

Fare enforcement policy update

*Rider Experience and Operations Committee
October 3, 2019*

Agenda

Briefing with no Board action required at this time.

- Interdisciplinary work group vision and mission.
- Objectives and timeline.
- Current fare enforcement policy and program.
- Engagement strategy.
- Policy or program options under consideration.

Vision and mission

Workgroup established February 2019

Membership

- The Office of the CEO
- Public Safety & Operations
- Planning, Environment and Project Development
- Customer Experience
- Government and Community Relations
- Equity and Inclusion
- Communications
- Finance
- Legal
- Title VI program

Interdisciplinary working group

Vision

A system where everyone taps—where everyone who has fare media can get to where they want to go, and everyone who needs fare media can get access to it.

Mission

To understand the impacts of our current program and develop recommendations that provide an equitable and customer-focused experience, including safety for all riders, integrity of decision making while ensuring strong financial stewardship of taxpayer dollars.

Objectives and timeline

Objectives

- Sound financial stewardship, as indicated by high fare payment rates, low evasion and exceeding farebox recovery minimums.
- Equity and fairness to our riders, stakeholders, community members and taxpayers.
- Continuous improvement that is measurable and accountable.
- Uphold Sound Transit's values of Customer Focus, Integrity, Inclusion and Respect, and Safety.

Timeline

January – February 2019

- Convene interdisciplinary group, develop vision and goals.

March – June

- Analyze publicly available data and current practices.

June – November

- Reach out to stakeholders, Board members, agency partners, and community.
- Conduct surveys both onboard and online.

December – February 2020

- Finish data analysis and prepare findings
- Develop policy and program options for Board consideration.

***Current fare enforcement
policy and program***

Board policy

2009 Board adoption of proof-of-payment system without fare gates or physical barriers.

- Designated fare enforcement officers per state statute.
- Established procedures to address riders who repeatedly do not pay fare; use of standard civil citation form and \$124 fine.
- Authorized the CEO to establish, monitor and update fare enforcement procedures.

****Sound Transit does not collect fine revenues; fines are paid to the court.***

Enforcement at all Link and Sounder stations

Covers 27 stations in 12 cities



Everett



Kent



Edmonds



Auburn



Mukilteo



Sumner



Seattle (14)



Puyallup



Tukwila (2)



Tacoma



SeaTac (2)



Lakewood

Sounder and Link Inspection procedure



- Procedure adopted in 2010 to ensure equal treatment and reduce potential for profiling.
- Fare enforcement officers enter train cars from both ends and ask all riders for proof of payment, working toward the center of the car.

Fare enforcement process

Within any rolling 12-month period

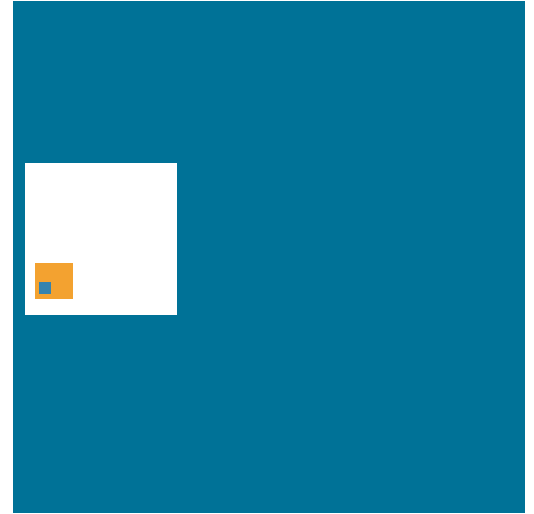
- 1st interaction: Sound Transit issues a warning and records interaction into database
- 2nd interaction and following: civil citation(s) issued.

Sound Transit has suspended referrals for criminal charges while the agency conducts continuous improvement review of its fare enforcement program.

Ridership, inspection and citations

2018 Link data

- 29,036,077 million riders ■
- 2,542,173 million fares checked □
- 63,021 without proof-of-payment ■
 - 58,098 warnings
 - 4,923 citations ■

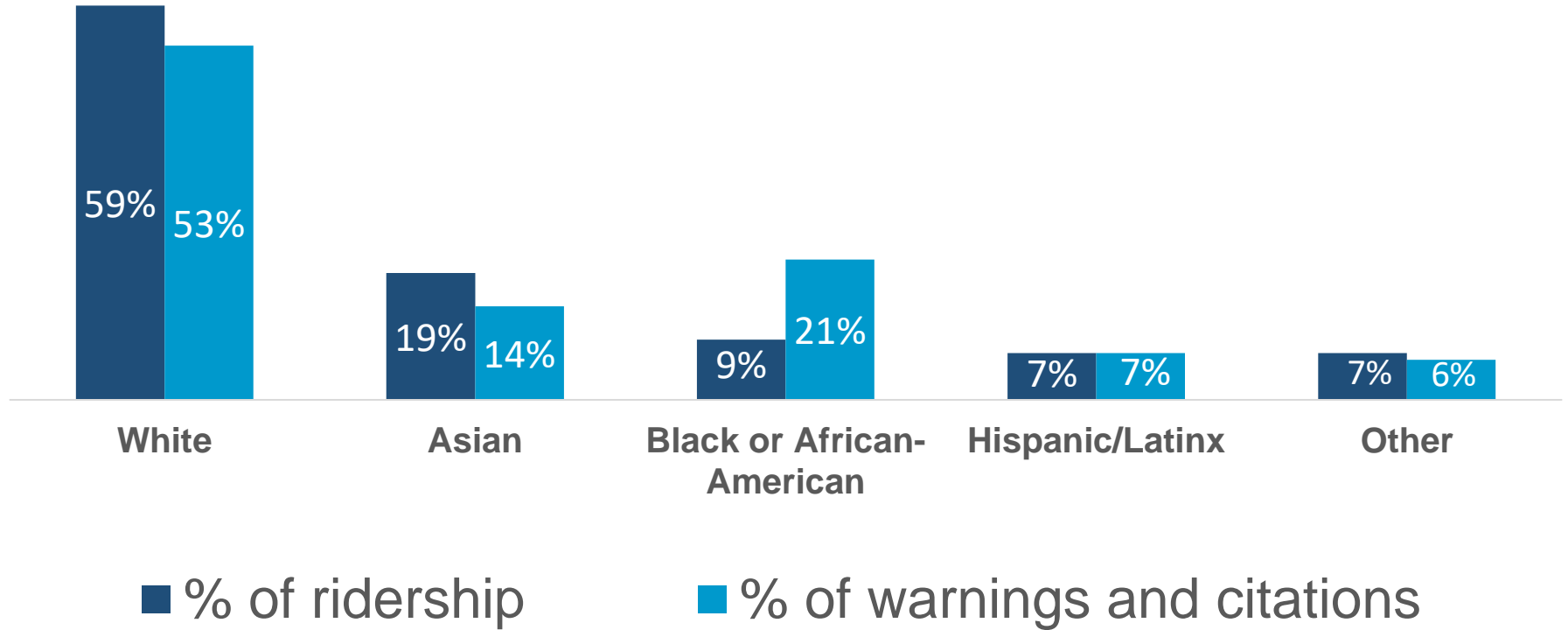


Key takeaways

- 8% fare check rate keeps evasion at our 3% target.
- For riders without proof-of-payment, 92% received warnings.
- 2.5% of inspected riders do not have valid fare.

Warning and citation demographics

2018-2019 ridership vs 2018 warnings and citations



Additional information to gather

- Causes and extent of disparate outcomes.
- Housing instability of those who receive warnings or citations.
- Rate of citations paid/resolved.
- Reasons for non-payment.
- Region-wide and community perspective of the program.

Engagement strategy

Regional Engagement Strategy

Audiences	Oct	Nov	Dec- Jan	Feb
Riders	Deploy region-wide online survey	Deploy customer satisfaction survey and on-board survey of riders	Compile feedback into community engagement report	Present findings to riders, stakeholders, listening session participants, and ultimately the Board for potential action
People of color and people experiencing poverty	Listening sessions in: King, Snohomish, Pierce counties		Develop policy or program options	
Stakeholder engagement	Continue stakeholder engagement throughout the region		Evaluate options	

***Policy or program options
under consideration***

Policy or program to be considered

Options emerged from

- Benchmarking agencies nationally and locally
- Feedback and engagement to date

Possible increased access to fare media

- Expand access to fare media by conducting robust outreach to hard-to-reach communities throughout the region.
- Offer non-paying riders on-the-spot information about ORCA Lift and other programs.
- Expand participation in income-based fare programs.



Possible resolution pathways

- Reduce the length of time citations accumulate.
- Reduce the amount of fines.
- Resolve fine by applying the citation dollar amount to the rider's ORCA card.
- Resolve fine if the rider is enrolled in ORCA Lift.
- Increase the number of warnings.
- Resolve citations through community service.

Possible changes to staffing approach

- Review the role of fare enforcement officers: responsibilities, priorities, contractual arrangement.
- Update officer training modules and practices to include more anti-bias training and other customer service tools.
- Forego inspections during severe weather, first day of school, and other special circumstances.

Thank you.



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