

# *Fare Enforcement Program Update*

*Sound Transit Executive Committee  
12/10/2020*



# *Fare Engagement Ambassador Pilot Program*

- To begin in 2021.
- Replace fare enforcement officers with ambassadors who will conduct inspections and provide education.
- Fare engagement ambassadors will be ST staff which allows direct control of priorities, training, and management.
- Issue more warnings and no citation.

# *Fare Engagement Ambassador Pilot Program*

- Continue to explore options for reduced fines.
- Suspend escalation to law enforcement for fare issues alone. Escalation would require other aggravating factors.
- Engage community further on key elements of pilot program and policy.

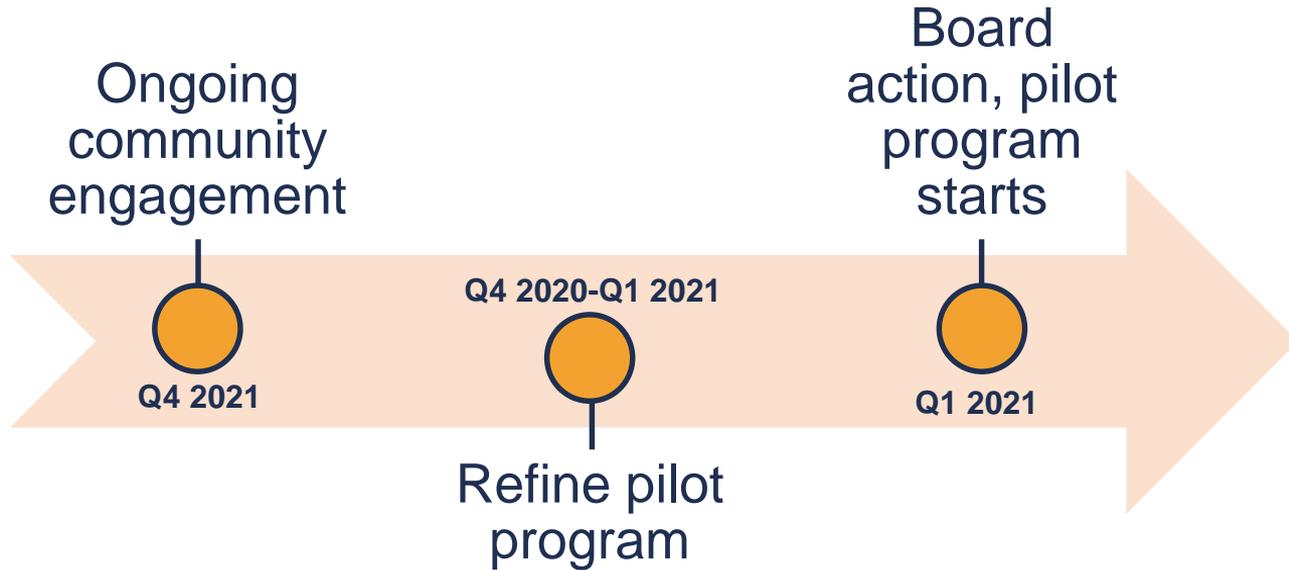
# *Community engagement next steps*

- Expand and continue engagement with people of color, Black-led organizations and others community groups.
- Solicit community input to help shape and evaluate the pilot program and guide implementation.

## *Staff next steps*

- Hire and train ambassadors to replace FEOs.
- New uniforms and training, including enhanced training for anti-bias and de-escalation.
- Define parameters for times to allow free or reduced fares during severe weather.
- Return current FEOs to security duties.
- Staff will continue moratorium on infractions until a later date when ridership recovers.

# Path forward



*Thank you.*



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