

# ***Sound Transit Fare Compliance Project***

## ***ENGAGEMENT SUMMARY***

*FALL – WINTER 2021*

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## OVERVIEW

In 2019, Sound Transit began reviewing its Link light rail and Sounder commuter train fare compliance systems based on community concerns. [Sound Transit's review found](#) that under existing Sound Transit fare enforcement policy, communities of color – particularly Black transit riders – were disproportionately more likely to be cited, fined or referred to the court system.

The Sound Transit Board approved a new Fare Engagement Pilot Project to reimagine how the agency handles fare compliance, with a goal of preventing the inequitable and compounding effects that often result from unpaid fines and contact with the court system. The Board directed staff to focus further engagement in communities most impacted by fare enforcement, to gather input, and to come back to them with further proposed policy changes in January 2022.

In spring and summer 2021, Sound Transit held listening sessions with 13 community-based organizations (CBOs) that serve Black communities and other communities of color. CBOs were compensated for their time and expertise. Feedback from the CBO listening sessions was incorporated in the *Community Driven Engagement Plan (CDEP)*, which was developed as a roadmap to guide Sound Transit's efforts to collect feedback from those most impacted in the community.

In fall and winter 2021, Sound Transit began implementing engagement strategies outlined in the CDEP.

***Below is a summary of engagement activities outlined in the CDEP:***

- **Summer 2021:**
  - Developed a community survey, notifications, and informational materials to aid in collecting feedback from the community about fare compliance policies and the Fare Engagement Pilot Project.
  - Requested partnership with CBOs to collect feedback about fare compliance policies and the Fare Engagement Pilot Project, guided by their expertise and desire to support Sound Transit in next phases of work.
- **Fall 2021:**
  - Conducted direct in-person and online engagement to promote the survey and collect feedback from community members via door-to-door engagement, posters, virtual townhalls, a tabling event, social media, and CBO-hosted listening sessions.
- **Winter 2021:**
  - Summarized community feedback to share with CBOs and the Sound Transit Board.
  - Held debrief sessions with CBO partners to gather feedback on their experiences.

This engagement summary outlines the notification and community involvement strategies used during fall and winter 2021.

## **SUMMARY OF PARTICIPATION: BY THE NUMBERS**

- **13 CBOs** participated in listening sessions
- **Began CBO partnership agreements with 2 CBOs**
- **Approximately 7 people** attended four virtual townhalls
- **309** online community surveys completed
- **Approximately 35 people** attended in-person events
- **2 people** participated in CBO-hosted listening sessions

## **GOALS OF ENGAGEMENT**

Recognizing that Sound Transit had work to do to rebuild trust with Black communities and other communities of color, Sound Transit's goals for the Community Driven Engagement Plan included:

- Increase awareness about objectives for updating Sound Transit's fare compliance policy with communities of color.
- Collect input via the community survey from and engage with a diverse range of voices and perspectives, with a special focus on communities of color.
- Build presence and trust in new community spaces that allows Sound Transit to identify and deepen existing and build new partnerships with CBOs.

## **CDEP GUIDING PRINCIPLES**

CBO feedback from the CDEP was critical in guiding Sound Transit's engagement efforts to collect community feedback. The guiding principles outlined in the CDEP are mapped to engagement outcomes below.

### **1. Advance racial equity:**

To promote and gather feedback for the survey, Sound Transit reached out to CBOs that serve Black communities, other communities of color, refugee and immigrant populations, people experiencing homelessness, and formerly incarcerated individuals. The focus was on door-to-door engagement in South Seattle, a demographic area serving communities of color.

### **2. Build trust within communities**

Following recommendations provided by CBOs during the summer 2021 listening phase, Sound Transit reached out to CBOs to promote the survey and offered an opportunity to partner further in distribution of the survey.

The CBO partnership program was created with two participating CBOs: Urban League of Metropolitan Seattle and the University of Washington.

### **3. Meet people where they are**

Sound Transit broadened the tools utilized to collect feedback by offering briefings, meetings, and materials to CBOs and social service organizations. Sound Transit tailored their efforts to offer real-time and ongoing support for CBOs throughout the process.

### **4. Honor people's time and contributions**

Compensation was offered to the CBOs for their participation in the listening sessions at \$100 per session. For the partnership program, Sound Transit strived to tailor the fee structure in accordance with individual organization preferences, including payment amount and logistics. The partnership programs were co-developed together with the CBOs and were driven by the CBOs' time, capacity, and needs.

### **5. Follow up, review, and assess**

Throughout the process, Sound Transit reviewed and adjusted the engagement strategies. As one example, Sound Transit ran an advertisement with the South Seattle Emerald to focus reach on communities of color in the South Seattle area. Sound Transit also promoted the survey with support from King County Councilmember Girmay Zahilay, who serves the Rainier Valley and surrounding areas. These strategies were added during the engagement period to bolster reach to communities of color.

## ***AUDIENCES FOR ENGAGEMENT***

To promote the survey, Sound Transit sent emails and made calls to organizations that serve communities of color, students and youth, people experiencing homelessness, immigrant populations, English-language learning populations, parishioner groups, formerly incarcerated individuals, and families. Sound Transit also performed in-person door-to-door engagement to Link light rail stations, local businesses, and organizations in South Seattle.

## ***TOOLS AND TACTICS***

### ***CBO research***

Sound Transit researched and conducted engagement to 44 CBOs that serve Black communities and other communities of color. A second round of research included identifying additional social service organizations in the South Seattle area in efforts to promote the community survey through door-to-door engagement.

### ***Phone calls and emails to CBOs***

Sound Transit contacted CBOs via phone and email inviting them to participate in listening sessions of the Fare Compliance Project. Thirteen of the 44 organizations participated in the listening sessions.

### ***Listening sessions with CBOs***

Sound Transit participated in thirteen listening sessions with CBOs.

Regionally, those included ten organizations that serve King County (Interaction Transition, Urban League of Metropolitan Seattle, Refugee Women’s Alliance (ReWA), The Breakfast Group, CHOOSE 180, Federal Way Black Collective, UW Student Government, Yoga Behind Bars, Rainier Scholars, YouthCare, and Rainier Beach Action Coalition), and four organizations that serve Pierce County (The Breakfast Group, Pacific Islander Health Board, Asia Pacific Cultural Center, and Peace Community Center).

### ***Follow-up emails to CBOs and social service organizations***

Sound Transit sent follow up and reminder emails to CBOs who requested to stay engaged with the project—particularly those who participated in a listening session. Through emails and phone calls, efforts were made to continue engagement with all organizations (including social service organizations) to promote the community survey.

### ***Virtual town halls hosted by Sound Transit***

Sound Transit hosted four virtual town halls. The goals were to introduce community members to the project, provide an overview about the Fare Ambassador Pilot Program, and answer questions. When the survey opened, participants were invited to take the online survey.

### ***Social media and website promotions***

Social media promotion specifically excluded Sound Transit’s main social media accounts to limit capturing feedback from groups Sound Transit regularly hears from. Those groups may have tendencies to include majority White or higher-income riders.

Social media promotions included one Twitter post from Councilmember Girmay Zahilay highlighting the ST-hosted virtual town hall event and the survey. Promotions for the survey and CBO-hosted listening session events also included three Facebook posts, two Instagram posts, and a website promotion on Urban League of Metropolitan Seattle. One Facebook story promoting the University of Washington town hall event and the survey was also shared from a University of Washington student group account.

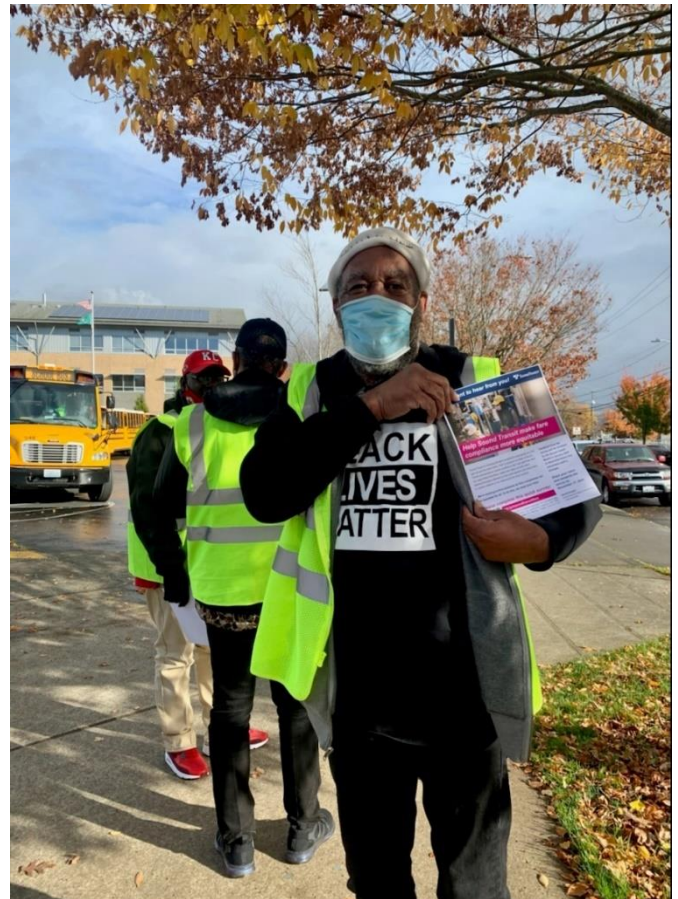
### ***In-person engagement***

Sound Transit conducted a flyering and postering effort Friday, Oct. 22. and Friday Nov. 5, in the surrounding areas of Link light rail stations: Othello, Columbia City, Beacon Hill, Rainier Beach Station, and Mt. Baker. The objective of the engagement was to visit and communicate with businesses and organizations about the fare compliance survey flyer and encourage them post or share with their patrons. Some CBOs pointed out the importance of engaging directly and in-person with intended audiences. During these interactions, Sound Transit fielded questions about the project, discussed concerns, provided materials, administered surveys, and offered to sign people up for mailing lists to stay updated about the project.

Below is a list of flyering locations:

*Othello Station:*

- **Reach:** Approximately 30 businesses and organizations
- **Walk area:** Along S Othello St and Martin Luther King Jr. Way S.
- **Notes:** The team had a conversation with an employee from Hoang Lan Restaurant. That person said they always see fare enforcement officers harassing and targeting Black people more than any other race or ethnicity. The Assistant Community Manager at Orenda Apartments wanted to have a digital copy of the flyer to send to all the residents at the apartment complex.



*Columbia City Station:*

- **Reach:** Approximately 25 businesses and organizations, along with approximately 20 posters posted to bulletin boards or signposts
- **Walk area:** Along Rainier Ave S, between S Alaska St and S Orcas St.
- **Notes:** The team had a conversation with the owner of The Comfort Zone, a Black-owned restaurant located in the Royal Esquire Club. She took a stack of postcards and said that she'd be more than willing to accept more postcards (for this or other projects) any time Sound Transit was in the area. She noted that her son was a former ST fare enforcement officer.

*Mt. Baker Station:*

- **Reach:** Approximately 35 businesses and organizations, along with 10 posters posted to bulletin boards or signposts
- **Walk area:** Along Rainier Ave S, between S Andover St to S Holgate St.
- **Notes:** The team had a conversation with a worker from Black-owned business King Philly's across the street from Franklin High School. The worker asked for more postcards to share. The team posted posters along a boarded fence outside Franklin High School in hopes to capture more youth voices. The team also dropped off flyers and postcards to an East African Habesha market and Latin market located near Rainer Ave S and 33<sup>rd</sup> Ave S.

*Rainier Beach Station:*

- **Reach:** Approximately 30 businesses and organizations, along with three posters posted to bulletin boards or signposts
- **Walk area:** Along Martin Luther King Jr. Way, S. Henderson St., and Rainer Ave. S.
- **Notes:** The team stopped by the Rainer Beach Action Coalition (RBAC) organization office and met Gregory Davis, managing director, in person. Gregory is a contact the team previously engaged with in earlier phases of the project. Gregory helped to coordinate the CBO listening session with RBAC coalition members. Gregory accepted a large stack of flyers and his outreach team distributed them the following week.

#### *Beacon Hill Station:*

- **Reach:** Approximately 25 businesses and organizations, along with four posters posted to bulletin boards and signposts
- **Walk area:** Along Rainier Ave S, between S Andover St to S Holgate St.
- **Notes:** The team had a conversation with a group of three middle school bus drivers who asked questions about the project and survey. They discussed the young people they serve and their engagement with Sound Transit trains and staff. They accepted a small stack of flyers to learn more and promote the survey.

## **CBO PARTNERSHIP PROGRAM**

In fall 2021, Sound Transit sent out invitations to the 13 organizations who participated in listening sessions earlier in the summer to ask for their support to help push out the community survey. All 13 organizations had expressed interest to stay engaged in the project and survey promotions.

Two organizations, Urban League of Metropolitan Seattle (ULMS) and Associated Students at University of Washington (ASUW) responded to engagement efforts with interest to move forward with a CBO partnership program to support collecting feedback and survey responses. Sound Transit staff met initially with representatives of each organization to give a briefing, understand their interest and capacity, and collaborate on what the CBO partnership program could look like. The team took the time to develop the expectations and fee structure along with the organization and to be flexible in leveraging their expertise and guidance throughout the process.

### ***Urban League of Metropolitan Seattle (ULMS)***

The team met with Maya Manus, Community Engagement Coordinator at ULMS, to begin drafting an outline of the CBO partnership program, or an outline of engagement, on Oct, 10, 2022.

Initiated from the meeting, ULMS submitted a proposal that was accepted by the team. The agreement listed sample engagement activities that ULMS could support, a budget that included gift card incentives (\$4,000) to be paid for by Sound Transit, and a total budget of \$6,722 (including ULMS staff time).

#### *Engagement activities included:*

- Survey promotions, including three social media posts on the ULMS Facebook and Instagram social media account



- Flyers
- Website promotion on the ULMS website
- Listening sessions hosted by ULMS staff

The **ULMS-hosted listening sessions** were intended to build awareness about the project and facilitate discussion with people ULMS serves in an engaging way. Sound Transit staff were not present at the request of ULMS staff so that honest reflections could be shared. The team provided ongoing support throughout the process, including creating flyers and social media graphics.

### ***ULMS Listening Sessions – A summary of what Sound Transit heard***

- *Fare should be free for riders under 18.*
- *Minimize youth interaction with fare enforcement as it can be harmful.*
- *No monetary fines for those who have no paid fare. Efforts should be made to decriminalize poverty.*
- *Provide assistance to sign up for ORCA Lift at time of non-payment.*
- *Those who participated in listening sessions reported limited or positive interactions with fare enforcement.*

***“If someone could not afford fare, it is unrealistic to think they would be able to pay the ticket.”***

#### ***Associated Students of University of Washington (ASUW)***

The team met with Michael Saunders, Director of Partnerships at ASUW, to begin drafting an outline of the CBO partnership program, or an outline of engagement, on Sept. 30, 2022.

Initiated from the meeting, ASUW submitted a proposal that was accepted by the team. The agreement listed sample engagement activities that ASUW could support, a budget that included incentives and room rental cost for an event in a total budget of \$2,000. Michael requested this budget be paid through a Husky Fund donation through the university. The team provided ongoing support throughout the process, including creating and printing flyers and providing logistical and onsite support for the townhall event.

*Engagement activities included:*

- Survey promotions, including a shared story from a student group affiliate on Instagram
- Flyers posted at University of Washington
- Promotions through other student clubs
- Town hall/tabling event

**The town hall tabling event** held on Nov. 11 was attended by approximately 35 students. Promotions to attend the event were primarily pushed out by ASUW. Pizza and beverages were provided for the event. A virtual townhall was shown on the projector screen by Sound Transit presenters Carrie Avila-Mooney and Sandee Ditt. Sound Transit staff Ryan Young was available during the event for questions and discussion beyond the presentation.

### ***ASUW Townhall Event – A summary of what Sound Transit heard***

- *Increase ORCA Lift program awareness*
- *Process of checking fare seems inconsistent*
- *Paying ticket fare can be confusing*
- *Suggestions for higher visibility of signage*

***“If Sound Transit could prepay an ORCA card once for people who can’t pay fare, it could help them into the habit of paying, and then they could start loading funds themselves.”***



## COMMUNITY SURVEY

### Survey activity

The online survey was open from Oct. 14 through Nov. 24, 2022. The survey landing page was visited 641 times; 309 individuals completed the survey, a 48.2% completion rate. Below is a table of web-tracking links employed to help track where survey respondents were referred from.

| Source   | Percentage | Count |
|--|------------|-------|
| South Seattle Emerald web advertisement                | 1%         | 4     |
| United League of Metropolitan Seattle (ULMS)           | 6%         | 17    |
| Associated Students of University of Washington (ASUW) | 8%         | 25    |
| General  | 85%        | 262   |

Most respondents (85%) were submitted through the general survey link. However, survey respondents who engaged through CBO partnership links (ASUW and ULMS) may also have submitted their surveys through the general link, leading to a potential undercount in the respective CBO percentage and count.

### Languages

The survey was translated in seven languages, consistent with Sound Transit's demographic analysis for passenger surveys. This included Spanish, Vietnamese, Korean, Russian, Tagalog, Amharic, and Somali. However, Sound Transit added an additional language, Japanese, at the request of ASUW during the CBO partnership process.

Most respondents submitted their survey in English through the multilingual online survey platform (98%). Four respondents submitted their survey in Chinese Traditional, two respondents submitted their survey in Spanish, and one respondent submitted their survey in Vietnamese.

### Demographics

Sixty percent of survey respondents who provided demographic information identified as White or Caucasian, while 45% of survey respondents identified as one or more of the following ethnicities: American Indian/Native American or Alaskan Native, Black or African American, Asian or Asian American, Native Hawaiian or Pacific Island, Hispanic/Latinx or Spanish origin, or other.

Most respondents said they were between the ages of 19 and 49 (87%). Respondents identified as male and female of thirty-seven percent and forty-three percent, respectively. Nearly one-fifth of respondents (19%) self-identified as non-binary. Thirty-four percent of respondents reported household annual incomes of \$49,000 or less, while 66% reported household annual incomes of more than \$50,000.

*For detailed demographic data, including categories not described above, see Survey Responses section.*

## KEY FINDINGS

**Reporting note** | Open-ended answers may be tallied toward multiple themes in the tables of this section.

### Fare Payment

Almost half of respondents (49%) disagree that everyone riding on Sound Transit should pay a fare. More than half (54%) said they disagree that paying fare is a hardship for them; however, almost two-thirds of respondents (64%) of respondents agreed that paying fare is a hardship for people who are close to them. Sixty-three percent of respondents agree it is easy to pay their fare, and most respondents agree that they would pay their fare if they knew no one would check their fare (71%).

Overall, the most mentioned alternative to ways to make it *easier to pay fare* on Sound Transit are:

- Reduced or subsidized fares for riders with low to no income (58%).
- No additional fare after reaching a certain number of rides paid for with an ORCA account in a calendar month (51%).
- Mobile payment options (42%).

| Open ended responses to “Which of the following would make it easier for you to pay your fare?” | Tally |
|---|-------|
| Free or paid fares  | 57    |
| Affect tax structures to pay for fares  | 7     |
| Membership or company sponsor programs  | 4     |
| Discount programs like ORCA Lift  | 3     |
| Honor system  | 3     |
| Increased signage or communications about how to pay  | 3     |
| Entry gates or turnstiles   | 2     |
| Lower-cost fares  | 2     |
| Warnings  | 1     |

*Total respondents* | 77 out of 309

The most popular open-ended responses included themes of free or paid fares and affecting tax structures to fare for fares for the question of “Which of the following would make it easier for you to pay your fare?”.

### Managing Fare Violations

Overall, respondents feel there should be an average of 6.7 warnings prior to further action being taken. Sixty-nine percent of respondents state there should be no fine given for those who continually fail to show proof or fare payment. Among those who feel a fine is warranted, the average fine amount is \$47. The most mentioned alternative to paying a fine is “Sign up for reduced fare program if eligible instead of paying fine” (63%). Only 8% of respondents state there should be no alternatives to a fine.

| <i>Open-ended responses to “Fine Alternatives”</i> | <b>Tally</b> |
|--|--------------|
| No monetary fines                                  | 37           |
| Free or paid fares                                 | 29           |
| Volunteer or community service programs            | 7            |
| No punitive outcomes                               | 4            |
| “Pay it forward” or community-funded account       | 3            |
| Affect tax structures to pay for fines             | 3            |
| Criminal prosecution                               | 2            |
| Deactivate ORCA card                               | 2            |
| Income-based resolutions                           | 2            |
| Pay fare on the spot to avoid fine                 | 1            |
| Fine forgiveness programs                          | 1            |
| Bar rider after repeat offenses                    | 1            |

*Total respondents* | 80 out of 309

The most popular open-ended responses for included themes for no monetary fines or free or paid fares for the question of “*fine alternatives*”. After that, volunteer or community service programs were suggested as another way to resolve a fine. The top two themes (no monetary fines and free or paid fares) are consistent with top themes in several other related questions.

| <i>“Other” responses to “If Sound Transit decides to issue monetary fines, what should happen if you don’t pay a monetary fine?”</i> | <b>Tally</b> |
|--|--------------|
| Nothing or no monetary fines   | 115          |
| Free fares or paid fares   | 36           |
| Volunteer or community service programs  | 22           |
| Limit rides or ban from rides for a certain amount of time   | 20           |
| Staff assistance to resolve fine or sign up for low-income programs  | 15           |
| Income-based resolution or payment plan  | 9            |
| Increased fines  | 7            |
| Criminal prosecution   | 7            |
| Extended times to pay fine(s)  | 6            |
| Improved communications about payment and fine processes   | 3            |
| Fines shouldn’t be more than fare worth  | 2            |
| Follow existing policies   | 2            |
| Follow same protocol as parking ticket fines   | 2            |
| Personalized solutions to resolve fines  | 2            |
| Community-funded fare assistance program   | 1            |
| Fare enforcement   | 1            |
| Honor system   | 1            |
| Inability to load ORCA card unless fine paid   | 1            |
| Wage deductions  | 1            |

*Total respondents* | 227 out of 309

The most popular open-ended responses included themes of taking no action and issuing no monetary fines for the question, *“If Sound Transit decides to issue monetary fines, what should happen if they don’t pay a monetary fine.”* After that, volunteer or community service programs were suggested as another way to resolve a fine, and the fourth most common response was to limit rides or ban rider from riding Sound Transit. The top two themes (no monetary fines and free or paid fares) are consistent with top themes in several other related questions.

### **Youth Fare Policy**

Regarding youth riders (age 6-18), the most popular warning/fine policy is *“All warnings and education, no monetary fine”* (64%).

| <i>“Other” responses to “Youth rider policy”</i>  | <b>Tally</b> |
|---|--------------|
| Free or paid fares                                | 45           |
| No fines  | 9            |
| No enforcement for                                | 7            |
| No warnings                                       | 7            |
| More communication or education                   | 3            |
| Same policy as adult                              | 3            |
| Warnings only                                     | 3            |
| Assist in signing up for subsidized fare programs | 3            |
| Fine parent or guardian                           | 2            |
| Ban rider   | 1            |
| Enforce fines                                     | 1            |

*Total respondents* | 78 out of 309

The most popular open-ended responses included themes of free or paid fares and issuing no monetary fines for the question, *“Which warning and fine policy do you think is most fair to youth (ages 6-18).”* This is consistent with the most popular warning/fine policy selected by respondents, *“All warnings and education, no monetary fine”* (64%).

### **Fare Ambassadors**

Survey respondents were told that Fare Enforcement Officers have been renamed to Fare Ambassadors and were asked what comes to mind upon hearing the new name. The most selected thoughts regarding Fare Ambassadors are:

- They are Sound Transit staff who will check my fare (42%).
- They are Sound Transit staff who can answer questions about paying fares (39%).
- Only 4% of respondents state they are not sure what comes to mind upon hearing the new name.

Survey respondents were also shown pictures of the new Fare Ambassador uniform and asked who they would describe that person as appearing. Most respondents described the uniforms as appearing Intimidating (33%) or Helpful (29%). One-third of respondents (33%) believe the uniforms look intimidating, and nineteen percent (19%) believe the uniforms make Fare Ambassadors look strict.

| <i>“Other” responses to “Thoughts on Fare Ambassadors”</i> | <b>Tally</b> |
|--|--------------|
| Associations to police                                     | 30           |
| Fare enforcers regardless of name change                   | 12           |
| Unclear role for fare ambassadors                          | 12           |
| Negative reaction to new name                              | 10           |
| Improvement over previous name                             | 5            |
| Decreased security or authoritative feeling                | 4            |
| No fare ambassadors  | 3            |
| Preference for previous name                               | 3            |
| Associations with violence                                 | 2            |
| Can help with reduced fare program information             | 1            |
| Free or paid fares   | 1            |
| Security presence  | 1            |

*Total respondents* | 86 out of 309

| <i>“Other” responses to “Thoughts on Fare Ambassador Appearance”</i> | <b>Tally</b> |
|--|--------------|
| Negative reaction to fare ambassador appearance                      | 22           |
| Unclear role for fare ambassadors                                    | 12           |
| Someone who would enforce fare compliance                            | 10           |
| Fare staff behavior is more important than their appearance          | 8            |
| Associations with police   | 6            |
| Improvement over previous uniforms                                   | 5            |
| Free or paid fares   | 2            |
| Less intimidating appearance with new uniforms                       | 2            |
| No fare enforcement  | 2            |
| Inconsistent experiences with fare staff                             | 1            |
| Targeting marginalized people  | 1            |
| Associations with violence   | 1            |

*Total respondents* | 78 out of 309

In addition to the qualitative data for the questions regarding *“Thoughts on Fare Ambassadors”*, open-ended responses show that new uniforms, while appearing more helpful to twenty-nine percent of respondents, garnered themes of associations to police or authority. Another popular open-ended response indicated that some respondents would still view fare ambassadors as fare enforcers,



regardless of appearance, and may have negative reactions because of this. Another common open-ended theme shows that there may be confusion about the new Fare Ambassador role and their assigned duties.

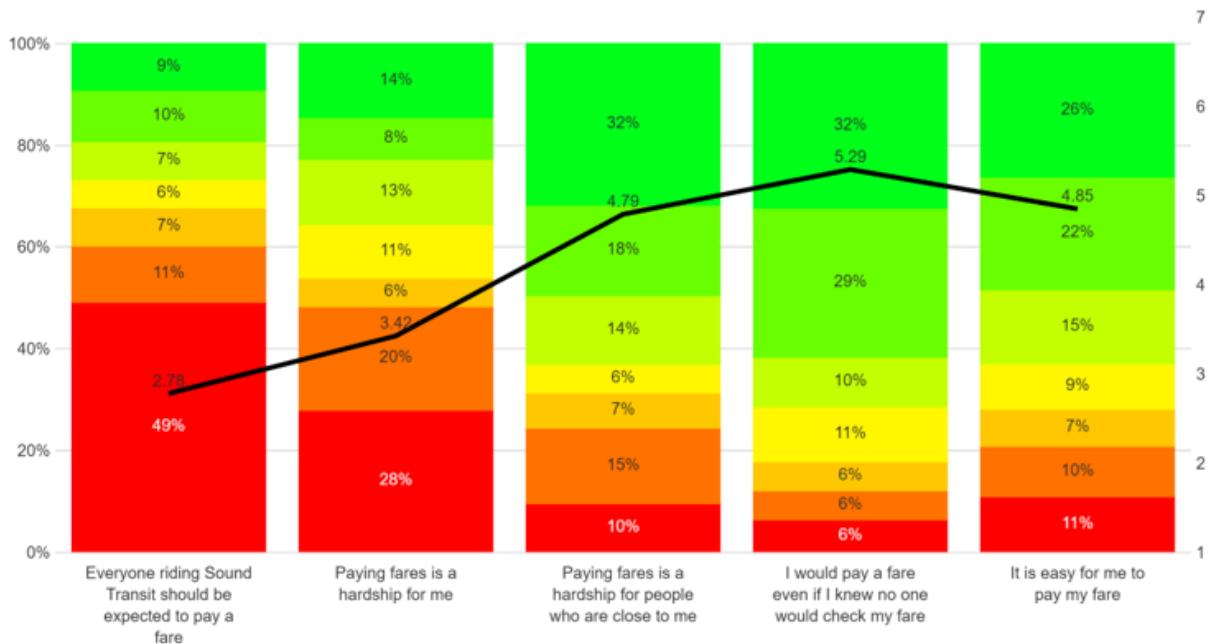
## SURVEY RESPONSES

**Reporting note:** This data may also be found on this [dashboard link](#).

### Fare Payment Hardship Questions

**Question I** Do you agree or disagree with the following statements? (Answers included: Strongly agree, Agree, Somewhat Agree, Neither Agree Nor Disagree, Somewhat Disagree, Strongly Disagree)

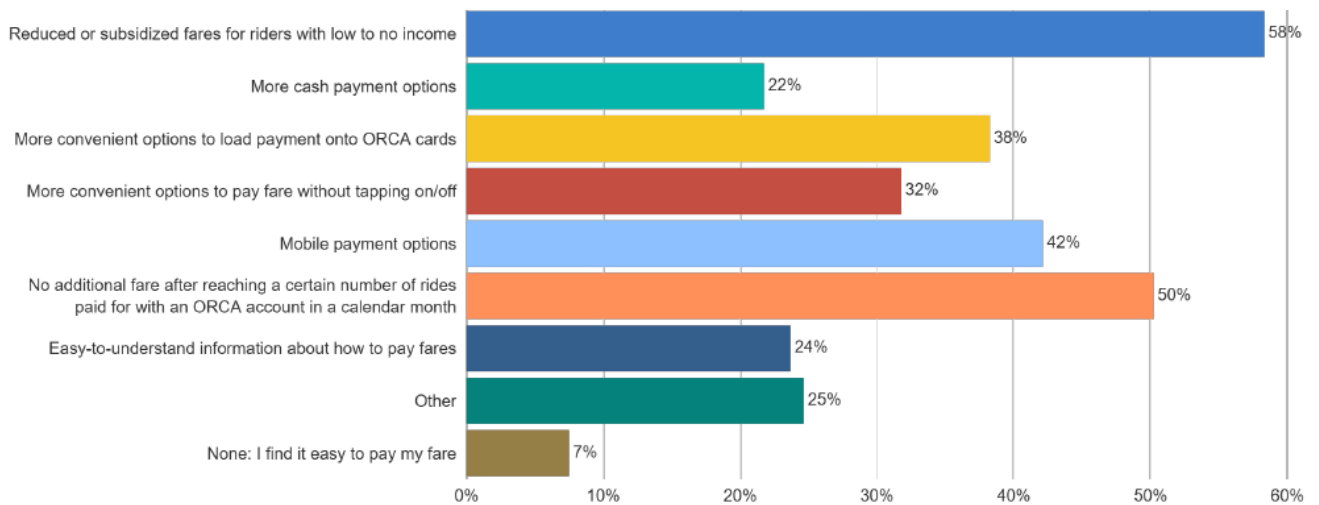
- Everyone riding Sound Transit should pay a fare
- Paying fares is a hardship me
- Paying fares is a hardship for you or people who are close to me
- I would pay a fare even if I knew no one would check my fare
- It is easy for me to pay my fare



## Fare Payment Questions

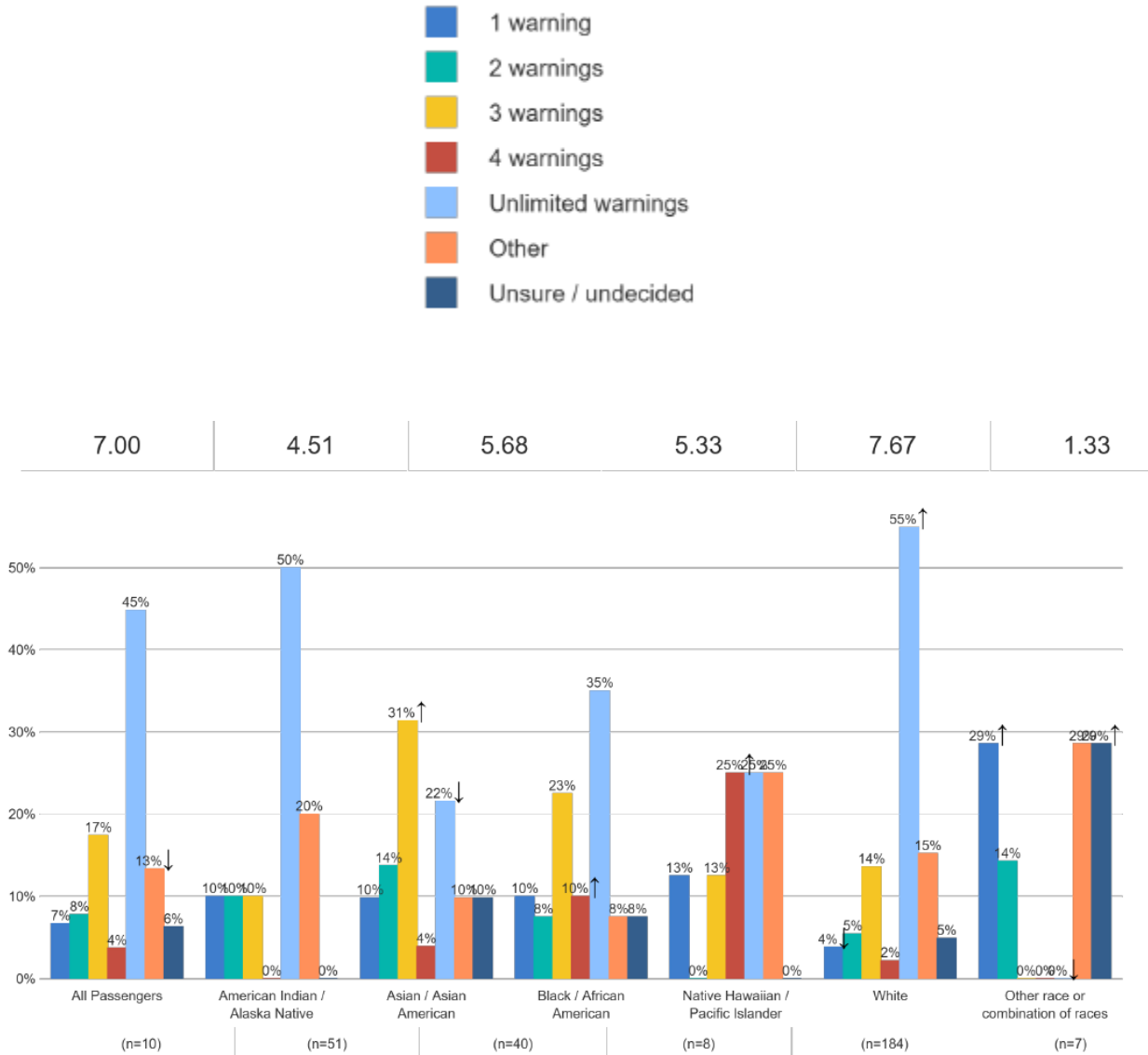
**Question I** Which of these would make it easier for you to pay your fare? [Select all that apply]

- Reduced or subsidized fares for riders with low to no income
- More cash payment options
- More convenient options to load payment onto ORCA cards
- More convenient options to pay fare without tapping on/off
  - Mobile payment options
  - No additional fare after reaching a certain amount of rides paid for with an ORCA account in a calendar month
  - Easy-to-understand information about how to use the system
  - None; I find it easy to pay my fare.
- Other: \_\_\_\_\_



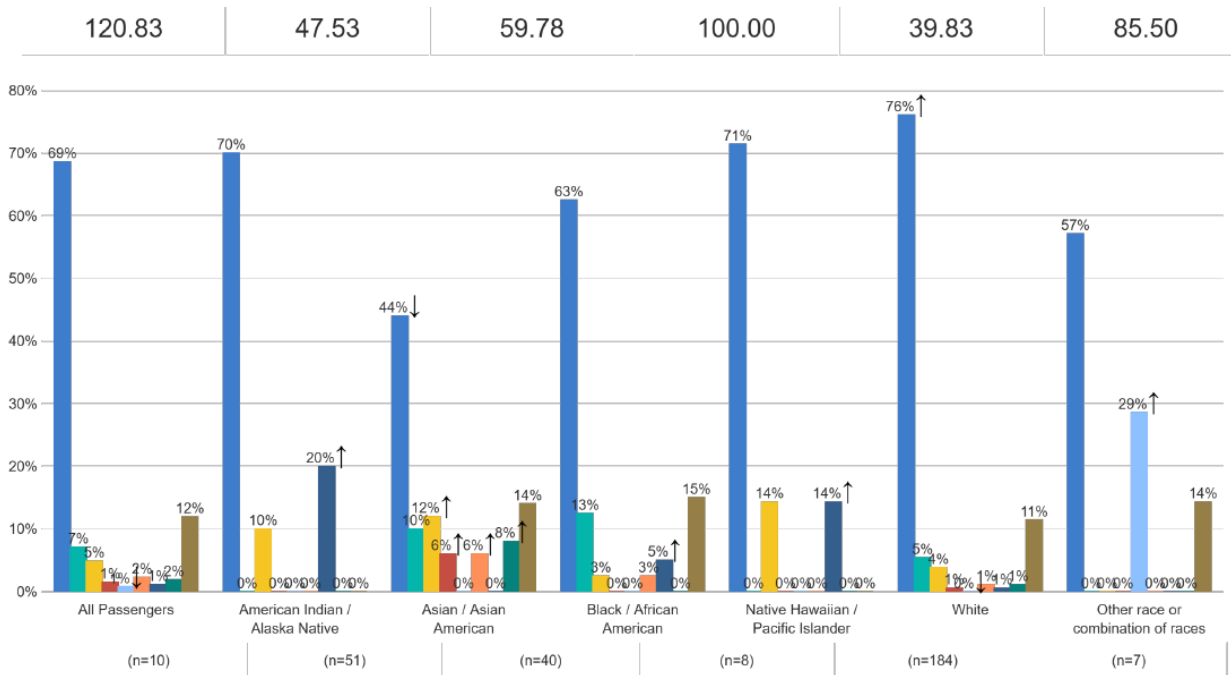
## Managing Fare Violations

Question I How many warnings should the agency provide before taking further action?



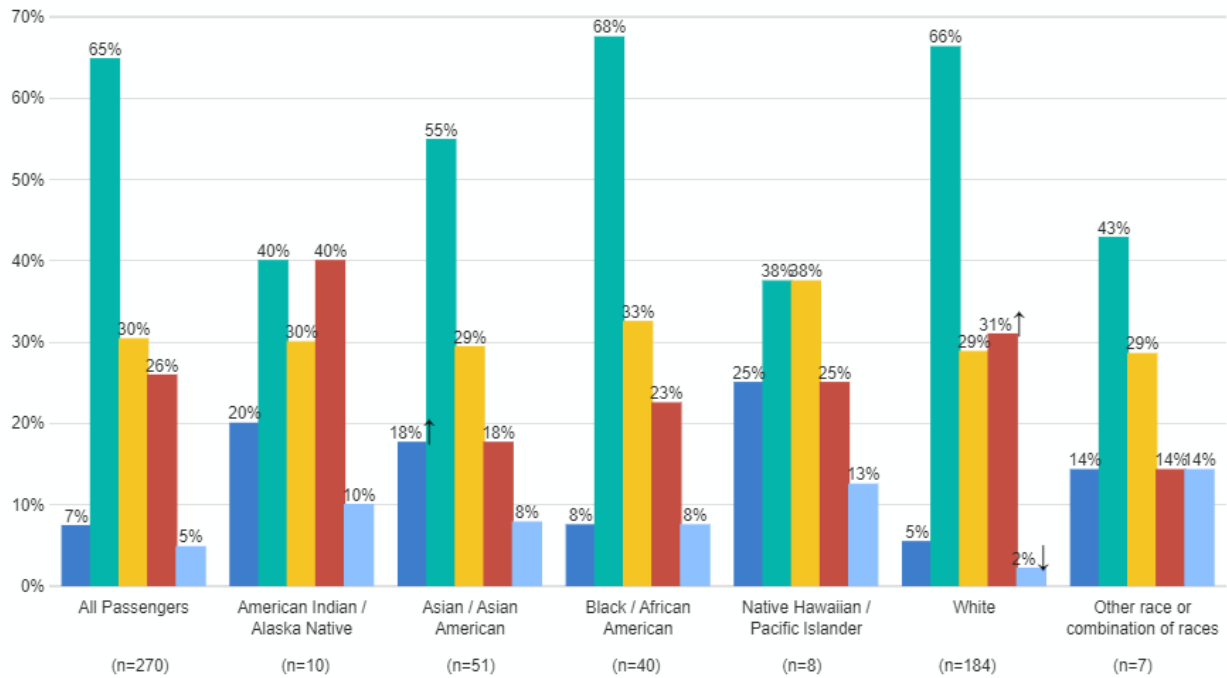
**Question I** *What amount should a monetary fine be?*

- \$0 - no fine
- \$1 to \$25
- \$26 to \$50
- \$51 to \$70
- \$71 to \$100
- \$101 to \$125
- More than \$125
- Income based
- Not sure



**Question I** *Should there be other ways to resolve monetary fines?*

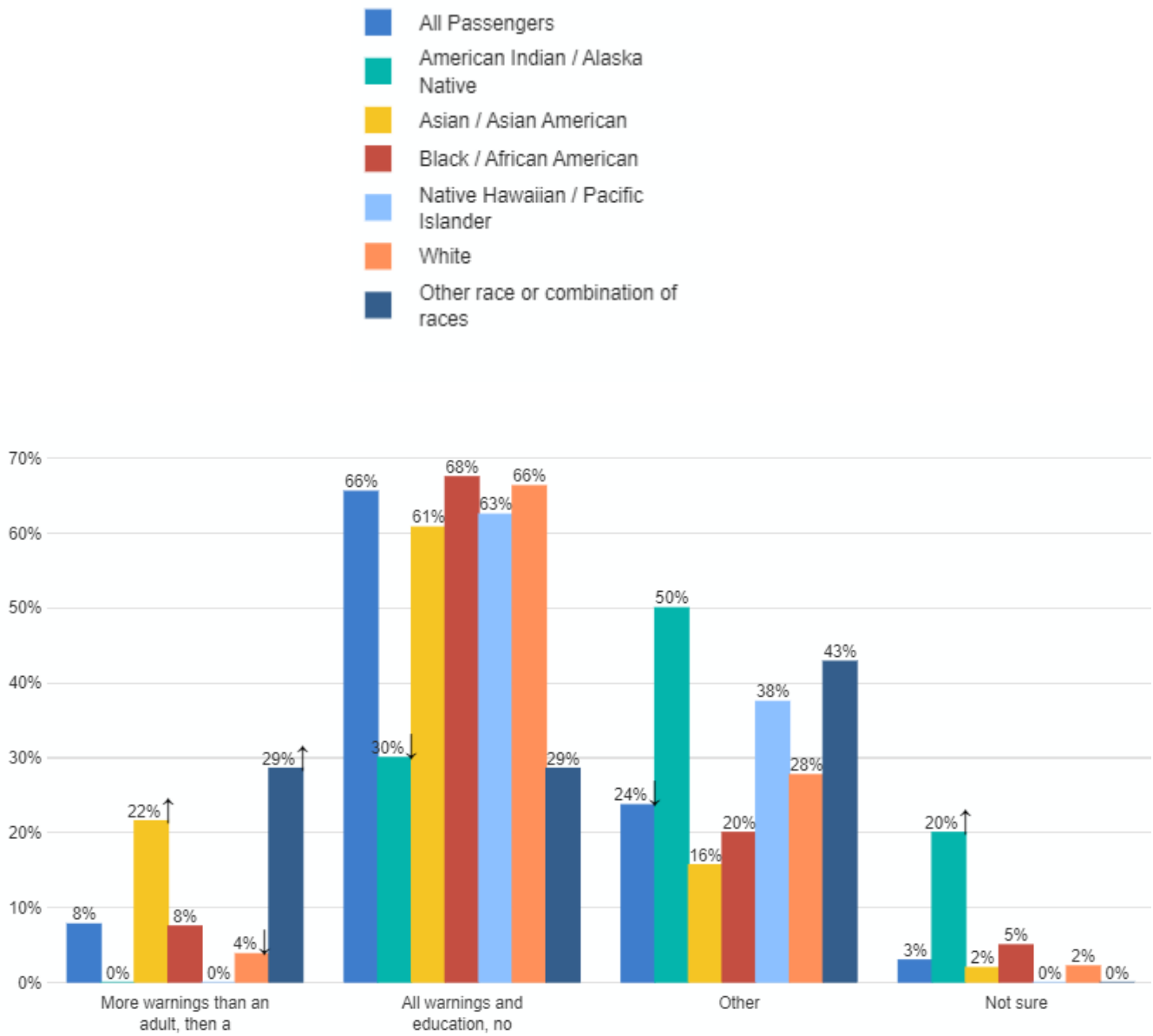
- No, there should be no alternative methods
- Sign up for reduced fare program if eligible instead of paying fine
- Load the amount of fine on rider's ORCA account instead of paying fine
- Other
- Not sure



## Youth Fare Policy Questions

**Question I** Which warning and fine policy do you think is most fair to youth (ages 6-18): [Rank these options]

- More warnings than an adult, then a monetary fine
- All warnings and education, no monetary fine
- Other: \_\_\_\_\_



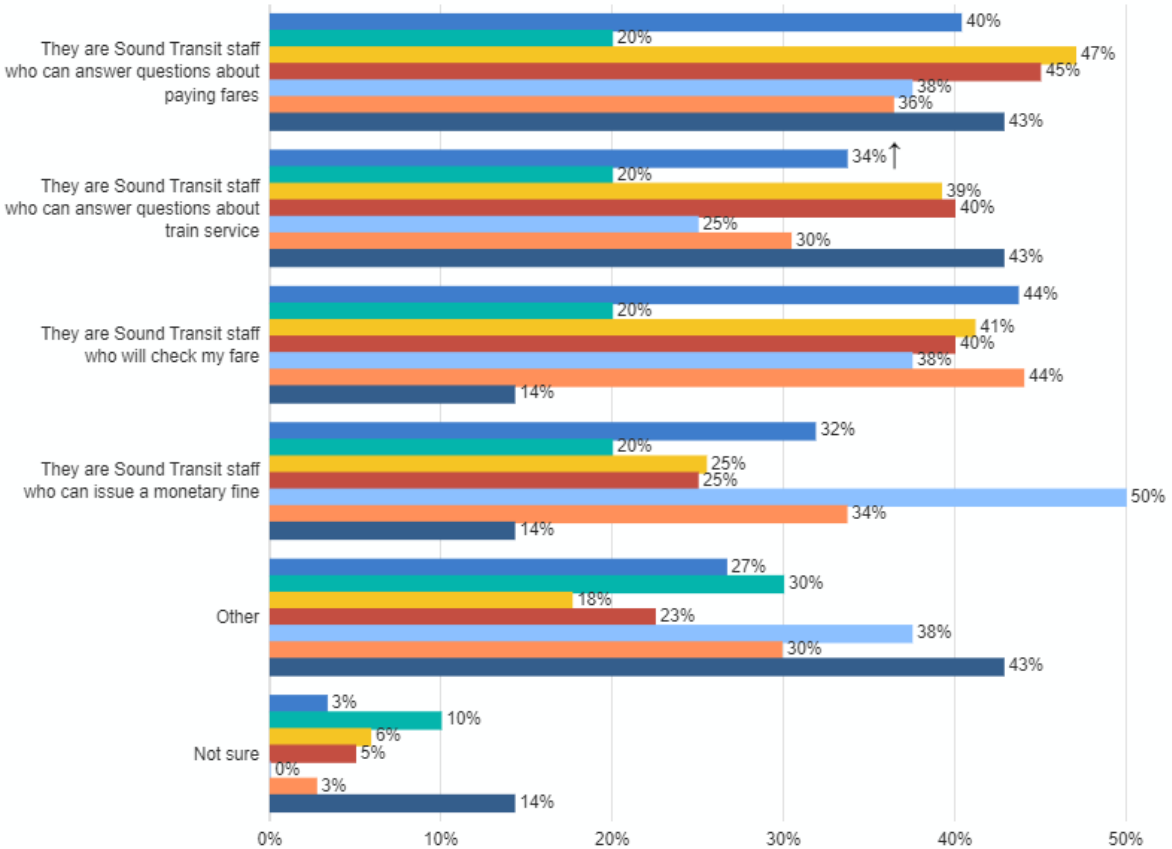
### **Fare Ambassador Questions**

**Question I** *When you hear the term “fare ambassador,” what comes to mind? (Select all that apply)*

- They are Sound Transit staff who will check my fare
- They are Sound Transit staff who can answer questions about paying fares
- They are Sound Transit staff who can answer questions about train service
- They are Sound Transit staff who can issue a monetary fine
- Other: \_\_\_\_\_

- All Passengers
- American Indian / Alaska Native
- Asian / Asian American
- Black / African American
- Native Hawaiian / Pacific Islander
- White
- Other race or combination of races

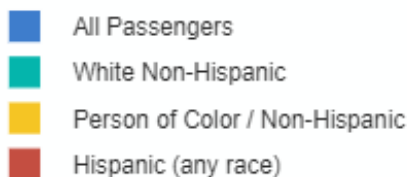


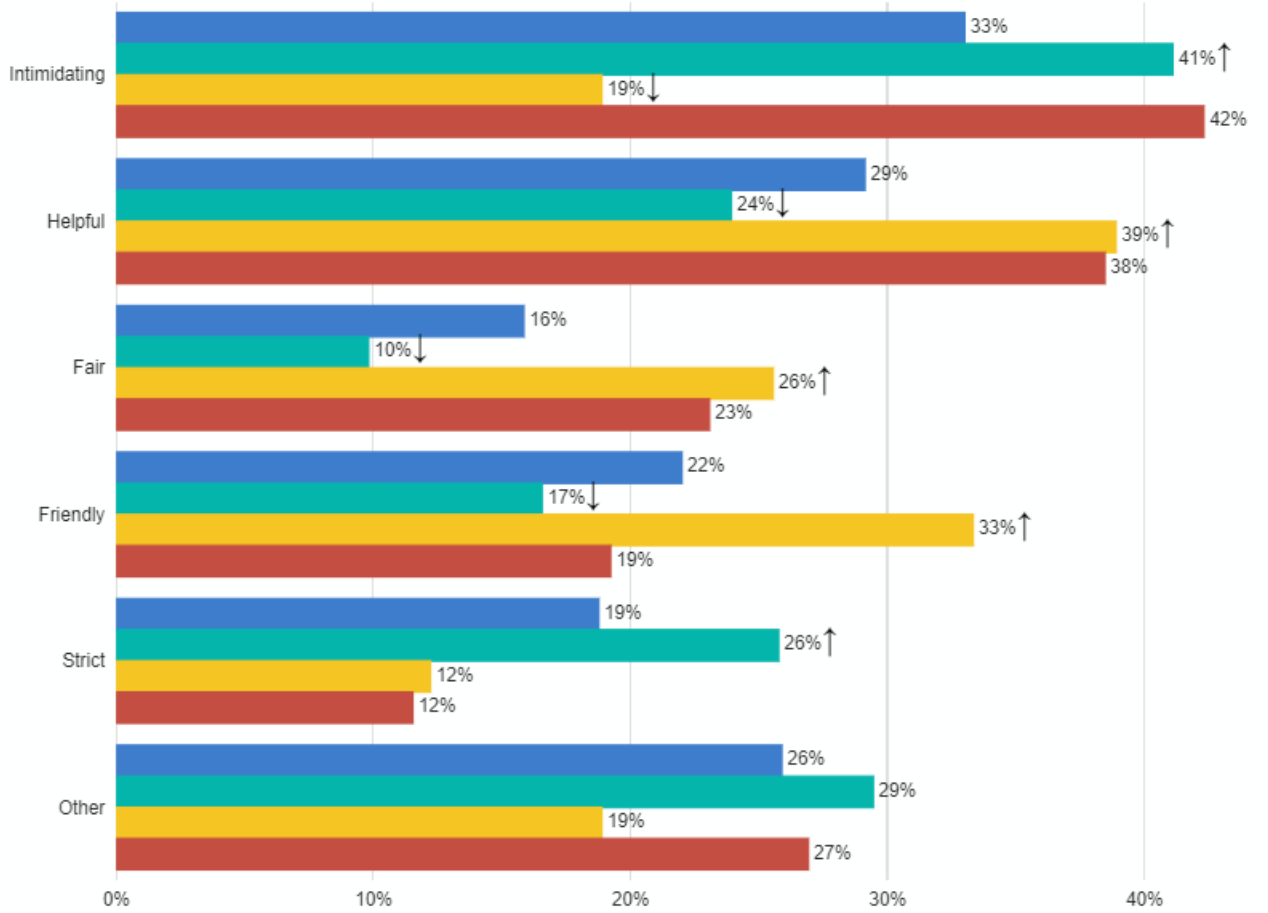


**Question I** *If you were approached by someone wearing this, to ask you about whether you have proof of fare payment, would you describe them as appearing... (Select all that apply).*

**Note:** Survey respondents were shown a photo of the new fare ambassador uniforms.

|              |                       |                       |                       |                       |                       |                       |                       |                  |
|--------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------|
| Friendly     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Unfriendly       |
| Approachable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Unapproachable   |
| Helpful      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Not Helpful      |
| Intimidating | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Not Intimidating |
| Strict       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Lenient          |
| Fair         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Not Fair         |





### Demographic Questions

**Note:** The questions below are consistent with standard Sound Transit demographic questions used on previous passenger surveys.

#### Question I *What is your age?*

|                     |      |
|---------------------|------|
| <b>NET</b>          | 100% |
| <b>Less than 19</b> | 2%   |
| <b>19 to 24</b>     | 20%  |
| <b>25 to 34</b>     | 38%  |
| <b>35 to 49</b>     | 29%  |
| <b>50 to 64</b>     | 7%   |

#### Question I *What is your gender identity?*

|                                  |     |
|----------------------------------|-----|
| <b>Male</b>                      | 37% |
| <b>Female</b>                    | 43% |
| <b>Non-binary</b>                | 19% |
| <b>I prefer to self-describe</b> | 1%  |

**Question I** *What best describes your work status? (Please check all that apply)*

### Employment Status

|                               |     |
|-------------------------------|-----|
| <b>Employed full-time</b>     | 62% |
| <b>Employed part-time</b>     | 17% |
| <b>Unemployed and seeking</b> | 4%  |
| <b>Student (full-time)</b>    | 14% |
| <b>Student (part-time)</b>    | 3%  |
| <b>Retired</b>                | 3%  |
| <b>Unable to work</b>         | 2%  |
| <b>Other</b>                  | 2%  |

**Question I** *Which of the following best describes your living situation?*

### Living Situation

|  |     |
|--|-----|
| <b>Rent</b>  | 59% |
| <b>Own</b>   | 27% |
| <b>Live with friend/relative</b>                         | 10% |
| <b>Long-term or Permanent Housing Services residence</b> | 2%  |
| <b>Other</b>   | 2%  |

**Question I** *Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?*

### Hispanic

|                         |     |
|-------------------------|-----|
| <b>Yes, hispanic</b>    | 9%  |
| <b>No, not hispanic</b> | 91% |

**Question I** *Do you identify yourself as... (Please check all that apply)*

### Race (multiple-select)

|   |     |
|---|-----|
| <b>All Passengers</b>                     | 87% |
| <b>American Indian / Alaska Native</b>    | 3%  |
| <b>Asian / Asian American</b>             | 17% |
| <b>Black / African American</b>           | 13% |
| <b>Native Hawaiian / Pacific Islander</b> | 3%  |
| <b>White</b>                              | 60% |

**Question I** *What is your household's total annual earnings?*

### Income

|                        |     |
|------------------------|-----|
| Less than \$10,000     | 6%  |
| \$10,000 to \$14,999   | 3%  |
| \$15,000 to \$19,999   | 3%  |
| \$20,000 to \$24,999   | 3%  |
| \$25,000 to \$34,999   | 6%  |
| \$35,000 to 49,999     | 13% |
| \$50,000 to \$74,999   | 16% |
| \$75,000 to \$99,999   | 12% |
| \$100,000 to \$149,999 | 14% |
| \$150,000 to \$199,999 | 10% |
| \$200,000 or more      | 14% |

**Question I** *How many people are in your household (including yourself)? (Choose one)*

### Household Size

|                   |     |
|-------------------|-----|
| One, I live alone | 20% |
| Two               | 42% |
| Three             | 16% |
| Four              | 12% |
| Five              | 5%  |
| Six or more       | 5%  |

**Question I** *What languages are regularly spoken in your home?*

Language(s) Spoken

|                |     |
|----------------|-----|
| English        | 97% |
| Spanish        | 9%  |
| Cantonese      | 3%  |
| Mandarin       | 3%  |
| Korean         | 1%  |
| Russian        | 3%  |
| Somali         | 0%  |
| Tagalog        | 0%  |
| Vietnamese     | 1%  |
| Other language | 4%  |

**Question I** *If you speak a language other than English, how well do you speak English?*

Language(s) Spoken

|                |     |
|----------------|-----|
| Very well      | 78% |
| Well           | 15% |
| Less than well | 4%  |
| 4              | 2%  |
| 6              | 2%  |

**Question I** *Do you consider yourself to have a disability that impacts your use of public transportation?*





## **LESSONS FOR FUTURE ENGAGEMENT**

### ***Engagement during COVID-19***

The COVID-19 pandemic continues to challenge the ways Sound Transit engages and gathers feedback from the community. In-person engagement planning and implementation was still limited, even with an in-person event and door-to-door engagement. Additionally, the pandemic had impacts on the CBOs Sound Transit reached out to. Some CBOs had shut down or were unresponsive due to staff capacity and operational challenges. In some cases, they were not reachable at their office phone number.

Pre-pandemic engagement would normally include in-person engagement via booths at cultural and community fairs and festivals, or through CBO-hosted events. Unfortunately, these opportunities were generally not available during the engagement period for this project.

### ***Timing for engagement***

The Sound Transit team and the CBOs engaged during the engagement period reflected that the timing for the online survey during the winter months and close to major holidays may have contributed to a lower number of engagement and survey responses. In addition, the survey was open during the election 2021 season, and some survey promotions competed with election campaign media and advertising.

Engagement with CBOs should ideally start sooner to allow as much lead time as possible for coordination CBOs, who may be dealing with staff capacity limitations and turnover. Related to timing, allowing more time for survey development, promotions, and post-survey analysis in preparation for the Board presentation. Stretching the timeline for future engagement should result in higher and richer levels of engagement.

### ***Survey design and questions***

Survey statistics showed that the survey was visited 641 times, but only 309 surveys were completed (48.2% completion rate). A high number of survey respondents dropped off the start page, which could indicate that the survey design played a factor in completing the survey. It may be helpful to evaluate the design of the landing page to ensure users have a convenient and easy-to-navigate experience in future online surveys.

While it may have been necessary, the survey content was nuanced and listed lengthy questions. These factors may have played a role in the survey being less easy or convenient to complete. Survey respondents were also unable to skip questions, which may have resulted in people exiting the survey before completion.

In the survey responses, a consistent portion of respondents used the open-ended field to express a repeated theme: free or paid fares—as one significant example. It is possible that a portion of those who completed the survey might have only wished to express this, leading to less engagement with the rest of the survey questions.

## **RECOMMENDATIONS GOING FORWARD**

### ***CBO relationship-building***

Sound Transit should extend communications and relations with CBOs who have engaged with the project at any point. This includes any of the CBOs who became non-responsive or dropped out during the process. It is still critical to provide ongoing updates about the project to maintain transparency with all CBOs Sound Transit reached out to.

In cases of nonresponse, it may also be helpful to reach out to others in the organization, as the point person may no longer be in the same position or at the organization. Additionally, phone calls and in-person engagement to CBOs tended to be more effective. In accordance with pandemic guidance, Sound Transit should continue to try new methods to encourage follow-up with CBOs.

Sound Transit should also consider doing a comprehensive audit of all existing partnerships (some of which other staff at Sound Transit may hold) to analyze levels of engagement, historical context on relationships, and to hold space for any sensitivities that may exist.

The CBOs engaged through the process expressed a general theme that authentic partnership should operate at a slower pace to honor the CBO's staff time and capacity. It should also build on trust shared between Sound Transit and the organization. Sound Transit should continue to put resources (including time and financial compensation) into CBO relationships to leverage their expertise and influence to reach communities Sound Transit has historically had a hard time reaching. It is also important to recognize that relationship-building should not always come with a request for support or transaction. Checking in with CBOs without an "ask" could be one example of this.

### ***Fare ambassadors***

Fare ambassadors have invaluable access to engage passengers on Sound Transit Link light rail trains. Sound Transit could consider utilizing the Fare Ambassador team for future engagement—including material distribution, information sharing, and collecting real-time feedback.

Additionally, survey responses regarding fare ambassadors indicated that there may be residual mistrust regarding fare ambassadors, and that there may be a lack of clarity regarding the new look and role. Sound Transit should continue to find ways to build trust with riders and the community. Additionally, it may be helpful to strategize ways to improve or increase communications regarding the role of ambassadors.

### ***Schools or other youth-based program engagement***

Sound Transit should continue exploring partnerships with K-12 public schools, colleges, and other youth-based service providers to build partnership, increase awareness, and collect feedback about Sound Transit's projects and programs. There was significant feedback regarding youth policy and there

is opportunity to partner with organizations and youth populations to learn more about further recommendations with this community and the organizations that serve these communities.

### ***ORCA LIFT program***

Feedback collected during engagement events and in survey responses indicated a need to promote and raise awareness about the ORCA Lift program, specifically its eligibility requirements and how to apply. Sound Transit should improve communications to provide information and support resources for those who qualify and for the broader community.

### ***Station or stop locations for information-sharing***

Feedback collected during engagement events and in survey responses indicated that an increase or improvement of signage could help make processes, policies, and other program resources more accessible at Sound Transit stations, offices, and stop locations.

### ***Advertising***

Initially, advertising was not planned to be a key tool in promoting the survey. However, mid-way through the survey, this plan was adjusted to include strategic advertising placements in the South Seattle Emerald. Sound Transit could consider adding more resources to advertising in community media (including transcreated ads) to reach intended audiences for future engagement.

## **APPENDIX A: OPEN-ENDED RESPONSES**

*“Other” responses to “Which of the following would make it easier for you to pay your fare?”*

| <i>Response</i>  |
|--|
| <i>Not have fare</i>   |
| <i>During a warning, ability to pay fare</i>   |
| <i>If you can get a free orca card if you qualify for food stamps/low income/etc</i>                       |
| <i>Environmentally friendly energy sources</i>   |
| <i>Have monthly or yearly membership pass.</i>   |
| <i>Make it free for everyone</i>   |
| <i>30 day passes instead of monthly</i>  |
| <i>better signage</i>  |
| <i>I think all of these options are excellent - though my orca card is employer sponsored.</i>             |
| <i>More ORCA card readers - especially on the platform instead of just at station entrances</i>            |
| <i>I don't think there should be fare.</i>   |
| <i>Make public transit free and tax Amazon and other large companies to pay for it</i>                     |
| <i>No fares period.</i>  |
| <i>GET RID OF FARE ENFORCEMENT ENTIRELY. INSTALL ENTRY GATES / TURNSTILES LIKE OTHER INTUITIVE SYSTEMS</i> |
| <i>Transparency and easier access to ORCA and other cards</i>  |
| <i>clear &amp; repeated info on tapping out when catching a bus afterward</i>                              |
| <i>Company Sponsor</i>   |
| <i>Put the sanners on train</i>  |
| <i>Transit should be free to truly be inclusive and accessible</i>   |
| <i>Free transit service</i>  |
| <i>waive fares for everyone</i>  |
| <i>Fare-free transit</i>   |
| <i>There should be no fares</i>  |
| <i>Transit should be free</i>  |
| <i>Make transit free for everyone</i>  |
| <i>Fare should be universally covered by our taxes etc</i>   |
| <i>Make it free! Taxes should pay for transit</i>  |
| <i>Transit should be fare free</i>   |
| <i>No fares</i>  |
| <i>free transit for all</i>  |
| <i>no fare</i>   |
| <i>Free transportation</i>   |
| <i>Free fare for all</i>   |
| <i>Elimination of fares</i>  |
| <i>Transit should be free</i>  |

|   |
|---|
| <i>No fare!!! Public transportation should be free!!</i>  |
| <i>Free unlicensed transit</i>  |
| <i>Public transit should be free to all</i>   |
| <i>免費 [translated to "Free" via web translate tool]</i>   |
| <i>No additional fee if I pass a bus fare before the light rail.</i>  |
| <i>Lower fares for everyone, preferably zero for everyone, paid for by taxing the rich</i>                  |
| <i>I think we should have 0 fare.</i>   |
| <i>free public transit</i>  |
| <i>Free transit</i>   |
| <i>I don't think people should have to pay fares.</i>   |
| <i>If it was free</i>   |
| <i>Completely free transit for all</i>  |
| <i>Lower or free fares</i>  |
| <i>School age children and college aged young adults should ride free</i>                                   |
| <i>Transit should be free for everyone</i>  |
| <i>Transit should be free for all, especially during an ongoing pandemic</i>                                |
| <i>No fare</i>  |
| <i>Don't have a fare in the first place; tax the top 1% people/companies</i>                                |
| <i>transit should be free/unlimited warnings for not paying fares. Especially for low income people.</i>    |
| <i>Not having a fare to pay.</i>  |
| <i>no fare, public service</i>  |
| <i>Take the budget from fare enforcement to instead offer free ridership.</i>                               |
| <i>Free fare</i>  |
| <i>get ride of fares and use the money from actually taxing your corporate overlords</i>                    |
| <i>Eliminate fares entirely</i>   |
| <i>MAKE IT AN HONOR SYSTEM. set an expectation for people to pay fare, but DO NOTHING if they don't.</i>    |
| <i>Free transit</i>   |
| <i>Public transit should be free</i>  |
| <i>No fare; fare is a very regressive tax, Seattle is the most regressively taxes city in the nation.</i>   |
| <i>no fares</i>   |
| <i>Free fare; no enforcement for not paying fare</i>  |
| <i>Main lines shouldn't have fares, community subsidized. local lines should have discretion on enforce</i> |
| <i>Making public transit free for everyone!</i>   |
| <i>treat prepaid ORCA cards as fare payment even if you forget to tap the card at a reader</i>              |
| <i>Transit should be free for everyone</i>  |
| <i>Reduced/subsidized card system is too complicated</i>  |
| <i>no fare at all for anyone</i>  |
| <i>All public transit should be free; it costs hundreds/mo for ppl without a car.</i>                       |
| <i>no fare at all</i>   |
| <i>I believe transit should be free and accessible to all</i>   |

|  |
|--|
| <i>It should be a free city funded service</i> |
| <i>Free fare for all</i>                       |

*“Other” responses to “Fine Alternatives”*

| <i>Response</i>  |
|--|
| <i>volunteer or employment program options</i>   |
| <i>Do not have fines.</i>  |
| <i>Offer community service</i>   |
| <i>Community service</i>   |
| <i>Labor programs to “work off” the fare cost</i>  |
| <i>Asked to pay fair on spot</i>   |
| <i>Deactivate membership card for a duration of time so they can not use sound transit</i>                 |
| <i>Make it free</i>  |
| <i>Jail</i>  |
| <i>Make transit free for all.</i>  |
| <i>Community Service</i>   |
| <i>Have safety ambassadors to enforce mask wearing and safety for disabled and vulnerable populations.</i> |
| <i>There should be no fines.</i>   |
| <i>There should be no fines or other punishment for not paying.</i>  |
| <i>No fares period.</i>  |
| <i>other options, community service, etc</i>   |
| <i>a person in need tries to save money so offer a savings</i>   |
| <i>Option to pay other people’s unpaid fare. Pay it forward taps</i>                                       |
| <i>Only after a specific amount of time has gone by</i>  |
| <i>anything but a fine</i>   |
| <i>No fines</i>  |
| <i>They should be charged with theft.</i>  |
| <i>No fines</i>  |
| <i>There should be no punitive outcome for not being able to pay your fare. Transit should be free.</i>    |
| <i>People should not have to pay fines to ride public transit. Public transit should be free</i>           |
| <i>There should not be fines</i>   |
| <i>no fines!</i>   |
| <i>No fines, transit should be free</i>  |
| <i>There should be no fine. Transit should be fare-free</i>  |
| <i>There should be no fares and therefore no penalties for not paying them</i>                             |
| <i>No fines, no enforcement</i>  |
| <i>Free transit</i>  |
| <i>monetary fines should not be levied</i>   |

|   |
|---|
| <i>Make transit free!</i>   |
| <i>No fares, no fines</i>   |
| <i>no monetary fines</i>  |
| <i>Discharge it shouldn't be fines for going to/ from work.</i>   |
| <i>Free fares for all</i>   |
| <i>There should be no fines</i>   |
| <i>Use the public funds for public transportation NOT prisons</i>   |
| <i>Don't make people pay fines.</i>   |
| <i>Don't penalize poverty!</i>  |
| <i>There shouldn't be penalties. Transit should be free</i>   |
| <i>No fares.</i>  |
| <i>Waive them</i>   |
| <i>Fine forgiveness for any reasonable reason</i>   |
| <i>Expand access to free or reduced fare and pay for it by taxing large property owners.</i>                |
| <i>Eliminate fares. Progressive taxation for no-fare transit</i>  |
| <i>No fines. People need access to transportation and this is a huge barrier.</i>                           |
| <i>Provide fare free transit</i>  |
| <i>People should not be fined for not paying fares, as people should not be paying fares</i>                |
| <i>No fines. Riding should be free</i>  |
| <i>There should be no fine</i>  |
| <i>Completely free transit for all</i>  |
| <i>No fines</i>   |
| <i>There should be no fines, period</i>   |
| <i>Public transit should be free</i>  |
| <i>no fine</i>  |
| <i>Do not fine those who have not paid; there's probably a financial reason why they have not/cannot</i>    |
| <i>Single-payer public transportation.</i>  |
| <i>There should be no fines</i>   |
| <i>no fines</i>   |
| <i>Fare should be free</i>  |
| <i>instead of charging poor people get the money from your capitalist overlords jeff bezos and bill gat</i> |
| <i>do not enforce fare; make transit free to encourage less car use</i>                                     |
| <i>there should be no fines</i>   |
| <i>The payment of a fine proportional to income - zero fine for anyone below median income</i>              |
| <i>There should be no fine. Public transit should be free.</i>  |
| <i>Resolve the fine without payment, tax those who are too rich to ride public transit.</i>                 |
| <i>Free fares for low income ppl</i>  |
| <i>no penalties for using a public service</i>  |
| <i>No fare</i>  |
| <i>community service if person can't pay fine; bar repeat offenders from using Link</i>                     |

|   |
|---|
| <i>Transit should be free for everyone</i>  |
| <i>Tax billionaires</i>   |
| <i>no fine</i>  |
| <i>There shouldn't be any fines. Fare is a financial hardship. Fines criminalize the poor only.</i> |
| <i>Fees for nonpayment create an undue financial burden on people who need transit access most</i>  |
| <i>There should not be fines</i>  |
| <i>There should not be monetary fines</i>   |

*“Other” responses to “If Sound Transit decides to issue monetary fines, what should happen if you don’t pay a monetary fine?”*

| <i>Response</i>   |
|---|
| <i>arrest</i>   |
| <i>Nothing because if they could pay the fine, they would have paid the fare.</i>                                     |
| <i>Limit use</i>  |
| <i>Nothing</i>  |
| <i>Nothing</i>  |
| <i>Community service</i>  |
| <i>Community service</i>  |
| <i>Cleaning / garbage pick up at and around transit stations</i>  |
| <i>Whatever the laws allow</i>  |
| <i>You cannot take the train for a certain amount of time</i>   |
| <i>The price of fares for eligible reduced fare riders, sliding scale for reduced fare riders</i>                     |
| <i>Personal visits from a LINK employee to collect.</i>   |
| <i>Unsure, maybe community service or a ban for a certain amount of time</i>  |
| <i>Not sure</i>   |
| <i>Add 10 dollars everyday you don't pay it and /or suspend license</i>   |
| <i>Ability to resolve without payment</i>   |
| <i>Gosh, these are very difficult policy questions.</i>   |
| <i>This is a hard one. Maybe probation of 1 week?</i>   |
| <i>I don't know</i>   |
| <i>Ban from using Sound Transit for period of time</i>  |
| <i>Same as not paying a parking infraction fine.</i>  |
| <i>Nothing -- there should be no penalty for those who do not pay a monetary fine.</i>                                |
| <i>Nothing. Public transit is paid for with tax dollars. Make it free.</i>  |
| <i>Regressive policies like fining people who likely can't afford to pay their fare does more harm than good IMO.</i> |
| <i>They shouldn't be allowed to ride Sound Transit.</i>   |
| <i>community service, banned from transit, jail</i>   |



|   |
|---|
| <i>First you should be asked if you can pay the fine. If you can but not all at once, offer a payment plan if it's feasible. If you can't pay, honestly it should just be waived.</i>   |
| <i>Nothing</i>  |
| <i>community service.</i>   |
| <i>Jail. Banned from all transit</i>  |
| <i>consider the reason why the person couldn't pay in the first place. Why not staff the station in the first place so people will pay to a booth and have more personnel and therefore safety at each station? This could help with feelings of security by your passengers, especially in the evenings.</i>   |
| <i>Nothing. This area is wealthy enough to give everyone free fares. Stop punishing people for being poor.</i>  |
| <i>Community service</i>  |
| <i>They should trespass repeat offenders that refuse to pay fines. If you do not pay for the service you do not get the privilege of using the service.</i>   |
| <i>Collections</i>  |
| <i>Nothing. The best transit should have zero barriers.</i>   |
| <i>Nothing</i>  |
| <i>This is difficult because i abhor criminalizing poverty. But at the same time I recognize that public infrastructure needs to be funded. Ideally I would love to see a program where volunteer work for the city can be reimbursed in the form of public goods, including an Orca card.</i>  |
| <i>I'm not sure. Is there a valid reason why they can't pay the fine? Maybe have a list of organizations or sponsors that would be willing to help. Do a promotion for employers to provide a fare card in the commute reduction program. "Sound Transit Gold List " of those donating to a fare program.</i>   |
| <i>This question is really hard to answer, because I don't think they should be issued monetary fines. Maybe you have 1 year to pay and if you don't it's removed?</i>  |
| <i>Sound Transit should contact you and give you help on how to get a reduced fare ORCA card/regular ORCA card</i>  |
| <i>In many cases, someone who repeatedly does not pay a fine is probably facing economic hardship, and it doesn't make sense to impose a fine on them, especially if they are just taking the LR to get to where they need to go (be that work, home, doctor's etc.). I understand the general dilemma, but Sound Transit is unlikely to ever have a farebox recovery rate of 100% - you really need to push for funding from another source (easier said than done, to be fair).</i> |
| <i>Transit should be free</i>   |
| <i>community service requirements and then possible law enforcement</i>   |
| <i>Nothing</i>  |
| <i>No trespass and possible jail time.</i>  |
| <i>Monetary fines should not be issued as people not able to pay a fare will also not have the funds to pay fines. If absolutely necessary according to Sound Transit (though never actually necessary), several notices should be given before any punitive action. Punitive action should not involve actions which would require either party to pay more than the fares worth (i.e. court/collections costs)</i>  |
| <i>Fines shouldn't exist and any existing ones should be forgiven. It shows that the \$\$ is more important than the humans riding public transit, which is on already stolen Duwamish and indigenous land.</i>   |
| <i>Suspension list</i>  |
| <i>Larger monetary fine</i>   |

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| <i>more warnings, sent possible resolutions and reduced fair options, if continued maybe restrict access</i>   |
| <i>Can't ride the light rail</i>   |
| <i>Can't use the transit for certain amount of time</i>  |
| <i>Another higher fine could be enforced.</i>  |
| <i>Increase the fine</i>   |
| <i>Larger fine, ban from sound transit until fine is paid</i>  |
| <i>Exclusion/ Limitation from service</i>  |
| <i>Nothing.</i>  |
| <i>Be put on low income subsidized plan</i>  |
| <i>Nothing. No fines. Low-no income people should ride free.</i>   |
| <i>Increase to a small threshold and withhold passenger from boarding if does not pay.</i>   |
| <i>Evaluar cada situación para tener información si las razones por falta de pago son de carácter financiero, psicológico, cultural o aleatorio (tarjeta dejó de funcionar, estación de mercado de tarjeta estuvo inactivo, etc.). Además hacer una evaluación si los sistemas de verificación de pasaje son justos e imparciales. (Translates loosely to "Evaluate each situation to obtain information on whether the reasons for non-payment are financial, psychological, cultural or random (card stopped working, card market station was inactive, etc.). Also make an assessment if the ticket verification systems are fair and impartial" In Spanish).</i>   |
| <i>Nothing. Its absolutely ridiculous to charge people fines after they WERENT ABLE TO PAY for a small fare. Then punishing them for being unable to pay an additional fee is reminiscent of debtors prisons and absolutely abhorrent.</i>   |
| <i>Referral to services and programs for those who can't afford to pay. They exist, but letting everyone get by outside the system hampers accurate data collection and creates loopholes for those who can afford to pay to shirk their fair share.</i>   |
| <i>Nothing, low income folks can just get into this endless cycle of not being able to afford transit and when fines are attached on top of that, how does one get ahead</i>   |
| <i>There should not be monetary fines. If it is a hardship for someone to pay for a lightrail ticket, then a monetary fine would clearly be an even LARGER hardship. Asking someone to pay MORE after they already couldn't afford to pay is predatory and regressive. If they can't pay for a ticket or for fines then they should be referred/connected to services and reduced fare options. I pay taxes and pay lightrail tickets so that people can get where they need to go. NOT so that people are punished for not having money to get to work. Why don't we require large employers to pay for monthly Orca cards for their employees so that we can ACTUALLY reduce traffic and get people where they need to go instead of asking the lowest paid people to foot the bill?</i> |
| <i>I'm not sure.</i>   |
| <i>Nothing</i>   |
| <i>Automatically taken out of your Orca account, or you get reduced riding privileges. In any case, this should not be sent out for collections or additional fines added. There should be a chance to sign up for waived or reduced fares if the person is low income or suffering hardship.</i>  |
| <i>Whatever happens when you don't pay a parking ticket</i>  |
| <i>法庭定斷後，從工資薪金扣除罰金 (Translates loosely to: "Deduction of fines from wages and salaries after court decision" in Traditional Chinese)</i>   |
| <i>Nothing. Fines are just a way of saying that laws are only for the poor.</i>  |

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| <i>Then people should not be allowed to use the Light Rail. Please stop this favoritism towards fare cheaters.</i>  |
| <i>Fares should be free and paid for by taxes</i>   |
| <i>- can monetary fines be a percentage of the person's income? i know this would be administratively very difficult, but maybe we can avoid imposing monetary fines on people who are homeless (at least)?</i>   |
| <i>I understand the need to generate a revenue stream, because it's not free to operate services, but we should not criminalize poverty. offer a sliding scale or "pay what you can" or we should work to pass legislation to make public transit free for students, elderly, and low income. I'd be willing to be taxed more so that others can ride for free</i>  |
| <i>Shouldn't issue monetary fines</i>   |
| <i>Nothing! People riding public transit do not need to engage with a poverty-punishment system.</i>  |
| <i>Rather than involving the court, I think it would be beneficial to make transit /t mapping in and out more transparent: -Clearer path towards tapping device -Providing more ways for riders to buy ORCA cards In terms of punishment, I think riders that don't pay consistently should be addressed and possibly given an ORCA card with some funds provided so they can get in the habit of tapping on and off.</i> |
| <i>I guess no ORCA card. I wish there were better options.</i>  |
| <i>Fines should increase</i>  |
| <i>If the person is low-income they should have the option of the fine being reduced or removed. Payment plans also should be offered. If a person is homeless or having a health or mental crisis they shouldn't be fined, but be offered a free ORCA card or referred to health and housing resources if possible.</i>  |
| <i>Other options for restitution should be made available, volunteer, community service, etc</i>  |
| <i>community services</i>   |
| <i>I don't have a strong sense of how much rider fares keep Sound Transit afloat, but in my ideal city, transit would be a free community resource with sliding-scale/free options for poor/transit-reliant folks.</i>  |
| <i>I'm not sure. I don't think people that cannot afford fare should be fined/penalized, having them sign up for a reduced fare program instead of paying a fine sounds fair. People that intentionally abuse the system and can afford the system however, if there aren't many of them I don't think it's worth implementing a fine system. If there are a lot of abusers, then fines should be enforced.</i>           |
| <i>I am not sure. Would community service be an option?</i>   |
| <i>Poner otra multa (Translates to: additional fines in Spanish)</i>  |
| <i>Nothing. No punishment should be necessary to enforce access to free mobility, something that should be a given right to all.</i>  |
| <i>I have a reduced/disability fare and required 3 warnings one year and informed I'd get a citation next time, which I remembered. My point is that leniency may be cost effective. Everybody needs to know how it works! Fare enforcement could tap a volunteer's card once if someone offered, to avoid the citation. Opportunities to grant leniency should be offered to the public if enforcement is required.</i>  |
| <i>Monetary fines should not be given to those with low income, or facing financial hardship.</i>   |
| <i>Have an option to work off the fine. Like community service enriching the community they belong to. Example: Painting graffiti or helping urban youth in after school programs</i>   |

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| <i>I'm not sure.</i>   |
| <i>Talk to these people about barriers they are facing, free orca card program, outreach. People should not be punished for choosing to use public transit</i>   |
| <i>Load the amount owed onto their orca account</i>  |
| <i>Nothing.</i>  |
| <i>Send a warning.</i>   |
| <i>Suspension on the ride for 1 month, if get caught again, the payment will go triple. If it happened for 3 times, then need to complete certain mandatory volunteer hours and paid all the penalties, otherwise, cannot ride on the transit anymore.</i>   |
| <i>do community services</i>   |
| <i>Banned from transit if refusal to pay fine after set period of time.</i>  |
| <i>I don't know</i>  |
| <i>Well depends on income</i>  |
| <i>Nothing. Don't use the court system.</i>  |
| <i>Nothing, fine forgiveness</i>   |
| <i>I think fining people is only going to punish low income/disenfranchized folks more. Nothing should happen to people if they don't pay fines. It's only punishing people for being poor. It could be cool to offer an option to work on an hourly basis (a paid position) to help give means to pay fare in the future.</i>   |
| <i>Receive automated phone calls, with easy to understand information about how to resolve the file AND/OR information about signing up for reduced fare programs, etc..</i>   |
| <i>Misdemeanor theft charges—deferred sentences with community service, perhaps cleaning light rail cars.</i>  |
| <i>Theft charges are warranted. The trains are crowded, and there are people just riding up and down the line with not destination eating, drinking, coughing, not wearing masks, bringing in garbage bags loaded with their things. The light rail should not be used as a homeless shelter. The messes they leave behind are disgusting. The experiment with nonenforcement is not working. As long as EVERYONE has to demonstrate payment and compliance with the rules, enforcement is not discriminatory.</i> |
| <i>Geez really? I have a hard time believing that you are asking this question. Fines can dog low income people. Stop with the fines. Provide free or fare for kids under 18. Reduced fare for folks earning less than 60k. Require employers to pay for orca cards.</i>   |
| <i>Absolutely nothing besides giving the person a loaded ORCA card.</i>  |
| <i>Nothing, public transit is for the public, paid for by the public, and should be for EVERYONE. Not just those who can afford it.</i>  |
| <i>So, I have neighbors who will still ride the bus over light rail, because light rail is too expensive for them, even if it might be the safer and easier option at the time. People are seriously struggling right now. It is not getting easier. I respect accountability for paying for community and public transportation, but instead go to the city and county to make up the difference. Largely people are not paying a fare because they need to get somewhere but cannot afford the transit cost.</i> |
| <i>Nothing, transit should be free</i>   |
| <i>Community service option or something educational</i>   |
| <i>Unsure but don't fines people who already struggle to pay fare.</i>   |

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| <i>Either nothing, or provide a convenient community option, like cleaning up a link station.</i>   |
| <i>You can't load money on your orca card until fines are partially paid off.</i>   |
| <i>Nothing</i>  |
| <i>Transit should be free. Or at the very least there should not be any fare enforcement. There should not be any punitive outcome from not being able to pay your fare. Tax payer money should pay for transit. When you do fare enforcement, you will always be punishing poverty which disproportionately impacts BIPOC, LGBTQIA+, and disabled peoples. Issuing a monetary fine to someone who cannot pay their fare is cruel and demoralizing. What makes you think they can pay a fine if they can't pay a fare? Then they are banned from transit which is probably their only means of transportation. This is dumb, ineffective and cruel. Please please please stop punishing people for poverty.</i> |
| <i>Transit should be no cost for all riders to encourage everyone to take the most environmentally sustainable transportation.</i>  |
| <i>Nothing</i>  |
| <i>Nothing</i>  |
| <i>There should be an attempt to connect the person who is not paying fines with reduced fare programs.</i>   |
| <i>Nothing</i>  |
| <i>Nothing. Sound Transit should not decide to issue monetary fines. That's absurd and regressive.</i>  |
| <i>Nothing.</i>   |
| <i>Nothing. All public transit should be payed for through taxes, on the wealthy ideally. Traffic is way too congested, transportation should be accessible to everyone, and we have a global climate emergency.</i>  |
| <i>Nothing</i>  |
| <i>Nothing</i>  |
| <i>Nothing. Make transit free.</i>  |
| <i>Nothing. Issuing fines to people who can't afford to put the fare is a waste of time and money. Definitely not police involvement or any action that could lead to incarceration or someone's life falling apart even more- we definitely don't want to ensnare someone in a downward cycle of criminalizing poverty.</i>  |
| <i>Nothing. Monetary fines should not be issued for public transit. Those who cannot pay shouldn't be punished further.</i>   |
| <i>Nothing</i>  |
| <i>Paid for by SPDs outrageous budget</i>   |
| <i>No fines</i>   |
| <i>Nothing. We should do what our libraries did and get rid of "fees" that disproportionately impact low income and persons of color. Transit is a public good and should be free for everyone</i>  |
| <i>They shouldn't. It's crazy to think you would charge someone \$200 for a \$1.50 ride.</i>  |
| <i>Absolutely nothing, how dare you charge for transportation when people need it for work and life!</i>  |
| <i>Nothing. Charging people for being poor is worthless and counterintuitive.</i>   |
| <i>nothing</i>  |
| <i>Zero fines for public transportation.</i>  |
| <i>Nothing because that is punishing the poor. Fines are designed to keep the poor poor.</i>  |

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| <i>Nothing, all riders should be able to ride for free.</i>  |
| <i>How about don't issue fines.</i>  |
| <i>Nothing</i>   |
| <i>N/A: there should be no fines.</i>  |
| <i>Absolutely nothing. People who can't pay for transportation, which shouldn't cost anything, should never face a penalty, that is a huge disgrace to our city to penalize people for not having enough funds. Public transportation should be PUBLIC like public libraries, not exclusive to people with money. Shame.</i> |
| <i>No action. Public transit provides an essential service for everyone, but especially the working poor. I think ultimately this type of monetary fine costs more for the city.</i>   |
| <i>Nothing.</i>  |
| <i>Nothing. Fare fines just criminalize poverty. Take the fare enforcement program budget and put it into passes for low/no income folks.</i>  |
| <i>Nothing - monetary fines for transit in a city where many folks can't afford a car or rent is unethical. Public transit should be a public good.</i>  |
| <i>Nothing</i>   |
| <i>You should get an award and be added to the list of people who helped ST see that it should serve the public good instead of aid in the discipline and control of vulnerable populations by managing, regulating, and restricting their mobility.</i>   |
| <i>Nothing. Waive it.</i>  |
| <i>Nothing. There's no reason sound transit should be spending money to collect fines.</i>   |
| <i>沒後果 (Translates to loosely to "no consequences" in Traditional Chinese)</i>   |
| <i>There should not be any fines</i>   |
| <i>Nothing</i>   |
| <i>Nothing, there should not be fines or fares, progressive taxation can easily cover the cost</i>   |
| <i>Nothing.</i>  |
| <i>nothing</i>   |
| <i>Nothing</i>   |
| <i>Nothing. Transit should be free and provided by the state/city/community</i>  |
| <i>Nothing</i>   |
| <i>Nothing.</i>  |
| <i>Nothing</i>   |
| <i>No fines!!! Don't charge people extra money when they didn't have the money to pay for the fare in the first place. Riding should be free.. and certainly NOT policed for money</i>   |
| <i>Nothing because there should be no fine</i>   |
| <i>Sound transit should not issue monetary fines or charge for transit at all.</i>   |
| <i>The fine should be issued without a due date, and no further action should be taken.</i>  |
| <i>Nothing</i>   |
| <i>Sound Transit should not charge monetary fines as this disproportionately impacts the impoverished, making fare skipping essentially legal for anyone who can afford it, and increasing barriers to access for people who desperately need it.</i>  |
| <i>Nothing. Stop being cops, Sound Transit. Transit should be free.</i>  |

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| <i>Nothing. Transit itself should be free of cost.</i>  |
| <i>Nothing</i>  |
| <i>You shouldn't fine people who already don't have money</i>   |
| <i>Nothing</i>  |
| <i>Put it on the tab of the top 1% of Seattle individuals and companies</i>   |
| <i>Make up the difference by taxing the billionaires of Washington, or corporations like Amazon that have driven up the cost of living for the people, especially those who rely on public transportation. Or take the difference out of the bloated police budget.</i>   |
| <i>Nothing because there are so many people who are barely able to pay the fare in the first place, so adding a fine to that would not help anyone</i>  |
| <i>I disagree with punishment as the knee-jerk reaction. I haven't seen the budget, but I can't imagine fare enforcement pays for itself better than other programs could.</i>  |
| <i>Absolutely nothing.</i>  |
| <i>Nothing. The policy of fining people who can't pay is racist and classist</i>  |
| <i>nothing</i>  |
| <i>Nothing</i>  |
| <i>Tax the ultra wealthy and pay for it out of those funds.</i>   |
| <i>You should get a longer time to be able to pay it</i>  |
| <i>Sound transit should not issue monetary fines because people who can't afford fare can't afford fines.</i>   |
| <i>charge jeff bezos and bill gates</i>   |
| <i>nothing</i>  |
| <i>Nothing. Tax the rich. Ask rich riders to pay for other people's fares.</i>  |
| <i>Nothing. How much of the infrastructure for public transit is generated by rider fare? We should tax corporations and people that are wealthy to pay for this infrastructure.</i>  |
| <i>I don't think you should issue fines for people that can't pay.</i>  |
| <i>NOTHING. Literally nothing. Chasing fines is way more expensive than dismantling the stupid 'fare enforcement' farce which costs 10x what it 'recovers.' JUST STOP.</i>  |
| <i>Nothing, there should be no monetary fines</i>   |
| <i>Nothing</i>  |
| <i>You can tell them you're not mad, just very disappointed.</i>  |
| <i>nothing - i fully support public transit being fully tax-funded and otherwise free to all</i>  |
| <i>Nothing</i>  |
| <i>Fines perpetuate the problem of inability to pay by compounding the financial deficit. Public funding for mass transit to make riding accessible for all including low income ppl</i>  |
| <i>Squeezing folks who can't pay to make them cough up more of what they already don't have is cruel and counter-productive. No fares; that money should come from the largest employers benefiting from working public transit.</i>  |
| <i>Nothing; public transit is a public service and should be free</i>   |
| <i>Monterey fines for people who can't pay for the bus is an unjust tax on the poor. Before the light rail (the height of profitability of KC metro), drivers had the discretion to allow people to ride fare-free as long as they kept in line. Removing this and turning to fare enforcement officers has removed</i> |

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| <i>discretion, as the entire purpose of the job is to collect money from the poor. You can't get blood from a stone.</i>   |
| <i>Doesn't seem worth chasing</i>  |
| <i>Provide option for community service (ex: trash pickup) if person is unable to pay fines; ban from Link if person is a repeat offender (ex: more than 3 warnings or failure to pay fine/do community service)</i>   |
| <i>Nothing. Transit should be free always. Or like a quarter if you must. To change the dynamic of transit riding vs auto dependence more people of all classes need to ride it regularly &amp; it needs to be the easiest and cheapest option, &amp; preferably the fastest &amp; most reliable too</i>   |
| <i>I'm not sure but I don't think it should involve the government's resources. Sound transit is a private company although the infrastructure they provide looks like a public good. I don't like the idea of businesses using the power of the state to enforce private business terms.</i>  |
| <i>The only reason a person would not pay \$3 to ride a train is if they cannot pay. It would be adding further injury to insult to charge a fine much greater than the monetary burden they've already shown to not be able to shoulder. Please end this draconian and, in light of structural inequities in the UD, racist practice. Thank you for your time!</i>  |
| <i>The fine should be forgiven. If someone cannot afford to pay the fine or doesn't have capacity in their life to, then they should not be penalized or barred from taking transit. Public transit should be accessible to all regardless of circumstance.</i>  |
| <i>I think fines and payments should be honor based, enough users of public transport can afford to pay and this allows those disadvantaged to feel less strain</i>  |
| <i>Nothing.</i>  |
| <i>Nothing</i>   |
| <i>No monetary fines—this is classist</i>  |
| <i>Refer user to community services. Collect data on inability to pay fine.</i>  |
| <i>Work out an alternative plan to pay off</i>   |
| <i>FREE FARES</i>  |
| <i>Nothing. Poor taxes are bad for the economy. Rich people have no need to not pay. You can't afford transport to a job interview without a job. Frankly I think unemployed, people who make minimum wage or close shouldn't have to pay until they make more and then it should be incremental, if you have medicaid why would you make it harder to get a job? Also, police officers in Seattle are paid way too much and too much money is being wasted on incarceration for me to be concerned with the city's income until it starts expressing a more pro-social attitude. We have too much unemployment, unhoused, and they are being jailed and harassed and mindlessly pushed around instead of given mental health treatment. All an absolute waste of money. Also the removal of benches at bus stops, lack of bathroom facilities, if the city holds its aged, disabled, and impoverished in disdain like this, before we even get into the unbalanced enforcement due to race, you can't expect anyone to relate paying a fare to social responsibility. It's a poor tax. That's it.</i> |
| <i>forgive the fine and provide a free unlimited pass</i>  |
| <i>No fines. Public transit should be free. A system of fines enforces the law for the poor only and is violence against marginalized people in a city w rising inequity. If ST wants equitable ridership then fare enforcement should cease completely.</i>   |
| <i>nothing, because fines are just a way to punish poor people for being poor.</i>   |



*No further action. Often those who can't pay fares, understandably can't pay fines and further punishment doesn't solve the root issue of non payment (lack of stable funds). I would prefer leaders work toward a sustainable system with free fares which will also lead to a decreased need for jobs/funding to fare enforcement, education, and communication. I want a system that works for those that need it MOST.*

*No fines*

*Nothing. You shouldn't fine people that can't afford to pay.*

*Work off fine cleaning stations or other community service.*

*i think the fines are necessary and should be sent to collections (speaking as someone who can afford fines, and obviously mistakes happen but after several times its a pattern) if unpaid but I believe for low income riders they should have a way to waive the fine (like how UW med does their billing procedures for low income patients)*

*Nothing.*

### *"Other" responses to "Youth Rider Policy"*

| <i>Response</i>  |
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| <i>Same, give an inch they take a mile</i>   |
| <i>Most kids under 18 don't have money especially if In school I know I didn't</i>                       |
| <i>Warnings, subsidized fares for youth, school</i>  |
| <i>always free</i>   |
| <i>Youth should be provided their own card if they need/go to school</i>                                 |
| <i>Also more education on the technology</i>   |
| <i>No fare</i>   |
| <i>Leave the kids alone. Make it free.</i>   |
| <i>same policy for youth and adults</i>  |
| <i>fine parent or gaurdian</i>   |
| <i>1 warning. Then banned/fined</i>  |
| <i>I though ST was going to offer free rides to students</i>   |
| <i>Parent or guardian should be responsible</i>  |
| <i>No fines under 18 but if they turn 19 keep the warning</i>  |
| <i>Warnings and education, but preferably fare-free. (Though ST will need more government support)</i>   |
| <i>Nothing - all public school youth are given free ORCA cards anyway</i>                                |
| <i>Free transit for youth</i>  |
| <i>Youth shouldn't have to pay.</i>  |
| <i>Make transit free</i>   |
| <i>They should be treated just like adults. Same warnings, same penalties. How else will they learn?</i> |
| <i>get rid of fare enforcement entirely</i>  |
| <i>this should be 100 percent free for youth.</i>  |
| <i>Youth should ride free.</i>   |
| <i>other options/opportunities for restitution</i>   |

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| <i>need more space here. kids abusing the system wont reform here, don't try, it just can't be helped.</i>     |
| <i>All of the above, and every youth needs to know the rules before a friend decides to try to ride fre</i>    |
| <i>No fines</i>  |
| <i>Hey they get home right</i>   |
| <i>Stop harassing kids</i>   |
| <i>Youth should not have to pay</i>  |
| <i>Free fare for all. Kids are already seriously struggling with school, COVID,&amp;struggling mental heal</i> |
| <i>Free transit</i>  |
| <i>Transit should be free for all. Fare compliance shouldn't be a thing. Don't do it to anyone.</i>            |
| <i>Fares free to all</i>   |
| <i>Children, or anyone, shouldn't be fined or have enforcement imposed on them</i>                             |
| <i>No warnings, no fine</i>  |
| <i>None. Transit should be fare-free.</i>  |
| <i>No warnings</i>   |
| <i>No fines, no warnings, no fares for youth</i>   |
| <i>Riding public transit should be free, especially for youth!</i>   |
| <i>Free transit; especially for youth and elders and communities with disabilities.</i>                        |
| <i>Transit should be free for all, ESPECIALLY children and elders!</i>   |
| <i>Absolutely nothing. They're CHILDREN.</i>   |
| <i>Just let them ride wtf</i>  |
| <i>Free transportation</i>   |
| <i>Free transit</i>  |
| <i>No warnings or fines</i>  |
| <i>No fare enforcement</i>   |
| <i>Public transit should be free to all, including children. Do not punish children for transit needs.</i>     |
| <i>No fares, lots of education. Free tours of facilities and explanations of urban mobility planning.</i>      |
| <i>No warnings, no fine. Leave them alone.</i>   |
| <i>Just fucking let kids ride for free good gracious</i>   |
| <i>Thank them for riding transit and tell them that like riding free transit is the wave of the future</i>     |
| <i>Minors should ride for free</i>   |
| <i>Children should not have to pay to take public transportation.</i>  |
| <i>Make it free to ride. Stop all fines and fares</i>  |
| <i>No warning no fine</i>  |
| <i>Completely free transit for all</i>   |
| <i>No enforcement</i>  |
| <i>Free fare, unlimited, why is this even a question?</i>  |
| <i>Transit should be free for everyone</i>   |
| <i>You want to fine youth? Literal children? Who most likely do not have a job? Are you kidding me?</i>        |
| <i>Public transit should be free, fares and penalties disproportionately effect poor people</i>                |
| <i>Don't check for fare compliance for the youth</i>   |

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| <i>Single-payer public transportation.</i>  |
| <i>People who aren't able to pay should not have to pay</i>   |
| <i>none</i>   |
| <i>Free ridership to minors</i>   |
| <i>just let kids ride the bus and train without cops harrassing and assaulting them</i>                     |
| <i>it is ridiculous to enforce fare for a child; do not do this</i>   |
| <i>Free transit for youth</i>   |
| <i>DO NOTHING. LET EVERYONE 24 AND UNDER RIDE FREE LIKE A CIVILIZED COUNTRY WOULD</i>                       |
| <i>no fares</i>   |
| <i>Warnings, no education. Youth poverty is not the choice of the youth.</i>                                |
| <i>can you also have penalties for parents if kids are repeat offenders?</i>                                |
| <i>Youth should never pay, they don't have their own \$ &amp; transportation control is a tool of abuse</i> |
| <i>No warnings, no fines.</i>   |

*“Other” responses to “Fare Ambassador Thoughts”*

| <i>Response</i>   |
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| <i>parents required to pay fine</i>   |
| <i>A fancy name for fare enforcement</i>  |
| <i>They will accost someone on the train</i>  |
| <i>Leave it as fare enforcemer that sounds cringey</i>  |
| <i>Dumb name</i>  |
| <i>Gestapo</i>  |
| <i>Rent-a-cops and fear-mongers.</i>  |
| <i>Sounds like more of Sound Transit’s public-relations BS.</i>   |
| <i>virtue signaling PC nonsense</i>   |
| <i>Sounds ridiculous. An ambassador for fares? It sounds watered down</i>   |
| <i>not sure if it's a service or code for security of operations</i>  |
| <i>Just another word for cop.</i>   |
| <i>They are Sound transit staff trying to cater to the woke crowd with no backbone.</i>   |
| <i>I'm wondering if there is functional difference</i>  |
| <i>Security presence</i>  |
| <i>It sounds overly pedantic. An improvement over officers, but imperfect</i>   |
| <i>The name sounds like they would be stationed at the front and near pay stations, not on the train</i>  |
| <i>Trying to make them sound nice</i>   |
| <i>Transit cops</i>   |
| <i>They are less useful and helpful than fare enforcement officers, who left a better sense of security</i>   |
| <i>Sounds friendly but won't make a difference if they can still issue monetary fines.</i>  |
| <i>覺得名稱非常可笑，毫無阻嚇及約束力。乘客亦不會對他們認真起來 (Translates loosely to “I find the name very ridiculous, without any deterrence or binding force. Passengers also don't take them seriously” in Chinese Traditional).</i> |

|  |
|--|
| <i>off-duty cops probably.</i>   |
| <i>Get rid of this stupidity. Go back to "Enforement Officers."</i>  |
| <i>get rid of fare ambassadors entirely</i>  |
| <i>Fare police</i>   |
| <i>Armed with deadly weapons.</i>  |
| <i>Fare enforcement officer sounds better me it should change back to it.</i>                                |
| <i>Police</i>  |
| <i>No one with authority. They should be called Transit Enforcement Officers</i>                             |
| <i>There are someone who could help people obtain reduced fares</i>  |
| <i>Violence</i>  |
| <i>This is bullshit. It's literally the same thing. I makes me think you think I'm dumb.</i>                 |
| <i>Rent a cops</i>   |
| <i>They're cops who, statistically, are more likely to harass BIPOC community members.</i>                   |
| <i>They are Fare Enforcement with a less aggressive and more confusing name</i>                              |
| <i>Fare enforcement</i>  |
| <i>They are fare police with a nicer name.</i>   |
| <i>An official who's salary is a waste of money</i>  |
| <i>They're still cops enforcing fares that shouldn't exist! Although they are a bit more polite.</i>         |
| <i>Stop dressing up "cop"</i>  |
| <i>They are Sound Transit staff who are supposed to sound nice but are really there for fare enforcement</i> |
| <i>cops</i>  |
| <i>Dumb. 1, if you admit your racists why is your model black? Am I supposed to be comfortable with it?</i>  |
| <i>They're just fare cops</i>  |
| <i>Their name is irrelevant as long as they are fining people who can't afford public transit.</i>           |
| <i>Cops.</i>   |
| <i>They are causing unsafe conditions for people of color and the poor</i>                                   |
| <i>They are cops</i>   |
| <i>Poorly veiled fair enforcer</i>   |
| <i>Cop.</i>  |
| <i>I don't think rebranding is helpful - they are still policing fares.</i>                                  |
| <i>They are attempting to mask their policing function with word games and are probably embarrassed.</i>     |
| <i>They're enforcers. Just call it like it is.</i>   |
| <i>They are cops with another name</i>   |
| <i>They are enablers for the police to restrict access to transit based on the ability to pay fares</i>      |
| <i>I think they are fare enforcement/cop-like, but with a new misleading name.</i>                           |
| <i>They are officers with a new name</i>   |
| <i>Trying to sound less like cops but are still basically cops</i>   |

|   |
|---|
| <i>They're useless for anything besides punishing poor people for being poor.</i>                           |
| <i>Just another "nice" name to try to cover up what they really do.</i>                                     |
| <i>Police who criminalize riders</i>  |
| <i>Tax collectors</i>   |
| <i>Cowardly attempt to clean up PR image of people who fine the impoverished</i>                            |
| <i>They are cops and may hurt me or cause me to be hurt.</i>  |
| <i>Sounds like a way to try and soften the term "fare security", seems very disingenuous</i>                |
| <i>They want to fine me</i>   |
| <i>cops</i>   |
| <i>They are transit cops</i>  |
| <i>A position that is wasting money when instead we could use that budget to offer cheaper/free transit</i> |
| <i>They are a waste of money and fare should be free</i>  |
| <i>theyre cops</i>  |
| <i>A silly name based on a marketing g strategy</i>   |
| <i>"What a joke." Calling someone an "ambassador" doesn't mean they're not a security guard. Or racist.</i> |
| <i>Orwellian</i>  |
| <i>Sorry, I know you're trying, but it comes across very 1984</i>   |
| <i>shallow attempt to make public transit fares seem reasonable</i>   |
| <i>They are a cop trying to be less menacing</i>  |
| <i>Ingsoc double-speak. Ambassadors are not punitive.</i>   |
| <i>Lipstick on pig</i>  |
| <i>It is a nicer name for the fare police, but still the fare police.</i>                                   |
| <i>Even calling them "Fare Ambassadors" implies enforcement.</i>  |
| <i>The name change is confusing &amp; pointless if enforcement continues</i>                                |
| <i>fare cops. changing the terminology to sound friendlier is such bullshit. just get rid of them.</i>      |
| <i>Why not a system change? How do Fare "Ambassadors" avoid the same issues</i>                             |
| <i>They sound like cops.</i>  |

*“Other” responses to “Fare Ambassador Appearance”*

| <i>Response</i>   |
|---|
| <i>Unnecessary</i>  |
| <i>a little bit silly, tbh</i>                                  |
| <i>Racist</i>   |
| <i>Get rid of fare ambassadors and make public transit free</i> |
| <i>dressed wrong for their role</i>                             |
| <i>No authority</i>   |
| <i>They look like a Walmart greeter</i>                         |

|   |
|---|
| <i>Unnecessary</i>  |
| <i>To work for sound transit</i>  |
| <i>Depends more on how they act than what they are wearing</i>  |
| <i>搞笑。你憑什麼要求我出示證明文件？ (Translates loosely to “funny. Why do you ask me to show supporting documents?” in Traditional Chinese).</i> |
| <i>I would tell them to get rid of those outfits and put on the "Enforement Officers" uniform.</i>                                |
| <i>get rid of fare ambassadors entirely</i>   |
| <i>Depends more on how the person acts than what they wear</i>  |
| <i>the outfit is fine, but it depends on who is wearing it and the level of authority they have</i>                               |
| <i>Outfits definitely look less intimidating</i>  |
| <i>Dorky</i>  |
| <i>poorly dressed</i>   |
| <i>Better than the old uniforms</i>   |
| <i>Depends on the person in the uniform</i>   |
| <i>Nothing really its just a guy in a vest.</i>   |
| <i>Depends entirely on the manner of the person wearing it</i>  |
| <i>I've had mixed experiences. Some were very friendly. Some were very rude.</i>  |
| <i>annoying</i>   |
| <i>Policing</i>   |
| <i>Doesn't look like police or security - the colors are great</i>  |
| <i>Someone to answer questions from tourists?</i>   |
| <i>If I SAW them, I'd thinking friendly and helpful. If they asked for PROOF I'd think enforcement</i>                            |
| <i>Violent, classist</i>  |
| <i>More connected, but still intimidating</i>   |
| <i>Authority; Someone who can get me in trouble if I forgot to pay my fare</i>  |
| <i>useless</i>  |
| <i>Doesn't matter what they look like if they are asking for proof of fare</i>  |
| <i>cute</i>   |
| <i>I would see them as people who need a paycheck</i>   |
| <i>Fare enforcement officers</i>  |
| <i>Fare police.</i>   |
| <i>like their salary was a waste of money. Fare enforcement isn't productive to society</i>                                       |
| <i>Official</i>   |
| <i>Rental cop</i>   |
| <i>Misleading</i>   |
| <i>Ridiculous.</i>  |
| <i>Dorky</i>  |
| <i>Who are your candidates?</i>   |
| <i>You can't judge someone by their uniform, every human is unique</i>  |
| <i>Still the same enforcement role, just in a different outfit</i>  |

|   |
|---|
| <i>Cops. No one else would ask that question because it's a loaded question with implied consequences</i> |
| <i>Someone doing a job to enforce policies I don't agree with</i>   |
| <i>Minion fanatic</i>   |
| <i>Unaware of the harmful role they play in the economic and social fabric of their community.</i>        |
| <i>Enforcement. Plain and simple.</i>   |
| <i>Still a cop in a different uniform</i>   |
| <i>It would depend on their demeanor and how i see them interact with others</i>                          |
| <i>Unnecessary</i>  |
| <i>Targeting marginalized people</i>  |
| <i>like police</i>  |
| <i>Hostile</i>  |
| <i>Useless and frustrating, they're just here to squeeze money from poor people</i>                       |
| <i>Unnecessary, extraenous</i>  |
| <i>Lookin like a dork</i>   |
| <i>Fare enforcers or "ambassadors" are always going to cause headaches, esp for those you can't pay</i>   |
| <i>As someone who is obligated to enforce the rules set by their superiors.</i>                           |
| <i>Coercive</i>   |
| <i>Just make transit free</i>   |
| <i>cops</i>   |
| <i>I would not want to interact. I love our transit system but believe it should be free for all.</i>     |
| <i>Not much</i>   |
| <i>Fascist/authoritarian/underpaid/ridiculous</i>   |
| <i>Better than before but they should dress like Me Rogers</i>  |
| <i>insincere</i>  |
| <i>Dangerous</i>  |
| <i>Sad</i>  |
| <i>A bit of a waste of labor</i>  |
| <i>Corporate. Like security guards but more fake.</i>   |
| <i>Looks like helpful staff who will then turn on you</i>   |
| <i>Patronizing</i>  |
| <i>porcine</i>  |
| <i>Overbearing</i>  |

**“Other” responses to “Living Situation”**

| <b>Response</b>                             |
|---|
| <i>couch surfer, no permanent residence</i> |
| <i>With my parents</i>                      |
| <i>Rent room in a house</i>                 |
| <i>Dorming with others</i>                  |

|                                 |
|---------------------------------|
| <i>Rent with rental voucher</i> |
| <i>many housemates</i>          |
| <i>Rent room in house</i>       |

*“Other” responses to “Languages Spoken”*

| <i>Response</i>                       |
|---------------------------------------|
| <i>Turkish</i>                        |
| <i>Japanese</i>                       |
| <i>Hindi, Punjabi, Urdu, Manipuri</i> |
| <i>Oromo</i>                          |
| <i>Cebuano</i>                        |
| <i>Krio</i>                           |
| <i>French</i>                         |
| <i>German</i>                         |
| <i>ASL</i>                            |
| <i>Greek</i>                          |
| <i>German, Japanese</i>               |
| <i>Yiddish</i>                        |
| <i>Yiddish</i>                        |