

Fare enforcement policy update

Rider Experience and Operations Committee

Executive Committee

February 6, 2020



Agenda

Briefing with no Board action required at this time.

- Process update.
- Discuss findings from onboard survey, online survey and listening sessions.
- Discuss next steps.

Policy update process

Working Group *Early-mid 2019*

Form working group

Develop outreach and data collection plan

Identify initial policy and program options

Data Collection *Mid-late 2019*

Administer online survey

Administer onboard survey

Conduct listening sessions

Engage FE Officers

Policy Changes *Late 2019 – Early 2020*

Analyze data

Develop recommendations

Engage external stakeholders

Roll out administrative actions

Advance associated board action and budget amendments

Vision and mission

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 and integrity of decision making, while ensuring strong financial stewardship of taxpayer dollars.

Fairness to riders and taxpayers

Objectives

- Sound financial stewardship, as indicated by high fare compliance 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.

Outreach process

- **1,100** onboard surveys. (representative sample)
- **8,000** completed online surveys. (self-selected responses)
- **6** listening sessions in Pierce, King and Snohomish counties.

Onboard survey

Onboard survey

Background and objectives

- Determine primary reasons for nonpayment.
- Measure customer experience of fare enforcement.
- Identify any differences in customer experience across demographic groups.

Onboard survey methodology



Survey teams shadowed fare enforcement officers. FEOs followed their standard procedure during this period.



If rider did not show proof of payment the FEO introduced a surveyor to the rider. These riders did not receive warnings or citations.



Survey teams randomly approached potential respondents once they had followed procedure throughout a vehicle. Received 1,100 complete surveys.

Onboard Survey

Demographics of respondents

<i>Race/Ethnicity</i>	on-board	2018
	FE survey	rider survey
White	65%	60%
African American/Black	10%	9%
Asian America/Asian	15%	15%
Two or More Races	5%	NA
Other	7%	9%
% Hispanic/Latinx	7%	7%

<i>Age</i>		
<25	22%	NA
25 – 34	29%	NA
35 – 49	23%	NA
50 – 64	22%	NA
65+	5%	NA

<i>Income</i>	on-board	2018
	FE survey	rider survey
< \$50,000	32%	37%
\$50,000 – \$74,999	17%	16%
\$75,000 – \$99,999	13%	12%
\$100,000+	39%	35%

<i>Disability</i>		
% with Disability	3%	NA

<i>Transit dependence</i>		
% w/o Working Vehicle	22%	35%

Onboard Survey

Percent without Proof of Payment

Highest for:

- Hispanic or Latinx
- African American or Black
- Under 25

Response categories.

Race/Ethnicity	with PoP	w/o PoP
White	98.1%	1.9%
African American/Black	94.9%	5.1%
Asian America/Asian	97.9%	2.1%
Two or More Races	97.7%	2.3%
Other/no response	97.0%	3.0%
% Hispanic/Latinx	94.3%	5.7%

Age	with PoP	w/o PoP
under 25	96.5%	3.5%
25 – 34	97.4%	2.6%
35 – 49	97.7%	2.3%
50 – 64	98.5%	1.5%
65 or over	97.7%	2.3%

Onboard Survey

Percent without Proof of Payment

Highest for:

- Income under \$50k
- Respondents with disability
- With no working vehicle

Response categories.

<i>Income</i>	with PoP	w/o PoP
< \$50,000	95.7%	4.3%
\$50,000 – \$74,999	98.4%	1.6%
\$75,000 – \$99,999	97.8%	2.2%
\$100,000+	98.6%	1.4%

<i>Disability</i>	with PoP	w/o PoP
% with Disability	93.7%	6.3%

<i>Transit dependence</i>	with PoP	w/o PoP
% w/o Working Vehicle	95.3%	4.7%

Onboard Survey

Top reasons for not providing Proof of Payment

	W/O PoP
I forgot to “tap” my ORCA card	22%
I tapped my ORCA card, but it didn’t work	14%
I thought my transfer was valid	8%
I couldn’t find where to tap	7%
I would have missed train if stopped to “tap” or buy ticket	6%
I forgot my ORCA card	5%
I don’t know how to pay the fare	4%
I can’t afford to pay the fare	4%

Onboard survey

Large majority rate fare enforcement officers positively

Do you agree that:	Riders with POP	Riders w/o POP
FEOs are professional	93%	88%
FEOs treat everyone the same	92%	85%
FEOs approached all riders near me	88%	83%

Online survey

Online survey

Background and objectives

- Learn about public perceptions of fare enforcement.
- Gather data on rider preferences for proposed changes.

The online survey is not statistically valid and can only report on the attitudes of those who responded to the survey.

Online survey methodology



Survey contained questions about perceptions of current practices and gauged support for policy changes.



Survey available Nov. 13 – Dec. 6.
Translated in eight languages.
Promoted via email and social media.



8,000 completed surveys.

Online Survey

Demographics of respondents

Race/Ethnicity	on-line FE survey	ST District 2017 census
White	75%	67%
African American/Black	4%	6%
Asian America/Asian	10%	14%
Two or More Races	4%	7%
Other	7%	5%
% Hispanic/Latinx	6%	10%

Age	on-line FE survey	ST District 2017 census
<25	8%	31%
25 – 34	29%	17%
35 – 49	30%	21%
50 – 64	22%	19%
65+	11%	12%

Income	on-line FE survey	ST District census
< \$50,000	21%	33%
\$50,000 – \$74,999	16%	17%
\$75,000 – \$99,999	13%	13%
\$100,000+	49%	37%

Transit dependence	on-line FE survey	Wash. State 2017 census
% with Working Vehicle	77%	91%

Disability	on-line FE survey	Wash. State 2017 census
% with Disability	17%	9%

Online findings summary

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 months to 6 months (40%)
- Reduce the amount of time for citations to accumulate (11%)
- Reduce the number of warnings to no warnings (6%)
- Increase the fine from \$124 (5%)

Online findings summary

Statements respondents most frequently agreed with:

- ST should help riders who can't afford to pay. (85%)
- ST should expand outreach to hard-to-reach communities. (76%)
- ST should forgive fines if rider enrolls in ORCA LIFT. (72%)

Online findings summary

Question: Should Fare Enforcement Officers

- Offer on-the-spot info about reduced fare programs: 75% yes
- Wear less-intimidating uniforms: 33% yes

Opinions on exceptions

Majority of respondents show support suspending fare enforcement for:

- Severe weather. (90%)
- Students on 1st day of school. (77%)
- Major construction or service disruptions. (67%)
- Individuals experiencing homelessness who need to get out of the cold. (60%)

Opinions on resolving fines

Respondent support for:	Riders	non-Riders
Forgiving fines after enrolling in ORCA LIFT	72%	52%
Forgiving fines if already enrolled in ORCA LIFT	58%	46%
Paying fines via community service	64%	56%
Crediting fine amount to ORCA cards	59%	48%

Opinions on practices

Respondents agree strongly or agree:	Riders	non-Riders
Many people do not know about payment options, subsidies, benefits or programs	59%	50%
Sound Transit should help very low/no income riders afford to pay	71%	53%
Sound Transit should expand outreach to hard-to-reach communities	80%	63%

Listening sessions

Listening sessions

Background and objectives

- Seek community input from those who are usually marginalized in conversations.
- Identify any differences in attitudes and preferences across demographic groups.
- Ask for opinions about program priorities.

Listening Session Methodology



The Equity and Inclusion Office partnered with businesses and community groups.



We asked 6 standard questions.



We held 6 listening sessions, covering Pierce, King and Snohomish Counties.

Reaching marginalized groups

Listening sessions participants were:

- Youth. (20% under 24 years old)
- Hispanic/Latinx. (25%)
- Black/African American. (53%)
- People with limited English proficiency. (28%)
- People with disabilities. (22%)
- Annual income of \$50,000 or less. (76%)

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TS9

With 1000 onboard survey responses, and 8,000+ online survey responses, it would be logical to include numbers of attendees at the listening sessions.

Tucker, Stephen, 1/27/2020

CR8

Yes - I second this suggestion.

Cunningham, Rachelle, 2/3/2020

Fare enforcement officers

Listening session responses

- 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 compassion for riders.
- Not about process but how it is implemented.
- 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

Listening session responses

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

Access

Listening session responses

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

Program Changes

Listening session responses

- \$124 fine is excessive and does not fit the “crime.”
- Decriminalize fare enforcement.
- Perception of over-monitoring in south Seattle.
- Unaware of how to file a complaint or report issues.
- Concerns about procedure for requesting IDs.

Youth

Listening session responses

- 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.

*Proposals under
consideration*

Proposals under consideration

Options emerged from:

- Benchmarking agencies nationally and locally.
- Feedback from Sound Transit stakeholder committees.
- Feedback and engagement in early 2019.
- Feedback from listening session.

Crosswalk of findings and proposals under consideration

Demographics of riders without proof of payment

- Expand opportunities for access to ORCA LIFT and other programs.
- Participate in a Very Low Income Fare program.
- Review training modules and protocols to prioritize training in customer service, de-escalation, and anti-bias training.
- Youth focused program.

Crosswalk of findings and proposals under consideration

Reasons for not showing proof of payment

- Expand and target communications and marketing about how to access and use valid fare media.
- Increase the number of warnings.
- Improve transfer procedures.

Crosswalk of findings and proposals under consideration

Support for changes

- Suspend inspections during special circumstances, such as severe weather and the first day of school.
- Reduce the amount of the fines.
- Create new ways to resolve citations including:
 - Resolve fine by crediting amount to the ORCA card
 - Resolve fine if rider enrolls in ORCA Lift.
 - Resolve citations through community service.

Crosswalk of findings and proposals under consideration

Perceptions of fare enforcement officers

- Review the role of fare enforcement officers to reinforce customer service as the top priority.
- Expand fare checks onto platforms.

New proposals for consideration

Options emerged from survey findings

- Rename “enforcement” to “monitoring” or “customer service.”
- Promote Title VI program that investigates complaints about enforcement and security.

Criteria for Proposal Evaluation

- Cost-efficient, timely, and feasible implementation.
- Racial equity.
- Customer-focused experience.
- Rider safety and security.
- Impact on fare evasion rates.
- Community support.

Next steps

Upcoming timeline

January

- Process update
- Engagement and survey updates
- Criteria for policy/program evaluation
- Next steps

February

- Survey results
- Listening session results
- Community conversation- February 19

March

- Executive committee/full board
- Roll out administrative actions
- Advance associated board action

Thank you.



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