

# ***Fare Engagement***

## *Program Update*

*Rider Experience and Operations Committee*

*09/07/23*



# Why we are here



**Update:**  
*Compliance & Inspection Rates*



**Staffing Assessment:**  
*Recruitment, Retaining, & Hiring*



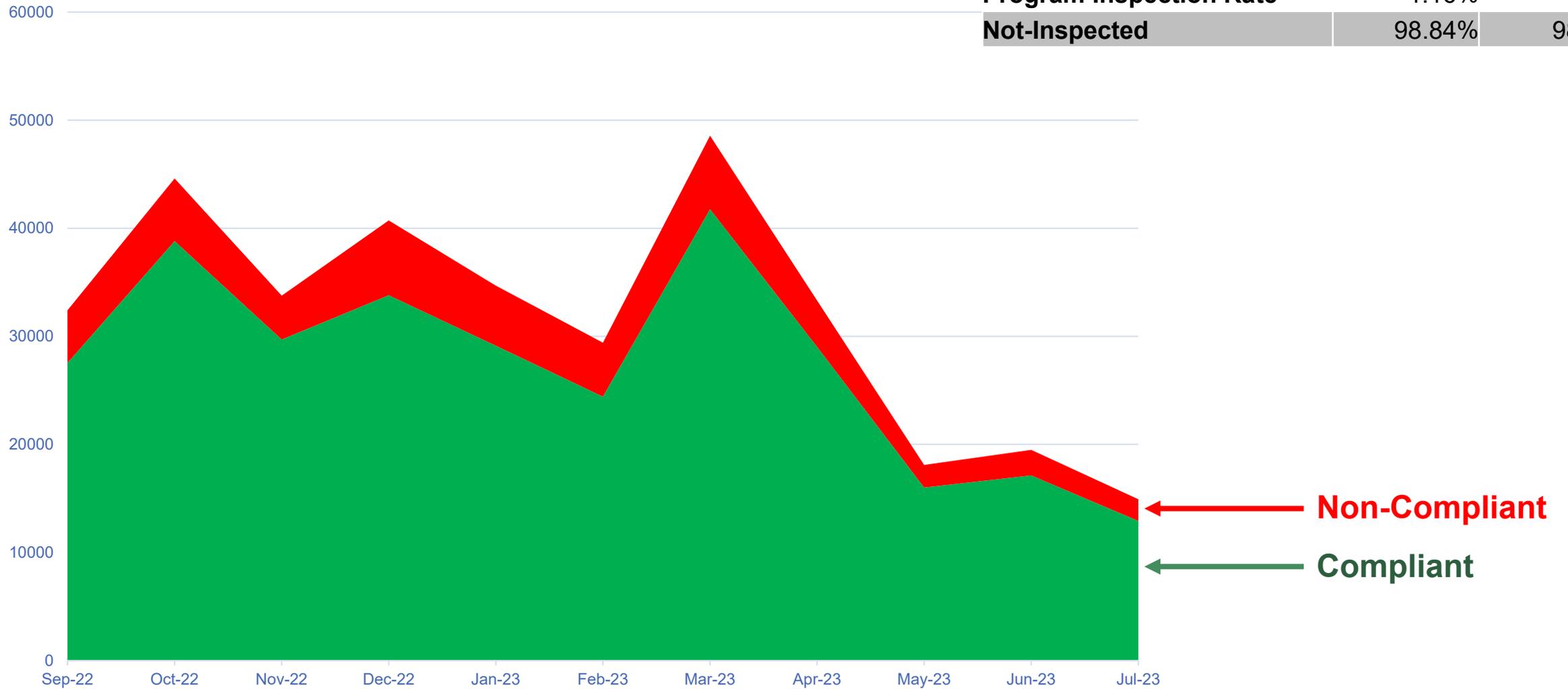
**Upcoming Work:**  
*T-Link, Citations, & More*



# *Fare Compliance*

# Fare Compliance Rate

Trends	6 Mo Avg	12 Mo Avg
Non-Compliant	13%	14%
Compliant	87%	86%
Program Inspection Rate	1.16%	1.41%
Not-Inspected	98.84%	98.59%



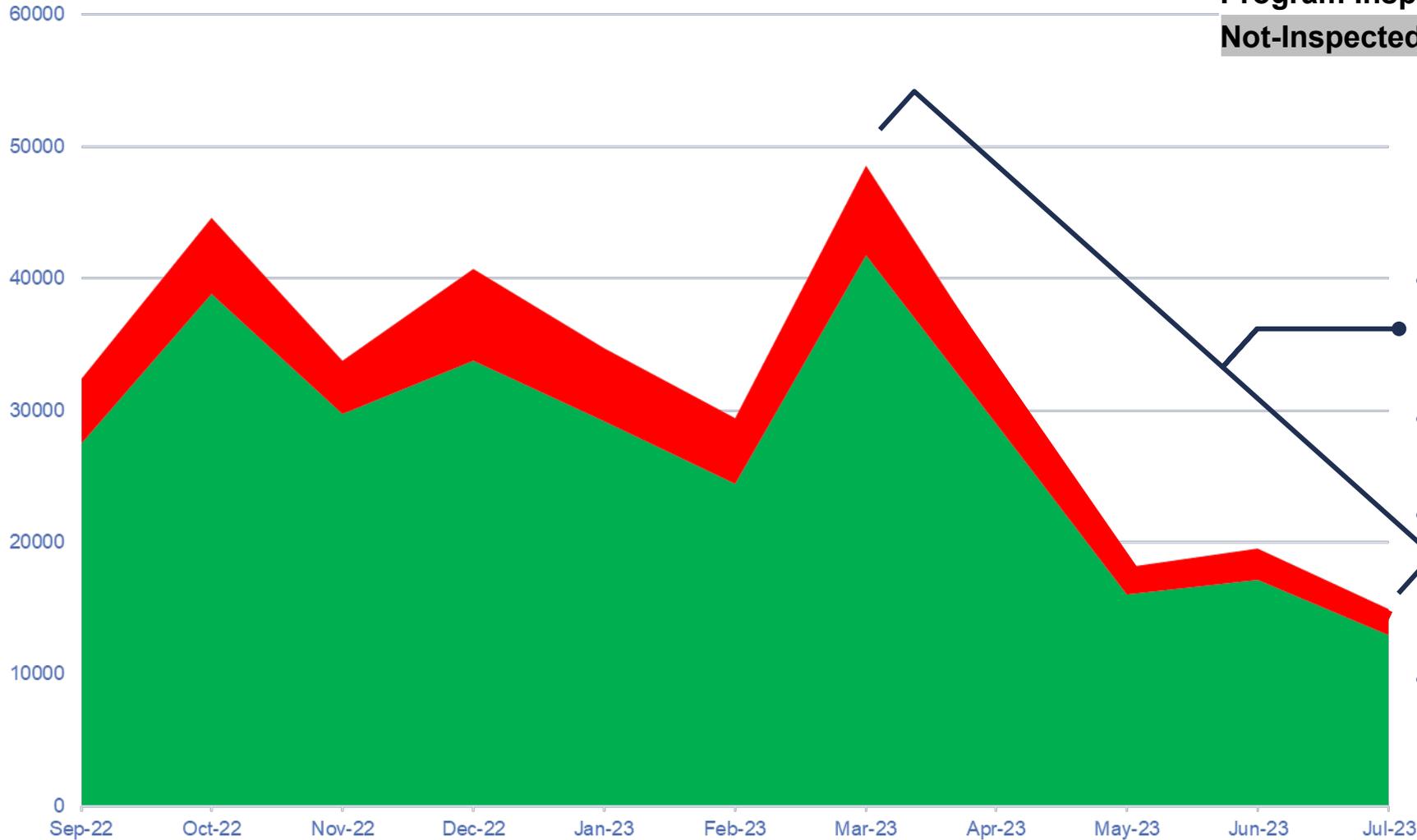
# Sample Size

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## Gap Analysis

- Full FA redeployment for **passenger support** during Westlake crown repair.
- Increase in event-based ridership & crush loads.
- Temporary reduction of in-field staff
  - Growth projects
  - Summer PTO schedule
- Individual Ambassador **inspection rate remains at all-time high**

# Staffing Assessment



Retention has improved by 25% compared to last year.



Program expects to double in size by October 2023

- New staff to be fully operational by Dec 1
- Program expected to be up to 35 ambassadors



New Hiring & Training Plan Launching in 2024

- Expects to support approximately 75 ambassadors by Summer 2024
- Capacity to grow to 140 by 2026



Ambassador Daily Inspection Rate is up 60%



# *Additional Updates*



**Platform Inspections**



**Citations**



**T-Link Ambassadors**



# *Questions?*



 *soundtransit.org*

