

Fare Gates Update

Implementation study and potential pilot

Board of Directors

12/18/2025



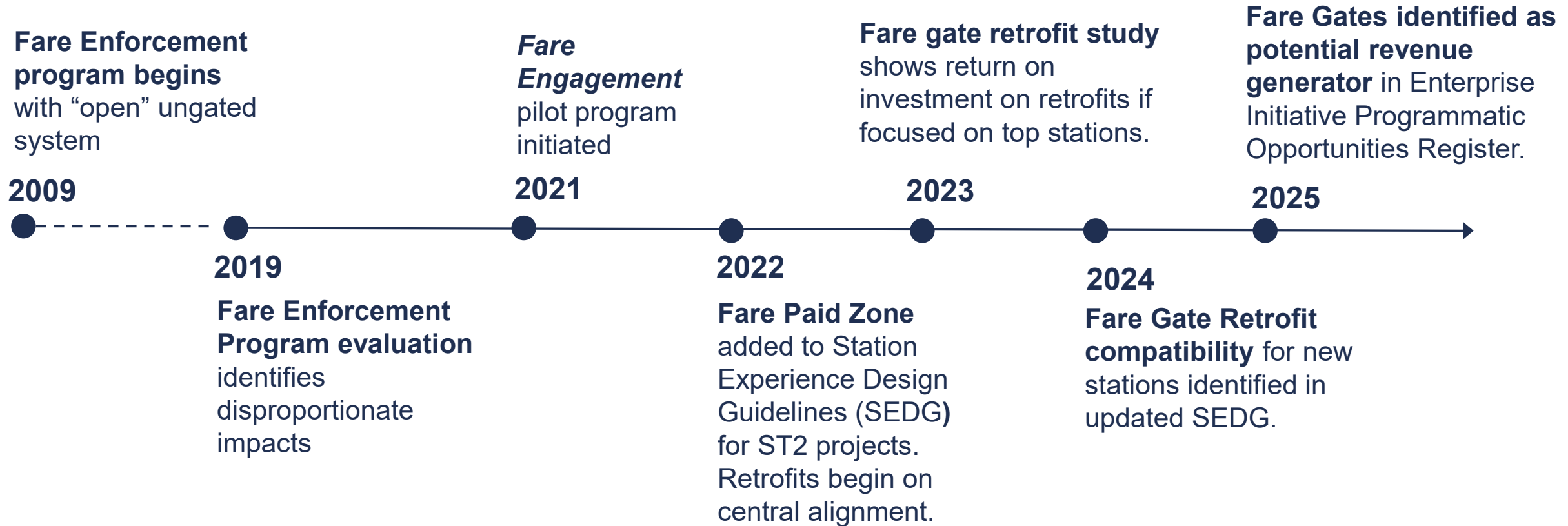
Why we are here today

Respond to Board request to develop a proposal for a fare gate pilot program on the Sound Transit system

- **Identify potential benefits of fare gates**, including an overview of past analysis documenting a return on investment of fare gates and opportunities to reorient existing frontline staff programs like the Fare Ambassadors
- **Visualize sample approaches** for physically incorporating fare gates into existing and future transit stations
- **Introduce implementation study** goals and key next steps

Motion No. M2025-64 Directs the CEO to report to the Board on the findings of a Fare Gate Retrofit Implementation Study to inform future decisions regarding fare gate deployment across the system.

Sound Transit's fare compliance program evolution



Despite ridership increases, fare payment compliance has decreased since 2019

Fare revenue declined \$4M comparing 2019 to 2024, while ridership increased by 5M annual boardings.

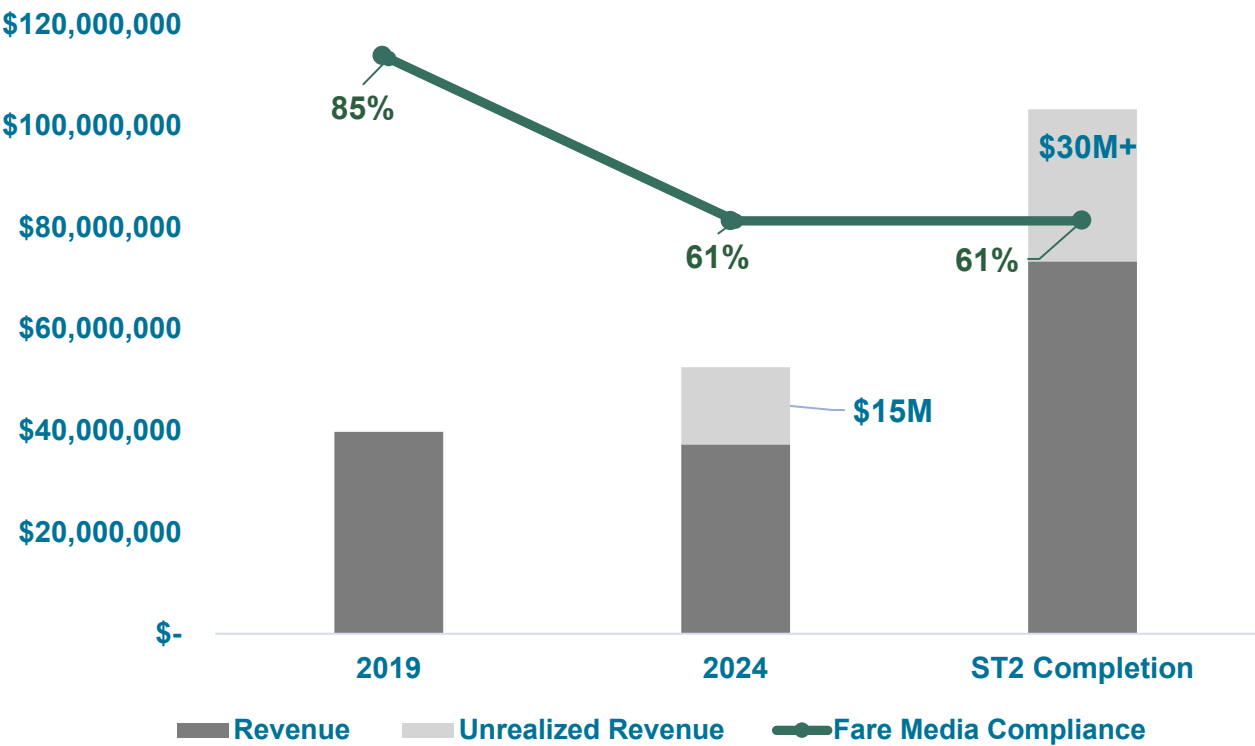
Fare payment compliance increased 5% since launch of Fare Ambassador program in 2023.

Lower fare payment compliance represents ~\$15M in annual unrealized fare revenue if rates had remained at 2019 levels.*

- This could increase to ~\$30M+ annually as ridership grows with system expansion.

Next step is to analyze the impact of operating expenses on fare recovery.

Fare Recovery vs Fare Payment Compliance



Many transit systems are taking action on fare gates

 **Improved fare recovery** by ensuring payment by those who have the ability.

 **Reduced** fare compliance-related conflicts with front-line staff.

 **Better** passenger experience

- Clearer wayfinding
- **Metering** and **crowd control** for events
- Increased perception of safety

 **Improved** ridership data collection to better serve passenger needs

SEPTA Expands Pilot Program to Combat Fare Evasion

100 Full-Length Fare Gates to be Installed at Market-Frankford [L] & Broad Street [B] Line Stations

9/26/2024 Press Releases



PHILADELPHIA (September 26, 2024) – Following a successful pilot at 69th Street Transit Center, SEPTA is expanding its program to combat fare evasion with full-length gates at nine additional stations.

Metro finishes installing more-secure faregates at all 98 Metrorail stations, fareboxes on 1,500 buses



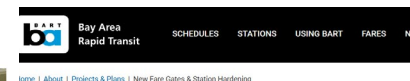
All 98 stations across the Metrorail system now have more secure, retrofitted faregates to deter fare evasion. The improvements have led to an 82% drop in fare evasion in the Metrorail system.

Breeze

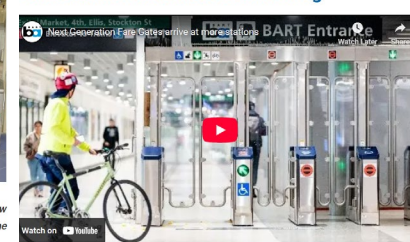
This page will be updated as additional information becomes available.



Image Description: Faregates from a Hawaiian station above show what MARTA's new faregates will look like. Green arrows guide the way for customers to pass through the open gates. New screens on top of the silver faregates are designed for "tap and go" payment.



New Fare Gates & Station Hardening



BART has made the historic purchase of brand-new fare gates to be installed systemwide as part of its latest effort to improve the customer experience and overhaul safety in the system. The new

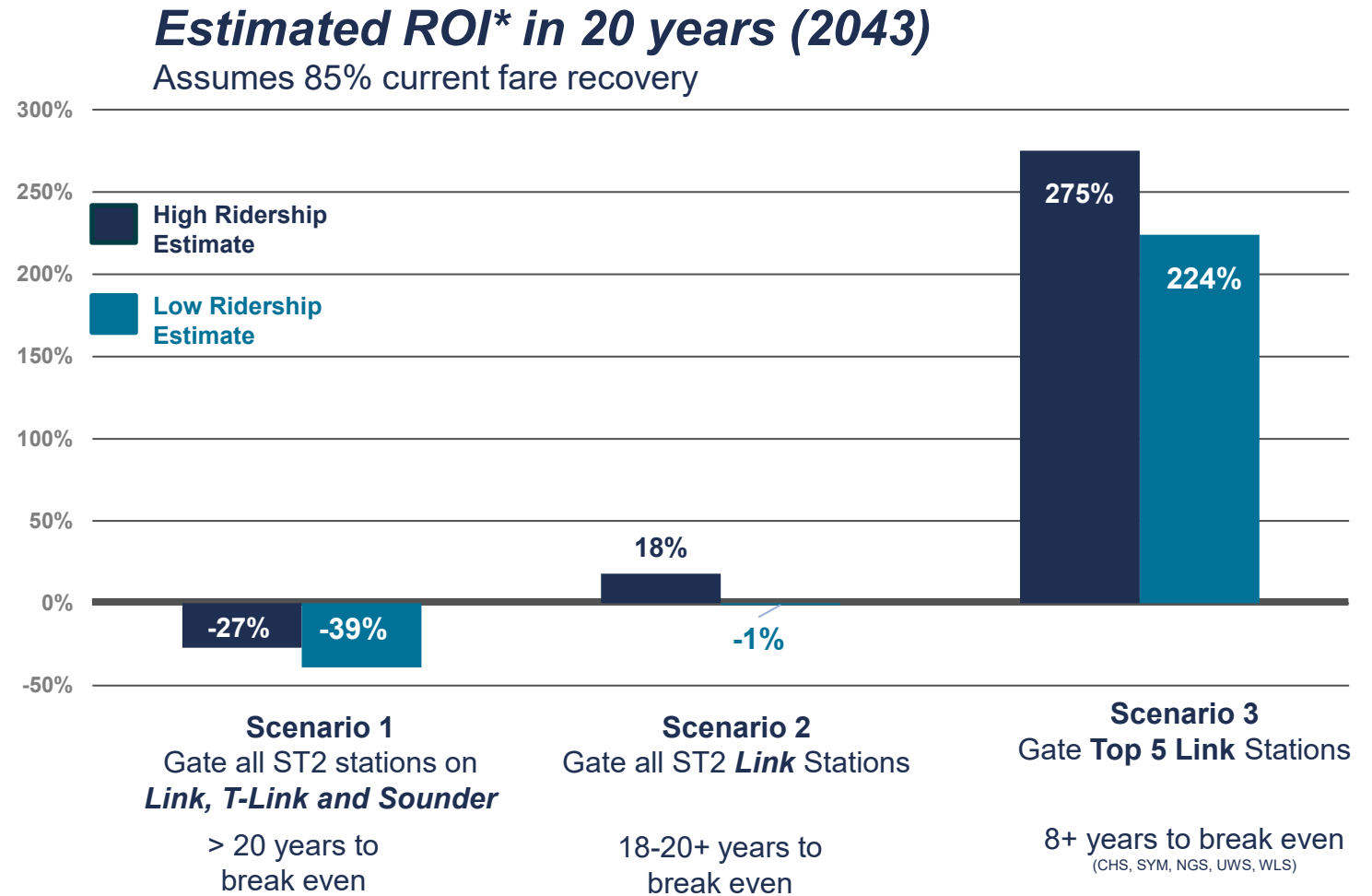
MTA to begin replacing NYC's subway turnstiles with modern fare gates



2023 Retrofit study provided useful findings to inform a new implementation study

Key Takeaways

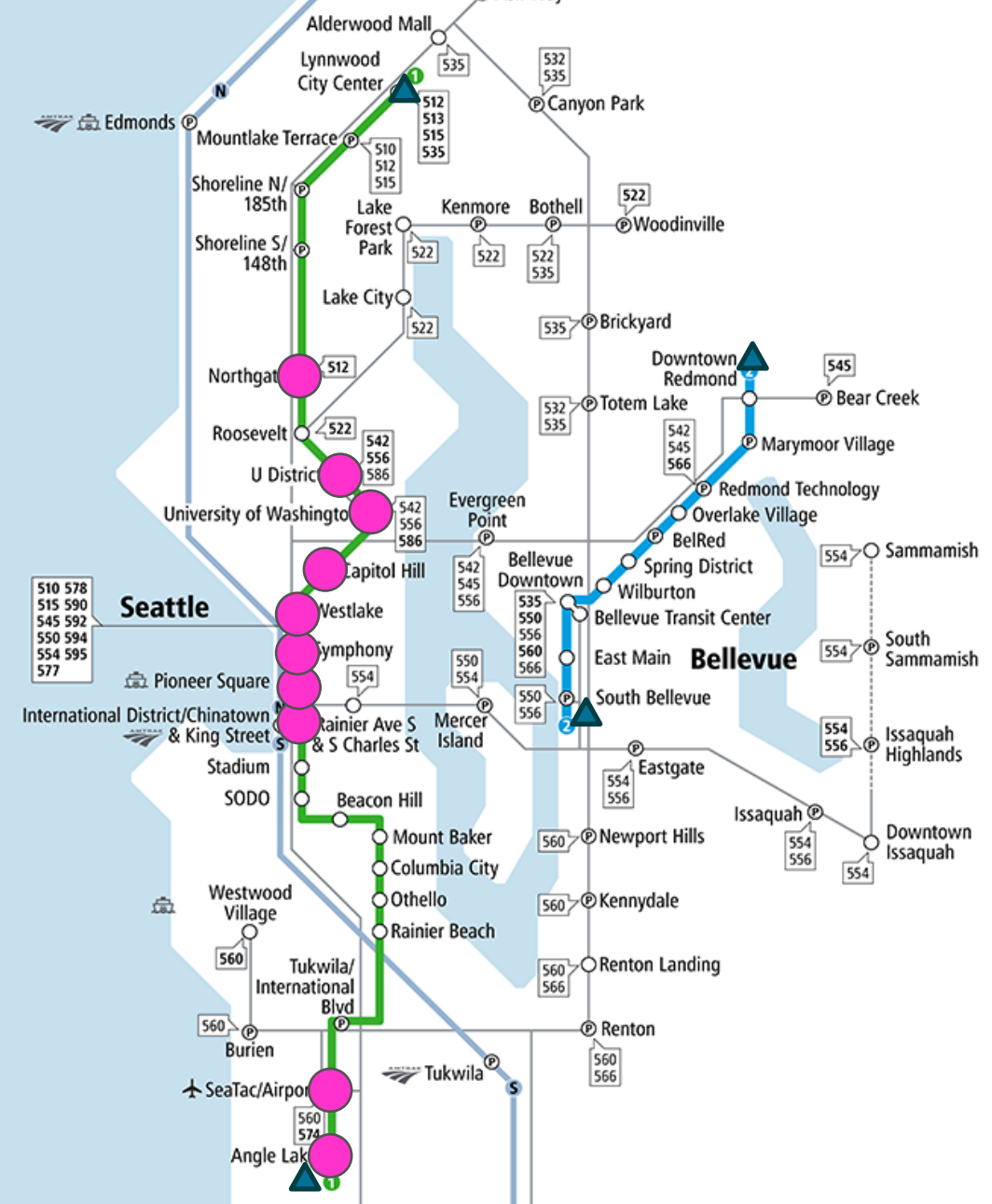
- ✓ **For the ST2 system:** Best returns are realized from retrofitting the highest ridership *Link* stations.
- ✓ **For the ST3 system:** Retrofitting is always more expensive and disruptive than including fare gates in the initial design.



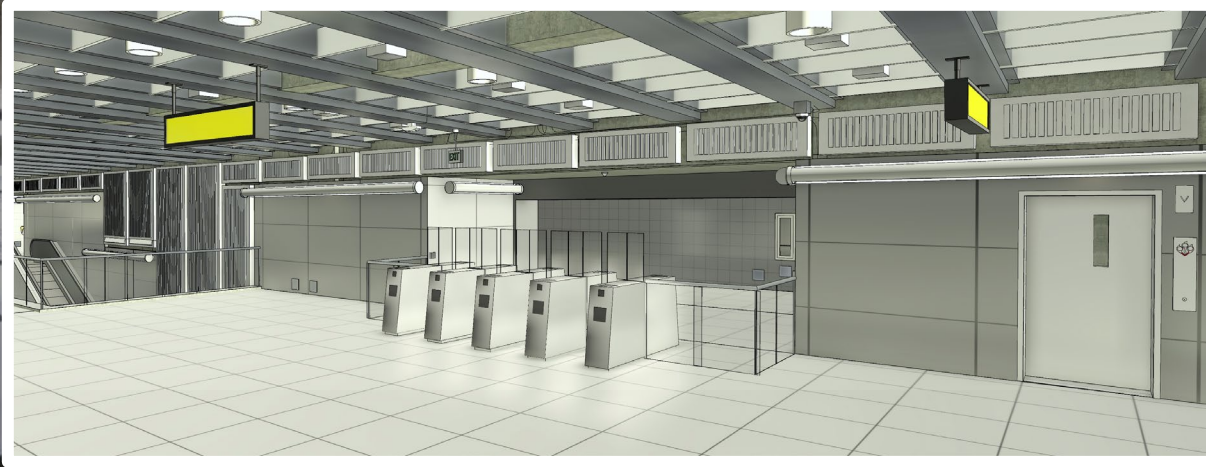
Implementation Study to identify best opportunities for fare gates system-wide

The study will identify which stations to prioritize for retrofits:

- ~83% of Link passengers are traveling to **only 10 different stations** in the AM peak (based on 2024 data) : ●
- The study will also consider other “quick-win” stations as well as **terminus stations** : ▲
- The study will identify how to **provide access control for egress** with partial implementation approach, meaning passengers could tap out to exit



Example: Symphony Station



Elevators need to be within the FPZ

Key

TVMs

Fence

Fare Gates

Security gate

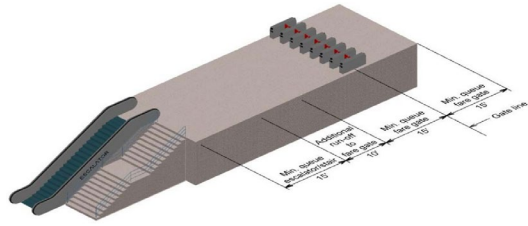
Types of Gates



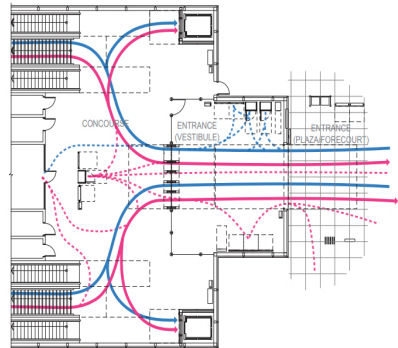
These gates show levels of increasing security, fare recovery, cost, and complexity

Peer discussion has shown us that different types of gates have been used successfully within a single system

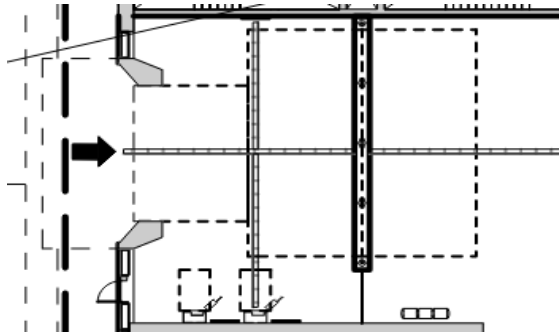
ST3 Opportunities



BART



Translink



Sound Transit

- 15 foot clear on either side of Fare Paid Zone
- Surge zones
- Power + data (for Orca)

Our current standard allows for **relatively quick conversion to faregates for ST3 stations** in planning.

Collaboration with project teams is necessary for implementation, **but easier sooner rather than later.**

Front-line staff could be redeployed with Fare Gates

Fare Ambassadors also provide vital passenger-support functions



FARE COMPLIANCE

- Fare education
- New inspection methods (platform inspections, mobile validators)
- Inspections & citations at ungated stations

~44%
of FA work hours



PASSENGER SERVICE

- System navigation (incl. accessibility)
- Disruption support
- Social services connections
- Brand ambassadors

~33%
of FA work hours



SAFETY: EYES & EARS

- Facilities & safety reporting
- Misbehavior deterrence
- Informal stakeholder coordination

>5%
of FA work hours
(active reporting)



**POTENTIAL
FUTURE STATE**
Fare ambassadors assist fare gate operations while increasing share of other critical front-line support activities (no staffing reduction)

Motion No. M2025-64 directs staff to develop a proposal for a fare gates pilot program

Determine best locations for fare gates on the existing system, provide rationale, site-specific guidance, and absorb lessons-learned from peers.

Prepare for implementation of a fare gate retrofit pilot, contingent on study findings, including technological considerations, and implementation details.

We will continue to solicit feedback from the Board as we learn more about how fare gates might be incorporated into our system.

Thank you.



 [*soundtransit.org*](https://www.soundtransit.org)

