Fare Engagement
Program Update

Rider Experience and Operations Committee
01/18/2024
Why we are here

Update:
Quarterly report on program performance

Analysis:
Annual assessment & preview of new data

Staffing Assessment:
Recruitment, retaining, & hiring

Additional Updates:
Projects & priorities ahead
Update
Quarterly report on program performance
Fare Compliance Rate

<table>
<thead>
<tr>
<th>Trends</th>
<th>6 Mo Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Compliant</td>
<td>14%</td>
</tr>
<tr>
<td>Compliant</td>
<td>86%</td>
</tr>
<tr>
<td>Program Inspection Rate</td>
<td>1.94%</td>
</tr>
<tr>
<td>Not-Inspected</td>
<td>98.06%</td>
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We continue to report 6-month averages while we work through data improvements.

Upcoming changes are expected to provide more granular insights along with increases in data due to hiring and procedural overhauls.
Sample Size

12-month Inspection rate relative to ridership on Sounder, T-Link, and 1-Line.

- Non-Compliant: 0.27%
- Compliant: 1.67%
- Not Inspected: 98.06%
Analysis

Annual assessment and preview of new data.
Year Over Year Comparison 2022 v 2023

- **2023 Compliant**: 86%
- **2022 Compliant**: 87%
- **2023 Non-Compliant**: 14%
- **2022 Non-Compliant**: 13%

Number of inspections by month for 2022 and 2023.
Staffing & Inspections Correlation 2022 v 2023

Lines represent inspection rates (by month), while bars represent staffing levels.

While improving, the program has experienced consistent attrition in the summer.

This reduction in staff levels directly corresponds with a decrease in inspection rates.
Disruptions caused notable decreases in staff inspection rates. However, new procedures appear to be mitigating their impact without sacrificing our passenger support.

Westlake Repair – 79% decrease
RB Repair – 41% decrease

Surveys
Westlake – 75% of the 378 respondents gave positive feedback for staff support
Royal Brougham – 76% of the 349 respondents gave positive feedback for staff support
Fare Policy – Preliminary Assessment

Averages since activation of Fare Policy (Nov 15 – 6 weeks)

- Non-Compliant, ID Not Presented: 7%
- Non-Compliant, ID Presented: 6%
- Combined Non-Compliance: 13%
- Compliant: 87%

Note: Staff recommend the data provided here to be viewed as preliminary. The six weeks shown may not be sufficient to accurately assess trends.
Additional Updates

**Staffing Assessment:**
*Hiring is ongoing through April for all positions.*

**Platform Inspections**
*Non-Revenue testing scheduled to begin in February*

**Fare Resolutions**
*Data to be presented at next REO*

**ELSL Ambassadors**
*Ambassadors are preparing procedures for East Link*
Questions?

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