, and Phinney Ridge Association.

Feedback from these sessions was collected in five categories:

- **Fare Enforcement Officers**
    - Security should be present; however, this should not be the role of Fare Enforcement Officers.
    - Uniforms feel like policing, they are traumatic and triggering.
    - Should focus on showing compassion for riders.
    - Should focus on how fare enforcement is implemented and not on process.
    - Audit of and expand training.
    - Focus on respect and assistance for customers.
    - Rename "enforcement" to "monitoring" or "Customer Service".
    - Experiences with negative behavior/actions of FEOs.

- **Customer Experience**
    - Better alignment of transfers from bus to train.
    - Better alignment between transportation agencies.
    - Credit unused monthly ORCA funds.
    - Racial profiling.

- **Access**
    - Increase access to reloading Orca cards.
    - 24hr wait period for reload cards is a challenge.
    - Bring back Westlake booth.
    - Enable ability to pay on the train.

- **Program Changes**
    - $124 fine is excessive and does not fit the "crime".
    - De-criminalize fare enforcement.
    - Over monitoring in the Southend (Southeast Seattle).
    - Unaware of how to file a complaint or report issues.
    - Procedure of requesting IDs.

- **Youth**
    - $124 fine is excessive and does not fit the "crime".
    - De-criminalize fare enforcement.

o   Over monitoring in the Southend (Southeast Seattle).
o   Unaware of how to file a complaint or report issues.
o   Procedure of requesting IDs.

The information provided in the attachments of this Community Engagement Report reviews and analyzes collected data and other feedback in more detail. The Onboard and Online survey reports are both preliminary. There is a wealth of data and Sound Transit will continue to analyze the data to help understand our program and learn how to improve it.

This report includes:

Attachment A: DRAFT 2019 Fare Enforcement Survey *Onboard Survey of Riders with and without Proof of Payment Draft report*
Submitted by third-party consultant, ComEngage, US

Attachment B: DRAFT 2019 Online Survey of Fare Payment and Enforcement Policies and Practices

Attachment C: The Community Conversation (Listening Sessions) Report Final

The large volume of information received from the onboard and online report will continue to inform future program and policy design.

Appendix A

DRAFT
Onboard Survey Report

SOUND TRANSIT

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SOUND TRANSIT

2019 Fare Enforcement Survey

Onboard Survey of Riders with and without Proof of Payment

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Summary

Background and Methodology

Background

To address concerns about disparities in the outcomes of the current Sound Transit fare enforcement process, an internal Sound Transit work group was tasked to review fare enforcement policies, procedures and protocols and formulate recommendations for working toward greater equity.

One component of this work was an onboard survey of riders as they experience the fare enforcement process in order to:

- Determine the primary reasons why customers do not or are unable to provide proof of payment when asked.
- Measure the quality of the experience customers have when asked for proof of payment.
- Identify what, if any, differences exist in the customer experience across demographic groups.

Methodology

Interviewing teams shadowed their assigned fare enforcement team. Fare enforcement officers (FEOs) followed their standard protocol for requesting proof of payment:

- When a rider was unable to produce proof of fare payment, the FEO completed the normal inspection process, except for issuing a citation or warning.

The FEO introduced the surveyor and then continued to check fares while the interviewer administered the survey or, if finished checking fares in that train car, waited away from the interviewer and rider until the interviewer completed the survey before getting off the train.

Interviewers introduced the survey to potential respondents.

- Interviews were self-administered using an electronic tablet to minimize social desirability bias in responses.

The goal in sampling was to ensure a large enough sample of those unable to provide proof of payment to allow for reliable within-group analysis. The required sample size on Link was easily achieved. It was not possible to meet the required sample size on Sounder due to the number of weeks available for data collection

		Sample Size Goal	Sample Size Achieved	Margin of Error
Link	w/o POP	353	497	4%
	W POP	384	472	5%
Sounder	w/o POP	213	68	11%
	W POP	380	63	12%

and how / when fare enforcement was scheduled on Sounder during those weeks.

Key Findings

Key Finding	Implication
The majority of Link and Sounder customers report that they are aware of the fare enforcement process and have had multiple experiences with fare enforcement officers (FEOs). Sounder riders are more likely than Link riders to have been approached by FEOs five or more times in the past 12 months. Sounder riders are more likely than Link riders to be regular riders—riding four or more days weekly. Moreover, the majority of riders report that they are always able to provide proof of payment when asked to do so. Among those who were unable to provide proof of payment on the sampled trip, the majority	While it is evident that there is some fare evasion, the process is not limited to a small number of "repeat" or "purposeful" offenders. Rather, it appears Link and Sounder riders are clearly aware of the fare enforcement process and in most instances are able or intend to pay but may occasionally be unable to provide proof of payment—i.e., this was the first they were unable to provide proof of payment.

Number of Times in Past 12 Months Have Been Approached by FEO and Asked for Proof of Payment

	All	Link	Sounder
First Time Ridden	25%	27%	12%
2 Times	12%	12%	8%
3 Times	11%	12%	8%
4 Times	9%	9%	7%
5+ Times	44%	40%	64%

Reasons for Being Unble to Provide Proof of Payment

	Able to Provide POP	Unable to Provide POP
Have always been able to provide proof of payment	82%	n.a.
First time been unable to provide proof of payment / One time	10%	84%

Key Finding			
reported that this was the first time they were unable to do so.	**Two times**	3%	9%
	Three plus times	5%	7%
Many of those who were unable to provide proof of payment when asked said they forgot to tap. This was the case regardless of household income. The second most common reasons were problems with their ORCA card or concerns about missing the train.	**Reasons for Being Unable to Provide Proof of Payment**		
		Able to Provide POP	**Unable to Provide POP**
	I forgot to "tap" my ORCA card	31%	22%
	I tapped my ORCA card, but it didn't work	14%	14%
	I thought my transfer was valid	7%	8%
	I couldn't find where to tap	3%	7%
	I would have missed my train if I stopped to "tap" or buy a ticket	15%	6%
	I forgot my ORCA card	7%	5%

Implication

This provides further support for the finding that most riders are able to pay but occasionally fail to do so for a myriad of reasons.

Sound Transit can focus efforts to provide support for demographic groups who may have difficulty purchasing or funding an ORCA Card.

Key Finding

Those who were unable to provide proof of payment on the sampled trips were different demographically on a number of characteristics than those able to do so. However, the analysis clearly shows that household income is the primary demographic characteristic that differentiates those surveyed who were able to provide proof of payment and those unable to do so. Furthermore, it shows that the breakpoint is a household income above or below $50,000.

Income Differences Between Those Able and Unable to Provide Proof of Payment (on sampled trip)

|	Able to Provide POP	Unable to Provide POP
<$50,000	31%	57%
$50,000-$99,999	40%	19%
$100,000+	39%	23%

Key Finding

Nearly all riders feel that the fare enforcement process is professional and fair; moreover, most "strongly agree" with this assessment.

While those unable to provide proof of payment on the sampled trip were somewhat less positive than those able to do so, their ratings were still generally very positive.

While still very positive, riders gave the lowest ratings for their impressions of whether FEOS approached every rider. This difference was significant among riders who are people of color; 92 percent riders who were non-Hispanic white agreed with this statement compared to 84 percent of riders who are people of color.

Implication
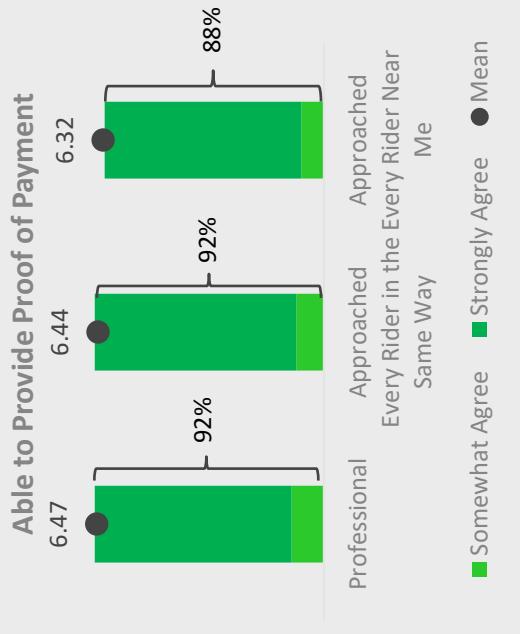
Riders feel the process is fair, even when they couldn't show proof of payment. The slightly lower ratings for "approached every rider near me" for those who could not offer proof of payment shows more communication about ST's process should be considered.
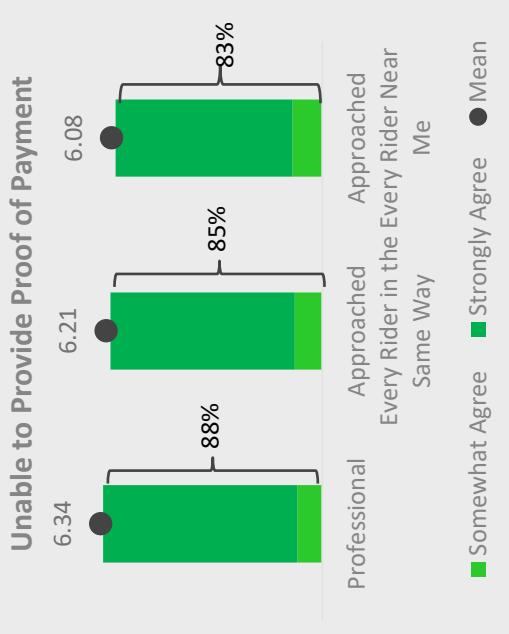
Able to Provide Proof of Payment

Professional	Approached Every Rider in the Same Way	Approached Every Rider Near Me
6.47 / 92%	6.44 / 92%	6.32 / 88%

■ Somewhat Agree ■ Strongly Agree ● Mean

Unable to Provide Proof of Payment

Professional	Approached Every Rider in the Same Way	Approached Every Rider Near Me
6.34 / 88%	6.21 / 85%	6.08 / 83%

■ Somewhat Agree ■ Strongly Agree ● Mean

Q8: Based on what you saw and experienced today, how would you rate your perception of or experience with Sound Transit Fare Enforcement?; Mean is based on 7-point scale where "1" means "strongly disagree" and "7" means "strongly agree."

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Background and Methodology

Background and Objectives

Background

Sound Transit Link light rail and Sounder services operate barrier-free, meaning riders do not pass through turnstiles or present tickets before boarding the train. Instead, Link and Sounder riders are required to have proof of payment before they board and provide proof of payment upon request. While the "proof of payment" system has many advantages, community feedback has led agency leadership to review the program to ensure an equitable fare enforcement system.

Teams of fare enforcement officers (FEOs) regularly ride the system to check fares, answer questions, and offer assistance as needed. To minimize risk of profiling, FEOs are instructed to start at the end of the car on Link and work toward the middle, asking everyone for proof of payment. On Sounder, one officer does each level of the train. Customers who are unable to produce proof of payment are initially issued a warning. Customers who have received a warning in the last 12 months are issued a citation.

Despite this effort to minimize profiling, concerns have been expressed about disparities in outcomes. To address the problem, an internal Sound Transit work group was tasked with reviewing fare enforcement approaches and recommending proposals for achieving greater equity in the program.

Objectives

One component of this review is an onboard survey of customers that was designed to:

- Determine the primary reasons why customers do not or are unable to pay fare.
- Measure the quality of the experience (professionalism, fairness, etc.) customers have when asked for proof of payment.
- Identify what differences, if any, exist across different demographic groups in the customer experience when they are asked for proof of payment.

The results of this engagement will be used by Sound Transit to identify possible strategies to improve the current fare enforcement system.

Methodology

Overview

Thirty-two teams (two officers per team) operate daily on Link light rail and Sounder. On Link, fare enforcement officers (FEOs) board the train and for each car split up so that one officer starts at the front of the car while another starts at the rear of the car, then proceed toward the middle. Every person on the car is asked to present proof of payment (a ticket or ORCA Card with fare pre-loaded or TransitGO payment).

On Sounder, officers board the train and for each car split up so that one officer checks the upper level of the train while the other checks the first level. As with Link, every person on the train is asked to present proof of payment.

Interviewing teams (two interviewers per team) shadowed their assigned FEOs during a scheduled shift. FEOs followed their standard protocol of requesting proof of payment. When a rider was unable to produce proof of fare payment, the FEO completed their normal process, but without issuing a citation or warning. When finished, the FEO introduced the surveyor and then continued to check fares while the interviewer administered the survey or, if finished checking fares in that train car, waited away from the interviewer and rider until the interviewer completed the survey before getting off the train.

Interviewers then introduced the survey to the potential respondent and asked if the respondent would like to take the survey. If all passengers on the train or car provided proof of payment, the interviewing team randomly selected one or more passengers to survey. A random selection process was built into the computer-assisted survey program; interviewers were instructed to count back the assigned number of persons on the car to select the person(s) to survey.

Fare enforcement teams stayed with their interviewing team until all in-progress surveys were complete, even in those instances when they left the scheduled zone or were on the station platform. This ensured that all riders on the car were included in the sample, whether they were at the beginning or the end of the fare enforcement process.

Surveys were self-administered—interviewers asked respondents to complete the survey using a computer-assisted interviewing system on tablet computers. This approach minimizes social desirability bias—that is, the tendency for a respondent to answer questions in a manner that might be viewed favorably by the interviewer or other passengers sitting nearby.

Sample Size

The required sample size was calculated to ensure a large enough sample of those who were unable to provide proof of payment on both Link and Sounder to allow for reliable between-group—differences between Link and Sounder—and within-group—differences within each service—analysis.

Figure 1: Calculations to Determine Sample Size for Riders Unable to Provide Proof of Payment

Service	Number of Inspections YTD October 2019*	Average # of Inspections / Month (# of inspections / 10)	Average Evasion Rate	Average # of Inspections / Month where Rider is Unable to Provide Proof of Payment (# of inspections X fare evasion rate)	Required Sample Size to Achieve a Margin of Error of No Greater than + or – 5%**
Link	1,802.619	180,262	2.40%	4,326	353
Sounder	340,394	34,039	1.39%	473	213

* Source: Sound Transit Public Safety Monthly Report October 2019
** Finite population correction is applied as more than 5 percent of the population (riders unable to provide proof of payment) is being sampled.

Approximately the same number of surveys were needed among those able to provide proof of payment.

Figure 2: Calculations to Determine Sample Size for Riders Able to Provide Proof of Payment

Service	Number of Inspections YTD October 2019*	Average # of Inspections / Month (# of inspections / 10)	Average Evasion Rate	Average # of Inspections / Month where Rider is Unable to Provide Proof of Payment (# of inspections X fare evasion rate)	Required Sample Size to Achieve a Margin of Error of No Greater than + or – 5%**
Link	1,802.619	180,262	97.60%	175,936	384
Sounder	340,394	34,039	98.61%	33,566	380

* Source: Sound Transit Public Safety Monthly Report October 2019
** Finite population correction is not required due to large population (average # of inspections per month where riders are able to provide proof of payment) size.

Data collection was scheduled over the course of approximately four weeks. Week One was used to conduct a pretest of the survey instrument and data collection procedures to ensure validity. Actual data collection began on Monday 11/25/2019 and continued through Wednesday 12/11/2019. More than 50 shifts were completed on Link; only 14 shifts were able to be scheduled on Sounder.

While data collection on Link was originally scheduled for 12/07/2019 and 12/08/2019, these shifts were cancelled when we achieved the sample size goal for Link. There were no fare enforcement shifts scheduled on Sounder on these days.

Figure 3: Final Data Collection Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	11/18/2019	11/19/2019 Pretest Link	11/20/2019 Pretest Link & Sounder	11/21/2019	11/22/2019	11/23/2019	11/24/2019
Week 2	11/25/2019 Link (5) Link + Sounder (1)	11/26/2019 Link (5) Link + Sounder (1)	11/27/2019 No FEOs scheduled	11/28/2019 Thanksgiving	11/29/2019 No data collection / ST request	11/30/2019 Link (3)	12/01/2019 Link (5)
Week 3	12/02/2019 Link (5) Link + Sounder (1)	12/03/2019 Link (5)	12/04/2019 No FEOs scheduled	12/05/2019 Link (4)	12/06/2019 Link (4)	12/07/2019 Data collection cancelled	12/08/2019 Data collection cancelled
Week 4	12/09/2019 Link (6)	12/10/2019 Link (5) Link + Sounder (3)	12/11/2019 Sounder (8)	12/12/2019	12/13/2019	12/14/2019	12/15/2019

The following table provides the final sample sizes that were achieved and the corresponding margin of error. The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the more likely that the survey's reported results might be further from the true figures. The margin of error for the total sample of those surveyed who were unable to provide proof of payment is generally no greater than plus or minus 4.2 percentage points at a 95% confidence level. This means that, in theory, had this survey been conducted 100 times, the results would be within 4.2 percentage points of the results reported here at least 95 times.

The required sample size was easily achieved on Link due to higher ridership, higher fare evasion rates, and the number of shifts available for surveying. It was not possible to meet the required sample size on Sounder due to the amount of time available for data collection—15 days total—and the limited number of days (5) where fare enforcement shifts were scheduled on Sounder, which resulted in a larger margin of error. Due to Sounder scheduling and because few changes were made to the survey questionnaire after the pretest, it was decided that pretest results from Sounder would be included in the analysis; Link pretest results are not used.

Figure 4: Final Sample Size and Margin of Error

		Sample Size Required to Achieve a Margin of Error of No Greater than + or − 5%	Actual Sample Size	Maximum Margin of Error 95% Confidence Level
Link	Without Proof of Payment	353	497	+ or − 4.1%
	With Proof of Payment	384	472	+ or − 4.5%
Sounder	Without Proof of Payment	213	68	+ or − 11.0%
	With Proof of Payment	380	63	+ or − 12.3%
Total	Without Proof of Payment	566	535	+ or − 4.2%
	With Proof of Payment	764	565	+ or − 4.1%

Final Response Rates

Response rates were significantly higher than originally estimated. Response rates (% completes) were significantly higher on Sounder than on Link. In addition, refusal rates were nearly double among those unable to provide proof of payment compared to those able to do so.

Figure 5: Response Rates

	TOTAL	LINK	SOUNDER	ABLE TO PROVIDE PROOF OF PAYMENT	UNABLE TO PROVIDE PROOF OF PAYMENT
TOTAL NUMBER OF CONTACTS	1,739	1,586	153	775	964
TOTAL COMPLETES	1,222	1,091	131	596	626
COMPLETES USED	1,100	969	131	535	565
% COMPLETE / USED	63.3%	61.1%	85.6%	69.0%	58.6%
% COMPLETE / NOT USED	7.0%	7.7%	0.0%	7.9%	6.3%
% REFUSED	24.1%	26.0%	8.4%	15.1%	32.7%
% OTHER REASONS NOT COMPLETE	5.6%	5.2%	6.0%	8.0%	2.3%

Survey Questionnaire

Sound Transit provided a draft questionnaire based in part on the online survey that was being distributed at the same time to supplement the onboard survey results. ComEngage.US provided recommendations for content and format based on study objectives, logistics for administration, and best practices in question and response formats. The final survey consisted of five major sections and included 26 questions. It took respondents an average of four to five minutes to complete the survey, depending on skip (respondents skipping a question) patterns. In addition, the interviewers completed two sections of the questionnaire which included questions about the specific trip and shift on which the survey was administered, questions regarding their impressions of the fare enforcement process on that trip, and respondent quality (amount of time spent, attention, etc.). Details such as date and time of the survey were embedded in the programming.

Figure 6: Questionnaire Contents

Survey Data
- Service
- Station boarded
- Direction of travel
- FEO team information
- Respondent type

Travel Behavior
- Frequency of riding
- Trip purpose
- Boarding station (to determine zone)

Fare Payment / Enforcement
- Usual fare payment
- Frequency of being approached by FEOs
- Frequency of being unable to provide proof of payment
- Reasons for being unable to provide proof of payment
- Perceptions of fare enforrcement process

Demographics
- Vehicle access
- Gender
- Age
- Employment status
- Home ZIP code
- Housing status
- Race / ethnicity
- Language proficiency
- Disability status
- Household size
- Income

Interviewer Observations
- Fare enforcement
- Response quality

The survey was programmed as a self-administered computer-assisted survey. A single version of the survey was developed; skip patterns were used to address differences in questions or response categories between Link and Sounder, as well as between those who were unable to provide proof of payment and those who were.

When the questionnaire was finalized after the pretest, the survey was translated into Spanish, Chinese (traditional), Chinese (simplified), Korean, Russian, Tagalog, Vietnamese, and Somali. When an interviewer approached a respondent who indicated they spoke a language other than English, they were shown a card indicating the languages in which the survey was available. The respondent then selected their preferred language for the self-administered survey.

SOUNDTRANSIT

RIDER SURVEY

ESPAÑOL
ENCUESTA A PASAJEROS

Sound Transit está realizando una breve encuesta a pasajeros para mejorar sus servicios y quiere conocer su opinión. Por favor, seleccione su idioma en el menú desplegable de la tableta o llame a atención al cliente de Sound Transit al 1 (800) 201-4900 para expresar lo que opina.

中文（简体）
乘客调查

Sound Transit 正在进行一项简短的乘客调查以改善服务，我们希望倾听您的意见。请在平板的下拉菜单中选择语言，或致电 Sound Transit 客服热线 1 (800) 201-4900 提供反馈。

中文（繁體）
乘客調查

Sound Transit 正在對乘客進行一次簡短的調查，以改善其服務。並希望聽取你的意見。請在平板電腦的下拉式功能表選擇你的語言，或致電 1 (800) 201-4900 聯絡 Sound Transit 客戶服務中心提供你的意見。

한국어
이용객 설문 조사

Sound Transit에서는 서비스 개선을 목적으로 이용객 여러분의 의견을 듣는 젊은 설문 조사를 진행하고 있습니다. 태블릿의 드롭다운 메뉴에서 언어를 선택하시거나 진행하시거나, 태블릿 활용이 어렵다면 Sound Transit 고객 센터로 연락하셔서 귀하의 소중한 의견을 알려주시기 바랍니다. (연락처: 1 (800) 201-4900

РУССКИЙ
ОПРОС ПАССАЖИРОВ

Компания Sound Transit проводит краткий опрос пассажиров с целью повышения качества своих услуг, поэтому для нас важно узнать Ваше мнение. Выберите свой язык в раскрывающемся меню на планшете или позвоните в отдел обслуживания клиентов Sound Transit по телефону 1 (800) 201-4900, чтобы высказать свое мнение.

TAGALOG
SURVEY NG PASAHERO

Nagsasagawa ang Sound Transit ng maikling survey ng mga pasahero para pagandahin ang mga serbisyo nito at gusto nitong malaman ang iyong opinyon. Pakipili ang iyong wika sa drop down menu sa tablet o tumawag sa customer service ng Sound Transit sa 1 (800) 201-4900 para ibigay ang iyong mga opinyon.

TIẾNG VIỆT
KHẢO SÁT HÀNH KHÁCH

Sound Transit đang thực hiện một khảo sát ngắn đối với hành khách để cải thiện dịch vụ và mong muốn được lắng nghe ý kiến của quý vị. Vui lòng chọn ngôn ngữ của quý vị trên menu thả xuống của máy tính bảng hoặc gọi điện tới bộ phận dịch vụ khách hàng của Sound Transit theo số 1 (800) 201-4900 để đóng góp ý kiến.

SOOMAALI
RA'YI URUURINTA RAACAYAASHA

Sound Transit waxay samaynaysaa ra'yi uruurinta raacayaasha oo kooban si ay u sii hagaajiso adeegyadada una maqasho ra'yigaaga. Fadlan ka dooro luuqadaada liiska hoos u baxaya ama wac daryeelka macaamiisha ee Sound Transit.1 (800) 201-4900 si aad ra'yigaaga u bixiso.

Weighting

Customers without proof of payment were over-sampled to ensure a large enough within-group sample size for reliable analysis. Thus, data are weighted by actual warning / citation rates (as a percentage of fare inspections) so that reported totals overall and by service reflect the actual distribution of those who are able to provide proof of payment and those are not.

- Data in the supporting tabulations are weighted.
- When testing for statistically significant differences between the two primary groups (those providing proof of payment and those who do not), data are unweighted.

Figure 7: Weight Calculations

	Provided Proof of Payment	Number*	% of Fare Inspections	Number in Sample	% in Sample Unweighted	Weight	% in Sample after Weighing
Link	With	1,759,356	82.1%	472	42.9%	1.913	82.1%
	Without	43,263	2.0%	497	45.2%	0.045	2.0%
Sounder	With	335,663	15.7%	63	5.7%	2.735	15.7%
	Without	4,731	0.2%	68	6.2%	0.036	0.2%
Total		2,143,013	100.0%	1,100	100.0%		100.0%

* Source of numbers is Sound Transit Public Safety Monthly Report, October 2019, YTD numbers.

Key Findings

Key Finding: Frequency of Fare Enforcement Experience

Most riders have had multiple experiences with fare enforcement officers (FEOs).

This is noteworthy on Sounder where nearly two out of three riders surveyed had been approached by FEOs five or more times in the past 12 months.

More than one out of four Link riders suggested that this was the first time they had been approached by a FEO and asked for proof of payment.

Figure 8: Number of Times in Past 12 Months Have Been Approached by FEO & Asked for Proof of Payment
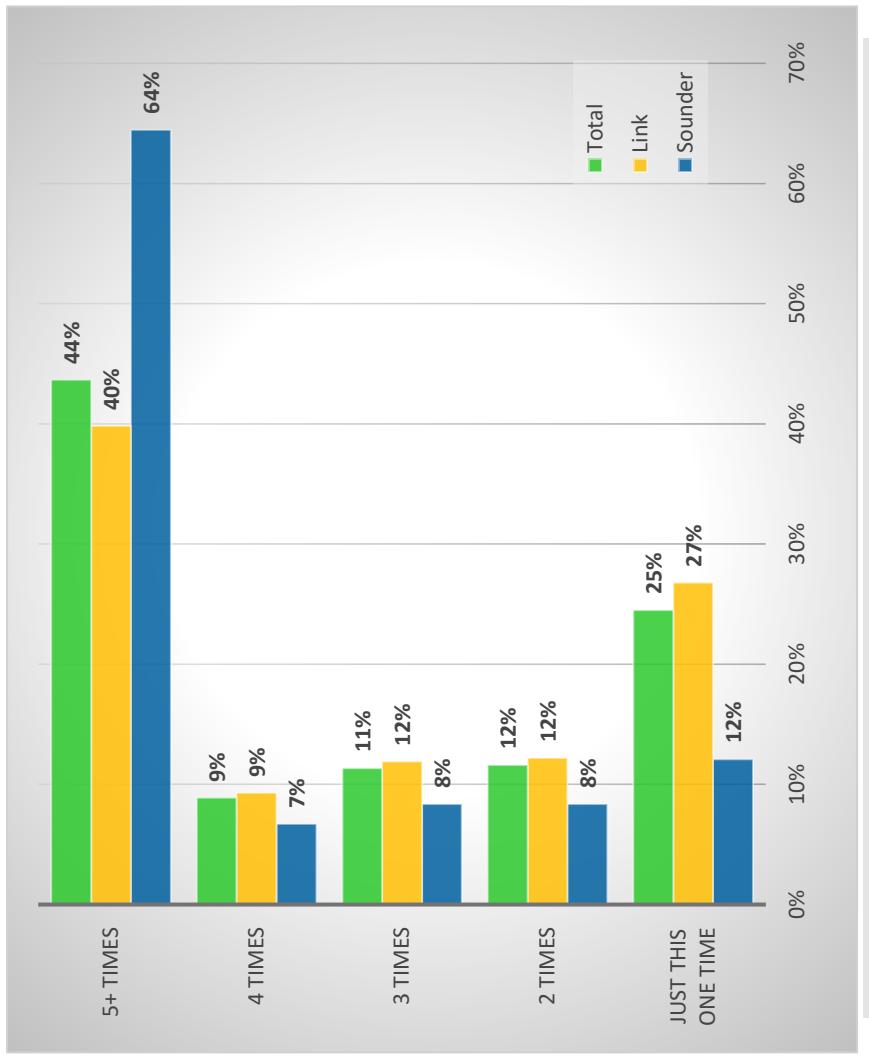
Q5: Approximately how many times in the past 12 months have you been approached by a Fare Enforcement Officer and asked to provide proof of fare payment?
Base: All Respondents [n = 1,100]; Link [n = 969]; Sounder [n = 131]

As would be expected, the number of times respondents have been approached by a FEO and asked for proof of payment is related to the frequency with which they ride.

Figure 9: Number of Times Number of Times in Past 12 Months Have Been Approached by FEO & Asked for Proof of Payment by Frequency of Riding
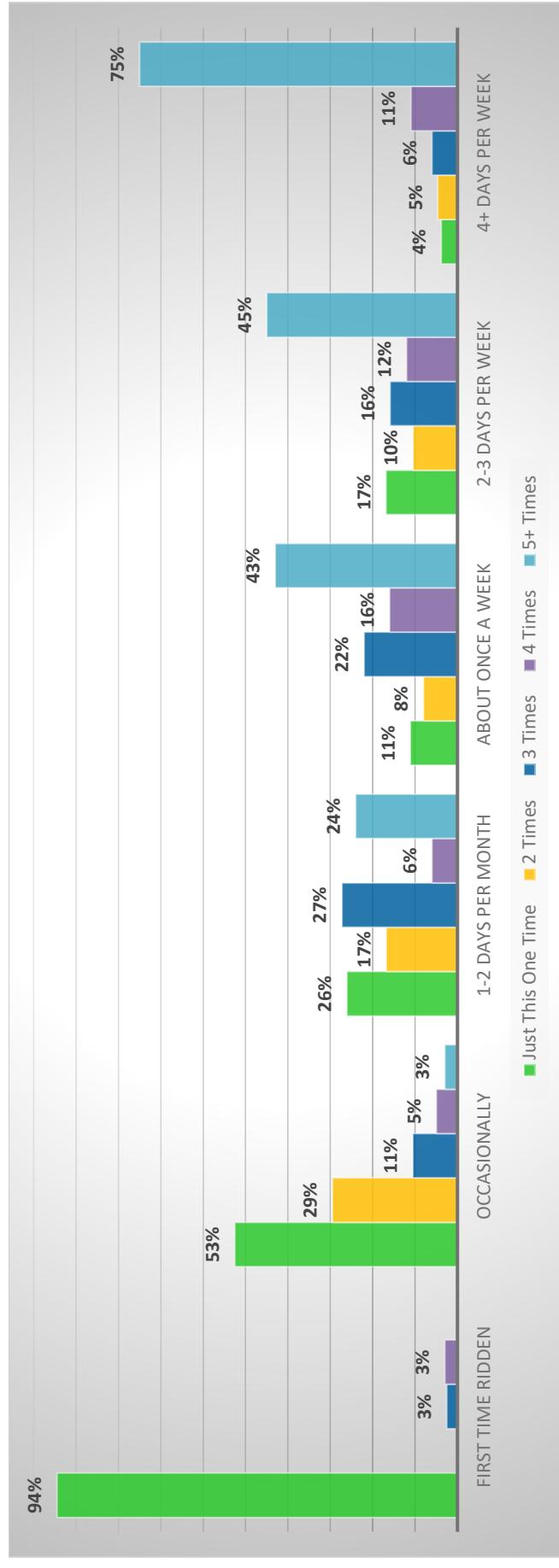
There are no significant differences in the reported number of times riders say they have been approached by a FEO and asked for proof of payment between those who are non-Hispanic white and those who are people of color (including those who are Hispanic).

Figure 10: Number of Times Number of Times in Past 12 Months Have Been Approached by FEO & Asked for Proof of Payment by Race / Ethnicity

|	NON-HISPANIC WHITE	PEOPLE OF COLOR
JUST THIS ONE TIME	27%	21%
2 TIMES	13%	10%
3 TIMES	10%	13%
4 TIMES	9%	10%
5+ TIMES	41%	47%
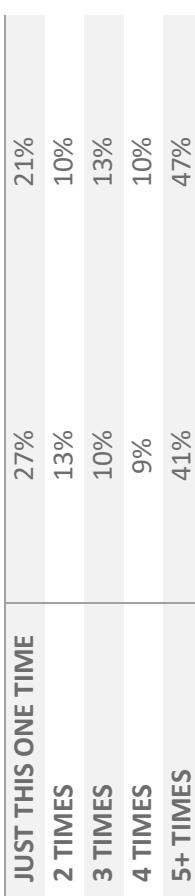
Key Finding: Frequency of Being Unable to Provide Proof of Payment

More than four out of five riders who were able to provide proof of payment on the sampled trip reported that they are always able to provide proof of payment upon request.

There are no differences between Link and Sounder riders.

The majority (84%) of riders who were unable to provide proof of payment on the sampled trip reported that this was the first time they were unable to do so.

One out of six (16%) riders reported that they have been unable to provide proof of payment two or more times. This figure is nearly double the YTD percentage of "repeat offenders" (8.9%) reported in Sound Transit's October citation report.

There are no differences between Link and Sounder riders.

Figure 11: Number of Times Unable to Provide Proof of Payment

Able to Provide Proof of Payment on Sampled Trip

HAVE ALWAYS BEEN ABLE TO PROVIDE POP	82%
1 TIME	10%
2 TIMES	3%
3+ TIMES	5%

Unable to Provide POP on Sampled Trip

FIRST TIME UNABLE TO PROVIDE POP	84%
2 TIMES	9%
3 TIMES	3%
4+ TIMES	4%
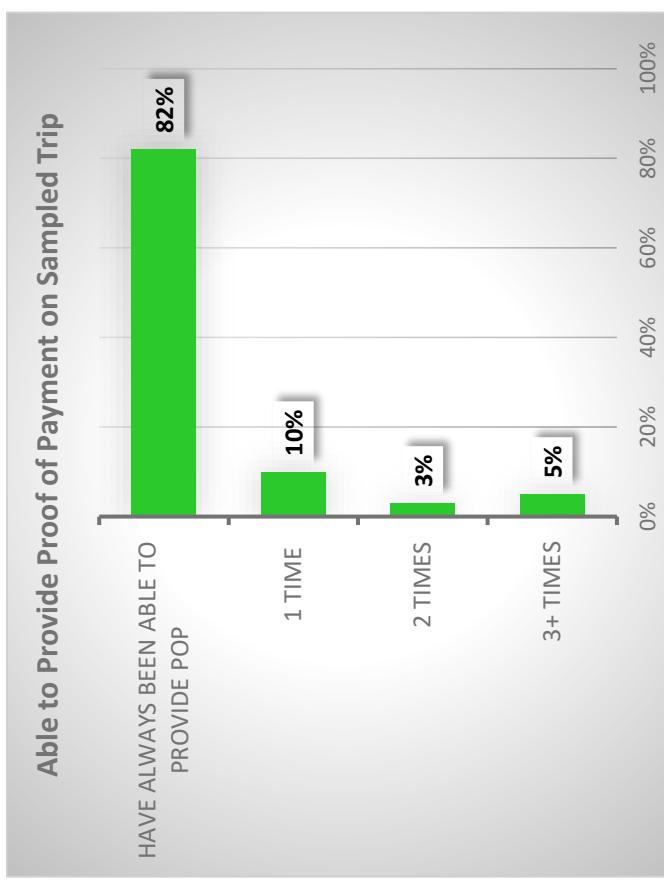
Q6: How many times in the past 12 months have you been unable to provide proof of fare payment when requested by Fare Enforcement?
Base: Base: All Respondents [n = 1,100]; Able to Provide Proof of Payment [n = 535]; Unable to Provide Proof of Payment [n = 565]
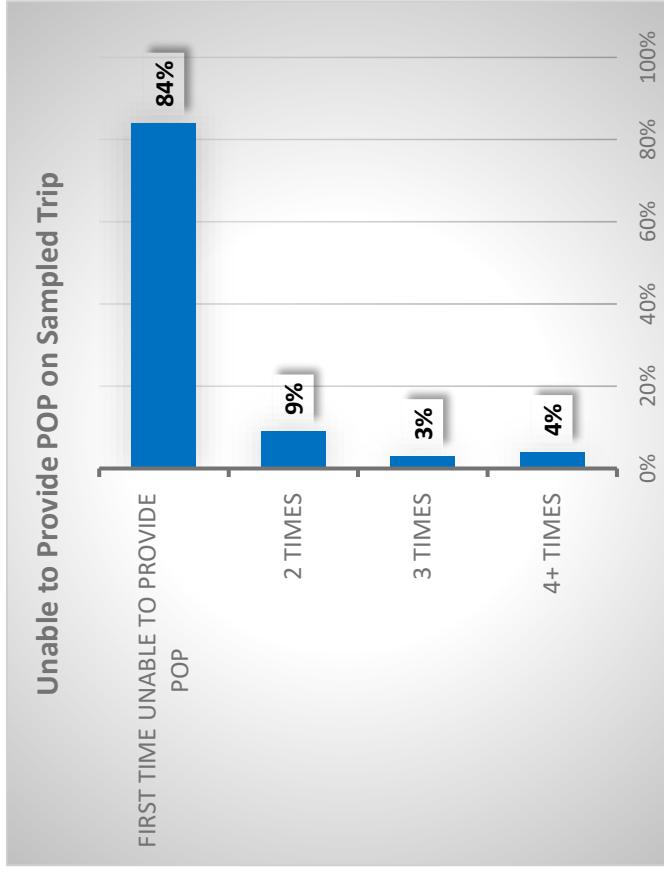
Focused Findings: Demographic Differences between Those Able and Unable to Provide POP

There are clear demographic differences between those able to provide proof of payment and those who were not. Those *unable* to provide POP were more likely than those able to do so to be

- Male than female
- Younger
- Employed part-time or currently unemployed
- Lower income
- People of color (details below)
- Dependent on transit (i.e., do not have reliable access to a working motor vehicle at home

Figure 13: Demographic Differences between Those Able and Unable to Provide POP

	Able to Provide POP	Unable to Provide POP
Gender		
Male	51%	58% ↑
Female	48% ↑	40%
Non-Binary	1%	2%
Age		
Less than 19	4%	10% ↑
19–24	18%	23% ↑
25–34	29%	30%
35–49	23%	20%
50–64	22% ↑	12%
65 and older	5%	5%
Employment Status		
Employed FT	68% ↑	51%
Employed PT	9%	15% ↑
Student	12%	16%
Unemployed	3%	9% ↑
Retired	5%	6%
Other	2%	2%
Income		
< $50,000	31%	57% ↑
$50,000–$74,999	17% ↑	10%
$75,000–$99,999	13%	9%
$100,000+	39% ↑	23%
Race		
Non-Hispanic White	63% ↑	44%
People of Color	37%	56% ↑
% w/ Disability	3%	8% ↑
% w/ Working Vehicle	79% ↑	58%

Figure 12: Differences between Those Able and Unable to Provide POP by Race / Ethnicity

	Able to Provide POP	Unable to Provide POP
Race		
White or Caucasian	65% ↑	49%
African American or Black	10%	21% ↑
Asian or Asian American	15%	14%
Other*	6%	9%
Two or More Races	5%	7%

Sums to more than 100%; multiple; responses allowed

	Able to Provide POP	Unable to Provide POP
Ethnicity		
Hispanic	7%	15% ↑
Non-Hispanic	93% ↑	85%

* Includes Native American or Pacific Islander, American Indian or Alaska Native, Middle Easterner or North African, and other/not specified.

Additional analysis was completed to discover which of these demographic variables are most related to the dependent variable—those able to produce proof of fare payment versus those unable to do so on the sampled trip—and the order of these relationships.

- This analysis clearly shows that household income is the primary demographic characteristic that differentiates those who were able to provide proof of payment on the sampled trip and those unable to do so. Furthermore, it shows that the breakpoint is a household income above or below $50,000.

  o It is important to note that those with household incomes between $24,000 and $32,999 are most likely among the income groups below $50,000 to be able to provide proof of payment, suggesting they may be more aware of and/or have access programs and services to help them pay their required fare. Many of these riders are employed part-time, full-time students, retired, or unemployed.

- Most of those with household incomes above $50,000 are employed full-time. Race / ethnicity followed by age differentiates those who were able versus those not able to provide proof of fare payment on the sampled trip.

  o Those who are non-Hispanic white were more likely to provide proof of payment on the sampled trip.

  o Those who are people of color and are less than 19 years of age or between 25 and 34 were less likely to provide proof of fare payment when compared to those between 19 and 24 and those 35 and older.

Figure 14: Key Demographic Drivers of Ability to Provide Proof of Payment on Sampled Trip
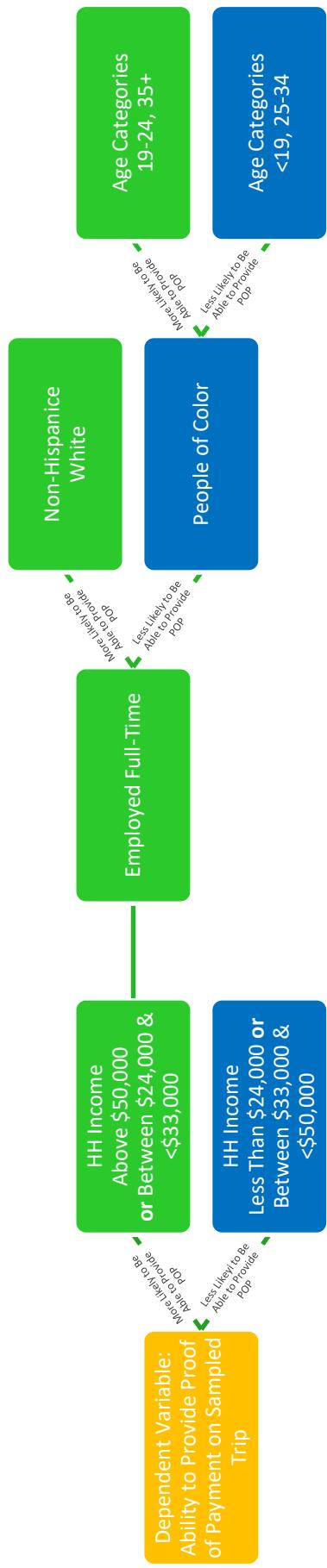
Focused Findings: Travel Characteristic Differences between Those Able and Unable to Provide POP

Those able to provide proof of payment are significantly more likely than those unable to do so to be frequent, regular Sound Transit riders.

Conversely, those unable to provide proof of payment are more than twice as likely as those able to do so to be first-time riders.

Figure 15: Differences in Frequency of Riding between Those Able and Unable to Provide POP

Similarly, those who were able to provide proof of payment are more than twice as likely as those unable to do so to have been approached by fare enforcement officers five or more times in the past 12 months.

On the other hand, those who were unable to provide proof of payment are twice as likely as those who were able to do so to say this was the first time they had been approached.
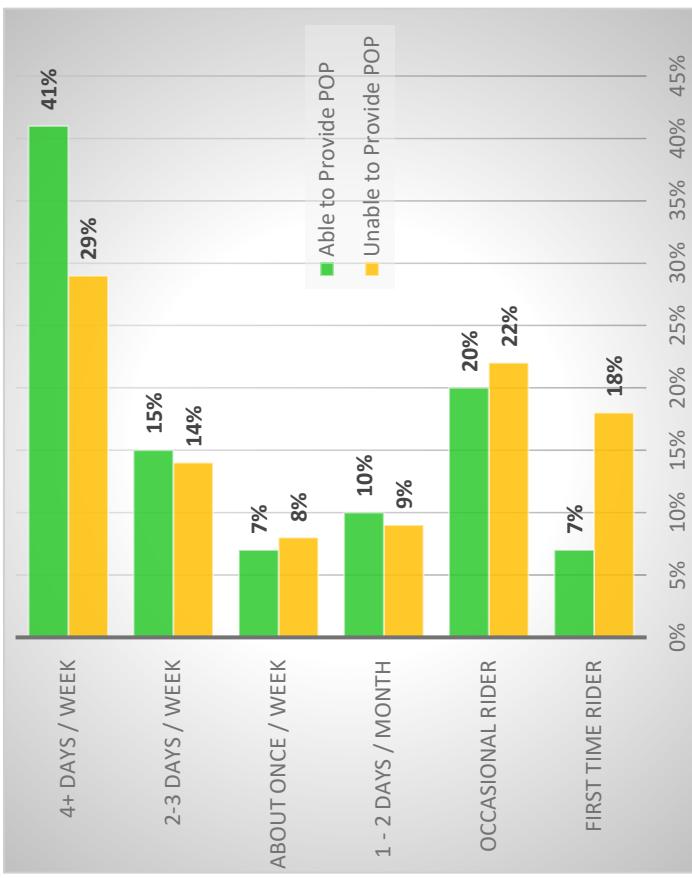
Figure 16: Differences in Frequency of Being Approached by Fare Enforcement Officers between Those Able and Unable to Provide POP
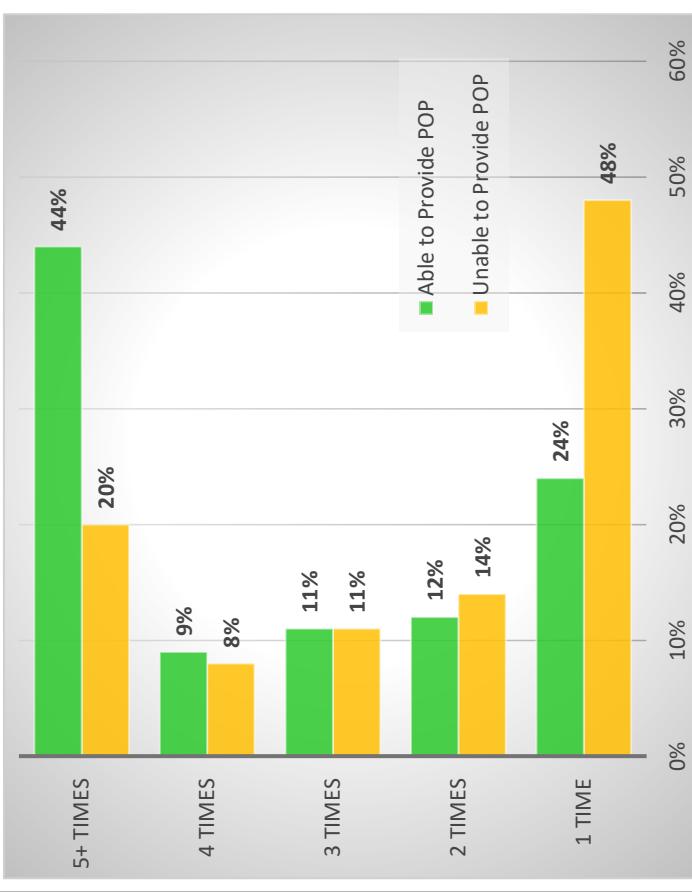
Additional analysis was conducted to determine which of these two variables—frequency of riding and/or number of times approached by a fare enforcement officer in the past 12 months—was / were the primary driver(s) of riders' ability to provide or not provide proof of payment on the day they were surveyed.

When considered together, only the frequency of being approached by a fare enforcement officer is a factor differentiating those who were able to provide proof of payment at the time they were surveyed versus those who were not.

- Those who were unable to provide proof of payment upon request were less likely to have been approached by a fare enforcement officer in the past, suggesting that this was only the first or second time they had been approached.

Figure 17: Key Travel Characteristics that Influence Riders' Ability to Provide Proof of Payment on Sampled Trip
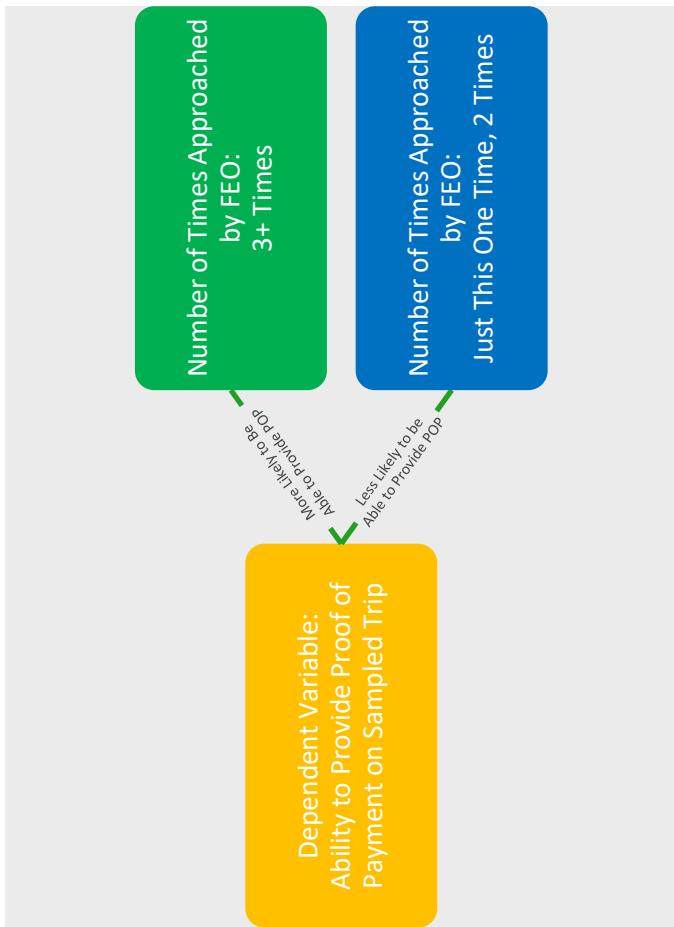
Key Finding: Usual Fare Payment

The majority of riders surveyed usually use an ORCA card to pay their fare. This is noteworthy among Sounder riders.

As would be expected, use of ORCA cards versus tickets is related to frequency of riding.

Figure 18: Use of ORCA and Tickets by Frequency of Riding

	ORCA	TICKET
FIRST TIME RIDDEN	3%	19% ↑
RIDE OCCASIONALLY	10%	54% ↑
RIDE 1-2 DAYS / MONTH	10%	11%
ABOUT ONCE / WEEK	9% ↑	2%
2-3 DAYS / WEEK	17% ↑	6%
4+ DAYS / WEEK	51% ↑	8%
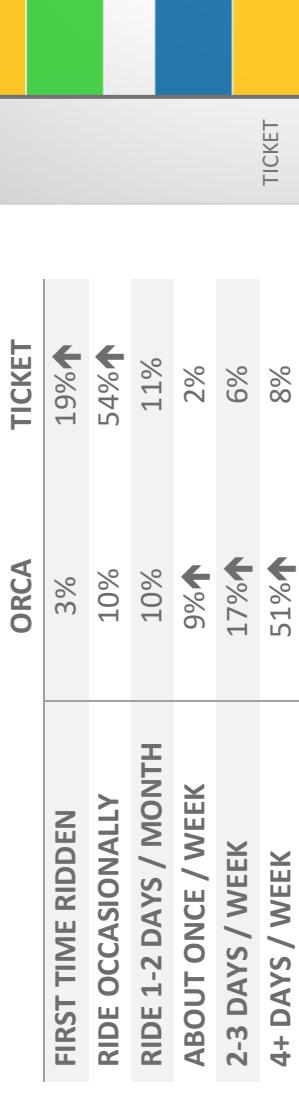
Figure 19: Usual Fare Payment Method
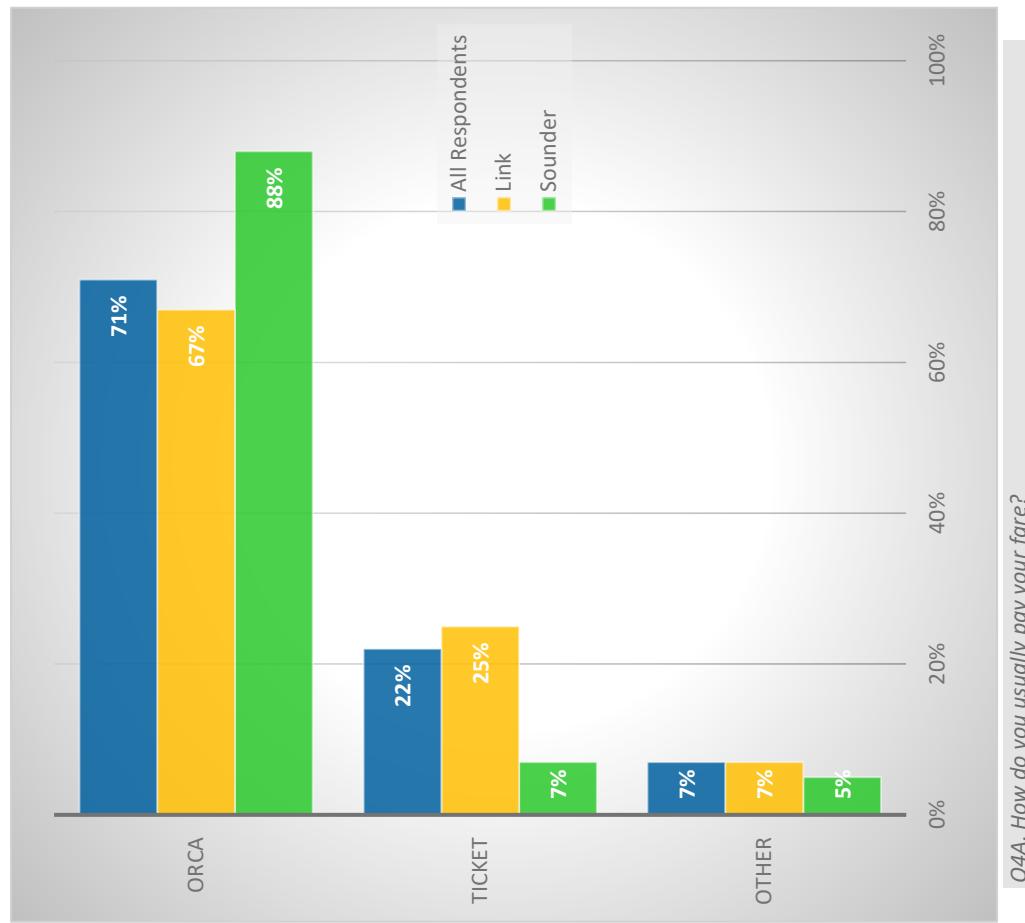
Q4A. How do you usually pay your fare?
Base: All Respondents [n = 1,100]; Link [n = 969]; Sounder [n = 131]

There were no differences in the usual fare payment method between those who were able to provide proof of payment on the surveyed trips versus those unable to do so on Link.

Figure 20: Differences in Usual Fare Payment Method between Link Riders Who Were Able versus Unable to Provide Proof of Payment on Sampled Trips

Link

Category	All Link	Able to Provide POP	Unable to Provide POP
ORCA	67%	67%	68%
TICKET	25%	25%	21%
USUALLY RIDE W/O PAYING FARE			
OTHER	7%	7%	9%
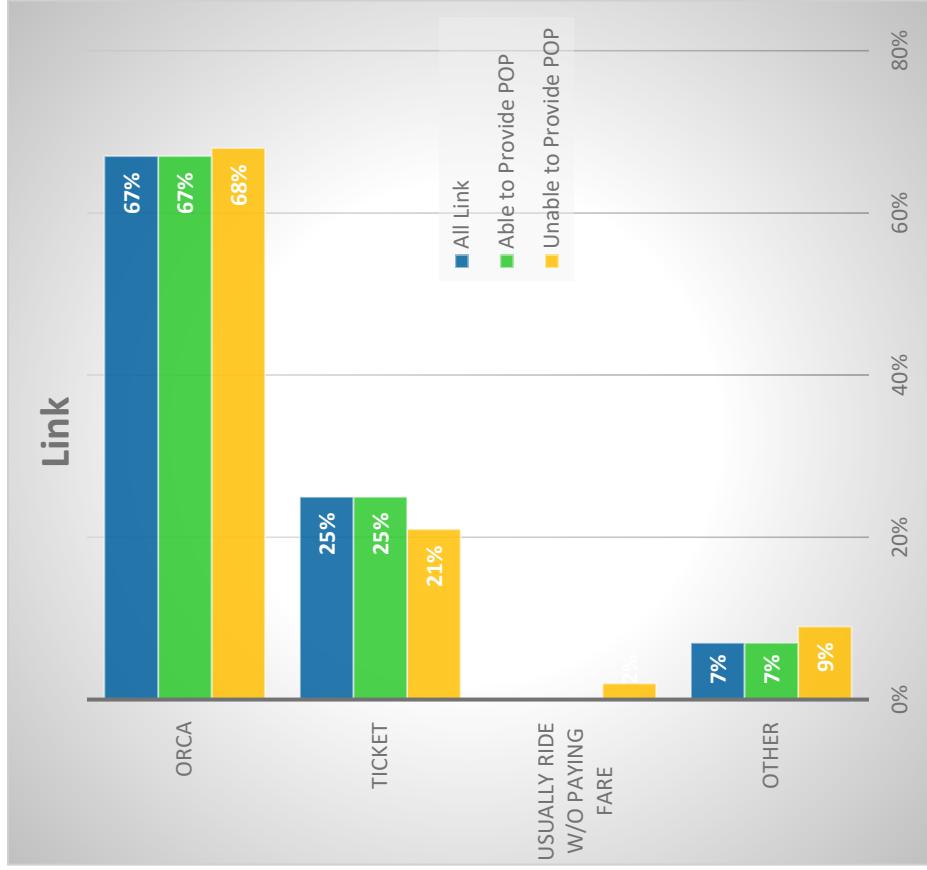
Those able to provide proof of payment on the sampled trip on Sounder were significantly more likely than those unable to do so to usually pay with an ORCA card.

Figure 21: Differences in Usual Fare Payment Method between Sounder Riders Who Were Able versus Unable to Provide Proof of Payment on Sampled Trips

Sounder

Category	All Sounder	Able to Provide POP	Unable to Provide POP
ORCA	88%	89%	72%
TICKET	7%	6%	19%
USUALLY RIDE W/O PAYING FARE			3%
OTHER	5%	5%	6%
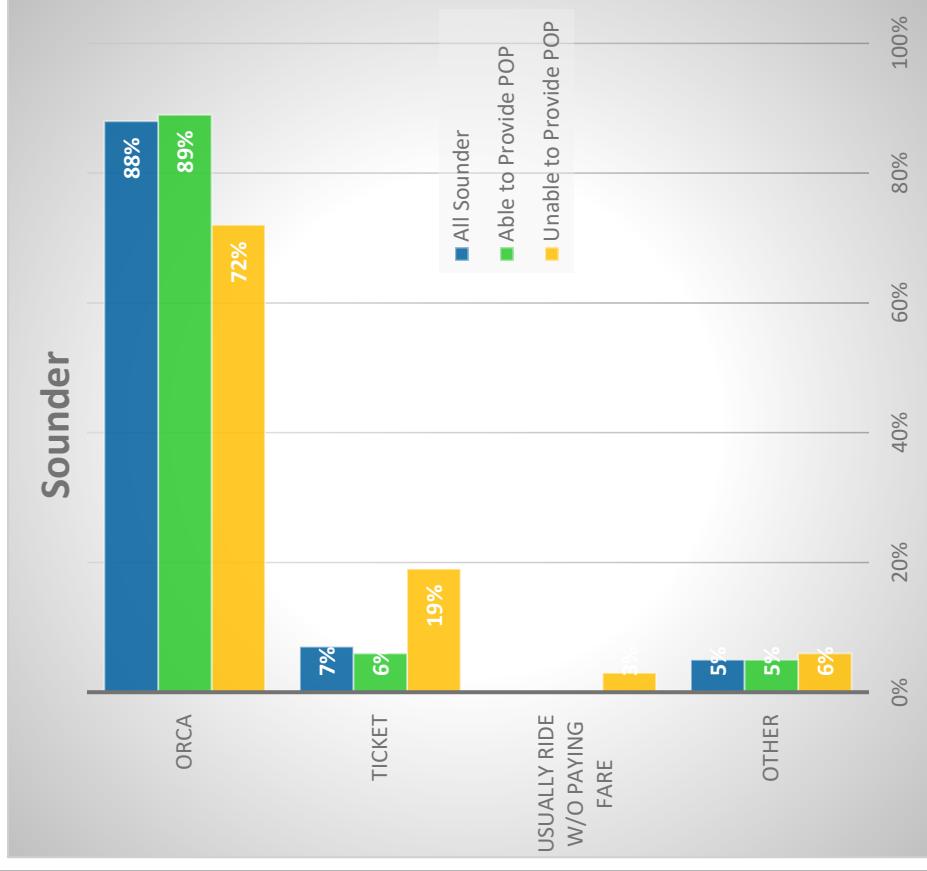
Focused Findings: Those Who Usually Pay Fare with ORCA Card

Slightly less than one out of five (18%) ORCA Card users have a reduced fare product on their card. Link riders are more likely than those on Sounder to have a reduced fare product on their ORCA card.

ORCA LIFT is the most common reduced fare product among both Link and Sounder riders.

Link riders who pay with a reduced fare product (on ORCA) are more likely than Sounder riders to have a senior or youth fare.

Figure 23: Differences in Products on ORCA Card by Service

Figure 22: Type of Reduced Fare Products on ORCA Card

REDUCED FARE PRODUCT ON ORCA CARD	TOTAL (n = 196)	LINK (n = 181)	SOUNDER (n = 15)
ORCA LIFT	57%	55%	75%
SENIOR FARE	19%	21% ⬆	1%
DISABILITY	12%	11% ⬆	24%
YOUTH	12%	13% ⬆	0%

Those who usually pay with an ORCA card *and were unable to provide proof of payment **on the sampled trip** were almost twice as likely* as those able to provide proof of payment to have a reduced fare product on their ORCA card.

There are no differences in the type of reduced fare products loaded on their ORCA card between those able to provide proof of payment and those who were not.

Figure 24: Use of Reduced Fare Products on ORCA Cards

REDUCED FARE PRODUCT ON ORCA CARD	TOTAL (n = 196)	ABLE TO PROVIDE POP (n = 67)	UNABLE TO PROVIDE POP (n = 129)
ORCA LIFT	57%	57%	55%
SENIOR FARE	19%	19%	18%
DISABILITY	12%	12%	13%
YOUTH	12%	12%	16%

Figure 25: Differences in Products on ORCA Card between Those Able to Provide POP and Those Unable to Provide POP

% with Reduced Fare Products
Total = 18%
Able to Provide POP = 18%
Unable to Provided POP = 35%

Legend:
- All ORCA Card Users
- Able to Provide POP
- Unable to Provide POP

Q4B. Do you use any of these reduced fare products?
Base: ORCA Card Users All Respondents [n = 737]; w/ POP [n = 362]; w/o POP [n = 375]
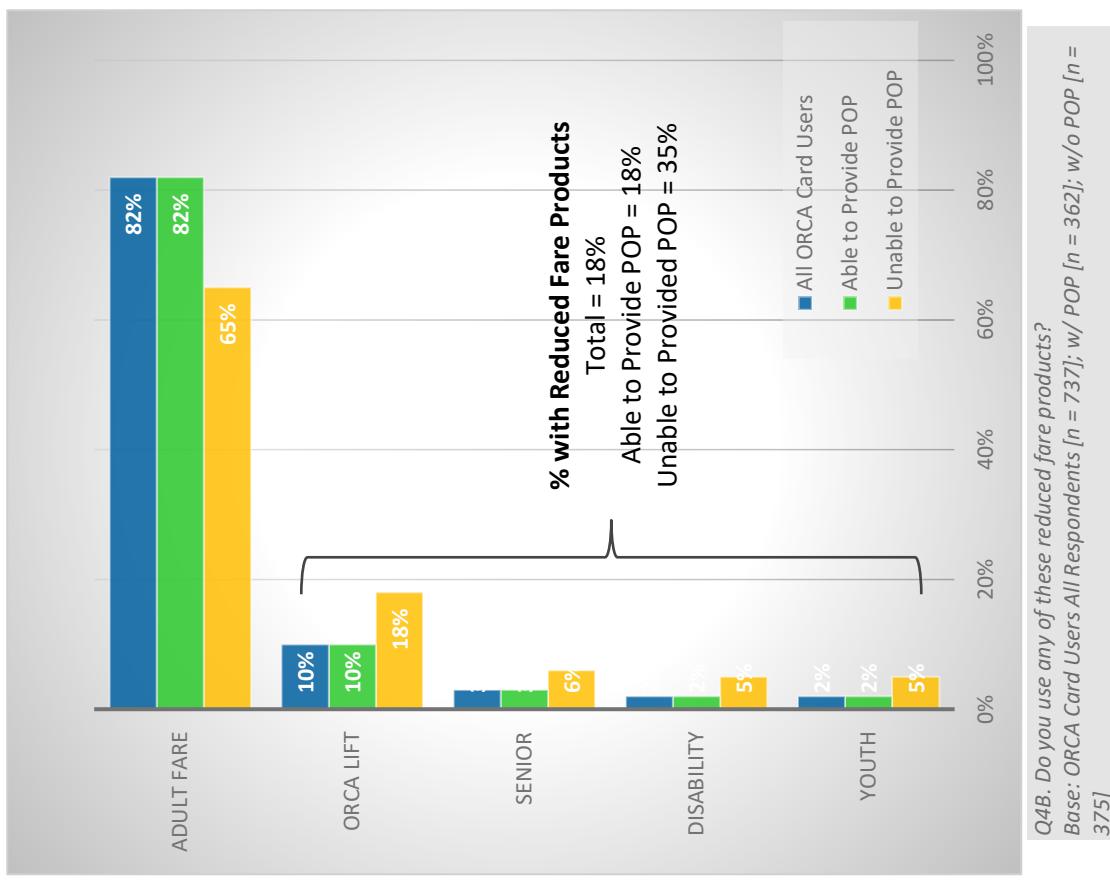
Focused Findings: Those Who Usually Pay Fare with Tickets

Most riders who pay with a ticket purchase their ticket at a ticket vending machine (TVM).

- Sounder riders who usually pay their fare with tickets are more likely than Link riders to purchase their ticket at a ticket vending machine.

Riders who pay with a ticket and were able to provide proof of payment on the sampled trip were more likely than those who were unable to do so to say that they usually purchase their ticket at a ticket vending machine.

- One out of twelve (8%) riders who were unable to provide proof of payment on the sampled trip say that they usually have a ticket provided by a human services provider.

Figure 26: Differences in Ticket Type Used by Service and Ability to Provide Proof of Payment

Differences in Ticket Type by Service

- PURCHASED FROM TICKET VENDING MACHINE: All Ticket Users 88%, Link 87%, Sounder 98%
- PURCHASED FROM MOBILE DEVICE: All Ticket Users 12%, Link 13%
- PROVIDED BY HUMAN SERVICES PROVIDER

Legend: All Ticket Users, Link, Sounder
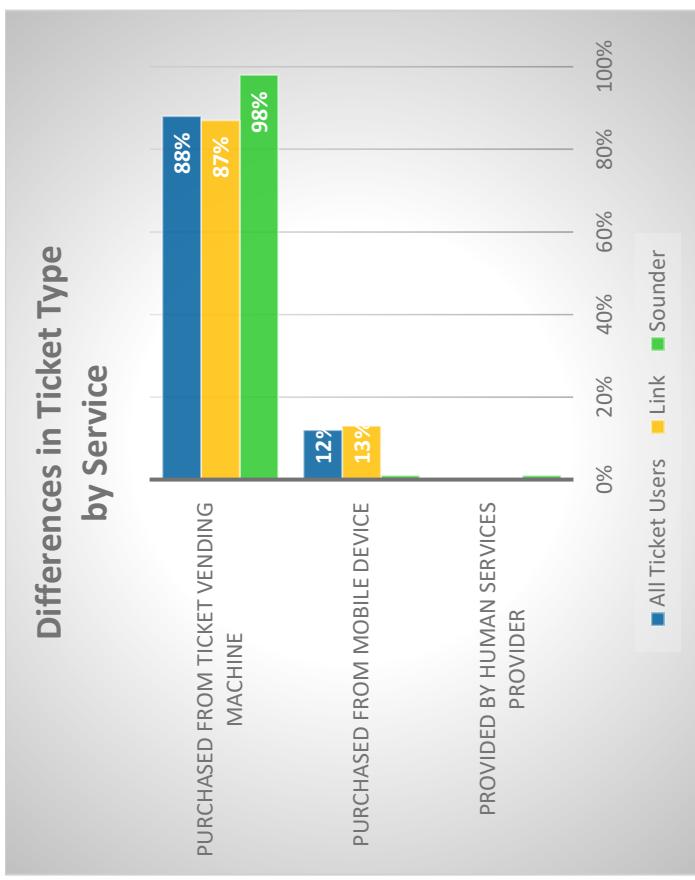
Q4A. How do you usually pay your fare?
Base: Ticket Users [n = 239]; Link [n = 22]; Sounder [n = 17]

Differences in Ticket Type by Ability to Provide POP

- PURCHASED FROM TICKET VENDING MACHINE: All Ticket Users 88%, Able to Provide POP 88%, Unable to Provide POP 74%
- PURCHASED FROM MOBILE DEVICE: All Ticket Users 12%, Able to Provide POP 12%, Unable to Provide POP 18%
- PROVIDED BY HUMAN SERVICES PROVIDER: Unable to Provide POP 8%

Legend: All Ticket Users, Able to Provide POP, Unable to Provide POP
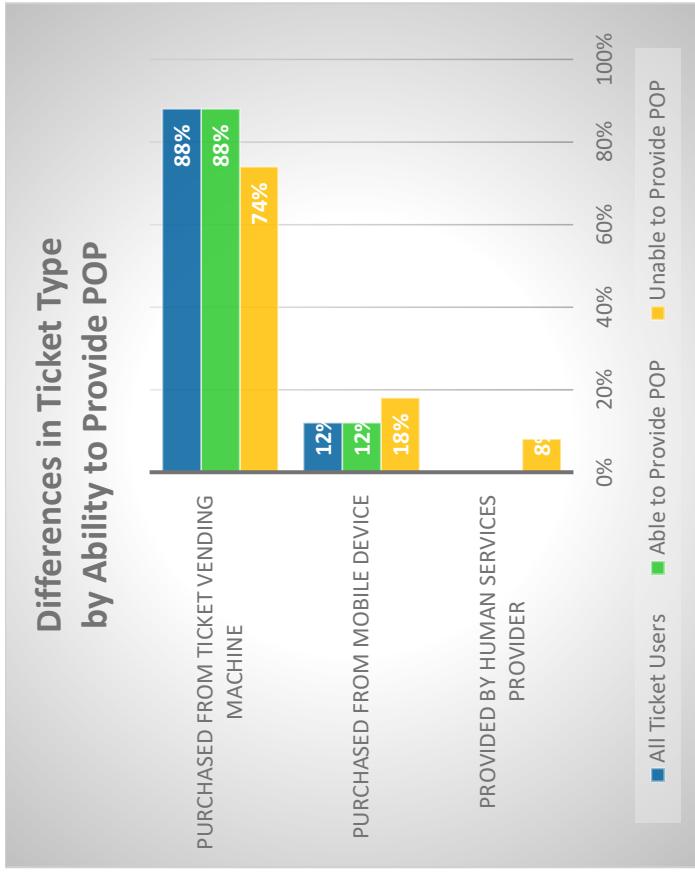
Q4A. How do you usually pay your fare?
Base: Ticket Users [n = 239]; Able to Provide POP [n = 123]; Unable to Provide POP [n = 116]

Key Finding: Reasons for Being Unable to Provide Proof of Payment Fare When Requested

Most riders who were unable to pay their fare on the sampled trip or in the past responded that they forgot to tap or would have missed their train if they stopped to tap, or that there were problems with their ORCA card—that is, "I tapped but it didn't work."

This was true for both those who were unable to provide proof of payment on the sampled trips as well as those who had been unable to provide proof of payment in the past.

Figure 27: Reasons for Not Being Able to Provide Proof of Payment When Requested

	Able to Provide POP on Sampled Trip but Had not Been Able to Do So in the Past	Unable to Provide POP on Sampled Trip
I forgot to "tap" my ORCA card	31%	22%
I tapped my ORCA card, but it didn't work	14%	14%
I thought my transfer was valid	7%	8%
I couldn't find where to tap	3%	7%
I would have missed my train if I stopped to "tap" or buy a ticket	15%	6%
I forgot my ORCA card	7%	5%
I don't know how to pay the fare	2%	4%
I can't afford to pay the fare	8%	4%
I don't know how to work the machine to add money to my card or purchase a ticket	0%	3%
I didn't have a chance to add value to my ORCA card	2%	3%
I didn't have cash or a credit / debit card to purchase a ticket	3%	3%
I didn't know there was a fare	2%	2%
I couldn't physically tap my card on the reader	7%	2%
I could have paid the fare but took a chance	1%	1%

Q7: [W/O POP] There are many reasons someone may not have proof of fare payment. What was the primary reason you were unable to provide proof of fare payment today? [Single Response]; Base: Unable to Provide POP on Sampled Trip [n = 530]
Q7: [W/ POP] There are many reasons someone may not have proof of fare payment. Why were you unable to provide proof of fare payment. Why were you unable to provide proof of fare payment in the past? [Multiple Responses allowed] Base: Able to Provide POP on Sampled Trip but Had Not Been Able to Provide POP Upon Request in Past 12 Months [n = 88]

While household income was a factor that differentiated those who were unable to provide proof of payment on the sampled trip from those who were, when asked why they were unable to provide proof of payment the primary reason—I forgot to tap my ORCA Card—was the same regardless of income.

Eight percent of those who were unable to provide proof of payment on the sampled trip and had annual household incomes below $50,000 indicated they can't afford the fare.

Figure 28: Differences in Reasons for Not Being Able to Provide Proof of Payment When Requested on Sampled Trip by Income

	Household Incomes Below $50,000 / Year	Household Income Above $50,000 / year
I forgot to "tap" my ORCA card	17%	25%
I tapped my ORCA card, but it didn't work	11%	18%
I thought my transfer was valid	10%	6%
I couldn't find where to tap	5%	8%
I would have missed my train if I stopped to "tap" or buy a ticket	7%	7%
I forgot my ORCA card	5%	4%
I don't know how to pay the fare	4%	4%
I can't afford to pay the fare	8% ⬆	1%
I don't know how to work the machine to add money to my card or purchase a ticket	4%	3%
I didn't have a chance to add value to my ORCA card	3%	2%
I didn't have cash or a credit / debit card to purchase a ticket	4%	3%
I didn't know there was a fare	2%	2%
I couldn't physically tap my card on the reader	1%	1%
I could have paid the fare but took a chance	0%	2%

Key Findings: Perceptions of Fare Enforcement Process

Riders were very positive about the fare enforcement process. Ratings are highest for the professionalism of the FEOs and their perception that FEOs approach every individual in the same way.

While still very positive, riders gave somewhat lower ratings for their impressions that the FEOs approach every rider.

Figure 29: Overall Impressions of the Fare Enforcement Process
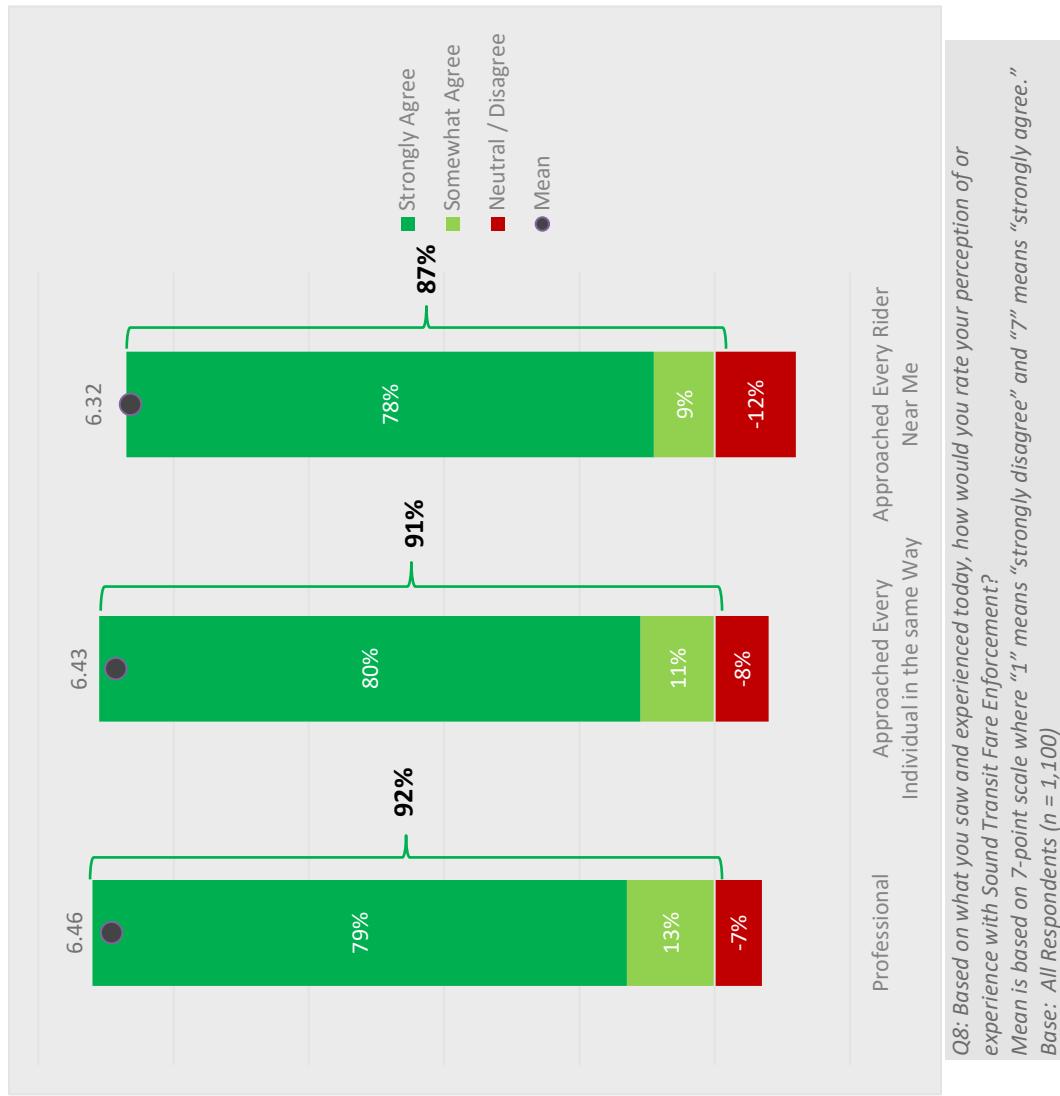
Legend:
- Strongly Agree
- Somewhat Agree
- Neutral / Disagree
- Mean

92%
Professional
6.46
79% | 13% | -7%

91%
Approached Every Individual in the same Way
6.43
80% | 11% | -8%

87%
Approached Every Rider Near Me
6.32
78% | 9% | -12%

Q8: Based on what you saw and experienced today, how would you rate your perception of or experience with Sound Transit Fare Enforcement?
Mean is based on 7-point scale where "1" means "strongly disagree" and "7" means "strongly agree."
Base: All Respondents (n = 1,100)

While still generally very positive, those who were unable to provide proof of purchase when surveyed did give the FEOs somewhat lower ratings—the overall statistical mean for those able to provide proof of payment was 6.41 compared to 6.21 unable to do so.

The differences were significant for the extent to which riders believed that the FEOs approached every rider in the same way and that they approached every rider around them. The difference was greatest for the extent to which they agree that FEOs approach every rider near them. The difference for professionalism is not statistically significant.

Figure 30: Differences in Impressions of the Fare Enforcement Process between Those Able and Unable to Provide Proof of Payment on Sampled Trip

Sounder riders, notably those who were able to provide proof of payment, gave the FEOs higher ratings for all three attributes.

There were no significant differences in riders' perceptions of the FEOs between Link and Sounder riders among those who were unable to provide proof of payment.

Figure 31: Differences in Impressions of the Fare Enforcement Process between Link and Sounder Riders

		Link			Sounder		
		Total	Able to Provide POP	Unable to Provide POP	Total	Able to Provide POP	Unable to Provide POP
Overall	Mean	6.34	6.35	6.22	6.73	6.74	6.17
Professional	Strongly Agree	78%	78%	78%	86%	86%	78%
	Somewhat Agree	13%	14%	10%	13%	13%	10%
	(Combined)	92%	92%	88%	98%	98%	78%
	Mean	6.40	6.40	6.35	6.79	6.79	6.27
Approached Every Rider in Same Way	Strongly Agree	79%	79%	74%	89%	89%	76%
	Somewhat Agree	11%	11%	11%	10%	10%	10%
	(Combined)	90%	90%	85%	98%	98%	87%
	Mean	6.36	6.37	6.21	6.80	6.81	6.22
Approached Every Rider Near Me	Strongly Agree	77%	78%	70%	84%	84%	76%
	Somewhat Agree	9%	9%	13%	9%	10%	4%
	(Combined)	87%	87%	84%	93%	94%	81%
	Mean	6.26	6.27	6.08	6.60	6.60	6.01

Combined strongly and somewhat agree may not be the same as the sum of its parts due to rounding.
Mean is based on 7-point scale where "1" means "strongly disagree" and "7" means "strongly agree."

In general, there were no differences in perceptions of the fare enforcement experience across different demographic groups except people of color, who were less likely to strongly agree that FEOs approached every rider near them.

The percent of people of color who agree that FEOs approached every rider near them as well as their mean scores are further broken down by race. There are no statistically significant differences in perceptions within people of color; this may be due in some part to the small sample sizes for all but African American / Black and Asian or Asian American riders.

Riders who are African-American or Black are less likely than riders who are white to agree that FEOs approached every rider near them.

Figure 32: Differences in Agreement that FEOs Approached Every Rider Near Me by Race

Agreement that FEOs Approached Every Rider Near Me		
	Non-Hispanic White	People of Color
Strongly Agree	84% ⬆	73%
Somewhat Agree	8%	11%
Mean	6.50 ⬆	6.14 ⬇

	% Agree	Mean
	84%	
African American / Black	77%	5.78
Asian or Asian American	91%	6.46
Native Hawaiian or Pacific Islander*	65%	4.79
American Indian or Alaska Native*	80%	5.96
Mixed Race (Not specified)*	93%	6.34
Hispanic	75%	6.23

Mean is based on 7-point scale where "1" means "strongly disagree" and "7" means "strongly agree."
* Small sample sizes (n < 35)

Appendix

Margin of Error

The margin of error (MOE) is a statistical concept that is commonly associated with the results from survey research. It serves to quantify the uncertainty associated with sampling in a poll or other survey. In survey research, it is almost never practical to measure the entire population. Instead, we rely on random samples that are intended to be representative of the population. As a result, there is always some amount of uncertainty, or variable error (variance), associated with the results.

The margin of error expresses the maximum expected difference between the sample results from those of the actual population. Because the results of most survey questions are reported in terms of percentages, the margin of error is typically reported as a percentage, as well. The margin of error varies for every percentage reported in the survey and is based on the distribution of the responses between the groups that are being compared and the size of the sample representing those groups. The table below illustrates the margin of error associated with these two elements.

Figure 33: Margin of Error Calculations for Different Response Distributions and Sample Sizes

MARGIN OF ERROR CALCULATIONS FOR DIFFERENT RESPONSE DISTRIBUTIONS AND SAMPLE SIZES
95% CONFIDENCE LEVEL

RESPONSE DISTRIBUTION		SAMPLE SIZE							
		35	50	100	200	400	800	1200	2400
90%	10%	9.9%	8.3%	5.9%	4.2%	2.9%	2.1%	1.7%	1.2%
80%	20%	13.3%	11.1%	7.8%	5.5%	3.9%	2.8%	2.3%	1.6%
70%	30%	15.2%	12.7%	9.0%	6.4%	4.5%	3.2%	2.6%	1.8%
60%	40%	16.2%	13.6%	9.6%	6.8%	4.8%	3.4%	2.8%	2.0%
50%	50%	16.6%	13.9%	9.8%	6.9%	4.9%	3.5%	2.8%	2.0%

Figure 34: Example of Margin of Error and Statistical Significant

	ABLE TO PROVIDE PROOF OF PAYMENT		NOT ABLE TO PROVIDE PROOF OF PAYMENT	
NON-HISPANIC WHITE	63% −4.2%	59%	48%	44% +4.4%
PEOPLE OF COLOR	37% +4.2%	41%	52%	56% −4.4%
SAMPLE SIZE	496			490

To illustrate how the margin of error is used to determine if differences between two groups is statistically significant—that is, outside the margin of error—consider the example to the right. In this example, 63 percent of respondents who were able to provide proof of payment on the sampled trip were non-Hispanic white. Based on the sample size of 496, the margin of error surrounding that number is + or − 4.2%. Thus it could be as high as 67 percent or as low as 59%. On the other hand, among those who were not able to provide proof of payment, 44 percent were non-Hispanic white. Based on a sample size of 490 the margin of error is + or − 4.4%. Thus the percentage of those who might be unable to provide proof of payment on another trip who are non-Hispanic white could range from 40 to 48 percent.

Since there is no overlap between the lower bound of those able to provide proof of payment and were non-Hispanic white (59%) and the upper bound of those unable to provide proof of payment and were non-Hispanic white (48%), one can conclude that this difference is not a result of the error resulting from sampling but is a statistically significant difference.

Questionnaire

Survey / Interview Setup: Before starting each survey, interviewer provided the following information.

- Interviewer Name
- Link or Sounder
- Station Boarded

- Direction of Travel
- FEO Team Number
- With Proof of Payment / Without Proof of Payment

Interviewer Introduction: Thank you for agreeing to take this survey. We would like to ask you some questions about your experience today with fare enforcement. The survey is programmed on this tablet computer. I will hold it for you while you fill it out. This should take no more than 5 minutes and your responses will be kept strictly confidential.

- ☐ Continue **[HAND OFF TABLET TO RESPONDENT]**
- ☐ Respondent refuses
- ☐ Non-English speaking
- ☐ Other reason for not completing the survey [Specify}

NEW SCREEN

Q1.   How frequently do you ride if **[LINK / SOUNDER]**?

- ☐ **[LINK]** 4-7 days per week
- ☐ **[SOUNDER]** 4-5 days per week
- ☐ 2-3 days per week
- ☐ About once a week
- ☐ 1-2 days per month
- ☐ Occasionally
- ☐ First Time Ridden
- ☐ I'd prefer not to say

SCREEN INTRO: Thinking specifically about your current trip (i.e., the trip you are taking right now).

Q2. **[ALL]** What was the primary purpose of this trip?

☐ To go to/from Work
☐ To go to/from School/College (as a student)
☐ To go to/from Airport (for travel or passenger pickup, not for work)
☐ To go to/from Recreation or social outing

☐ To go to/from Shopping or errands
☐ To go to/from Appointments (business, medical, etc.)
☐ To go to/from Social Service appointments
☐ Other (Please specify: _____)
☐ I'd prefer not to say

Q3L. **[ALL LINK]** Where did you board the train for this trip?
[PROGRAMMING NOTE: ROTATE DIRECTION OF STOPS BASED ON WHETHER THIS IS NORTHBOUND OR SOUTHBOUND TRIP]

☐ University of Washington
☐ Capitol Hill
☐ Westlake
☐ University Street
☐ Pioneer Square
☐ International District/Chinatown
☐ Stadium
☐ SODO
☐ Beacon Hill

☐ Mt. Baker
☐ Columbia City
☐ Othello
☐ Rainier Beach
☐ Tukwila International Boulevard
☐ SeaTac Airport
☐ Angle Lake
☐ Don't Know
☐ I'd prefer not to say

Q3S. **[ALL SOUNDER]** Where did you board the train for this trip?
[PROGRAMMING NOTE: ROTATE DIRECTION OF STOPS BASED ON WHETHER THIS IS NORTHBOUND OR SOUTHBOUND TRIP]

☐ Everett
☐ Mukilteo
☐ Edmonds
☐ King Street
☐ Tukwila
☐ Kent
☐ Auburn

☐ Sumner
☐ Puyallup
☐ Tacoma Dome
☐ South Tacoma
☐ Lakewood
☐ Don't Know
☐ I'd prefer not to say

Q4A. **[ALL] How do you usually pay your fare?**

[Select one of the following}

☐ ORCA

☐ Purchase ticket from vending

☐ Purchase ticket from a mobile device (Transit Go Ticket app)

☐ Ticket provided by human services/shelter

☐ I usually ride without paying a fare

☐ Other, not listed (Please specify: _____)

☐ I'd prefer not to say

Q4B. **[PROGRAMMING: ASK Q4B IF RESPONSE TO Q4A IS ORCA]**

Do you use any of these reduced fare products?

[Select one of the following}

☐ ORCA LIFT fare (ORCA LIFT is a program that offers a reduced fare for people who qualify based on low-income)

☐ Senior Fare (Age 65 and over)

☐ Disability Fare

☐ Youth Fare (Age 6-18)

☐ None of the above

☐ I'd prefer not to say

Q5. **[ALL]** Approximately how many times in the past 12 months have you been approached by a Fare Enforcement Officer and asked to provide proof of fare payment?

☐ Just this one time

☐ 2 times

☐ 3 times

☐ 4 times

☐ 5 or more times

☐ I'd prefer not to say

Q6. **[ALL]** How many times in the past 12 months have you been unable to provide proof of fare payment when requested by Fare Enforcement?

☐ [WITH POP] Never – I have always been able to provide proof of fare payment
☐ [W/O POP] This is my first time
☐ [WITH POP] 1 time
☐ 2 times
☐ 3 times
☐ 4 times
☐ 5 or more times
☐ I'd prefer not to say

SCREEN INTRO: Thinking specifically about the experience you just had with Fare Enforcement

Q7. **[W/O POP]** There are many reasons someone may not have proof of fare payment. What was the **primary** reason you were unable to provide proof of fare payment today?

[SINGLE SELECT / RANDOMIZED]

[W POP] There are many reasons someone may not have proof of fare payment. Why were you unable to provide proof of fare payment in the past?
(Please select all that apply to you)

[MULTIPLE SELECT / RANDOMIZED]

☐ I forgot my ORCA card
☐ I didn't have cash or a credit / debit card to purchase a ticket
☐ I forgot to "tap" my ORCA card
☐ I would have missed my train if I stopped to "tap" or buy a ticket
☐ I tapped my ORCA card, but it didn't work
☐ I thought my transfer was valid
☐ I didn't have a chance to add value to my ORCA card
☐ I couldn't find where to tap

☐ I couldn't physically tap my card on the reader
☐ I could have paid the fare, but took a chance
☐ I can't afford to pay the fare
☐ I don't know how to pay the fare
☐ I don't know how work the machine to add money to my card or purchase a ticket
☐ I didn't know there was a fare
☐ Other (Please specify: _____)
☐ I'd prefer not to say

SCREEN INTRO: Thinking specifically about your interaction with the Fare Enforcement Officer(s)

Q8. **[ALL]** Based on what you saw and experienced today, how would you rate your perception of or experience with Sound Transit Fare Enforcement?

	Strongly Disagree						Strongly Agree
The Fare Enforcement Officers approached every rider near me	O	O	O	O	O	O	O
The Fare Enforcement Officers treated every individual they approached in the same way	O	O	O	O	O	O	O
The Fare Enforcement Officers were very professional	O	O	O	O	O	O	O

Q9. **[ALL]** Thinking about your personal experience today, do you believe you were treated fairly—i.e., the same as every other passenger on the train?

☐ Yes
☐ No [Tell us why?]
☐ I'd prefer not to say

SCREEN INTRO: Tell us a little about yourself, so Sound Transit understands more about its rides.

D1. **[ALL]** Do you have reliable access to a working motor vehicle at home?

☐ Yes
☐ No
☐ I'd prefer not to say

D2. **[ALL]** Do you identify as. . .

☐ Male
☐ Female
☐ Non-Binary
☐ I'd prefer to self-describe [Please specify:
_____}
☐ I'd prefer not to say

D3. **[ALL]** Are you . . .

- ☐ Less than 19 years of age
- ☐ 19 – 24 years of age
- ☐ 25 – 34 years of age
- ☐ 35 – 49 years of age
- ☐ 50 – 64 years of age
- ☐ 65 years of age or older
- ☐ I'd prefer not to say

D4. What is your employment status?

- ☐ Employed full-time
- ☐ Employed part-time
- ☐ Student (full-time)
- ☐ Unemployed
- ☐ Retired
- ☐ Other (Please specify: _____)
- ☐ I'd prefer not to say

D5. **[ALL]** What is your home ZIP code?

ZIP code: _____
- ☐ Currently unsheltered/no home ZIP code
- ☐ I'd prefer not to say

D6. **[ALL]** Which of the following best describes your living situation?

- ☐ Rent my own apartment / house
- ☐ Own my own apartment / house
- ☐ Short-term / Temporary shelter
- ☐ Unhoused / Unsheltered
- ☐ Live with a friend or relative
- ☐ Long-term or Permanent Housing Services residence
- ☐ Transitional housing or authorized homeless "village"
- ☐ Other, not listed
  (Please specify: _____)
- ☐ I'd prefer not to say

D7. **[ALL]** Do you identify yourself as Hispanic or Latino?

- ☐ Yes
- ☐ No
- ☐ I'd prefer not to say

D7B. **[ALL]** Do you identify yourself as. . .
[Select all that apply}

☐ White or Caucasian
☐ African American or Black
☐ Asian or Asian American
☐ Native Hawaiian or Pacific Islander
☐ American Indian or Alaska Native
☐ Middle Easterner or North African
☐ Other (Please specify: _____)
☐ I'd prefer not to say

D8. **[ALL]** What languages are regularly spoken in your home?
[Select all that apply}

☐ English
☐ Cantonese
☐ Mandarin
☐ Korean
☐ Russian
☐ Somali
☐ Spanish
☐ Tagalog
☐ Vietnamese
☐ Other (Please specify: _____)
☐ I'd prefer not to say

D8B. **[ALL]** If you speak a language other than English, how well do you speak English. . .

☐ Very well
☐ Well
☐ Less than well
☐ Not at all well
☐ Not Applicable—I only speak English
☐ I'd prefer not to say

D9A. **[ALL]** Do you consider yourself to have a disability that makes it difficult to use public transportation?

☐ Yes
☐ No
☐ I'd prefer not to say

D9B. **[PROGRAMMING: ASK IF D9B IF D9A = "YES"]** What type of disability?

☐ Deaf or hard of hearing
☐ Blind or low vision
☐ Deaf-blind
☐ Physical disability
☐ Intellectual disability
☐ Psychiatric disability⁇
☐ Multiple disabilities
☐ Other (Please specify: _____)
☐ I'd prefer not to say

D10.　**[ALL]** Including yourself, how many people live in your household?

☐ One (I live alone)
☐ Two
☐ Three
☐ Four
☐ Five
☐ Six or More
☐ I'd prefer not to say

D11.　**[ALL] What is your total household income for 2019, before taxes?**
[Select one of the following}

☐ Under $12,000
☐ $12,000-15,999
☐ $16,000-19,999
☐ $20,000-23,999
☐ $24,000-32,999
☐ $33,000-41,999
☐ $42,000-49,999
☐ $50,000-57,999
☐ $58,000-65,999
☐ $66,000-74,999
☐ $75,000-99,999
☐ $100,000 or more
☐ I'd prefer not to say

FR.　**[ALL]** Sound Transit may be conducting additional research on fare payment and enforcement policies. Would you be interested in participating in this additional research?

☐ Yes [COLLECT CONTACT INFORMATION]
☐ No

Thank you for taking the time to complete this survey.
[Offer respondent information contact card to get additional information]

IO1   **[ALL]** Based on your observations please indicate if the Fare Enforcement officers did each of the following immediately before this survey.

	Yes	No
The Fare Enforcement Officers approached every rider near this respondent	O	O
The Fare Enforcement Officers treated every individual they approached in the same way	O	O
The Fare Enforcement Officers were very professional in their approach to this respondent	O	O
The Fare Enforcement Officers treated this respondent fairly–- i.e., the same as every other passenger on the train	O	O

IO2   **[ALL]** Based on your observation, how would you rate your impressions of the way in which the respondent completed the survey.

	Very Low					Very High	N/A: Respondent Refused
Cooperativeness	O	O	O	O	O	O	
Interest	O	O	O	O	O	O	
Understanding	O	O	O	O	O	O	
Quality of responses (based on time spent reading, recording responses)	O	O	O	O	O	O	

Appendix B

DRAFT
Online Survey Report

SOUNDTRANSIT

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Sound Transit

2019 Online Survey of Fare Payment and Enforcement Policies and Practices

Draft Report

Prepared by:

SOUNDTRANSIT
RIDE THE WAVE

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CATEGORIES AND TERMINOLOGY

Black/Non-Black: In this category Black refers to anyone who self-selects black, and black as well as at least one other race. Non-Black refers to anyone who selects any race other than black or more than one race that did not include black.

POP: Proof of Payment

Always POP/ Don't always have POP: Always have POP refers to people who indicate that they Always have proof of payment when asked how often do you have proof of payment; Don't Always have POP refers to people who indicate they Often, Occasionally, Rarely or Never have proof of payment.

Rider/Non-Rider: Rider refers to anyone who selected Link light rail, Sounder commuter rail or Both modes for the question which mode(s) have you ridden in the last 12 months. Non-Rider refers to anyone who selected neither to the question questions on which mode of service have you ridden in the last 12 months.

POC: People of Color

White/POC: In this category, White refers to anyone who self-selected only the race white and non-Hispanic ethnicity. POC refers to anyone who selected any race or more than one race that did not include white and/or Hispanic ethnicity.

Youth: Under 19 years old

ONLINE SURVEY SUMMARY

In the fall of 2019, Sound Transit deployed an online survey aimed at Sound Transit District residents to learn about their experience with and understanding of fare enforcement practices and policies. To understand the perspectives of both riders and non-riders, the study specifically asked if respondents rode Link light rail, Sounder, or neither mode in the last 12 months. Caucasian/White respondents were over-represented in the online survey by 21 percent compared to Sound Transit ridership data collected in the fall of 2018 and spring of 2019. Asian or Asian American respondents were under-represented by 7 percent and Black or African American respondents by 4 percent compared to the ridership data. The frequency of responses from all other race categories was very similar (within one to two percent, if not equal) based on the ridership population data.

This survey asks for the opinions of the respondents who self-selected to take the survey, which was promoted online. The survey is not a statistically valid survey of riders or Sound Transit District residents. While it provides valuable information about how self-selected participants feel about the fare enforcement experience, current process and potential policies it cannot be used to generalize to the population of all Sound Transit riders or Sound Transit District residents. Also, when interpreting findings, the over-representation of Caucasian/White respondents and under-representation of Asian or Asian American and Black or African American participants compared to the data from the Origin and Destination survey or the Onboard survey, statistically valid rider survey should be taken into consideration.

REASONS FOR LACK OF PROOF OF PAYMENT

A vast majority of respondents (76%) who have encountered a fare enforcement officer indicated they always have proof of payment. For those who have lacked proof of payment, the survey finds that after the first-time respondents encounter fare enforcement, the incident of lack proof of payment drops substantially. Unlike a related finding from the onboard survey, the self-reported data show little to no difference when comparing the number of times People of Color (POC) and White respondents said they did not have proof of payment. Analysis of Black and Non-Black respondents indicate that Black respondents report- having proof of payment nine percent less than Non-Black respondents

Sixty-one percent of all respondents who ride Link light rail or Sounder commuter rail indicate that they lacked proof of payment at some time, whether or not they have ever encountered a fare enforcement officer. The most common reasons for lacking proof of payment are: 1) *I forget to "tap" my ORCA card; 2) I tapped my ORCA card but it doesn't work, and; 3) I would have missed my train if I had stopped to tap my card or buy a ticket.*

When considering reasons given for lack of proof of payment by age, those under 19 years old most frequently state having forgotten their ORCA card or money. Across all age categories a percentage of respondents indicate they "can afford to pay but take a chance" . The percentage

of people in this category is highest for those under 19 years old (11%) and ages 19 to 24 (15%). The percentage decreases for riders ages 25 and older, but every age category, even at 65 years and older (2%), indicates that they have taken a chance.

When considering respondent income categories, not being able to find where to tap the card reader is relatively consistent across income levels, ranging from 9 percent to 20 percent among those who choose this reason for lack of proof of payment.

At lower income levels, believing a transfer is valid is indicated as a reason for lack of payment more often than at higher income levels. Yet, across all income levels, this reason is selected by 20 and 43 percent of respondents.

Taking a risk and not paying fare, even if one can, is cited across all income levels as well (ranging from 3 percent to 16 percent of riders) for not paying fare. The highest percentages of respondents giving this reason are from the lower income levels, $12,000 to $15,999 (16%) and $16,000 to $19,999 (15%).

POLICY PREFERENCES

Sixty-five percent of respondents indicated that Sound Transit should change its current fare enforcement warning and citation practices. Yet there are differences between groups. Riders and those who do not always have proof of payment are in favor of more lenient policies than those who always have proof of payment. Non-Riders and those who do have proof of payment are more likely to prefer less lenient policies (see page 32).

Respondents overwhelmingly support reducing fines from the current $124 citation amount. The support ranges from 70 percent for Non-Riders and 80 percent for Riders to 79 percent for respondents who always have proof of payment to 88 percent for those who do not. Changing the current fare enforcement policy to increase the number of warnings also has more support from those who did not always have proof of payment (67%) and 60 percent of the overall Riders participating in the survey, compared to respondents who always had proof of payment (52%) and Non-Riders (46%).

PROCESS OPINIONS

Non-Riders have more favorable impressions of the Fare Enforcement Officers than Riders. Respondents who always have proof of payment also have more favorable impressions of the Fare Enforcement Officers when compared to those who do not always have proof of payment (see page 35). Riders (54%) more frequently indicate- that current citations do not fit the "crime" compared to Non-Riders (34%) Respondents who do not always have proof of payment are much more likely to agree (73%) that the citations do not fit the crime when compared to those who always have proof of payment (46%).

Overwhelmingly, respondents support Sound Transit expanding fare enforcement program education outreach and finding ways to make fares more affordable for lower income people who do not have a vehicle in their household and rely transit to meet their transportation needs.

POSSIBLE POLICY AND PRACTICE IMPROVEMENTS

When asked about possible improvements, a majority of online survey respondents note that they are in favor of all exceptions to enforcing the current fare policy as described in the survey (see page 36) and some policies much more than others. For example, nearly 9 out of 10 survey respondents (89%) support foregoing fare enforcement during severe weather events; 77 percent for students under 18 on the first day of school; 66 percent when there is construction or alterations affecting service; and 60 percent to help unsheltered people get out of the cold.

Three in four respondents (75%) are in favor of fare enforcement officers offering "on-the-spot" rider education on reduced-fare programs. Overall, a simple majority (51%) of respondents do not favor changing officers' uniforms. Additional analysis reveals virtually no difference between White (54%) and People of Color (50%) respondents who do not a favor a uniform change as well as among Black (53%) and Non-Black (51%) respondents and Riders (50%) and Non-Riders (54%). There are larger differences among respondents who Always have proof of payment (58%) compared to those who do not (34%). Finally, when considering differences by Income respondents in the categories less than $24,000 annual income range from 35 to 39 percent not being in favor of a change in uniform. Between 42 and 49 percent of respondents in the income categories between $24,000 to $74,999 do not in favor of a change. The two highest income categories express majority support (51%) for not changing uniforms. Across all categories, a notable number of respondents (15 to 20%) indicate "Don't Know" when asked whether Sound Transit should change uniforms.

There is a majority of support for ways suggested in the online survey to resolve unpaid fines from riders among those who always have proof of payment and those who do not. A majority of Non-Riders support enrolling in ORCA LIFT (52%) and participating in community service (56%) to forgive fines.

Additionally, 20 percent of respondents recorded in write-in responses that fare enforcement is not necessary or should not be performed. An examination of the respondents who indicated fare enforcement should not be performed reveals virtually no difference among White/People of Color, Black/Non-Black, Rider/Non-Rider or across Income categories. There is a 10 percent difference among those who Always have proof of payment (26%) and those who do not (10%).

Finally, the survey provides additional information Sound Transit may want to consider to improve customer service (see page 55).

PROJECT OVERVIEW

An internal Sound Transit interdisciplinary working group has been tasked with reviewing fare enforcement practices; aligning these practices with agency values of Customer Focus, Integrity, Inclusion and Respect, and; recommending improvements to these practices to address disparate impacts among Black/African American riders. To advance this work, Sound Transit conducted three studies to better understand riders' perspectives on fare enforcement on Link light rail and Sounder commuter rail. The first study was an onboard survey of passengers who either had or did not have proof of payment when they encountered a fare enforcement officer. The second study was a region-wide online survey about Sound Transit's fare enforcement policies and practices. The third study involved listening sessions with communities of color and other hard-to-reach or marginalized communities. These three studies provide information for addressing equity concerns about Sound Transit's fare enforcement processes.

This report is based on results from the online survey. The online survey is aimed at Sound Transit District residents to learn about their experience with and/or understanding of the fare enforcement process. The study specifically asks survey takers if they ride Link light rail, Sounder or neither mode to understand the perspectives of both riders and non-riders.

The objectives of the online study are:

- Determine the primary reasons customers do not or are unable to pay fares.

- Learn perspectives of riders who always have proof of payment and those who do not.

- Learn from the perspectives of both riders and non-riders

- Identify what, if any, differences exist in attitudes and preferences across groups.

METHODOLOGY

QUESTIONNAIRE DESIGN

The online survey was developed from a hybrid of questions in the onboard survey about fare media and payment and questions created specifically for this study on current fare practices, observations of those practices, and proposed policy changes the Fare Enforcement Work Group had anecdotally heard as options.

Respondents were apprised that the purpose of the research is to understand more about the challenges Link light rail and Sounder commuter rail passengers encounter when paying fares, and which policies, practices and information would better ensure equitable transportation opportunities for all passengers. The introduction also noted that survey respondents' answers to the questions would help Sound Transit evaluate residents' and transit riders' attitudes about Sound Transit's policies and practices of fare payment and enforcement. Additionally, respondents were informed that all of the answers would be kept confidential, and that their responses would be combined with others for analysis and never associated with an individual's name or email address.

SURVEY QUESTIONS (IN THE FOLLOWING ORDER)

- Mode and frequency of trip (Link light rail, Sounder, neither)
- How fare is usually paid (ORCA card, ticket, type of ticket, type of reduced fare, ride without paying, other)
- Reasons someone may not have proof of payment
- Frequency they have ridden without proof of payment
- If they have encountered a fare enforcement officer requesting proof of payment and how many times in the last 12 months
- If they feel the fare enforcement policy should be changed and if it should be more or less lenient
- Levels of agreement or disagreement about perceived attributes of fare enforcement officer behavior, if the citations fit the "crime," the difficulty or ease of the process of paying the fines, the need to find alternatives for lower income riders, and the need for outreach to hard-to-reach communities
- A series of questions on possible improvements, including when fare enforcement should not be enforced (e.g., severe weather) and alternative options for resolving unpaid fines
- If Sound Transit should change its fare enforcement policy, and if so, how
- If fare enforcement officers should wear different uniforms and/or inform people about reduced fare programs such as those for people with low incomes

- How the fare was paid for the current trip
- Demographics, including
  - Gender
  - Age
  - Employment status
  - Housing status
  - Ethnicity
  - Race
  - Zip code
  - Languages other than English spoken at home
  - English proficiency
  - Disabilities
  - How many people in the household
  - Annual household income

AVAILABLE LANGUAGES

The survey was translated and offered in nine languages: English, Traditional Chinese, Simplified Chinese, Somali, Spanish, Russian, Tagalog, Korean and Vietnamese. An example of the English-language questionnaire is found in the Appendix.

EXECUTING THE SURVEY AND DATA CLEANING

PROMOTING THE SURVEY

The consulting firm PRR used the software platform Survey Gizmo to make the survey available online from Wednesday, Nov. 13 through Friday, Dec. 6, 2019. Sound Transit promoted the survey using email through regional stakeholders including human services, transportation, business groups as well as on Facebook and Twitter social media channels. Sound Transit also promoted the survey through in-language ethnic media channels. The initial launch of the survey was on Nov. 13 and a follow-up email was sent on Nov. 20 to extend the original response deadline of Nov. 26 to Dec. 6.

CLEANING DATA RESPONSES

Unique identifiers were created for each survey and a variable indicating the language in which the survey was taken. A total of 14,462 surveys were logged from the online platform, meaning that many people opened the survey and went to second page describing the difference between Link light rail and Sounder commuter rail. Survey Gizmo identified a total of 10,516 surveys as complete and 3,946 as partially complete. A complete survey by Survey Gizmo indicates that someone clicked all the way through the survey to the end; it does not mean they responded to any questions. Of the partial surveys, approximately 400 did not contain any demographic information. Back-end coding flags were created to identify duplicate surveys by reviewing the IP Addresses (multiple IP Addresses are allowed), device information and software (e.g. iPhone 6 versus Firefox on a Windows machine), time the survey was submitted (responses that occur at exactly the same time from the same device and same IP are suspicious), and time spent taking the survey (it takes at least 5 minutes to load and read the text on all the pages). A small number of surveys in which people wrote in that they only took the survey as a joke were dropped. After removing those surveys that had been viewed in less than five minutes and examining the flags, the cleaning process resulted in a total of 8,435 usable surveys.

SURVEY OUTCOMES

DEFINITION OF VALID SURVEYS AND LIMITATIONS

In order for the survey to be counted as a valid survey for this study, it needed to include specific detail. The definition of a valid survey for this study required the survey to contain data for the first question on the mode of service: Link light rail; Sounder commuter rail; or Neither mode. A total of 8,378 surveys were deemed to be valid for use in analysis, of which 70 were completed in one of the eight translated languages mentioned above.

The data provide an indication of the behavior and perspectives of people who ride Link light rail and Sounder commuter rail, and persons that ride neither service. Yet because not every person in the Sound Transit District may have had an equal opportunity to participate in the survey, therefore information gained from the survey cannot be generalized to the greater population. Given that, this survey asks for the opinions of the respondents who self-selected to take the survey which means the data do not reflect a statistically valid representation of riders, non-riders or Sound Transit District residents. Nonetheless, it provides valuable information about how self-selected participants feel about the fare enforcement process. It should also be noted that Caucasian/White respondents are over-represented and Asian or Asian American and Black or African Americans are under-represented when compared to the data from the statistically valid rider survey. This should also be taken into consideration when reviewing the information gained from the respondents.

SURVEY RESPONDERS DESCRIPTORS – FREQUENCY BY MODE AND PAYMENT TYPES

As seen in Figure 1, most respondents ride Link light rail only (69%), five percent ride Sounder commuter rail only, 21 percent ride both and six percent ride neither. Table 1 shows that most frequent ridership for the survey respondents is "occasionally" followed by "four + days /week". In both categories, Sounder commuter rail respondents use Sounder service more frequently than light rail respondents use Link.

Table 1. Frequency of Riding by Mode

Frequency of Riding	Link	Sounder
4+ days/week	24%	35% ⬆
2-3 days / week	13%	9%
Once a week	15%	6%
1-2 days / month	21%	12%
Occasionally	27%	39% ⬆

Figure 1. Final Response Rates by Mode

Repsonses by Mode Ridden in Last 12 Months

Most respondents (88%) use ORCA to pay their fares, and of those, 81 percent use an Adult OCRA lift card. For the reduced fare products, one percent have a Youth card, five percent ORCA LIFT, eight percent Senior, and two percent a Disability Fare card.

Table 3: Frequency of Reduced Fare Type by Mode

Reduced Fare Product	Total	Link	Sounder
LIFT fare ORCA	5%	5%	2%
Youth fare (Age 6-18)	1%	1%	<1%
Senior Fare (Age 65+)	9%	9%	7%
Disability Fare	2%	2%	2%
None of the above	81%	81%	85%
Don't know	2%	2%	4%
Total (n)	4,529	4,266	263

Table 2: Payment Type by Mode

Payment Type	Total	Link	Sounder
ORCA card	88%	88%	89%
Purchase ticket from vending machine	8%	7%	8%
Purchase ticket from mobile device (Transit Go Ticket app)	1%	1%	2%
Human Services/shelter ticket	<1%	<1%	0%
I usually ride without paying a fare	1%	1%	1%
Other, not listed (please specify):	1%	1%	1%
U-PASS, ORCA (student)	1%	1%	<1%
U-PASS, ORCA (employee)	<1%	<1%	0%
Reduced fare Regional	<1%	<1%	0%
Multiple Methods	<1%	<1%	0%
Total (n)	6,124	5,738	386

DEMOGRAPHIC FINDINGS – LINK AND SOUNDER RESPONSES COMPARED TO RIDERSHIP SURVEY DATA

To determine if the online survey respondents are under- or over-represented from the true population of riders, the data are compared to the statistically valid origin and destination survey from the Before and After Study report data that has been conducted approximately once every three years. The following tables and graphs provide information on those who took the online survey and indicated they ride only Link or only Sounder, as well as those who said they ride both modes. The online survey data are compared to information collected in the origin and destination survey for the Before and After Study for Link light rail in the fall of 2018 and for Sounder from the spring of 2019. The origin and destination survey is a statistically valid survey of the ridership, and in recent history.

Figure 2: Online Survey and Ridership Data by Race and Ethnicity
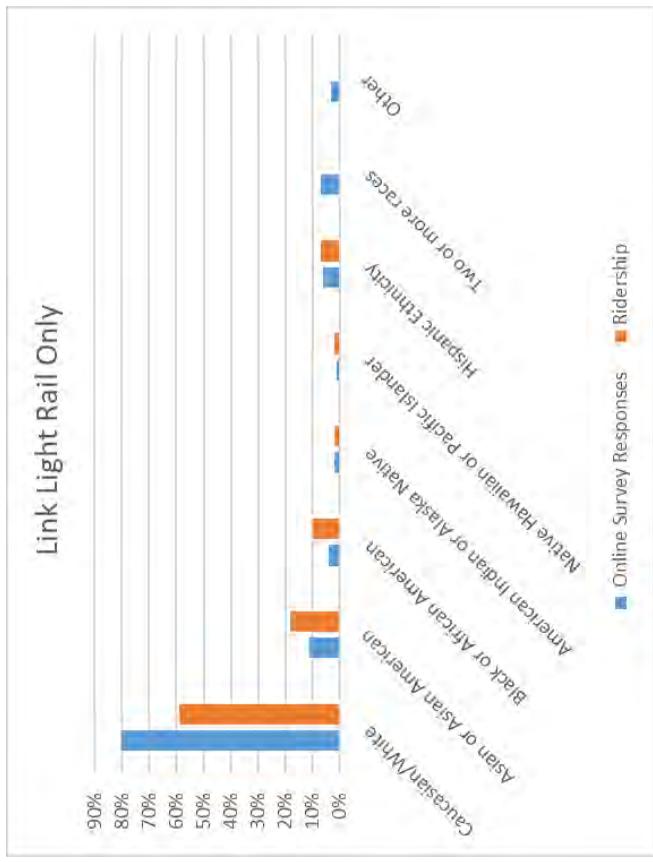
Figure 3: Online Survey and Ridership Data by Race and Ethnicity
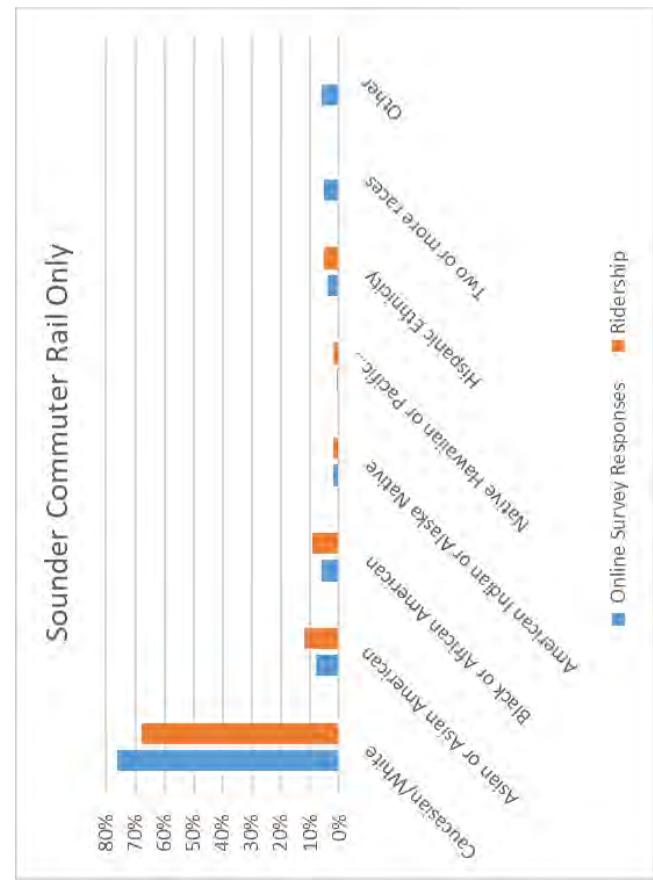
As seen in Figures 2, 3, and 4, Caucasian/White respondents are over-represented in the online survey while Asian or Asian Americans and Black or African Americans are both under-represented in the survey results compared to the ridership data. For Hispanic ethnicity and Native Hawaiian or Pacific Islander, and American Indian or Alaska Native, the response rates are very similar in all cases for Link, Sounder and riders of both Link and Sounder, with the outcomes either identical or differing by only one percent.

Figure 4: Online Both Link and Sounder Survey and Ridership data by Race and Ethnicity
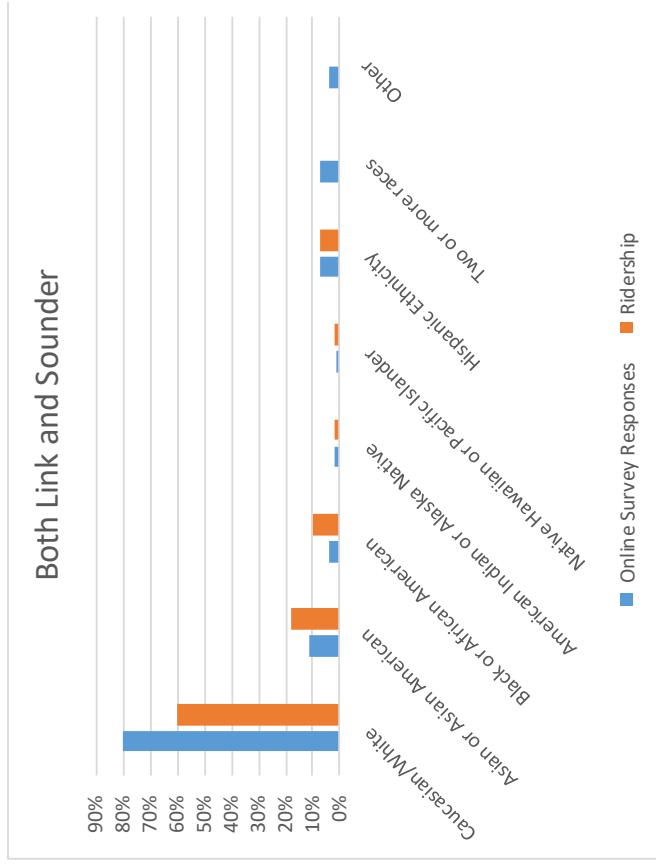
Figure 4 considers both Link and Sounder Riders. Caucasian/White respondents represented 75 percent of the survey responses compared to 60 percent the ridership. Asian or Asian-American respondents are 11 percent of the survey respondents compared to 18 percent of the ridership. Black or African American survey respondents make up six percent of the responses compared to 10 percent of the data from the rider survey.

Table 4 reveals a vast majority of respondents that ride neither service are Caucasian/White. Distribution of the Non-Riders among the race and ethnicity those categories is similar to the distributions for the respondents who indicated that they ride Link, Sounder or both.

Table 4: Responses for Non-Riders by Race and Ethnicity

	Non-Rider (Neither Link or Sounder)
Caucasian/White	81%
Asian or Asian American	7%
Black or African American	4%
American Indian or Alaska Native	3%
Native Hawaiian or Pacific Islander	2%
Hispanic Ethnicity	4%
Two or More Races	4%
Other	7%

Both Link and Sounder

A comparison for non-riders in Table 4 could be made with census data to understand if the non-rider respondents are over or under-represented compared to the population of Sound Transit District. This comparison will be performed in the future but has not been made at the time of this document writing.

LACK OF PROOF OF PAYMENT

A vast majority (86%) of survey respondents indicate they have encountered a fare enforcement officer while riding on Link or Sounder. Of the 86 percent who have encountered a fare enforcement officer, 76 percent indicate they always have proof of payment. For those respondents who do not always have proof of payment (34%), the frequency with which they lack proof of payment is similar for Link and Sounder riders when compared by People of Color and White respondents. Two exceptions are the higher frequency of Sounder riders who lacked payment "4 times" and "5+ times". Additionally, after the first time respondents encounter fare enforcement, percentages of times when they are found to lack payment drops considerably.

Table 5: Frequency of Times Lack Proof of Payment by Mode

Times without Proof of Payment in last 12 months?	Total	Link	Sounder
Never	76%	76%	77%
1 TIME	14%	14%	9%
2 TIMES	4%	4%	3%
3 TIMES	2%	2%	1%
4 TIMES	1%	1%	5%
5+ TIMES	3%	3%	7%
Total (n)	5,244	4,916	328

Figure 5: Self-Reported Times Lack Proof of Payment in Last 12 Months

How many times in the past 12 months has a fare enforcement officer found you riding without proof of fare payment?

Table 6: Frequency of Times Lacked Proof of Payment by White and People of Color Respondents

	Total	White	POC
Never	76%	77%	71%
1 time	14%	14%	15%
2 times	4%	4%	5%
3 times	2%	1%	3%
4 times	1%	1%	1%
5 + times	4%	4%	5%

In comparing those who describe as Caucasian/White only and People of Color, six percent fewer People of Color indicate they "Never" lack proof of payment and only slightly more often report lack of proof of payment in the categories "1 TIME" (2%), "3 TIMES" (1%) and "5+ TIMES" (1%). Additional tables with details of demographic differences BETWEEN the categories of lacking proof of payment can be found in Appendix A.

REASONS RIDERS LACK PROOF OF PAYMENT

Only people who indicated they ride either or both Link light rail or Sounder (94% of respondents) were asked to respond to the statement: **"There are many reasons someone may not have proof of fare payment. (Please check all that apply to you)"**. Thirty-nine percent of respondents who have ridden the two rail modes indicate they always have proof of payment. This translates to 61 percent of the survey respondents who ride having lacked proof of payment at some time.

The following table differs from the previous tables that show the frequency of responses chosen. Table 7 shows the variety of answers given for the reasons a responder may lack proof of payment. The respondents were allowed to choose more than one item. As such, the table presents the percent of people who elected a response as opposed to the number of times that response was selected.

Table 7: Reasons People Lack Proof of Payment

Reason Why I May Lack Proof of Payment	Count	Percent of People
I forgot to "tap" my ORCA card	3065	65%
I tapped my ORCA card, but it doesn't work	2323	49%
I would have missed my train if I stopped to tap or buy a ticket	2159	46%
I forget my ORCA card/money	1436	30%
I think my transfer is valid	1219	26%
I don't have a chance to add value to my ORCA card	939	20%
I can't afford to pay the fare	693	15%
I can't find where to tap	660	14%
Other: Reasons not have proof	564	12%
I can't physically tap my card on the reader	284	6%
I can pay the fare, but I take a chance	260	6%
I don't know how to work the machine to add money to my card or purchase a ticket	228	5%
I don't know how to pay the fare	206	4%

For those who may not always have proof of payment:

- Nearly two-thirds report they simply forget to "tap" their card

- Forty-nine percent indicating there are times they tap but it doesn't work

- Fear of missing the train ranks in the top three reasons indicated for lack of proof of payment (46%)

- And 30 percent of the people report having forgot their card or money

- Fifteen percent indicate they can't afford to pay the fare

- Six percent indicate there was a time they could not physically tap the reader

- Five percent indicate they took a chance, even though they could afford to pay the fare

REASONS LACKING PROOF OF PAYMENT BY DEMOGRAPHIC CHARACTERISTICS

A comparison of the reasons for lacking proof of payment by White only and People of Color respondents reveals negligible differences (between 1 to 5 percent), but the difference is higher for People of Color than Whites. This is considerably smaller range than any other demographic categories of factors examined. The top three differences by race are 1) are missing the train if stopped to tap or buy a ticket, 2) forgetting one's ORCA card and 3) not being able to afford the fare.

Table 8: Top Differences in Percentage of People Citing Reasons for Lack of Proof of Payment by White/People of Color (POC)

Top Differences in Reason for Lack by Race	White	POC
I would have missed my train if I stopped to tap or buy a ticket	45%	49%
I forget my ORCA card/money	30%	33%
I can't afford to pay the fare	14%	18%

The range of differences across all categories of reasons ranges from less than one percent to 10 percent among Black and Non-Black respondents and I would have missed my train is the largest difference.

Table 9: Top Differences in Percentage of People Citing Reasons for Lack of Proof of Payment by Black/Other Races

Top Differences in Reason for Lack of Payment by Race	Black	Other Races
I would have missed my train if I stopped to tap or buy a ticket	55%	45%
I tapped my ORCA card, but it doesn't work	57%	49%
I don't have a chance to add value to my ORCA card	15%	20%

For people who indicate they have a disability and those who do not, the difference across all reasons ranges from 2 to 17 percent. Affordability is one of the larger differences as well having the opportunity to add value to their ORCA card and being physically able to tap their card.

Table 10: Top Differences in Percentage of People Citing Reasons for Lack of Proof of Payment by Persons with a Disability and No Disability

Top Differences in Reason for Lack by Disability	Disability Yes	Disability No
I can't afford to pay the fare	29%	12%
I don't have a chance to add value to my ORCA card	29%	18%
I can't physically tap my card on the reader	12%	5%

Survey respondents, in Table 11, who have a working vehicle at home compared to those who do not have exhibit the greatest differences between 1) not being able to afford the fare, 2) not having a chance to add the fare, and 3) would have missed my train if I stopped to tap or buy a ticket. The difference across all reasons ranges from 1 to 17 percent. More respondents without a vehicle at home mention a larger number of reasons.

Table 11: Top Differences in Percentage of People Citing Reasons for Lack of Proof of Payment by Choice Rider/Non-Choice Rider

Top Differences for Lack of Payment by Choice Rider	Vehicle Yes	Vehicle No
I can't afford to pay the fare	10%	27%
I don't have a chance to add value to my ORCA card	17%	28%
I would have missed my train if I stopped to tap or buy a ticket	43%	53%

Table 12 shows the differences among those who speak English only in the home and those who speak English and other languages in their home. There are four categories of English proficiency: "Not at All," "Less than Well," "Well," and "Very Well." The largest differences are among speaking English "Well" and Only English spoken in the home. The top differences between the reasons for lacking proof of payment are 1) thinking the transfer is valid, 2) not understanding how to work the machine to add money to their card or purchase a ticket and 3) can't afford to pay the fare. The difference across all categories varies from 1 to 14 percent and is higher for those in the category of speak English well.

Table 12: Top Differences in Percentage of People Citing Reasons for Lack of Proof of Payment by English only and Speak English Well

Top Differences for Lack of Payment by English spoken	English only in Home	Speak English Well, other Languages Spoken in Home
I think my transfer is valid	24%	34%
I can't afford to pay the fare	13%	28%
I don't know how to work the machine to add money to my card or purchase a ticket	4%	13%

As shown in Table 13, the largest difference among all gender identity categories of Male, Female and Non-binary is not being able to afford to pay for respondents who list their gender identity as Non-Binary. The biggest differences between Males and Females is forgetting to tap their ORCA card. Additionally, a greater percentage of females indicate the each of these reasons that they lack proof of payment in higher percentages than Males. Male respondents choose the reasons (listed below) in lower percentages than either people who identify as female or non-binary. Overall the differences across all reasons for lack of fare payment range from less than 1 percent to 31 percent.

Table 13: Top Differences in Percentage of People Citing Reasons for Lack of Proof of Payment by Gender Identity

Top Differences for Lack of Payment by Gender Identity	Male	Female	Non-Binary
I can't afford to pay the fare	11%	14%	42%
I don't have a chance to add value to my ORCA card	16%	28%	36%
I think my transfer is valid	23%	26%	42%
I forgot to "tap" my ORCA card	25%	33%	43%

Table 14 shows the complete set of percentages of people that lack proof of payment in each age group. An examination of the top differences by age group reveals that youth (under 19 years old) are more likely than all age groups to say they forgot their card. Forgetting to tap one's card is cited by the greatest percentage of people in all age groups except those who are 65 years old and older. Not being able to afford to pay the fare is cited most often by people 24 and under and those under 19 years old. Respondents 19 to 24 years old provide more reasons for a lack of proof of payment than other age categories. For greater detail of this analysis, please see the Percentage of People Citing Reasons for Lack Proof of Payment by Age in the Appendix.

Table 14: Percentage of People Citing Reasons for Lack of Proof of Payment by Age

Reasons for Lack of Payment by Age	<19	19 to 24	25 to 34	35 to 49	50 to 64	65 +
I forgot to "tap" my ORCA card	55%	68%	68%	66%	63%	47%
I tapped my ORCA card, but it doesn't work	47%	44%	54%	52%	41%	38%
I would have missed my train if I stopped to tap or buy a ticket	45%	55%	54%	44%	34%	24%
I forget my ORCA card/money	53%	50%	37%	29%	15%	13%
I think my transfer is valid	24%	32%	33%	25%	14%	15%
I don't have a chance to add value to my ORCA card	32%	33%	26%	17%	9%	9%
I can't afford to pay the fare	34%	37%	20%	10%	5%	3%
I can't find where to tap	13%	15%	17%	14%	10%	11%
Other: Reasons not have proof	13%	7%	10%	13%	15%	12%
I can't physically tap my card on the reader	8%	8%	9%	5%	3%	1%
I can pay the fare, but I take a chance	11%	15%	7%	3%	2%	2%
I don't know how to work the machine to add money to my card or purchase a ticket	5%	7%	6%	4%	3%	5%
I don't know how to pay the fare	3%	5%	6%	4%	3%	3%

There are differences in the reasons for lack proof of payment by income. At the lowest incomes, indicating one cannot afford to pay and one's income is cited by 59 percent of the respondents in the $12,000 to $15,999 income category. The percentage of respondents indicating this reason for lack of proof of payment steadily decreases to a low of 5% for respondents to a high of incomes greater than $100,000.

Another notable difference across income categories is respondents in the lower income levels more often indicate that the reason they lack proof of payment is that they think their transfer is valid than do respondents at higher income levels. Across all income levels, thinking one's transfer is valid was selected by 20 and 43 percent of the riders as a one of the reasons the riders lack proof of payment.

Taking a risk and not paying the fare, even if one can, is cited across all income levels but ranges from 3 percent to 16 percent of all riders and 10 percent or more at the lower income categories (between $12,000 to $32,999).

Not being able to find where to tap is also relatively consistent across income levels, ranging from 9 percent to 20 percent of respondents choosing it as a reason for lack of proof of payment.

The top four reasons cited are also relatively consistent across incomes as listed below. However the riders in the lower incomes more frequently indicate "I would have missed my train if I stopped to tap buy a ticket," and more often they give the reason "I tapped my ORCA card, but it doesn't work":

- I forgot to "tap" my ORCA card
- I tapped my ORCA card, but it doesn't work
- I would have missed my train if I stopped to tap or buy a ticket
- I forget my ORCA card/money.

Finally, not having a chance to add money to one's ORCA card is chosen slightly more often as reason by riders at the lower income levels.

Table 15: Percentage of People Citing Reasons for Lack Proof of Payment by Income Category

Reasons for Lack of Payment	< $12,000	$12,000 - $15,999	$16,000 - $19,999	$20,000 - $23,999	$24,000 - $32,999	$33,000 - $41,999	$42,000 - $49,999
I forgot to "tap" my ORCA card	55%	63%	63%	59%	65%	66%	67%
I tapped my ORCA card, but it doesn't work	35%	42%	43%	50%	55%	50%	51%
....missed my train if I stopped to tap or buy a ticket	45%	51%	57%	57%	53%	46%	53%
I forget my ORCA card/money	31%	40%	48%	49%	39%	36%	39%
I think my transfer is valid	27%	33%	43%	40%	43%	38%	29%
I don't have a chance to add value to my ORCA card	23%	37%	←48%	38%	39%	27%	28%
I can't afford to pay the fare	←55%	57%	46%	44%	41%	27%	21%
I can't find where to tap	13%	15%	20%	9%	14%	14%	13%
Other: Reasons not have proof	13%	12%	13%	18%	11%	13%	10%
I can't physically tap my card on the reader	13%	13%	13%	6%	13%	9%	7%
I can pay the fare, but I take a chance	9%	←16%	15%	10%	14%	8%	7%
I don't know how ....add money/purchase a ticket	4%	5%	11%	4%	12%	6%	3%
I don't know how to pay the fare	2%	6%	4%	3%	6%	5%	6%

Reasons for Lack of Payment (continued....)	$50,000 - $57,999	$58,000 - $65,999	$66,000 - $74,999	$75,000 - $99,999	$100,000 or more
I forgot to "tap" my ORCA card	64%	69%	68%	66%	67%
I tapped my ORCA card, but it doesn't work	54%	50%	51%	50%	49%
....missed my train if I stopped to tap or buy a ticket	47%	49%	46%	51%	43%
I forget my ORCA card/money	33%	27%	36%	33%	29%
I think my transfer is valid	28%	30%	28%	25%	20%
I don't have a chance to add value to my ORCA card	25%	20%	27%	19%	13%
I can't afford to pay the fare	18%	15%	15%	9%	5%
I can't find where to tap	14%	14%	19%	14%	13%
Other: Reasons not have proof	9%	9%	14%	11%	13%
I can't physically tap my card on the reader	6%	6%	9%	6%	4%
I can pay the fare, but I take a chance	6%	4%	6%	5%	3%
I don't know how ....add money/purchase a ticket	6%	5%	7%	4%	4%
I don't know how to pay the fare	6%	5%	6%	3%	4%

The following chart shows the variation after aggregating the income categories. The differences become more apparent between those who make more and less than $50,000. Again thinking one's transfer is valid, not having a chance to add value to the card, not being able to afford to pay the fare and being able to pay the fare but taking the chance continue to be frequently listed reasons across income levels. One difference in the variation that becomes more apparent in Table 16 than 15 is the high percentage of people citing the reason of not being able to physically tap the card on the reader at the level of 10 percent of people with incomes under $50,000. Overall people with lower incomes cite more reasons and in great percentages than other income levels.

Table 16: Percentage of People Citing Reasons for Lack of Proof of Payment by Combined Income Categories

Reasons for Lack of Payment	< $50,000	$50,000 - $74,999	$75,000 - $99,999	$100,000 or more
I forgot to "tap" my ORCA card	63%	67%	66%	67%
I tapped my ORCA card, but it doesn't work	48%	52%	50%	49%
....missed my train if I stopped to tap or buy a ticket	54%	47%	51%	43%
I forget my ORCA card/money	39%	32%	33%	29%
I think my transfer is valid	35%	29%	25%	20%
I don't have a chance to add value to my ORCA card	32%	25%	19%	13%
I can't afford to pay the fare	37%	16%	9%	5%
I can't find where to tap	13%	16%	14%	13%
Other: Reasons not have proof	12%	11%	11%	13%
I can't physically tap my card on the reader	10%	7%	6%	4%
I can pay the fare, but I take a chance	10%	5%	5%	3%
I don't know how ....add money/purchase a ticket	6%	6%	4%	4%
I don't know how to pay the fare	5%	6%	3%	4%

Table 17 shows the variation for employment status categories. Employment status is a multi-select response option question. Analysis revealed up to 3% duplication in responses, with 58% of the duplication being between students and part-time employment, and remaining duplication being with various combinations of student and part-time employment status on the other categories of employment. For this reason, "Student Only" status was separated out, as was "Part-Time Only" employment. A new category of "Student and Part-Time" employment was created, making each category mutually exclusive from another.

Some highlights from an examination of the data by employment status reveals Student only respondents most frequently cite (73%) the reason they lack proof of payment is that they forget to tap their ORCA card. This is the highest percentage of all the respondents in any employment status category. A simple majority of respondents who indicate they are full-time employed cite that they tap but their card does not work. Students (51%) and Students who also work Part-time (55%) are the most likely indicate they would have missed their train if they stopped to tap or by a ticket. Notably, only 10 percent of retired persons indicate they forget their card or money as a reason. The other employment status categories range from 31 to 47 percent on forgetting their card or money. The highest response selection among those who marked unemployed believe their transfer is valid at 40 percent. Respondents in the Unemployed category also indicated they can't afford to pay the fare more frequently than found in the other categories. Respondents who are Full-time and Retired are the least likely to choose not having a chance to add value to their card, (18% and 10%, respectively). Finally, Students who also work part-time much more frequently select they can afford to pay the fare but take a chance at 20 percent compared to all other employment status which range from 1 to 11 percent.

Table 17: Percentages of People Citing Reasons for Lack of Proof of Payment by Employment Status

Reasons Lack Proof of Payment	Full-time	Part-time (only	Unem-ployed	Student (only)	Retired	Part-time and Student
I forgot to "tap" my ORCA card	67%	63%	60%	73%	46%	69%
I tapped my ORCA card, but it doesn't work	51%	50%	39%	45%	39%	41%
I would have missed my train if I stopped to tap or buy a ticket	47%	45%	48%	51%	25%	55%
I forget my ORCA card/money	31%	33%	32%	36%	10%	47%
I think my transfer is valid	24%	33%	40%	30%	20%	30%
I don't have a chance to add value to my ORCA card	18%	33%	30%	26%	10%	26%
I can't afford to pay the fare	12%	23%	36%	28%	5%	33%
I can't find where to tap	14%	10%	15%	15%	13%	11%
Other: Reasons not have proof	11%	14%	15%	9%	14%	12%
I can't physically tap my card on the reader	6%	7%	11%	7%	2%	9%
I can pay the fare, but I take a chance	5%	5%	11%	11%	1%	20%
I don't know how to work the machine to add money to my card or purchase a ticket	5%	6%	7%	6%	6%	4%
I don't know how to pay the fare	4%	5%	5%	5%	5%	1%

ATTITUDES ABOUT CURRENT FARE ENFORCEMENT POLICIES, PROCESSES AND CHANGES

POLICY FINDINGS BY PROOF OF PAYMENT

POLICY PREFERENCES KEY POLICY FINDINGS BY PROOF OF PAYMENT

The survey asked respondents how frequently they have proof of payment (POP). A vast majority of respondents indicate they always have proof of payment. The breakdown is in Table 16. For this analysis, the data is aggregated into two groups; those who always have proof of payment (69%) and those who indicate the do not always have proof of payment (31%).

The survey also asked if Sound Transit's policy for riders after they receive a warning and are found without proof of fare payment should it be more or less lenient. Table 18 show the breakdown responses for this question.

Table 18: Frequency of POP

How often do you have proof of fare payment?	Count	Percent of Responses
Always	5,349	68.7%
Often	1836	23.6%
Occasionally	268	3.4%
Rarely	183	2.4%
Never	149	1.9%
Total	7,785	100%

Table 19: Frequency of Responses on Policy being More or Less Lenient

WHEN THINKING ABOUT SOUND TRANSIT'S FARE ENFORCEMENT POLICY, SHOULD IT BE MORE OR LESS LENIENT FOR RIDERS AFTER THEY RECEIVE A WARNING AND ARE FOUND WITHOUT PROOF OF FARE PAYMENT?	Count	Percent of Responses
1 More Lenient	3,964	49%
2	1,080	13%
3 Neither more nor less lenient	1,440	18%
4	395	5%
5 Less lenient	1,027	13%
Don't Know	255	3%
Total (n)	8,161	100%

When asked whether Sound Transit should change its current fare enforcement warning and citation practices, 65% percent of all respondents said "Yes." Of those who do not always have proof of payment, 80 percent say yes. Nearly two-thirds (60%) of those who report always having proof of payment also agreed that the current practices should be changed.

Figure 6: Opinions on Current Fare Enforcement Policy by Proof of Payment (POP)

Opinion on Leniency in Current Fare Enforcement Policy by Always having Proof of Payment or Not
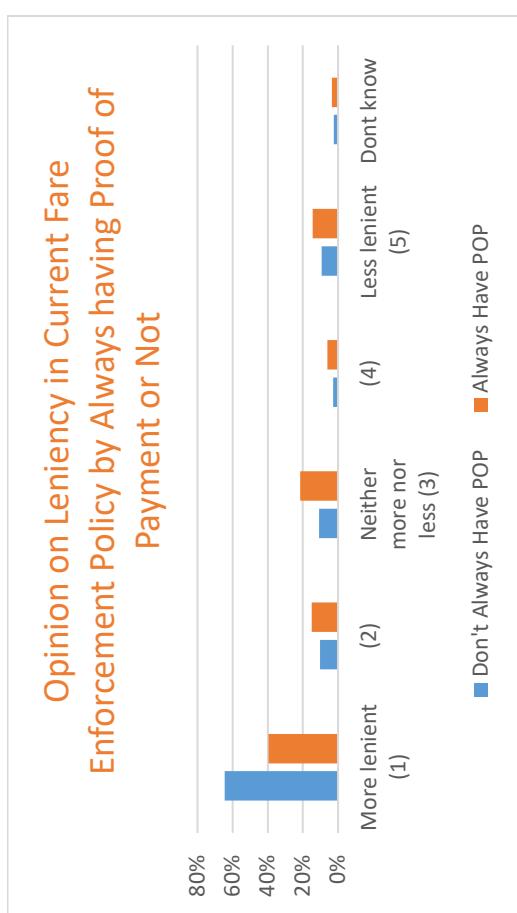
As Figure 6 shows, there is more support for more lenient policies by those who have not always been able to provide proof of payment. However, those who always have proof of payment are more likely to be in favor of all the other choices, or don't know, more frequently than those who don't always have proof of payment.

Table 20: Frequency of Responses to Six Policy Options

Response	Count	Percent of People
Reduce the fine from $124	4461	82%
Increase the number of warnings	3101	57%
Reduce the amount of time for citations to accumulate from 12 to 6 months	2161	40%
Increase the amount of time for citations to accumulate from 12 to 18 months	613	11%
Reduce the number of warnings to no warnings	311	6%
Increase the fine from $124	245	5%

The survey also asked respondents in which ways they might change fare enforcement policy. The respondents were given six options and an opportunity to write in responses. The percentage of responses for each option is described in Table 20.

Additional write-in responses include 78 people suggesting the opportunity to "tap-on-the-spot" if they forgot, 20 people suggesting either a payment plan or pay later, and a third response by 18 people recommending resolving the fine if credited for future use.

Figure 7: Top Choices on Fare Enforcement Policy Changes by Proof of Payment

Top Two Choices for Changing Current Policy

Legend:
- Reduce the fine from $124
- Increase the number of warnings

Categories: Don't Always have POP, Always have POP

Survey takers were also asked how the practices should be changed. There is overwhelming support for reducing the fine and increasing the warnings by both those who always provide proof of payment and those who do not. Greater support for these changes comes from those who don't always have proof of payment.

- Nearly nine in 10 who don't always have proof of payment and eight in 10 with proof of payment support reducing the fine from $124

- Two-thirds (67%) of those who don't always have proof of payment compared to 52 percent of those who do favor increasing the number of warnings
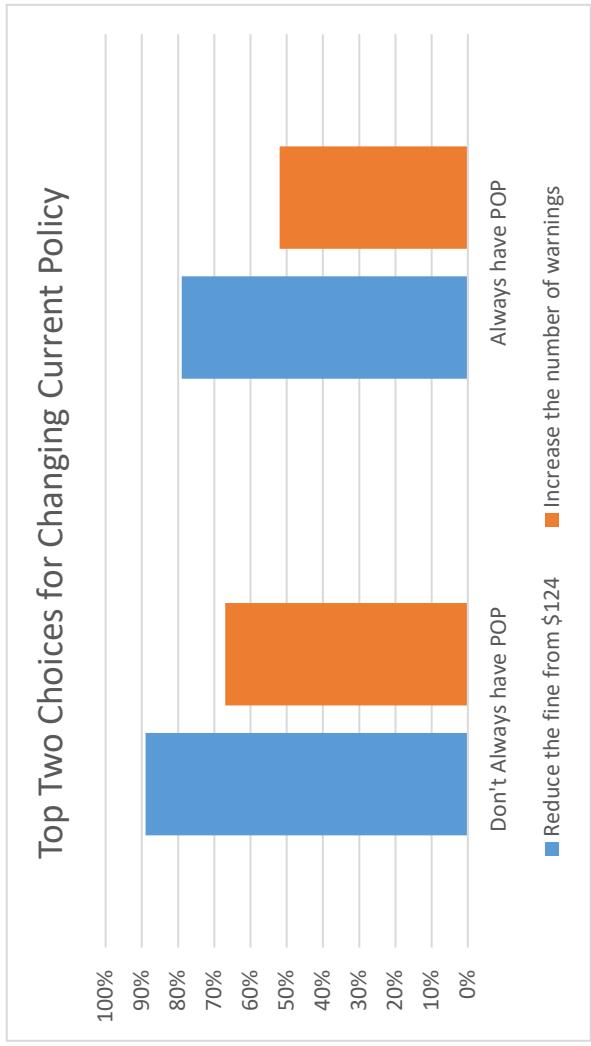
PROCESS OPINIONS

Survey respondents were asked for their opinions on statements about perceptions of fare enforcement officers' demeanor, the appropriateness of the level of the fines, process for appealing and paying fines, and possible changes Sound Transit might consider. The following table highlights those responses by those who always have proof of payment and those who do not. It specifically compares the combined scores for agreeing and strongly agreeing with the statements for those who indicated "don't know."

Opinions on fare enforcement practices and policies reveal:

- Respondents who report "Always had POP" have a more favorable opinion of FEO practices

- A vast majority (73%) of riders who don't always have POP compared to 46% who always have POP say the citation does not fit the "crime"

- Majority among riders who [have or don't have POP?] "Don't Know" if paying or appealing the fine is too time consuming or confusing

- There is broad support for Sound Transit to conduct outreach and expand access and knowledge about payment options

Table 21: Opinions on Fare Enforcement Practices and Policies by Proof of Payment

Practices and Processes	Response Type	Don't Always have POP	Always have POP
Sound Transit's fare enforcement officers treat people without bias	Agree/ Strongly Agree Don't Know	18% 13%	41% 18%
Sound Transit's fare enforcement officers are aggressive or intimidating to those with limited English skills	Agree/ Strongly Agree Don't Know	55% 21%	28% 30%
Sound Transit's fare enforcement officers are aggressive or intimidating to those experiencing homelessness	Agree/ Strongly Agree Don't Know	61% 19%	29% 32%
Sound Transit's fare enforcement officers are aggressive or intimidating to tourists or visitors	Agree/ Strongly Agree Don't Know	29% 21%	14% 28%
Citations do not fit the "crime"	Agree/ Strongly Agree Don't Know	73% 8%	46% 13%
The process for paying the fine is confusing	Agree/ Strongly Agree Don't Know	31% 55%	12% 72%
The process for appealing the fine is confusing	Agree/ Strongly Agree Don't Know	34% 57%	13% 77%
The process for paying the fine is too time consuming	Agree/ Strongly Agree Don't Know	36% 54%	13% 75%
The process for appealing the fine is too time consuming	Agree/ Strongly Agree Don't Know	40% 53%	14% 75%
Many people do not know what payment options, subsidies, benefits or programs are available to them	Agree/ Strongly Agree Don't Know	75% 16%	52% 30%
Sound Transit should find a way to help people with very low or no income who cannot afford to pay fare, but still have mobility needs	Agree/ Strongly Agree Don't Know	89% 2%	76% 4%
Sound Transit should invest in and execute robust outreach, including for people in hard-to-reach communities, to expand access to fare	Agree/ Strongly Agree Don't Know	80% 4%	66% 6%

PREFERENCES FOR POSSIBLE IMPROVEMENTS OR CHANGES

As seen in Figure 8, online survey respondents are in favor (by more than a simple majority) of all exceptions to enforcing fare policies listed in the online survey. Among those who supported foregoing fare enforcement for exceptional circumstances: Nearly 9 out of 10 survey respondents (89%) support doing so during severe weather events; 77 percent for students under 18 on the first day of school; 66 percent when there is construction or alterations affecting service; and 60 percent to help unsheltered people get out of the cold. An analysis by those who always have proof of payment and those who do not (as seen Table 2) reveals, again, that those who always have proof of payment are slightly less in favor of extending the exceptions.

Figure 8: Responses to Exceptions

Percent of People Selecting Possible Exceptions to Enforcing Fare Policy
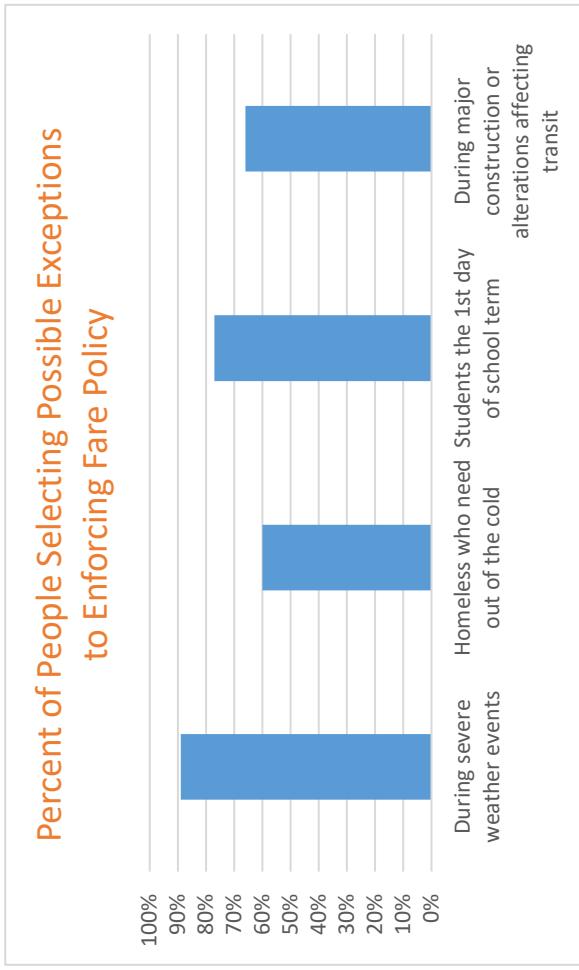
Table 22. Responses to Exceptions by Proof of Payment (POP)

Times there should be exceptions to enforcing fare policy	Don't Always have POP	Always have POP
During severe weather events	93%	86%
Homeless who need out of the cold	76%	52%
Students the 1st day of school term	86%	74%
During major construction or alterations affecting transit	78%	61%
Total (n)	333	273

Figure 9: Support for Possible Changes in Practices

Survey takers were asked about two specific fare enforcement practices. Three in four respondents were in favor of fare enforcement officers offering people without proof of payment "on-the-spot" education about ORCA LIFT or other relevant programs. (ORCA LIFT is a program that offers a reduced fare for people who qualify based on low income.)

When asked if fare enforcement officers should change their uniforms to be less intimidating, 33 percent indicated they should be changed, 17 percent selected "don't know," and 51 percent (frequency exceed 100% due to rounding) selected uniforms should not be changed, as seen in Figure 9.

Support for Possible Changes in Fare Enforcment Practices

Change Uniforms by Race
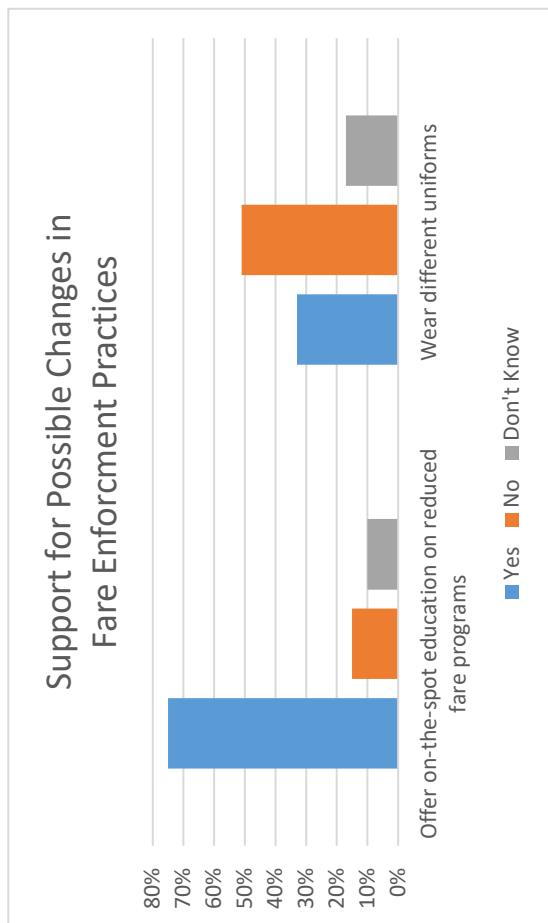
Table 23: Change Uniforms by Race

Wear Different Uniforms	Yes	No	Don't Know	Total (n)
POC	31%	54%	15%	1,939
White	33%	50%	17%	6,152

Table 24: Change Uniforms by Proof of Payment

Wear Different Uniforms	Yes	No	Don't Know	Total (n)
Always have POP	27%	58%	15%	5,210
Don't Always have POP	47%	34%	19%	2,344

Table 25: Change Uniforms by Black/Non-Black

Wear Different Uniforms	Yes	No	Don't Know	Total (n)
Black	36%	53%	11%	347
Non-Black	32%	51%	17%	7744

Table 23 provide data on changing the uniforms by People of Color compared to White respondents suggests that race is not a driving the factor for wanting the change in uniforms as there is very little difference between whites and non-whites on this item.

When looking at differences between people who always have proof of payment and those who do not, while there are significant differences in the number of people that would like to see the uniforms changed, these differences do not constitute a majority. Table 24 shows that people who do not always have proof of payment (47%) indicate more frequently preference for changing uniforms than those who always have proof of payment (27%).

When asked if fare enforcement officers should change their uniforms to be less intimidating, 53 percent of Black respondents and 51 percent of Non-Black respondents are not in favor of changing the current uniforms.

Considering preferences for changing uniforms by income (Table 26), the data reveal that only at the top two highest income levels is there majority support for not changing the uniforms. However, at all income categories above $24,000 there is more support for keeping the uniforms than for changing uniforms. At lower income levels below $24,000, there is more support for changing uniforms (ranging from a low of 42% to a high of 49% for $16,000-$19,999 the income category) than keeping the uniforms. It should be noted that there are large percentages of people who indicate they "Don't Know" across all groups analyzed on this topic.

Table 26: Change Uniforms by Income

Wear Different Uniforms	Yes	No	Don't Know	Total (n)
< $12,000	46%	39%	19%	162
$12,000 - $15,999	45%	35%	20%	95
$16,000 - $19,999	49%	35%	15%	71
$20,000 - $23,999	42%	39%	19%	120
$24,000 - $32,999	40%	44%	16%	220
$33,000 - $41,999	39%	44%	16%	293
$42,000 - $ 49,999	33%	49%	18%	271
$50,000 - $57,999	32%	49%	19%	301
$58,000 - $65,999	36%	49%	15%	286
$66,000 - $74,999	39%	42%	20%	368
$75,000 - $99,999	33%	51%	16%	857
$100,000 or more	33%	51%	16%	1,373

Additionally, the survey asked about various options for resolving unpaid fines. The data in Table 27 reveal that respondents who do not always have proof of payment support changes to policies and practices to a higher degree than those who do. There was support (at least 50%) for all proposals regardless of proof of payment. The most popular policy change was to forgive the fine if someone enrolled in ORCA LIFT.

Table 27: Possible Options for Resolving Unpaid Fines

Support for Possible Options to Resolve Unpaid Fines	Don't Always have POP	Always have POP	Don't Know
Enroll in ORCA LIFT, forgive fine	83%	67%	16%
Have ORCA LIFT, forgive fine	74%	50%	21%
Participate in community Service, forgive fine	67%	63%	17%
Paid fine is credited to their ORCA card	65%	56%	23%

Survey respondents were also asked open-ended questions if there was anything more about Sound Transit's fare enforcement program or policies that they wanted to share with Sound Transit. Five percent of respondents (379) wrote in that they think transit should be free. Twelve people say they wanted no warnings and more enforcement, while 1,634 (20%) of respondents indicated fare enforcement is not necessary or should not be done.

An examination by demographic groups was performed of the 20 percent of respondents who wrote in that fare enforcement is not necessary or should not be performed, revealing small differences across groups except among those who always have proof of payment compared to those who do not. The analysis by White/POC, Black/Non-Black respondents reveals that People of Color are 2.2 percent less likely to have responded and Black respondents were 2.8 percent less likely. There is a difference of 1.5 percent between Non-Riders who wrote in less frequently than Riders. Differences by Income range from less than 1 percent to 3 percent. However, when compared by proof of payment the difference is 10 percent higher for with those who do not always have proof of payment (26%) indicating that fare enforcement should not be performed as compared to those who always have proof of payment (16%) as seen in Table 28.

In terms of system design, six people recommended better signage on tapping, 91 respondents indicated Sound Transit should fix the card reload software, and 44 suggested gates or turnstiles be installed.

Table 28: No Fare Enforcement by Proof of Payment

Write-in "fare enforcement is not necessary or should not be performed"	Don't Always have POP	Always have POP
Yes, write-in	26%	16%
No, write-in	74%	84%
Total (n)	2,436	5,349

POLICY FINDINGS BY RIDERS AND NON-RIDERS

POLICY PREFERENCES

This analysis examines the same policy, process and potential changes by Riders and Non-Riders of the Link light rail and Sounder commuter rail as performed for those who always have proof of payment and those who do not. In order to perform this analysis, a new variable was created from the survey questions based on whether the respondent rode Link light rail or Sounder in the last 12 months. The data from this question were combined into two groups: those who have ridden both and either Link light rail or Sounder commuter rail to the category of "Riders" (94%); and those who had not ridden either mode in the last 12 months to "Non-Riders" (6%).

Considering the question of whether Sound Transit's fare enforcement policies should be more or less lenient, the data reveal:

- There is more support for more lenient policies by those who ride (62%) than non-riders (44%) (percentages reflect combine data for somewhat more lenient (2) with more lenient (1)).

- There is also less support (17%) from riders than non-riders (32%) for less lenient polices (percentages created using the combined results for somewhat less (4) with less lenient (5)).

Figure 10: Opinion of Policy Leniency by Riders and Non-Riders

Opinion on Leniency in Current Fare Enforcement Policy by Riders and Non-Riders
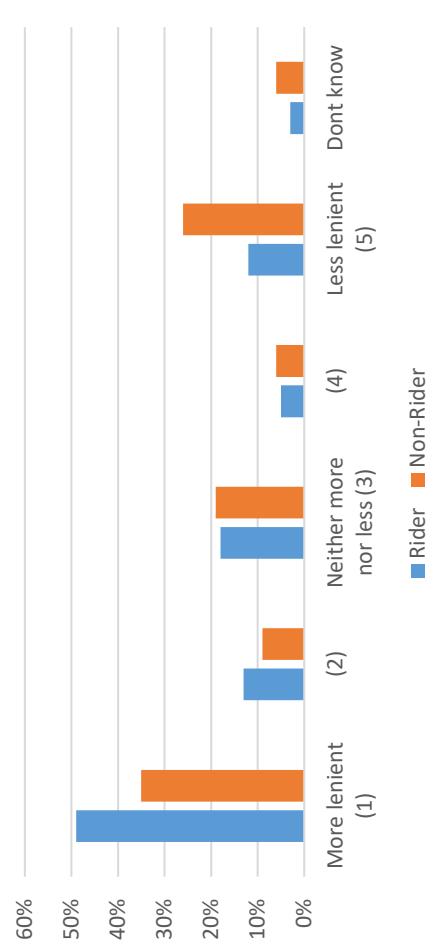
When asked whether Sound Transit should change its current fare enforcement warning and citation practices, 66 percent of riders said "Yes," as did a majority of Non-Riders (55%).

When asked about changes to current fare enforcement policies, Riders and Non-Riders overwhelmingly support reducing the fine from $124. There was support for increasing the warnings by Non-Riders (46%), though not at the level of a majority. Support by riders (58%) exceeded a majority level.

Figure 11: Top Choices on Fare Enforcement Policy Changes by Riders and Non-Riders

Top Two Choices for Changing Current Policy

■ Reduce the fine from $124 ■ Increase the number of warnings
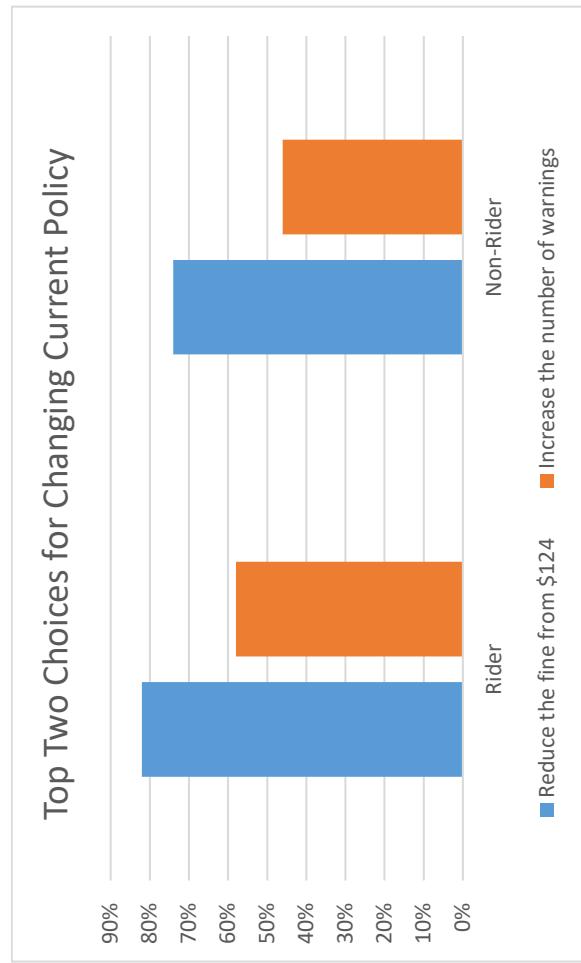
PROCESS OPINIONS

Survey respondents were also asked for their opinions about and perceptions of fare enforcement officers' demeanor, the appropriateness of fine levels, the process of appealing and paying fines, and possible changes Sound Transit might consider. Table 29 on the following page highlights those responses by Riders and Non-Riders. It specifically compares the combined scores for agreeing and strongly agreeing with the statements for those who indicated "Don't know."

Opinions on fare enforcement practices and policies reveal:

- Non-riders have a more favorable opinion of FEO practices

- A majority of riders (54%) compared to non-riders (38%) say the citation does not fit the "crime"

- Majority "Don't Know" if paying or appealing the fine is too time-consuming or confusing

- There is broad support for Sound Transit to conduct outreach and expand access and knowledge about payment options

Table 29: Opinions on Fare Enforcement Practices and Policies by Riders and Non-Riders

Practices and Processes — Percentages of Responses that are Agree or Strongly Agree and Don't Know		Rider	Non-Rider
Sound Transit's fare enforcement officers treat people without bias	Agree/ Strongly Agree	33%	20%
	Don't Know	17%	45%
Sound Transit's fare enforcement officers are aggressive or intimidating to those with limited English skills	Agree/ Strongly Agree	36%	23%
	Don't Know	27%	52%
Sound Transit's fare enforcement officers are aggressive or intimidating to those experiencing homelessness	Agree/ Strongly Agree	39%	23%
	Don't Know	28%	50%
Sound Transit's fare enforcement officers are aggressive or intimidating to tourists or visitors	Agree/ Strongly Agree	19%	14%
	Don't Know	26%	51%
Citations do not fit the "crime"	Agree/ Strongly Agree	54%	38%
	Don't Know	11%	25%
The process for paying the fine is confusing	Agree/ Strongly Agree	18%	19%
	Don't Know	66%	60%
The process for appealing the fine is confusing	Agree/ Strongly Agree	20%	21%
	Don't Know	71%	62%
The process for paying the fine is too time consuming	Agree/ Strongly Agree	20%	21%
	Don't Know	68%	61%
The process for appealing the fine is too time consuming	Agree/ Strongly Agree	22%	22%
	Don't Know	68%	60%
Many people do not know what payment options, subsidies, benefits or programs are available to them	Agree/ Strongly Agree	59%	50%
	Don't Know	25%	33%
Sound Transit should find a way to help people with very low or no income who cannot afford to pay fare, but still have mobility needs	Agree/ Strongly Agree	71%	53%
	Don't Know	5%	13%
Sound Transit should invest in and execute robust outreach, including for people in hard-to-reach communities, to expand access to fare	Agree/ Strongly Agree	80%	63%
	Don't Know	3%	9%

PREFERENCES FOR POSSIBLE IMPROVEMENTS OR CHANGES

Table 30 reveals that in all cases, at least a majority of riders and non-riders supported the exceptions. Riders are in greater favor of extending exceptions than Non-Riders.

Table 30: Responses to Exceptions by Riders and Non-Riders

Times there should be exceptions to enforcing fare policy	Rider	Non-Rider
During severe weather events	89%	88%
Students the 1st day of school term	78%	64%
During major construction or alterations affecting transit	67%	57%
Homeless who need out of the cold	60%	52%
Total (n)	293	261

In regard to fare enforcement officers changing their uniforms to be less intimidating, both Riders (50%) and Non-Riders (56%) have greater percentages not in favor of making a change to the uniforms. Large percentages of people indicated they "Don't Know."

Table 31: Change Uniforms by Riders and Non-Riders

Wear Different Uniforms	Yes	No	Don't Know	Total (n)
Rider	33%	50%	16%	7,656
Non-Rider	24%	56%	20%	435

Additionally, the survey asks about various options for resolving unpaid fines. The data in Table 32 reveal that respondents who are Riders support changes to policies and practices to a higher degree than Non-Riders. There was support (at least 50%) for all the proposals regardless of proof of payment. The most popular policy change was to forgive the fine if someone enrolled in ORCA LIFT.

Table 32: Possible Options for Resolving Unpaid Fines by Riders and Non-Riders

Support for Possible Options to Resolve Unpaid Fines	Rider	Non-Rider	Don't Know
Enroll in ORCA LIFT, forgive fine	72%	52%	16%
Participate in community Service, forgive fine	64%	56%	17%
Paid fine is credited to their ORCA card	59%	48%	23%
Have ORCA LIFT, forgive fine	58%	46%	21%

DISPARITY ANALYSIS

The subsequent analyses examine many of the same factors as previously discussed, but this time by Black or African American race. In order to conduct this analysis, a new variable was defined from the self-described race responses in the survey. The variable, "Black" includes those who self-described as Black or African American, and those who self-described as Black or African American and one or more other races. There are 357 respondents who self-selected Black or African American as their race and of those, 99 indicate they are Black or African American and at least one other race. Those individuals who did not indicate Black or African American as their race make up the "Non-Black" category.

Thereafter, the analysis examined youth (survey participants under 19 years old); however, an analysis of Youth by Black and Non-Black is not possible because there are so few observations by Youth and Black in the data set.

BLACK AND NON-BLACK RESPONDENT DESCRIPTORS – FREQUENCY BY MODE AND PAYMENT TYPES

As seen in Table 33, most respondents ride Link light rail only, whether Black (63%) or Non-Black (69%). Black respondents ride Link slightly less than Non-Black respondents, and ride Sounder (6%) and Both modes (26%) slightly more than Non-Black Riders (5% and 21%, respectively). There are fewer Black respondents (4%) among those that ride neither mode than Non-Black respondents (6%).

Table 33: Black and Non-Black Respondents by Mode

Mode	Total Count	Percent of Responses	Black Count	Percent of Responses	Non-Black Count	Percent of Responses
Link (only)	5,750	69%	226	63%	5524	69%
Sounder (only)	390	5%	22	6%	368	5%
Both	1774	21%	93	26%	1681	21%
Neither	464	6%	16	4%	448	6%
Total	8,378	101%	357	99%	8,021	101%

Table 34 shows that most frequent Link ridership for Black survey respondents is "four + days /week" (38%), followed by "Occasionally" (23%). Non-Black respondents report riding "Occasionally" (27%), more often followed by 4 + days (23%). The same pattern is found for Sounder.

Table 34: Black and Non-Black Respondents by Riding Frequency

Frequency of Riding	Link		Sounder	
	Black	Non-Black	Black	Non-Black
4+ days / week	38%	23%	41%	35%
2-3 days / week	17%	13%	10%	8%
Once a week	12%	15%	8%	5%
1 -2 days / month	10%	21%	10%	12%
Occasionally	23%	27%	32%	39%

Table 35 shows that both Black and Non-Black respondents overwhelmingly indicate that they use ORCA cards to pay their fare. Table 35 reveals that there is greater frequency of ORCA LIFT fare payment (8%) and Adult fare payment (84%) by Black than Non-Black respondents. There are also fewer senior fare payments (2%) for Black respondents compared to Non-Black respondents (9%).

Table 35: Type of Payment by Black and Non-Black Respondents

Payment Type	Total	Black	Non-Black
ORCA card	89%	89%	88%
Purchase ticket from vending machine	7%	8%	7%
Purchase ticket from mobile device (Transit Go Ticket app)	1%	<1%	1%
Human Services/shelter ticket	<1%	0	<1%
I usually ride without paying a fare	<1%	1%	<1%
Other, not listed (please specify):	1%	<1%	1%
U-PASS, ORCA (student)	<1%	<1%	<1%
U-PASS, ORCA (employee)	<1%	<1%	<1%
Reduced fare Regional	<1%	1%	<1%
Multiple Methods	<1%	1%	<1%
Total (n)	7,893	341	7,552

Table 36: Frequency of Reduced Fare Payment by Black and Non-Black Respondents

Reduced Fare Product	Total	Black	Non-Black
LIFT fare ORCA	5%	8%	5%
Youth fare (Age 6-18)	1%	2%	1%
Senior Fare (Age 65+)	8%	2%	9%
Disability Fare	2%	2%	2%
None of the above (Adult fare)	81%	84%	81%
Don't know	2%	2%	2%
Total (n)	5,876	254	5,622

BLACK AND NON-BLACK RESPONDENT LACK OF PROOF OF PAYMENT AND REASONS

The survey asked respondents how frequently they have proof of payment (POP). A vast majority of respondents indicate they always have proof of payment. Black respondents indicate they 'Always" have proof of payment 9 percent less often than Non-Blacks respondents. Black respondents more frequently indicate that they "Often" and "Occasionally" have proof of payment than Non-Blacks respondents as seen in Table 37.

A higher percentage of Black respondents (93%) indicate they have encountered a fare enforcement officer compared to Non-blacks (88%). Of those who have encountered a fare enforcement officer 68 percent of Black respondents and 76 percent of Non-Black respondents indicate they "Never" have lacked proof of payment. For those respondents who do not always have proof of payment (Blacks 32%; Non-Black 24%) the frequency of times that they lack proof of payment is similar and only slightly higher for Blacks when compared with Non-Blacks.

Table 37: Frequency of POP by Black and Non-Black Respondents

How often do you have proof of fare payment?	Total	Black	Non-Black
Always	69%	60%	69%
Often	24%	31%	23%
Occasionally	3%	5%	3%
Rarely	2%	2%	2%
Never	2%	2%	2%
Total (n)	7,782	333	7,452

Table 38: Frequency of Times Lack Proof of Payment by Black and Non-Black Respondents

Times without Proof of Payment in last 12 months?	Total	Black	Non-Black
Never	75%	68%	76%
1 time	14%	15%	14%
2 times	4%	5%	4%
3 times	2%	4%	2%
4 times	1%	1%	<1%
5 + times	4%	6%	4%
Total (n)	6871	314	6557

Only people who indicated they ride either or both Link light rail or Sounder (94% of respondents) were asked to respond to the statement: **"There are many reasons someone may not have proof of fare payment. (Please check all that apply to you)".** Thirty percent of respondents who are Black compared to 39 percent of Non-Black respondents indicate they always have proof of payment. This translates to 61 to 70 percent of these survey respondents having lacked proof of payment at some time.

The following table differs from the previous tables that show the frequency of responses chosen. Table 39, shows the responses for the reasons why a responder may lack proof of payment. The respondents are allowed to choose more than one response. As such the table presents the percent of people who elected a response as opposed to the number of times that response was selected.

Table 39: Reasons People Lack Proof of Payment by Black and Non-Black Respondents

Reason Why I May Lack Proof of Payment	Black or African American	Non-Black or African American
I forgot to "tap" my ORCA card	69%	64%
I tapped my ORCA card, but it doesn't work	57%	49%
I would have missed my train if I stopped to tap or buy a ticket	55%	45%
I forget my ORCA card/money	34%	30%
I think my transfer is valid	22%	26%
I don't have a chance to add value to my ORCA card	15%	20%
I can't afford to pay the fare	17%	15%
I can't find where to tap	15%	14%
Other: Reasons not have proof	9%	12%
I can't physically tap my card on the reader	8%	6%
I can pay the fare, but I take a chance	8%	5%
I don't know how to work the machine to add money to my card or purchase a ticket	4%	5%
I don't know how to pay the fare	3%	4%

For those who may not always have proof of payment the biggest differences between Black and Non-Black respondents are:

- More Black respondent (55%) indicate they would have missed their train if they stopped to tap or buy a ticket than Non-Black respondents (45%)

- Fifty-seven percent of Black respondents compared to 49 percent of Non-black respondents indicate they tapped but their ORCA doesn't work

- More Non-Black respondents (20%) compared to Black respondents (15%) indicate they don't have a chance to add value to my ORCA card

Overall Black respondents list reasons in the same order in terms of highest to lowest frequency as Non-Black respondents. The frequency for the reason is higher on items except for 1) not having a chance to add value to their card, 2) Other reasons: 3) not knowing how to work the ticket vending machine 4) not knowing how to pay the fare.

YOUTH RESPONDENTS LACK OF PROOF OF PAYMENT

The top reasons Youth (under 19 years old) provide for having proof of payment is 1) forgetting to the "tap" my ORCA card, 2) forgetting their money and 3) tapping their card, but it doesn't work. This is very similar to the population as a whole, which is the order the reasons are listed in the table.

Table 40: Reasons People Lack Proof of Payment for Youth

Response	Count	Percent of People
I forgot to "tap" my ORCA card	21	55%
I tapped my ORCA card, but it doesn't work	18	53%
I would have missed my train if I stopped to tap or buy a ticket	17	45%
I forget my ORCA card/money	20	47%
I think my transfer is valid	9	24%
I don't have a chance to add value to my ORCA card	12	32%
I can't afford to pay the fare	13	34%
I can't find where to tap	5	13%
Other: Reasons not have proof	5	13%
I can't physically tap my card on the reader	3	8%
I can pay the fare, but I take a chance	4	11%
I don't know how to work the machine to add money to my card or purchase a ticket	2	5%
I don't know how to pay the fare	1	3%

As there are too few observations by Youth and Black in the data set to perform additional analysis by Black and Non-Black for Youth.

SUMMARY OF KEY FINDINGS

LACK OF PROOF OF PAYMENT

Overall

A vast majority of respondents (76%) indicated they always have proof of payment. For those who have lacked proof of payment, the survey finds that after the first-time respondents encounter fare enforcement, their incident(s) of lack proof of payment dropped substantially.

Sixty-one percent respondents (see page 22) who ride Link light rail or Sounder commuter rail indicated they lacked proof of payment at some time, whether or not they have ever encountered a fare enforcement officer. The most common reasons are: 1) I forget to "tap" my ORCA card; 2) I tapped my ORCA card, but it doesn't work, and; 3) I would have missed my train if I had stopped to tap my card or buy a ticket.

Race

There is virtually no difference (1 to 2% or equal) between the number of times White and People of Color respondents who encountered fare enforcement officers lacked proof of payment (see page 21). When examined by Black and Non-Black respondents' responses, there is a difference in terms of the number of times Black respondents (60%) and Non-Black respondents 68%) lacked proof of payment when encountered by a fare enforcement officer. Black respondents frequency for always having proof of payment was 9% less than Non-Black respondents in this category.

Overall, Black respondents listed reasons for not having proof of payment in the same order, in terms of highest to lowest frequency, as Non-Black respondents. The frequency for the reason is higher on items except for 1) not having a chance to add value to their card, 2) Other reasons, 3) not knowing how to work the ticket vending machine 4) not knowing how to pay the fare.

People with Disabilities

Reasons reported for lacking proof of payment among respondents with disabilities compared to those without disabilities include: 1) being able to afford the fare; 2) not having the opportunity to add value to their ORCA card, and; 3) not being physically able to tap their card.

Choice/Non-Choice Riders

Survey respondents who have a working vehicle at home compared to those who do not give their top reasons for lack of proof of payment as: 1) not being able to afford the fare; 2) not having a chance to add the fare, and; 3) I would have missed my train I had stopped to tap my card or buy a ticket.

Limited English Proficiency

There are differences in reasons given for those who speak only English at home and those who speak English as well as other languages. The most significant differences between those who speak English "Well" and those who speak "Only" English at home are: 1) I think my transfer is valid; 2) I don't know how to work the machine to add money to my ORCA card or purchase a ticket, and; 3) I can't afford to pay the fare.

Gender Identity

In the gender identity category, the most significant difference among male, female, and non-binary respondents who cannot afford to pay their fare are for those who list their gender identity as non-binary. The most significant reason male and female respondents give for not paying their fare is forgetting to tap their ORCA card, with a greater percentage of females indicating this reason in addition to lacking proof of payment.

Employment Status

The most frequently cited reason by employment status for lack of proof of payment is by the Students category, with 73% indicating that they forgot to tap their ORCA card. Students (51%) and Students who also work Part-time (55%) were most likely indicate they would have missed their train if they stopped to tap or buy a ticket. The highest response selection among the Unemployed status was "I think my transfer is valid" at 40 percent. Respondents in the Unemployed category also indicated they couldn't afford to pay their fare more frequently than found in the other categories. Respondents who are Full-time and Retired are least likely to choose not having a chance to add value to their card (18% and 10%, respectively). Additionally, students who also work part-time much more frequently select they can afford to pay the fare but take a chance, at 20 percent compared to all other employment statuses ranging from 1 to 11 percent.

Youth

When considering the reasons given for lack of proof of payment by age, youth (under 19 years old) most frequently state having forgotten their ORCA card or money. Across all age categories, a percentage of respondents indicate they "can afford to pay, but take a chance." The percentage of persons citing any reason among those listed in the survey begins to decrease for respondents ages 24 to 35 years old and continues to decrease for respondents 36 years and older. The percentage of people by age indicating they "can afford to pay but take a chance" is highest for the age categories under 19 years old (11%) and 19 to 24 years old (15%). Two percent of people age 65 or older continue to indicate they take a chance.

Income

In the income categories, more than 50 percent of the respondents earning $16,000 per year or less list "cannot afford the fare" as a reason they sometimes lack proof of payment.

At lower income levels, believing a transfer is valid is indicated more often than at higher income levels. Yet, across all income levels, this item was selected by 20 and 43 percent of respondents as one of the reasons they lacked proof of payment.

Not being able to find where to tap is also relatively consistent across income levels: Nine to 20 percent of respondents cited this as a reason for lack of proof of payment.

Taking a risk and not paying the fare, even if one can, is cited across all income levels and ranges from 3 percent to 16 percent of riders. The largest percentage of respondents at 16 and 15 percent are in the lower income levels of $12,000 to $15,999 and $16,000 to $19,999 per year, respectively.

Overall, people with lower incomes cite more reasons in higher percentages than other income levels. Making less than $33,000 or $50,000 (depending on the data aggregation in the table) appears to be at income levels with higher percentages of people citing income as a major reason for not paying fare. When examining combined total income of less than $50,000 a year compared to higher income categories, the reason for lack of proof of payment or not being able to physically tap the card on the reader is more apparent, with 10 percent of people with annual incomes under $50,000 citing this as a reason for lacking proof of payment.

ATTITUDES ABOUT CURRENT FARE ENFORCEMENT POLICIES, PROCESSES AND CHANGES

POLICY PREFERENCES

Sixty-five percent of respondents (see page 33) indicated that Sound Transit should change its current fare enforcement warning and citation practices. There are differences between respondents who always have proof of payment and those who do not, and between riders and non-riders. Respondents who are Riders and who do not have proof of payment are in favor of more lenient policies. Respondents across these categories overwhelmingly support reducing the fines from the current $124. The support ranges from 70 percent for non-riders and 80 percent for riders. Changing the current policy to increase the number of warnings also has support, but this support varies across groups. Those who do not always have proof of payment (67%) and riders overall (60%) are in favor of changing polices governing warnings and citations more than respondents who always had proof of payment (46%).

PROCESS OPINIONS

Non-Riders have more favorable impressions of the fare enforcement officers than do riders. Respondents who always have proof of payment also have more favorable impressions of the fare enforcement officers compared to those who do not always have proof of payment. Smaller percentages of non-riders (34%) compared to riders (54%) agree that current citation levels do not fit the violation. Respondents who do not always have proof of payment are much more likely to agree (73%) that the citations do not match the violation when compared to those who always have proof of payment (46%).

Overwhelmingly, respondents support Sound Transit expanding outreach and finding ways to make fares more affordable for lower income people who rely transit to meet their transportation since they do not have a vehicle in their household.

POSSIBLE POLICY AND PRACTICE IMPROVEMENTS

When asked about possible improvements, online survey respondents note, by well over a simple majority, that they are in favor of all exceptions to enforcing fare policy listed for consideration in the survey. Overall, nearly 9 out of 10 survey respondents support (89%) foregoing fare enforcement during severe weather events; 77 percent on the first day of school for students under 18 years old; 66 percent when there is construction or other station area alterations affecting service; and 60 percent for unsheltered people who need to get out of the cold.

Three in four respondents (75%) are in favor of fare enforcement officers offering "on-the-spot" rider education about reduced fare programs. Overall, a simple majority (51%) of respondents do not favor changing officers' uniforms. Additional analysis reveals virtually no differences between White (31%) and Non-whites (33%) who favor a uniform change, though among those who do not always have proof of payment, more

(47%) favor a change in uniform compared to those who do have proof of payment (27%). A relatively large number of respondents (ranging from 15 to 20%) among the categories and White/POC, Black/Non-Black, Riders/Non-Riders, Always POP/Don't Always Have POP and across the Income categories indicate "Don't Know" when asked whether officer uniforms should change.

There is at least a majority of support for all alternatives to resolving unpaid fines introduced in the survey (i.e., enroll in ORCA LIFT and forgive the fine; participate in community service and forgive the fine, paid fine is forgiven and credited to their ORCA card) from riders overall, from those who always have proof of payment, and from those who do not. A majority of Non-Riders support enrolling in ORCA LIFT and forgiving the fine (52%) and participating in community service and forgiving the fine (56%).

Additionally, 20 percent of respondents wrote in that fare enforcement is not necessary or should not be performed. Additional analysis reveals that among this group, 16% people indicated they always have proof of payment and 26% indicated they do not always have proof of payment.

Finally, the survey provides information that Sound Transit may want to consider to improve customer service (see page 54).

ADDITIONAL OPPORTUNITIES TO POTENTIALLY IMPROVE CUSTOMER SERVICE

This report also identifies additional opportunities for helping riders system-wide, and reducing barriers to using the system that could have a greater, positive impact for Blacks/African Americans and other groups, such as people with disabilities, people with limited-English proficiency, people with lower incomes, and youth. It may be worthwhile to consider:

- Why so many people indicate that they tapped but the card reader didn't/doesn't work

- If there is a way to remind people to tap at stations and/or on platforms (e.g., create a jingle to be periodically aired over the passenger information system; assign customer service personnel to assist passengers on the platform, etc.)

- The possibility of paying on the train as many people lack proof of fare payment because they are concerned about missing the train and not getting to their destination in a timely manner. This could be especially crucial for people without a vehicle in their household and who rely on transit to meet their mobility needs.

- Find new or easier ways to add fare to ORCA cards This would specifically help people with disabilities and non-choice riders with higher percentages of respondents (compared those who don't have disability or have a car) indicating "I don't have a chance to add value to my card" as well as riders system-wide.

- The possibility of adding multi-lingual instructions on ticket vending machines (TVM) for how to buy tickets and add value to ORCA. If not part of the equipment or on the TVM screen, perhaps quick response (QR) codes that lead to instructions in the appropriate language.

- How to provide information in multiple languages about valid transfers, given that survey respondents who speak English "well" and those who speak English "very well" report in greater percentages on the survey item, "I think my transfer is valid."

- Understanding why the stations or areas within stations that ORCA reader locations are more difficult for people with disabilities to use.

ONLINE SURVEY QUESTIONS

FREQUENCY OF RIDING SOUNDER AND LINK LIGHT RAIL

1) WHICH SOUND TRANSIT TRAINS HAVE YOU RIDDEN IN THE LAST 12 MONTHS? (PLEASE CHECK ALL THAT APPLY)

[ ] Link light rail

[ ] Sounder

[ ] Neither of these

2) HOW FREQUENTLY DO YOU RIDE LINK LIGHT RAIL?

( ) 4-7 days per week

( ) 2-3 days per week

( ) About once a week

( ) 1-2 days per month

( ) Occasionally

3) HOW FREQUENTLY DO YOU RIDE SOUNDER?

( ) 4-5 days per week

( ) 2-3 days per week

( ) About once a week

( ) 1-2 days per month

( ) Occasionally

4) HOW DO YOU USUALLY PAY YOUR FARE?

( ) ORCA card

( ) Purchase ticket from vending machine

( ) Purchase ticket from mobile device (Transit Go Ticket app)

( ) Human Services/shelter ticket

( ) I usually ride without paying a fare

( ) Other, not listed (please specify):

5) DO YOU USE ANY OF THESE REDUCED FARE PRODUCTS? (CHECK ONE)

( ) ORCA LIFT fare ORCA LIFT is a program that offers a reduced fare for people who qualify based on low-income

( ) Youth fare (Age 6-18)

( ) Senior Fare (Age 65 and over)

( ) Disability Fare

( ) None of the above

( ) Don't know

FARE ENFORCEMENT OFFICERS AND PROCESS

6) THERE ARE MANY REASONS SOMEONE MAY NOT HAVE PROOF OF FARE PAYMENT. (PLEASE CHECK ALL THAT APPLY TO YOU)

[ ] I don't know how to pay the fare

[ ] I don't know how to work the machine to add money to my card or purchase a ticket

[ ] I forget my ORCA card/money

[ ] I forget to "tap" my ORCA card

[ ] I tapped my ORCA card, but it doesn't work

[ ] I think my transfer is valid

[ ] I don't have a chance to add value to my ORCA card

[ ] I can't find where to tap

[ ] I can't physically tap my card on the reader

[ ] I would have missed my train if I stopped to "tap" or buy a ticket

[ ] I can pay the fare, but I take a chance

[ ] I can't afford to pay the fare

[ ] Other (please specify): _____

[ ] Not applicable. I always have proof of fare payment

[ ] I'd prefer not to say

7) HOW OFTEN DO YOU HAVE PROOF OF FARE PAYMENT?

( ) Never

( ) Rarely

( ) Occasionally

( ) Often

( ) Always

8) HAS A FARE ENFORCEMENT OFFICER EVER ASKED YOU TO PROVIDE PROOF OF FARE PAYMENT (I.E., SCANNED YOUR ORCA CARD OR ASKED FOR YOUR TICKET) WHILE RIDING SOUNDER OR LINK LIGHT RAIL?

( ) Yes

( ) No

( ) Don't know

9) HOW MANY TIMES IN THE PAST 12 MONTHS HAS A FARE ENFORCEMENT OFFICER FOUND YOU RIDING WITHOUT PROOF OF FARE PAYMENT?

( ) Never

( ) 1 time

( ) 2 times

( ) 3 times

( ) 4 times

( ) 5 or more times

10) WHEN THINKING ABOUT SOUND TRANSIT'S FARE ENFORCEMENT POLICY, SHOULD IT BE MORE OR LESS LENIENT FOR RIDERS AFTER THEY RECEIVE A WARNING AND ARE FOUND WITHOUT PROOF OF FARE PAYMENT? AN EXAMPLE OF A POLICY THAT WOULD BE MORE LENIENT WOULD BE A FINE THAT IS LESS THAN $124. AN EXAMPLE OF POLICY THAT WOULD BE LESS LENIENT WOULD BE A POLICY WITH NO WARNINGS AND ONLY FINES.

RATE YOUR PREFERENCE ON A SCALE OF 1 TO 5 (1 INDICATES "MORE LENIENT" AND 5 INDICATES "LESS LENIENT"). IF YOU DON'T KNOW, PLEASE INDICATE "DON'T KNOW".

1   ( ) More lenient

2   ( )

3   ( ) Neither more nor less lenient

4   ( )

5   ( ) Less lenient

0   ( ) Don't know

11) PLEASE TELL US HOW MUCH YOU AGREE WITH THE FOLLOWING STATEMENTS.

USE A SCALE OF 1 TO 5 WHERE 1 INDICATES THAT YOU "STRONGLY DISAGREE" AND 5 INDICATES THAT YOU "STRONGLY AGREE" WITH THE STATEMENT. IF YOU DON'T KNOW, PLEASE INDICATE "DON'T KNOW".

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	Don't know 0
Sound Transit's fare enforcement officers treat people without bias	◯	◯	◯	◯	◯	◯
Sound Transit's fare enforcement officers are aggressive or intimidating to those with limited English skills	◯	◯	◯	◯	◯	◯
Sound Transit's fare enforcement officers are aggressive or intimidating to those experiencing homelessness	◯	◯	◯	◯	◯	◯

Sound Transit's fare enforcement officers are aggressive or intimidating to tourists or visitors	◯	◯	◯	◯	◯	◯
Citations do not fit the "crime"	◯	◯	◯	◯	◯	◯
The process for paying the fine is confusing	◯	◯	◯	◯	◯	◯
The process for appealing the fine is confusing	◯	◯	◯	◯	◯	◯
The process for paying the fine is too time consuming	◯	◯	◯	◯	◯	◯

FARE ENFORCMENT POSSIBLE IMPROVEMENTS

12) ARE THERE TIMES WHEN SOUND TRANSIT SHOULD NOT ENFORCE FARE PAYMENT? (PLEASE CHECK ALL THAT APPLY)

[ ] During severe weather events

[ ] If someone is homeless and needs to get out of the cold

[ ] For students the 1st day of each school term, if they are under 19 years old

[ ] When there is major construction or alterations affecting transit service

[ ] Other (please specify): _____

[ ] Don't know

13) SHOULD SOUND TRANSIT OFFER THE FOLLOWING OPTIONS TO RESOLVE UNPAID FINES?

	Yes	No	Don't know
Resolve the fine if the amount of the fine people pay is credited to their own ORCA Card for future use	( )	( )	( )
Forgive the fine if the person enrolls in	( )	( )	( )

			( )
		( )	
	( )		
Forgive the fine if the person is already enrolled in ORCA LIFT ORCA LIFT is a program that offers a reduced fare for people who qualify based on low-income.	ORCA LIFT ORCA LIFT is a program that offers a reduced fare for people who qualify based on low-income, if they qualify		

		Forgive the fine if the person participates in community service
( )	( )	( )

14) SOUND TRANSIT IS CONSIDERING ENACTING POLICY CHANGES TO THEIR FARE ENFORCEMENT PRACTICES. DO YOU THINK SOUND TRANSIT SHOULD CHANGE ITS CURRENT FARE ENFORCEMENT WARNING AND CITATION PRACTICES?

SOUND TRANSIT'S POLICY IS THAT THE FIRST TIME A PERSON IS FOUND WITHOUT PROOF OF PAYMENT THE FARE ENFORCEMENT OFFICER PROVIDES A WARNING AND TELLS THEM HOW TO PAY. FOR 12 MONTHS AFTER THE WARNING EACH TIME A PASSENGER IS FOUND WITHOUT PROOF OF PAYMENT THE PASSENGER IS ASSESSED A FINE OF $124 AND THE CITATIONS ACCUMULATE. AFTER 12 MONTHS, THE CYCLE BEGINS AGAIN.

( ) Yes

( ) No

( ) Don't know

15) WHICH POLICY CHANGES SHOULD SOUND TRANSIT CONSIDER ADOPTING? CHOOSE UP TO THREE (3) CHANGES.

[ ] Increase the amount of time for citations to accumulate from 12 to 18 months

[ ] Increase the fine from $124

[ ] Increase the number of warnings

[ ] Reduce the amount of time for citations to accumulate from 12 to 6 months

[ ] Reduce the fine from $124

[ ] Reduce the number of warnings to no warnings

[ ] Other (please specify): _____

[ ] Don't know

16) SOUND TRANSIT FARE ENFORCEMENT OFFICERS SHOULD.... (PLEASE SELECT YOUR RESPONSE FOR EACH ITEM).

	Yes	No	Don't know
Offer people found without proof of payment on-the-spot education about ORCA LIFT. ORCA LIFT is a program that offers a reduced fare for people who	( )	( )	( )

qualify based on low-income or other relevant programs		
Wear different uniforms so they are less intimidating	( )	( )	( )

17) IS THERE ANYTHING ELSE ABOUT SOUND TRANSIT'S FARE ENFORCEMENT PROGRAM OR POLICIES THAT YOU WOULD LIKE US TO KNOW?

_____

_____

_____

_____

DEMOGRAPHICS

18) HOW DO YOU IDENTIFY?

( ) Male

( ) Female

( ) Non-Binary

( ) I'd prefer to self-describe (please specify): _____

( ) I'd prefer not to say

19) WHAT IS YOUR AGE?

( ) Under 19

( ) 19-24

( ) 25-34

( ) 35-49

( ) 50-64

( ) 65+

20) WHAT BEST DESCRIBES YOUR WORK STATUS? (PLEASE CHECK ALL THAT APPLY)

[ ] Employed full-time

[ ] Employed part-time

[ ] Unemployed and seeking work

[ ] Student (full-time)

[ ] Retired

[ ] Other (please specify):

21) WHICH OF THE FOLLOWING BEST DESCRIBES YOUR LIVING SITUATION?

( ) Rent my own apartment/house

( ) Own my own apartment/house

( ) With a friend or relative

( ) Short-term/Temporary Shelter

( ) Long-term or Permanent Housing Services residence

( ) Transitional housing or authorized homeless "village"

( ) Unhoused/Unsheltered

( ) Other (please specify):: _____

( ) I'd prefer not to say

22) DO YOU IDENTIFY YOURSELF AS HISPANIC OR LATINX?

( ) Yes

( ) No

23) DO YOU IDENTIFY YOURSELF AS….? (PLEASE CHECK ALL THAT APPLY)

[ ] American Indian or Alaska Native

[ ] Asian or Asian American

[ ] Black or African American

[ ] Native Hawaiian or Pacific Islander

[ ] Caucasian/White

[ ] Two or more races

[ ] Other (please specify):

24) DO YOU HAVE RELIABLE ACCESS TO A WORKING MOTOR VEHICLE AT HOME?

( ) Yes

( ) No

25) WHAT IS YOUR HOME ZIP CODE?

( ) My ZIP code is (Please write-in here): _____

( ) Currently unsheltered/ no home ZIP code

( ) I don't know

( ) I'd prefer not to say

26) WHAT LANGUAGES ARE REGULARLY SPOKEN IN YOUR HOME? (PLEASE CHECK ALL THAT APPLY)

[ ] Cantonese

[ ] English

[ ] Korean

[ ] Mandarin

[ ] Russian

[ ] Somali

[ ] Spanish

[ ] Tagalog

[ ] Vietnamese

[ ] Other (please specify):

27) IF YOU SPEAK A LANGUAGE OTHER THAN ENGLISH, HOW WELL DO YOU SPEAK ENGLISH?

( ) Very well

( ) Well

( ) Less than well

( ) Not at all

( ) Not applicable- I only speak English

28) DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY?

( ) No

( ) Yes

29) IF YOU HAVE A DISABILITY, PLEASE INDICATE WHAT KIND (PLEASE CHECK ALL THAT APPLY).

[ ] Physical disability

[ ] Deaf or hard of hearing

[ ] Blind or low vision

[ ] Deaf-blindness

[ ] Intellectual disability

[ ] Psychiatric disability

[ ] Multiple disabilities: _____

[ ] Other: (please specify): _____

[ ] I'd prefer not to say

30) HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD, INCLUDING YOURSELF?

( ) 1 (I live alone)

( ) 2

( ) 3

( ) 4

( ) 5

( ) 6 or more

31) WHAT IS YOUR TOTAL HOUSEHOLD INCOME FOR 2019, BEFORE TAXES?

( ) Under $12,000

( ) $12,000-15,999

( ) $16,000-19,999

( ) $20,000-23,999

( ) $24,000-32,999

( ) $33,000-41,999

( ) $42,000-49,999

( ) $50,000-57,999

( ) $58,000-65,999

( ) $66,000-74,999

( ) $75,000-99,999

( ) $100,000 or more

( ) I'd prefer not to say

DEMOGRAPHIC DIFFERENCES BETWEEN SELF-REPORTED TIMES LACKED PROOF OF PAYMENT

Gender, Age, Choice Rider, Income by Mode Ridden in Last 12 Months	NEVER	1 TIME	2 TIMES	3 TIMES	4 TIMES	5 TIMES
Race						
White	77%	73%	72%	62%	65%	69%
Non-White	23%	27%	28%	38%	35%	30%
Ethnicity						
Hispanic	6%	8%	6%	8%	5%	9%
Non-Hispanic	94%	92%	94%	92%	95%	91%
Gender						
Male	48%	44%	47%	48%	56%	44%
Female	47%	47%	41%	42%	38%	48%
Non-Binary	5%	7%	10%	6%	0%	5%
Age						
<19	1%	1%	1%	2%	3%	1%
19-24	7%	8%	10%	9%	6%	8%
25-34	30%	34%	33%	31%	35%	29%
35-49	31%	33%	30%	28%	20%	31%
50-64	22%	19%	18%	21%	30%	27%
65+	10%	6%	9%	8%	6%	5%
Have a working Vehicle	76%	69%	66%	64%	83%	74%
Income						
< $50,000	19%	24%	29%	27%	30%	21%
$50,000 – $74,999	16%	16%	16%	18%	11%	18%
$75,000 – $99,999	14%	16%	12%	9%	19%	15%
$100,000 >	51%	44%	43%	46%	40%	46%

Demographic Differences by Self-Reported Times Lacking Proof of Payment	Never	1 TIME	2 TIMES	3 TIMES	4 TIMES	5 TIMES
Language Spoken at Home More than One						
Speak English Well or Very Well	84%	83%	81%	83%	84%	83%
Have a Disability						
Yes	15%	19%	20%	17%	15%	18%

Demographic Differences by Self-Reported Times Lacking Proof of Payment	Never	1 TIME	2 TIMES	3 TIMES	4 TIMES	5 TIMES
Living Situation						
Rent my own apartment/house	40%	47%	43%	45%	43%	42%
Own my own apartment/house	53%	45%	46%	43%	43%	51%
With a friend or relative	1%	1%	1%	1%	1%	0%
Short-term/ Temporary Shelter	<1%	<1%	0%	<1%	<1%	0%
Long-term or Permanent Housing Services residence	<1%	<1%	<1%	<1%	<1%	<1%
Transitional housing or authorized homeless "village"	<1%	<1%	0%	<1%	0%	0%
Unhoused/ Unsheltered	<1%	<1%	<1%	0%	0%	0%
Other	<1%	<1%	<1%	0%	<1%	<1%
Dorm	14%	1%	0%	0%	0%	0%

TOP DIFFERENCES ANALYSIS OF REASONS FOR LACK OF PROOF OF PAYMENT BY AGE

Under 19

Youth also more often cite not having a chance to add value to their card or buy a ticket and that they can't afford to the pay fare than all other categories except in the case of people between the ages of 19 and 24. Youth also indicate the reason that they would have missed the train more frequently that riders 35 and older but less often than riders 19 to 34 years of age. Highlighted below are the top for reasons youth give for lacking proof of payment:

- forgetting their card or money,
- not having a chance to add value to their card or buy a ticket
- can't afford to pay the fare
- would have missed the train if stopped to tap or buy a ticket

19 to 24

Survey responding riders ages 19 to 24 indicate the following reasons more often than all other age groups except for 25 to 34 year olds when it comes to forgetting to tap their ORCA card

- forgetting to tap their card
- would have missed the train if stopped to tap or buy a ticket
- not having a chance to add value to their card or buy a ticket
- can't afford the fare

25 to 34

Riders who responded to the survey in the age group 25 to 34 indicate they forget to tap their card more than any other age group. They also cite that they would have missed the train if they stopped to tap or buy ticket more often, except the case of 19 to 24 year old.

- forgetting to tap their card
- would have missed the train if stopped to tap or buy a ticket

Those 25-34 indicate less often than people 24 year olds and younger that they forget their card or money or can't afford the fare but more often than people 35 years old and older.

- forgetting their card or money
- can't afford to pay the fare

35 to 49

Survey takers ages 35 to 49 they indicate the following for reasons more often than all other age groups, except 25-35 year and 19 to 24 years in the case of thinking their transfer is valid.

- tapped my ORCA but it doesn't work
- thinking their transfer is valid

This age group lists they would have missed the train if I stopped to add value to my card or purchase a ticket and forget their card or money less than riders who are younger than 35 years old and more than those 50 years old and older.

- would have missed the train if I stopped to add value to my card or purchase a ticket
- forgetting their card or money

50 to 64

For responders ages 50 to 64 indicate the following reasons for lack of proof of payment more often than other all other age categories, except seniors (65+).

- forgetting to tap their card
- would have missed the train if I stopped to add value to my card or purchase a ticket
- can't afford to pay the fare
- not having a chance to add value to their card or buy a ticket

65 +

For seniors (65+) they are less likely than all the age groups to cite any of the reasons in the overall except for following three. Even then they are indicate these reason only 1 percent to 2 percent more often than those under 65 years old

- Thinking their transfer is valid
- Not knowing how to work the machine to add money to the card or buy a ticket
- And don't know how to pay the fare

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Appendix C

Community Conversation Report

SOUND TRANSIT

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PREPARED BY
JACKIE MARTINEZ-VASQUEZ
CHIEF EEO, EQUITY & INCLUSION OFFICER

COMMUNITY CONVERSATION REPORT

OCT / NOV 2019

OFFICE OF EEO, EQUITY & INCLUSION

PURPOSE

The Office of Equal Employment Opportunity, Equity & Inclusion (EEOEI) hosted a series of conversations with community members in Pierce County, King County and Snohomish County. The purpose of these conversations was to seek community input to ensure that Sound Transit's decision making is well informed. We placed specific emphasis on those who will be most adversely impacted by changes in the fare enforcement program and those who are most often marginalized in these conversations.

OPPORTUNITY STATEMENT

In January of 2019, King County Metro introduced a new Fare Violation Program aimed to mitigate negative, inequitable impacts of fare enforcement to King County's most vulnerable people who are using transit. Consistent with our continual process improvement culture, renewed focus on equity and inclusion, and in response to the interest of board members and stakeholders, Sound Transit decided to take an objective look at our fare enforcement program. In March 2019, Sound Transit created an interdisciplinary team to review and explore opportunities for enhancement to our fare enforcement program and access to transit for the most vulnerable people in our region.

This work will consider data related to our fare enforcement program, feedback from our customers,and the experiences of other transit agencies related to fare enforcement, to assess how Sound Transit's program can work toward greater equity. We understand communities of color have recent and long-standing histories with racially biased policing, and our fare enforcement review work is grounded in that reality. We will work on improvements that focus on public education, customer interaction, and policy refinements as appropriate.

This ongoing process must be grounded in the authentic inclusion of all voices, an unbiased analysis of data, a commitment to a respectful customer experience, and demonstrable efforts to provide greater fare education and transit access to all.

OVERVIEW

Recognizing the reality of systemic barriers causing certain populations to have less access to traditional engagement processes, the EEOEI office invested human and financial resources to equitably engage people who are often underrepresented in participation efforts. We partnered with the Tacoma Urban League, Casa Latina, The Station Coffee Shop, and Phinney Ridge Neighborhood Association to reach communities of color and individuals in proximity to poverty.

Equitable engagement principles asks us to lead with transparency, historical analysis, integrity and by centering the human impact of current or future practices. It is imperative to view this report through these lenses.

As you will notice, the questions will have a slightly different framing as the experience with the fare enforcement and access to light rail/sounder will vary in all three counties.

Community Conversation Structure

1. Introductions and icebreaker
    a. Welcome and thank everyone for volunteering to participate
    b. Introduce yourself, the co-facilitator and the note taker
    c. Ask for name, rider/future rider, what is your favorite TV show?
    d. Hand out the demographic form
2. Community agreements
3. Give a very brief overview of the project
4. Purpose of the meeting
5. Provide information about the process, times, breaks, bathrooms and so forth

FOCUS GROUP QUESTIONS

King County, Pierce County & Snohomish County

- How often do you use light rail or Sounder?
- How do you usually pay for your fare? Was payment easy to navigate?
- What could improve your experience in regard to fare payment on Link light rail/Sounder transit services (King) OR what could improve your experience in regard to fare payment (Pierce and Snohomish)?
- Let's talk about Sound Transit's fare enforcement program, your perception or experience:
  - What do you know about Sound Transit's fare enforcement program?
  - Which of these areas do you believe are part of the fare enforcement program? (sticky notes exercise)
    - Customer Service
    - Investigating Proof of Fare Payment
    - Passenger's Safety
    - Facility Safety
    - Compassion or Care for Riders
    - Professionalism
  - What does customer service mean to you?
  - What does passenger safety look like?
  - What does facility safety look like?

SUMMARY

Community requested that our office emphasize as much as possible, **the importance of centering humanity** as we reported out the conversations and to emphasize the re-traumatization that occurred as community retold their experiences. The majority of community members have not participated in Sound Transit's outreach efforts and were not aware of other fare enforcement engagement efforts, e.g. online survey.

We heard repeatedly how important it is to have these conversations with communities of color, and how much it was appreciated that our office was hosting these conversations.

A portion of the participants discussed their desire to not have a fare enforcement program as they believed it went against having a barrier-free "trust" system. However, when asked to prioritize the three areas they believed should be a part of the fare enforcement program, groups in Pierce and King counties chose Customer Experience, Passenger's Safety and Compassion or Care for Riders. Snohomish County participants selected Customer Experience, Compassion or Care for Riders and Professionalism.

The feedback we heard throughout the conversations can be categorized into five areas: Fare Enforcement Officers, Customer Experience, Access, Program Changes and Youth.

FIVE AREAS

Fare Enforcement Officers

- Security should be present; however, this should not be the role of fare enforcement officers (FEOs).
- Uniforms feel like policing, they are traumatic and triggering.
- Should focus on compassion for riders.
- Not about process, but the how of implementation.
- Audit & expansion of training.
- Focus on respect and assistance for customers.
- Rename "enforcement" to "monitoring" or "customer service."
- Negative behavior/actions of FEOs.

Customer Experience

- Alignment of transfers from bus to train.
- Better alignment between transportation agencies.
- Credit unused with monthly ORCA funds.
- Racial profiling.

Access

- Increase access to reloading ORCA cards.
- 24-hour wait period for cards to reload is a challenge.
- Bring back Westlake booth.
- Enable ability to pay on the train.

Program Changes

- $124 fine is excessive and does not fit the "crime."
- De-criminalize fare enforcement.
- Over monitoring in the south end.
- Unaware of how to file a complaint or report issues.
- Procedure of requesting IDs.

Youth

- Separate program/procedures/ consequences for youth.
- South end has a lot of schools.
- Parents should be contacted when FEOs interact with youth.
- Youth and women feel harassed.

PIERCE COUNTY SUMMARY

The majority of participants were infrequent riders of light rail and Sounder. Those who had utilized the systems used ORCA cards or paid in cash to buy tickets. There were mixed reviews on ease of payment, with most understanding where to purchase tickets or reload ORCA cards and a few participants finding difficulty in accessing payment. Both groups spoke at length about the challenges with "transfers," the need for alignment with other transportation agencies, and time cap/limit to use transfer. They made the connection of how not being able to use the transfer leads to paying more than once, and if a rider is already facing financial challenges, these issues lead to individuals not having valid fare.

The majority had not interacted with the fare enforcement officers. However, they were very aware of the fare enforcement program. Participants perceived fare enforcement as being racially biased and targeting youth. Part of the discussion focused on the $124 fare evasion fine and its impact on young people, the request for identification, parent involvement in the process and options to resolve the fine with a potential community service option.

The group rated Customer Service, Passenger's Safety and Compassion or Care for Riders as the top areas that should be a part of the fare enforcement program.

Customer Service

When talking about what customer experience meant to them, participants talked about wanting to be treated with respect and compassion. Fare Enforcement Officers' primary duty is to check for fares and secondary duty to ensure passenger's safety.

Passenger and Facility Safety

While most of the participants were infrequent light rail and Sounder riders, they spoke about the importance of security on buses and in facilities. The conversation revolved around physical and psychological safety.

KING COUNTY SUMMARY - CASA LATINA

Participants reported being frequent riders (two to three times a week) of light rail and a couple had used Sounder. The majority of the participants used ORCA card, which they accessed through the ORCA Lift Program, and a few used paper tickets. They reported difficulty when trying to reload their ORCA cards, spoke of the convenience of going to Bartells, and the majority agreed that when the Westlake booth was removed it became very difficult to reload the cards. Metro office hours are inconvenient for these groups, and they recommended extended hours for those who do not have a 9-5 job. These groups also brought up the issues with transfers and having to pay twice.

Both groups did not have specific information about the fare enforcement program; however, they had all seen fare enforcement officers and interacted with them.

The group rated Customer Service, Passenger's Safety and Compassion or Care for Riders as the top areas that should be a part of the fare enforcement program.

Customer Service

For these participants, customer service was about being respectful, helping customers and communicating with the community.

Passenger and Facility Safety

Making sure everyone felt comfortable boarding the trains, fare enforcement ensures everyone is respecting the rules (payment), cleanliness of stations and bus stops, and making sure security is present especially at Beacon Hill and Pioneer Square.

Although most participants are frequent riders, they still need information about how to ride the train. For example, most did not understand how to tap off, and how much they were being charged if they didn't tap off and most did not know they could use their ORCA card on Sounder.

KING COUNTY SUMMARY - THE STATION

All participants were riders of light rail, ranging from daily usage to a couple times a month. About half of the participants knew about Sounder, but did not use the system. The majority of participants used the ORCA card with a few using cash at the ticket machines. There was mixed response on ease of navigating the payment process. Challenges included reloading cards at the kiosks and the online system, with the lag in the time between payment and cards reloading. Both groups expressed confusion around the need to tap off. They said it is easy to forget to do so, and didn't realize the rider pays more when traveling longer distances.

Both groups have either interacted directly with fare enforcement officers or supported youth who do so on a frequent basis. They agreed Sound Transit should "dismantle" fare enforcement. Each group perceived fare enforcement officers to be racially profiling, with a specific focus on the south end; over policing; harassing youth and women, resulting in a traumatic experience or the re-traumatization of past law enforcement interactions; and showing more compassion and care for white riders. Part of the discussion focused on the $124 fine and its impact on individuals, particularly youth. A large part of the conversation centered around youth and the negative impact fare enforcement has on the south end communities where there are a lot of schools.

The group rated Customer Service, Passenger's Safety and Compassion or Care for Riders as the top areas that should be a part of the fare enforcement program.

Customer Service

For these groups, customer service is about compassion and respectful interactions between Fare Enforcement Officers and riders. FEOs should treat riders like customers.

Passenger and Facility Safety

All participants agreed that security should be present on the system and at the stations to ensure the safety and well-being of riders. They should be able to provide system information and build relationships with riders.

SNOHOMISH COUNTY

The majority of participants were infrequent riders of light rail and Sounder. Participants typically only used light rail and/or Sounder for special occasions (such as games and concerts) or to go to the airport. Those who had utilized the systems used ORCA cards or paid in cash to buy tickets. Everyone thought that purchasing fare was easy to navigate.

The majority had not interacted with the Fare Enforcement Officers; however they have observed their interactions with others. Participants perceived fare enforcement as being racially biased and targeting areas where there are more people of color. A portion of the discussion focused on the lack of fare enforcement presence in Snohomish County, which has a different demographic than King and Pierce counties. Participants placed emphasis on the demographic of the majority of riders in Snohomish County being white. Part of the discussion focused on the fare evasion fine and its effect on young people, the request for identification, parent involvement in the process and the question of why youth were being given a hefty fine when most of them aren't employed.

The group rated Customer Service, Compassion or Care for Riders, and Professionalism as the top areas that should be a part of the fare enforcement program.

Customer Service
Most of the participants agreed customer service looks like Fare Enforcement Officers being friendly and helpful. It is understood that their primary responsibility is to check fares, however officers should be able to respond politely to basic questions.

Passenger and Facility Safety
Participants expressed concern about the way Fare Enforcement Officers wake up sleeping passengers on the light rail. It is understood that passengers are not allowed to sleep because of safety concerns; however Fare Enforcement Officers could show a little more compassion in their approach. What if someone was sick?

Professionalism
Participants expressed Fare Enforcement Officers could show more professionalism by not showing up looking like the police. The interactions are usually negative, because the officers approach riders in an accusatory manner.

THE NUMBERS

DEMOGRAPHICS

Key demographic indicators:

- 20% of participants ages 24 and younger
- 36% male, 58% female and 6% non-binary
- 25% identified as Hispanic or Latinx
- 53% identified as Black or African American
- 26% Spanish speakers
- 28% spoke English less than well or not at all
- 22% have a disability
- 63% with a household of 3 or more
- 76% have an annual income of $50,000 or lower.

What is your age?
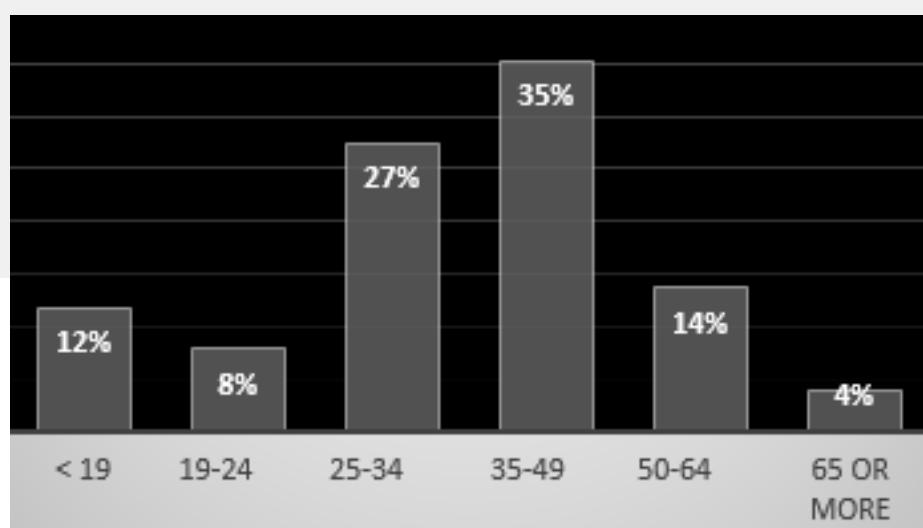
What is your gender identity?
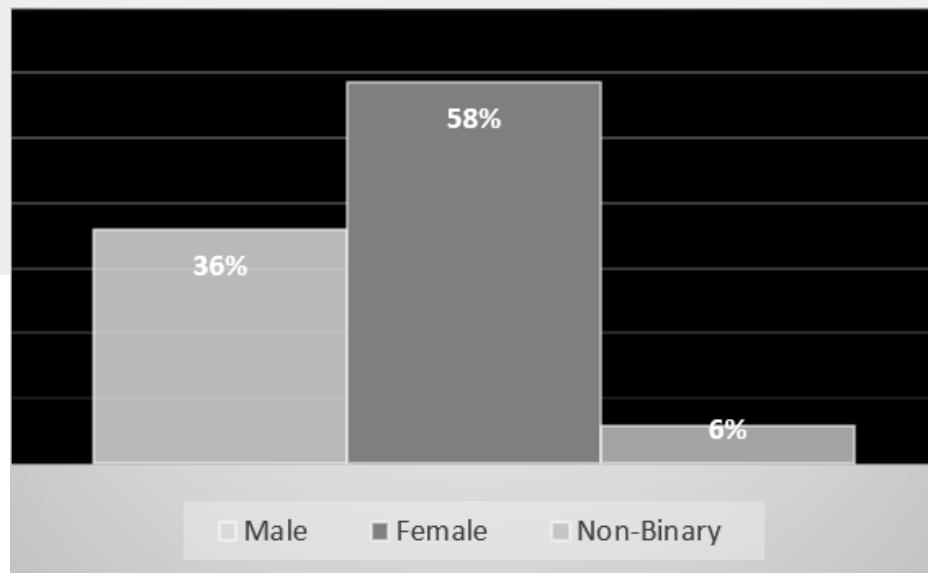
Do you identify as Hispanic or Latinx?
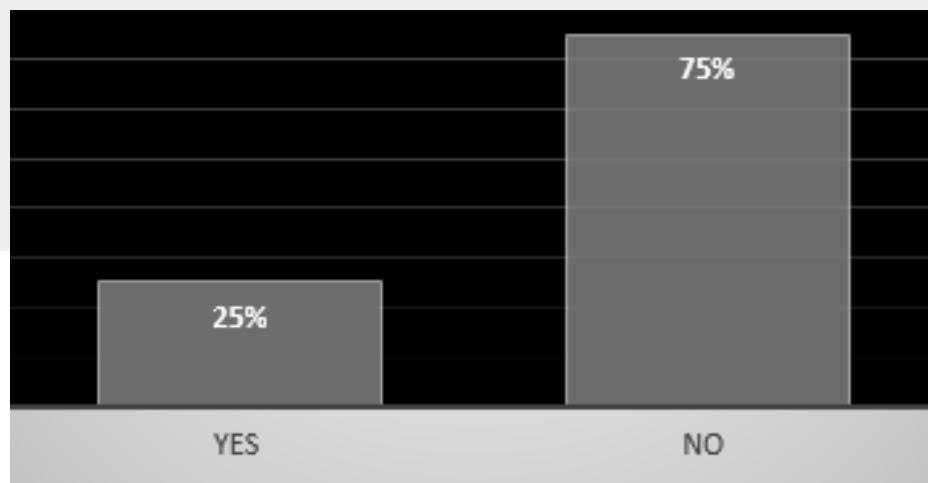
Do you identify yourself as (please check all that apply)
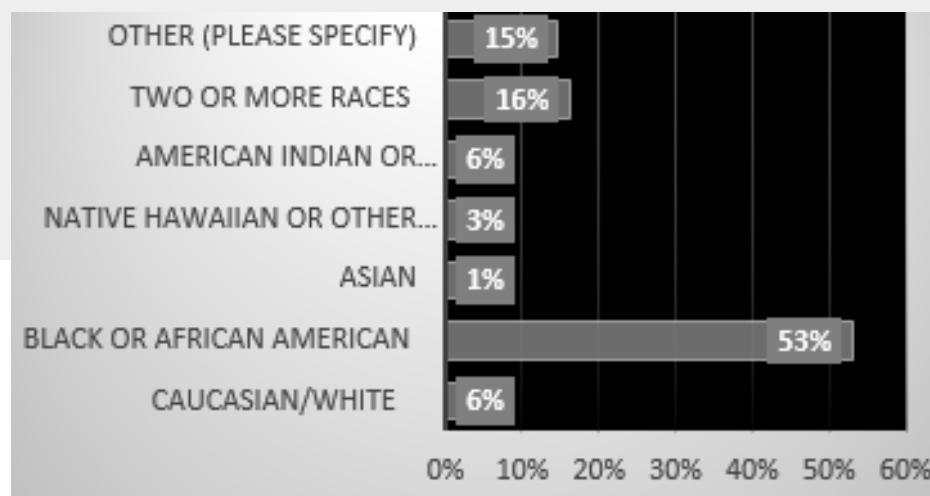
OTHER (PLEASE SPECIFY)	15%
TWO OR MORE RACES	16%
AMERICAN INDIAN OR...	6%
NATIVE HAWAIIAN OR OTHER...	3%
ASIAN	1%
BLACK OR AFRICAN AMERICAN	53%
CAUCASIAN/WHITE	6%

What languages are regularly spoken in your home?

OTHER	6%
KOREAN	2%
SPANISH	26%
ENGLISH	67%
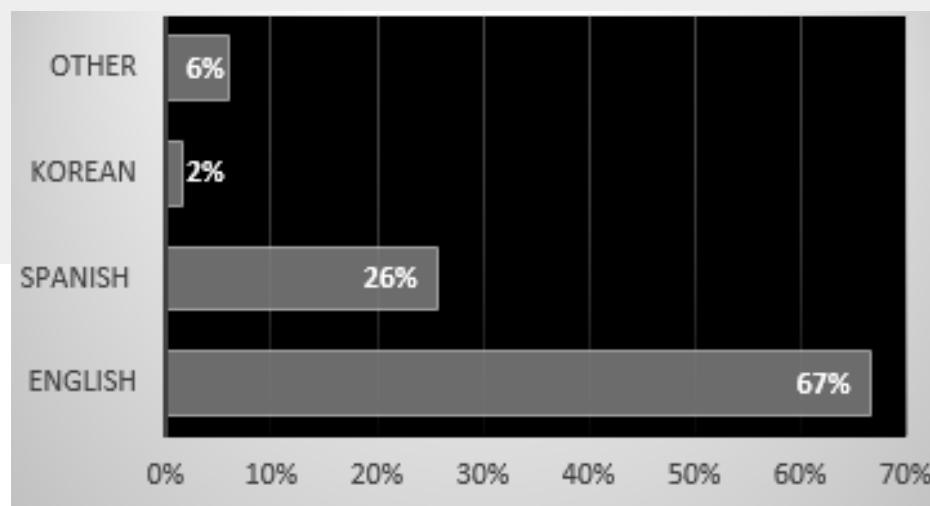
If you speak a language other than English, how well do you speak English?
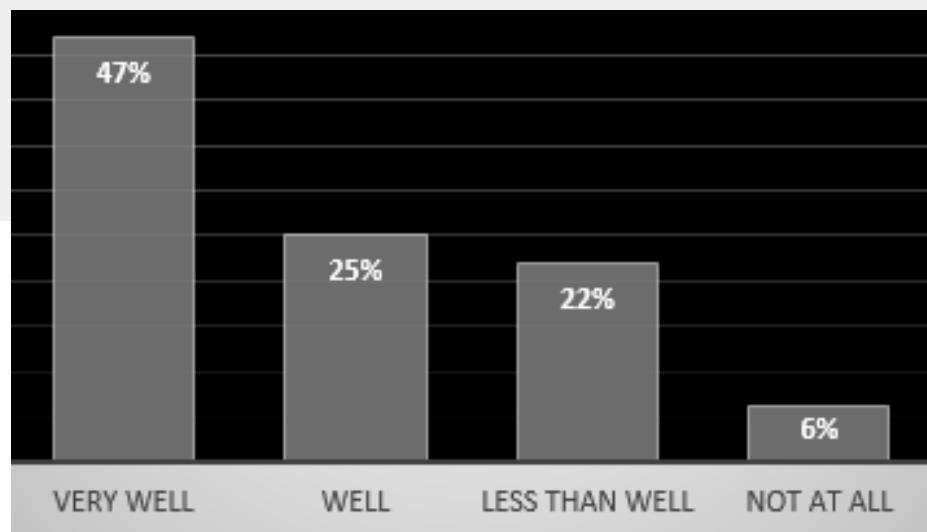
Do you consider yourself to have a disability?
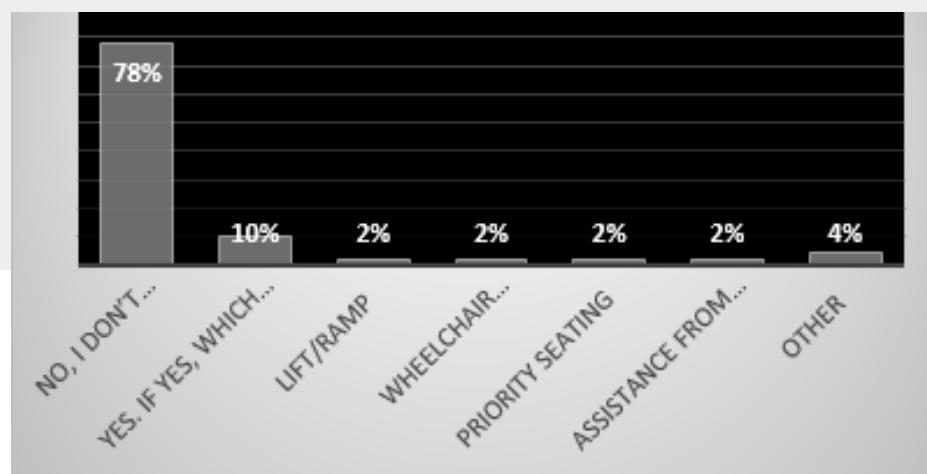
How many peole are in your household (including yourself)?
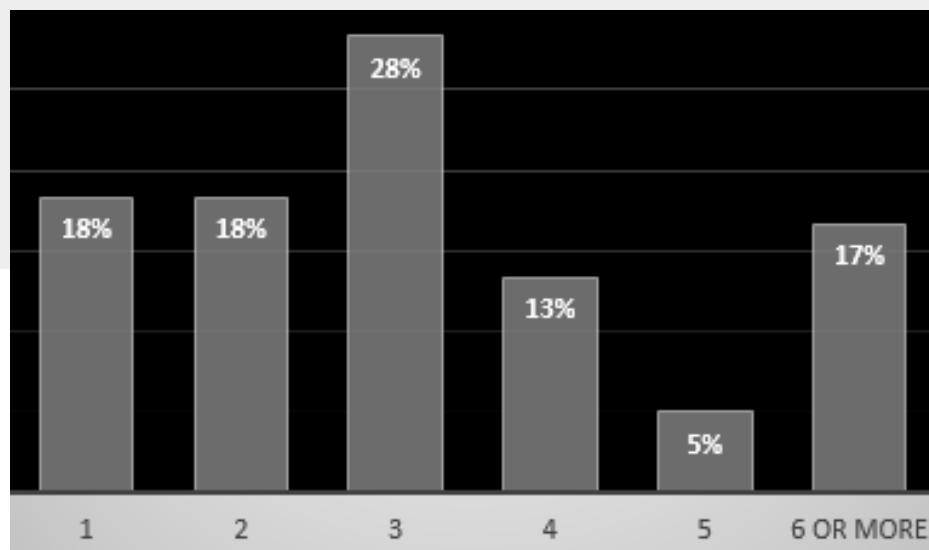
What is your household's total annual earnings?
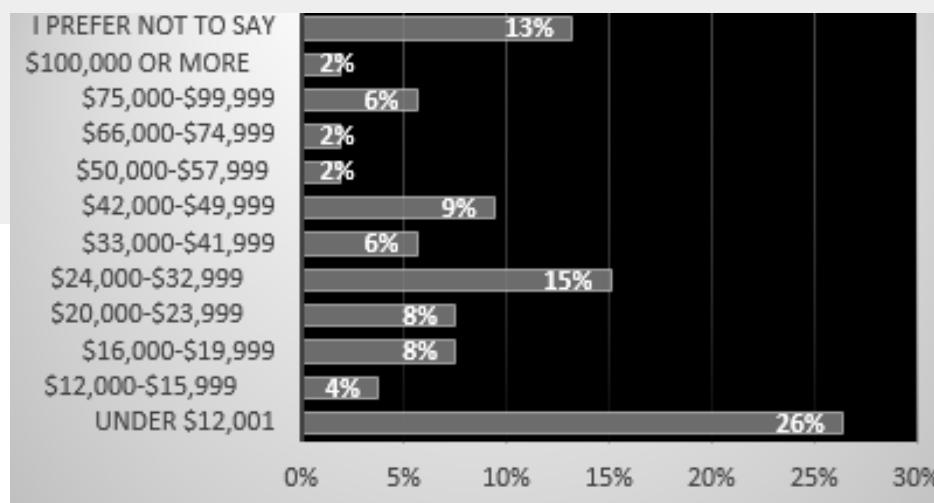
THE DATA

DIRECT RESPONSES

PIERCE COUNTY - URBAN LEAGUE OF TACOMA

| QUESTION	GROUP 1	GROUP 2
How often do you use light rail or Sounder?	• Majority of the group use infrequently or when they receive free ticket.	• Not a rider. • Used to ride. • Infrequent rider. • Ride occasionally. • Ride every day. • Event rider.
How do you usually pay for your fare?	• ORCA card. • Buy a ticket.	• Payment by cash. • ORCA card. • Apps not an issue.
Was payment easy to navigate?	• Not bad to use; long line on "games days," but it moved fast. • Hard time knowing /understanding where to get ORCA cards. • Can buy and load ORCA cards at some local stores, i.e. Market Place. • Used to be able to buy a pass anywhere. • Locations to buy a card should be listed in the "Ride Guide." • Should be able to use debit card or cash directly on the train. • Transfers not usable across counties.	• Purchasing ticket is easy: ticket booth at Tacoma Dome and Safeway, ticket machine, if available. • Difficult to purchase ticket when customers ahead are from out of state or using the system for the first time.

PIERCE COUNTY - URBAN LEAGUE OF TACOMA

QUESTION	GROUP 1	GROUP 2
What could improve your experience in regard to fare payment on Link light rail/sounder transit services?	• Take a picture of the ID, and if nothing else happens in a year, dismiss it. • A child getting a $124 ticket is ridiculous. • Child/student fine should not be the same as an adult. • Infractions negatively impact a child's life before they even reach adulthood. • Suspend the ability to ride for a period of time, and if a repeat offender, extend it. • Have people do community service in lieu of a fine. • In the past, if a student acted up on the bus, the school would be notified and they would contact the parent(s). • Need a system for the parent(s) of students to be notified if the student lacks respect and puts the driver or others in danger. • If a fine don't shock the student, nothing will. • By fining the student, the parent has to deal with the consequences of the child's behavior.	• What happens with monthly e-purchase fare on ORCA card not used? Can we get the credit back? • Extend transfer ticket time during peak/non peak hours, why should customer pay for late bus connection due to traffic, ticketing people for six minutes over the transfer time affects their budget, livelihood. • Time cap, refers to tap after the time limit, bus schedule on and off board, schedule Link issue Fare Enforcement needs ground rules for Fare Enforcement. • People have jobs and family, community service (options), and threatening to send a customer to jail is not going to work. • Stop for passengers, bus passing people.

PIERCE COUNTY - URBAN LEAGUE OF TACOMA

QUESTION	GROUP 1	GROUP 2
	• If a child gets a fine, are the parents notified? (Answer: It goes to the address on the ID or the address given). • Kids lie and will give a fake address, FEOs should check school ID and have the school notify the parent(s).	

QUESTION	GROUP 1	GROUP 2
What do you know about Sound Transit's fare enforcement program?	• Bad for brown-skinned people. • Heard and read that brown-skinned children are getting warnings on the way to school. • Told they were not getting warnings, but taking a photo of their ID is a form of warning. • Fare Enforcement officers target brown people. • High school students may panic if a bunch of them are getting on at the same time and they think they are going to miss the train. Because of that, one kid can get the whole group targeted.	

PIERCE COUNTY - URBAN LEAGUE OF TACOMA

QUESTION	GROUP 1	GROUP 2
	• FEOs automatically target large or rowdy groups of students. • FEOs perception of brown-skinned students puts them on immediate notice.	

QUESTION	GROUP 1	GROUP 2
What does customer service mean to you?	• Giving a bad attitude will get a bad attitude.	• Treat people how you want to be treated. • If not for the customer you won't have a job. • Add lights to bus stops. • I travel with a weapon; I don't feel safe. • Strange folks on bus. • Security can call 911. • Fare enforcement role is not policing. • First priority of fare enforcement role is to enforce fare and to interfere if they see a passenger is not feeling safe. • Know how to talk to people with compassion. Effortless welcome and mutual respect for each other. • Say good morning & respect for your rider. • Security being present.

PIERCE COUNTY - URBAN LEAGUE OF TACOMA

QUESTION	GROUP 1	GROUP 1
What does passenger safety look like?	• Safety is important because if the driver/FEO has a bad attitude and the passenger does too, it could escalate a situation when there's one driver and a group of passengers. • Drivers and FEOs could give good energy by being kind and greeting people; it would change the whole experience. • A negative process has a domino effect on everyone involved or witnessing it.	• Should that be a role of fare enforcement? Yes. • Some people on the bus make you feel uncomfortable.

QUESTION	GROUP 1	GROUP 2
What does facility safety look like?	• Downtown is really clean. The buses are surprisingly clean with a few exceptions. • Scary at night and ST should have security present on and off the train. • Tukwila is clean and safe. • If it looks dirty, no one is going to use it. • Security needs to be present on and off the bus/train because young girls are	• Better lighting. • Public bathrooms - feel unsafe. • Dependent on location of facilities. • Security staff need to make their rounds often and in particular check for well-being of young people - concern for young teens/women.

PIERCE COUNTY - URBAN LEAGUE OF TACOMA

QUESTION	GROUP 1	GROUP 1
	being watched, and if they get off at a stop alone, they can be followed and attacked, especially at night.	

QUESTION	GROUP 1	GROUP 2
Additional Comments	- Payments. - Transfer tickets. - Time cap on traffic. - Monthly fare.	- Infrequent user – machine use was easy, options to pay when get on. - ORCA card purchase – onsite machine, market place loaded (include in Ride the Wave guide). - Transfer not available. - RTA tax. - Unawareness of who/what Sound Transit is. - Many first time hearing of ST's fare enforcement program. - Concern for car tabs/tax.

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
How often do you use light rail or Sounder?	• Light rail.	• Light rail - all . • Sounder - not a lot of people are aware.
How do you usually pay for your fare?	• ORCA cards. • All pay individually - some. • Easy to navigate process.	• ORCA card. • Mixture of card and cash at machine. • Some days don't pay - don't have the $, hop on and off. • Ability vs. inability to pay. • Don't see same level of harassment of those who doesn't pay on metro buses.
Was payment easy to navigate?	• Easy to navigate process.	• Reloading cards - kiosks (mixed ease of use) - Online (Waiting time for card to recognize reloaded payment). • When first learning about payment process - Pretty easy to navigate - Don't understand the requirement to tap off, easy to forget • Did not know that pay more the longer distance you travel. • Confusion of difference with buses and light rail. • Day pass (unlimited rides) vs. distance traveled.

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
What could improve your experience in regard to fare payment on Link light rail/Sounder transit services?	• Don't agree with system, but if keeping as is and checking fare, check fare the same way for all - white woman sleeping (skipped her), black kid sleeping (woke up). • People don't always have access to an ID (undocumented, kids, etc.) - heard officers ask if you have mail on you. Can be traumatic. Question of where data is being stored - potential of being released. • Decriminalize fare enforcement. • The interaction alone is enough, anything more is unnecessary. • Request for white board members and decision makers to listen to black/brown communities. • Make sure that advocacy and allyship is them putting in the time and POC not having to use more time. • What happens with customer complaints? Have been sharing this info for a long time.	• Compassion for riders. • Consider the situations. • Not criminalizing. • If someone says they forgot to pay or can't pay, believe them and help them identify solutions. • It's a service and they're a customer, so why are they treated this way. • Experience is triggering. • Young people - if fees/tickets, last group said should be structured differently. • Should not charge at all. • If young person says in high school, should be able to ride for free (and remind to bring ORCA card). • Temporary day pass. • Security officers at platforms for safety. • Rename to monitors. • Provide information, help • Build relationships.

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
	• What is hiring process - fare enforcement? • Don't lose sight of individual experiences. • Just because it is Securitas doesn't mean ST doesn't have the responsibility.	

QUESTION	GROUP 1	GROUP 2
What do you know about Sound Transit's fare enforcement program?	• Do not appreciate fare enforcement officers. • Feels like policing. • Experience anxiety - veterans. • Choose to use other modes of transportation to avoid system. • Witness others being harassed. • Rude to women, aggressive checking passes. • Uniform - dressed like police. Why are wearing bulky, bullet proof type attire to check fare? Looks like they have guns. You don't know what people's mindsets are. • Feels like targeting stations & demographics - south end (more checks),	• Feels like policing, like SPD. Treat you like you're being detained. Dress like police. • Officers chasing after those who don't pay - treating like criminals. • Horrible - there is no fare enforcement from downtown to U-district, but when you go south very present. • Profiling. • Process might be good, but way enforce is harassment. • If they can't afford to pay fare, how do you expect them to be able to pay fine? Debt. Criminal record. • Are officers being trained? How they communicate is abrasive, argumentative, and insensitive. There is no

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
	UW (no).	conversation etiquette, manners, communication skills, people skills.
	• Penalty, ID, $124.	
	• Why is this the price? -if you get a parking ticket, $ is less -All agree any fine should be abolished.	• Why do you need multiple fare enforcement officers, sheriffs, etc. for someone who didn't pay fare vs. someone driving the wrong way.
	• Failure to pay = theft charge on record -How does this impact kids? -Brother was denied job because record from failure to pay.	• Why taking pictures of student IDs?It's a known fact that students have ORCA cards so regardless if they have it or not, why is it an issue? Not losing money.
	• Three different visuals of "law enforcement" - sheriff's, fare enforcement, security.	
	• Not just visually connected to policy, but procedural connected to police -i.e. when passenger did not have ID, brought to police to help identify.	• How did ST not know about first day of school? There should be more flexibility.
		• Lack of respect.
		• Are officers trained to engage with young people?
	• Youth - assuming youth are older. Did not engage with parent, just brushed off. In personal/bodily space, did not let her answer questions. Looked her body up and down and said, "She doesn't look twelve."	• Harassing teens. Difference of how Metro drivers would handle situation.
		• Makes you don't want to ride - fear of what might happen.
		• Youth who don't want to ride if lost cards.
	• N Beacon Hill Station - those who police are pulling from the station are always	• Don't need fare enforcement - can we invest in ORCA for all?

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
	young black men. • Over policing youth. • Concern over data being collected, who has access to the data. • Future plans to use facial recognition? Bias associated.	• Being able to afford the train is possible for all. • Dangerous environment especially for young people who are already encountering law enforcement in negative ways - physical, emotional safety. • Systemic racism - prevents certain groups from accessing school, work, etc. scares them from using system and finding other modes of transportation. • Making light rail only for white people. • Forcing to use other systems which has other impacts (i.e. being late to school). • Same principles of gentrification - tool to move folks out. • New wave of drivers who don't have the same skills and understanding of neighborhood dynamics. • Low-income payment options not easy to access. • Train is shelter for a lot of people.

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
		• Information spreads through word of mouth - needs to be transparent, available and accessible (remove middle person). • Not revenue generated - taxes are already paying for system. Needs to be free or low cost. • Is fare enforcement needed? Purpose is never going to change - they are still there to enforce. • Free tickets; not accessible. • Get very few compared to Metro. • How could the system become more about providing resources, access, and information? • Light rail or rapid transit - seems like built for certain class of people to get them somewhere quickly. Design of the system doesn't seem to benefit communities who need it the most. (Research of travel time for students/young people and outcomes). The goal has been to

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
		create a "gucci" experience for white people to get to their jobs and save the environment.
		• Different people riding the buses (slower option) vs. light rail on similar routes.
		• How can ST reimagine?
		• Seems like a tourist attraction.
		• Confrontational, traumatic.
		• Hesitant to participate tonight - don't want to be a checkbox saying met with community. Will concerns really be addressed? Will changes actually be equitable?
		• Intergenerational communication gap - young people and officers.
		• Lack of stations in black/brown communities.
		• Those who depend most on transportation.
		• Fixed income, elderly, disabled - increasing number who use public transit who do not feel safe.

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
		• If you have a legal situation already, experience of associations of interactions with police enforcement. • Compiling. • Difference of fare enforcement presence during school hours vs. sporting events, games, etc. • If safety was a concern, wouldn't you want more presence at large events or late night?

QUESTION	GROUP 1	GROUP 2
What does customer service mean to you?	• Seattle is a liberal, progressive city but police/enforcement seems Republican/ military. • How can we have compassion? • Concern of losing money from people not paying but willing to pay all the money for officers. • Ability to pay for those who didn't? Ability to pay on board. • Takes a long time for cards to reload.	• Why can't fare enforcement just wear T-shirts that say fare enforcement for visible presence? • Hire locals from neighborhoods. • Have people on the platform with card scanners to pay.

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
	• If scanned and see money on it, still ticket. • Witness more compassion for white people. • What is the message we are sending when giving free rides to Husky games? • Interactions between fare enforcement officers and riders. • What is the middle ground that makes it equitable for all? • Where is the benefit of doubt vs. hostile.	

QUESTION	GROUP 1	GROUP 2
What does passenger safety look like?	• All in favor of security on the platforms to keep people safe. • Uniform & security = OK. • Uniform & fare enforcement = not OK.	• Enforcement vs. safe environment…there's a difference.

QUESTION	GROUP 1	GROUP 2
Additional Comments	• Can ST be more transparent about finances - total cost of fare enforcement, secondary costs • What is the breakdown if we eliminate costs?	• It's a publicly owned service, and public should be treated as shared owner and with respect. • Currently treated as a business and riders as

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
	what is the gap and how do we source dollars?	patrons.
	• Accountability committee (community) - before big decisions are made, run by group	• How fare enforcement assesses someone's age - asking for IDs.
	• Strongly believe kids/youth (even high school) should not have to pay.	• Why can't fare enforcement just wear T-shirts that say fare enforcement for visible presence?
	• Fare enforcement = white supremacy.	• Hire locals from neighborhoods.
	• What is the ROI on fare enforcement?	• Have people on the platform with card scanners to pay.
	• Chicago - just asks you to leave if no payment.	• Enforcement vs. safe environment…there's a difference.
	• Potential to save more money not having fare enforcement.	• Eliminate policy to call sheriff.
	• If no turnstiles and relying on trust system, why have fare enforcement?	• Transit security will ignore people shooting up, but worried about collecting fares.
		• Gracious and understanding to those going to airport.
		• Other major cities & systems - less presence of fare enforcement, less issues.
		• Do we know what the factors that deter people from paying are? Research.
		• Need to think about the equity issues now especially as

KING COUNTY - THE STATION

QUESTION	GROUP 1	GROUP 2
		communities continue to be pushed out. • How are we engaging and mobilizing transit community groups? • How can the board hear more from community? • How is EEOEI to be effective if we stay in our lane - role of gov't & community relations? • How are we utilizing social media? • Reassess Securitas contract. • How to provide information on ways to give feedback.

KING COUNTY - CASA LATINA

QUESTION	GROUP
How often do you use light rail or Sounder?	• Light rail: two to three times a week.
How do you usually pay for your fare?	• Have ORCA Lift pass, use ticket.
Was payment easy to navigate?	• People expressed that it was difficult to use the machine to charge their ORCA card. • Expressed that it was easier to go pay their Orcs cards at the Bartells store. • At the station they were given information on how to use the ORCA card for the • light rail. • Small group read the instructions on how to use the ORCA card for the light rail. • Other friends told them how to use the card at train stations.
What could improve your experience in regard to fare payment on Link light rail/Sounder transit services?	• Make the process of reloading cards on machines easier. • Let there be more machines; there's a lot of people waiting on the line. • Put turnstiles, automatic doors. • Have them reopen the boxes inside the • Westlake station and a wider schedule. • Acknowledge the Metro transfer so that it can be used in Sound Transit trucks (Route 522) Not to be paid two times.
What do you know about Sound Transit's fare enforcement program?	• No one knew not what Sound Transit's fare compliance program meant.

KING COUNTY - CASA LATINA

QUESTION	GROUP
What does customer service mean to you?	• Respect for the user. • Guiding people to use the service. • Communication with the community. • Give information in a friendly way.
What does passenger safety look like?	• Make users feel comfortable to board the train. • Have inspectors come to check that everyone. respects the rules of transport use. • Cleaning the bus stop. • Cleaning the bus. • Let drivers make sure passengers feel comfortable, but report incidents.
What does facility safety look like?	• Make sure bus stops are clean. • Have security officers at train station, especially at Pioneer Square. • At the station in Beacon Hill. • At the station in Pioner Square.
Additional Comments	• All participants use the bus as well, two to three times a week. • Nine did not know that they have to pass two times their ORCA cards in the machine (when entering and leaving).

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QUESTION   GROUP

How often do you use light rail or Sounder?
- Once or twice, to the airport , special occasions.
- Sometimes from Seattle to Everett.

How do you usually pay for your fare?
- Orca card.
- Kiosk.
- Pay online.

Was payment easy to navigate?
- Easy to navigate.

What could improve your experience in regard to fare payment on Link light rail/Sounder transit services?
- What did the beep mean when you tap.
- Not sure if you paid or not.
- Process isn't inherent – you need to learn it.
- Wasn't clear – need more signage.
- Tap on & tap off – not clear.

What do you know about Sound Transit's fare enforcement program?
- They show up deep- they're intimidating and intense.
- They look like law enforcement.
- They kick you off if you haven't paid.
- POC feel singled out and targeted.
- They give you a $250 ticket and the community doesn't respond.
- They need identity.
- They don't have a good reputation.
- No empathy.

What does customer service mean to you?
- Respectful.
- Listening & responding appropriately.

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QUESTION	GROUP
What does passenger safety look like?	• Throwing people off the bus • Maintaining integrity should lead • Decision tree – fairness • Open for questions • Confusing system • Treating people like it's their first time riding • Not targeting people
What does facility safety look like?	• Visibility • Well lit • Doesn't feel safe when dark • Emergency phones • They need more presence at night