

# *Fare Engagement*

## *Program Update*

*Rider Experience and Operations Committee*

*01/18/2024*



# Why we are here



## Update:

*Quarterly report on program performance*



## Analysis:

*Annual assessment & preview of new data*



## Staffing Assessment:

*Recruitment, retaining, & hiring*



## Additional Updates:

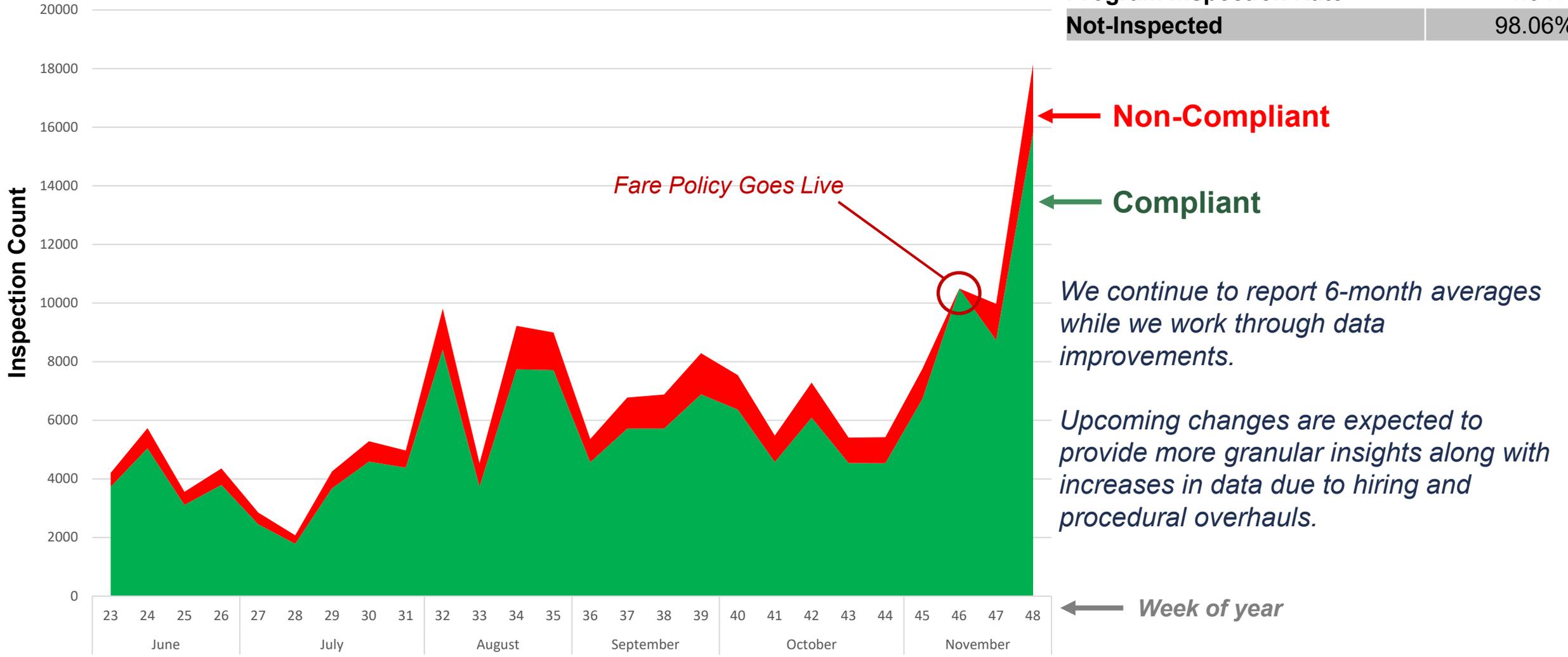
*Projects & priorities ahead*

# ***Update***

*Quarterly report on program performance*

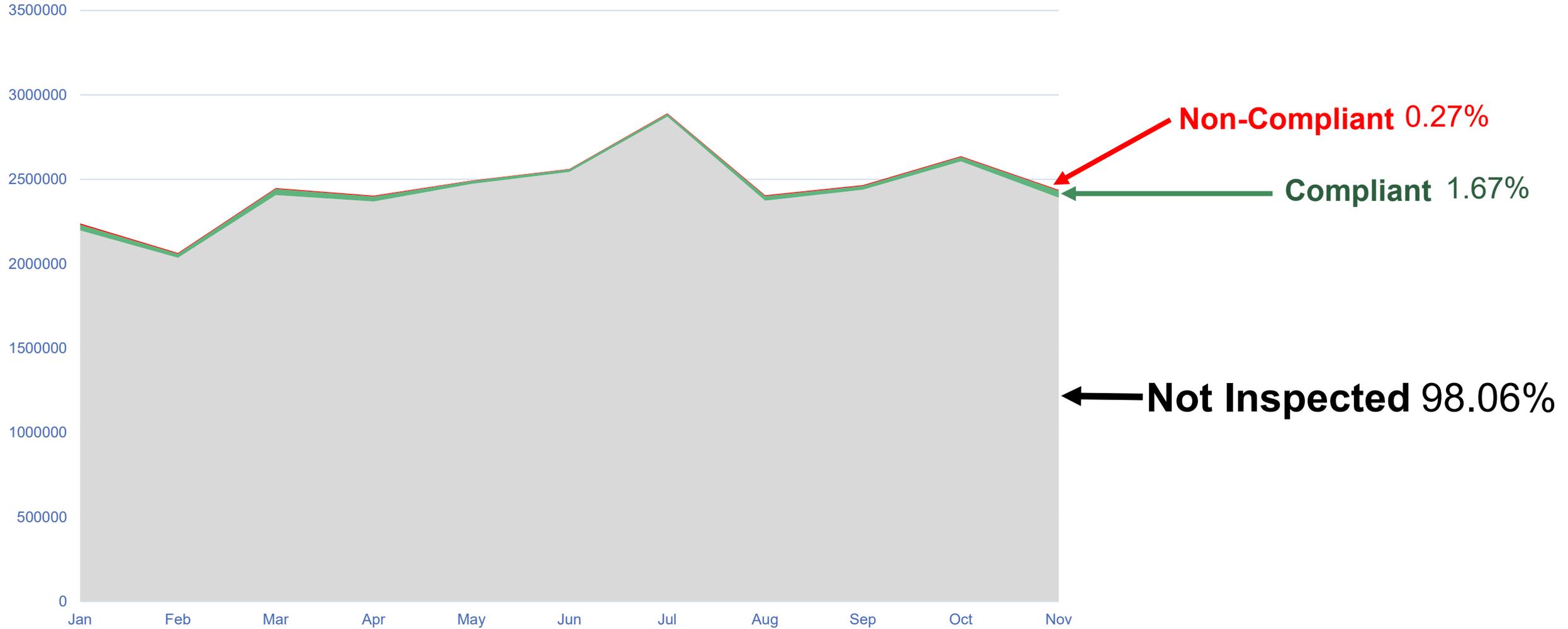
# Fare Compliance Rate

Trends	6 Mo Avg
Non-Compliant	14%
Compliant	86%
Program Inspection Rate	1.94%
Not-Inspected	98.06%



# Sample Size

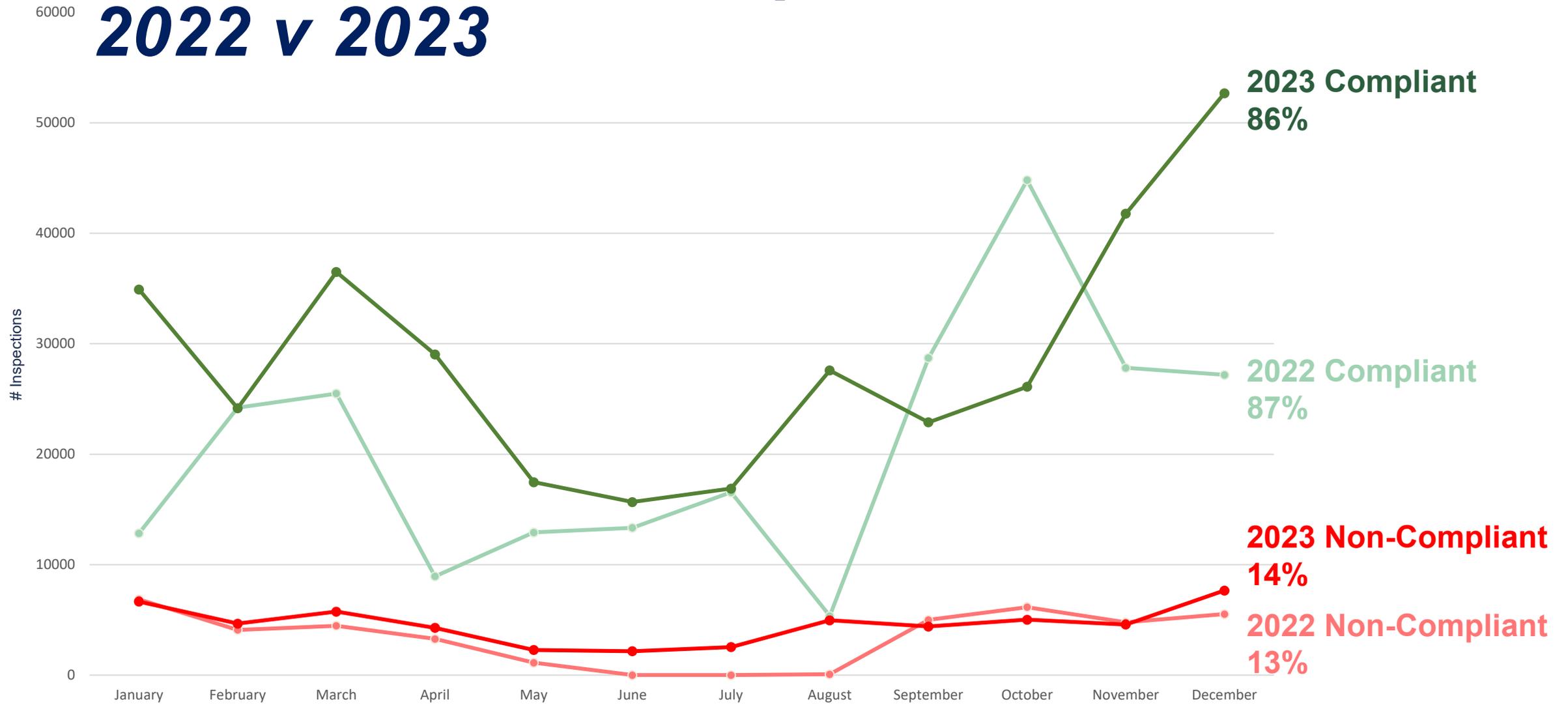
12-month Inspection rate relative to ridership on Sounder, T-Link, and 1-Line.



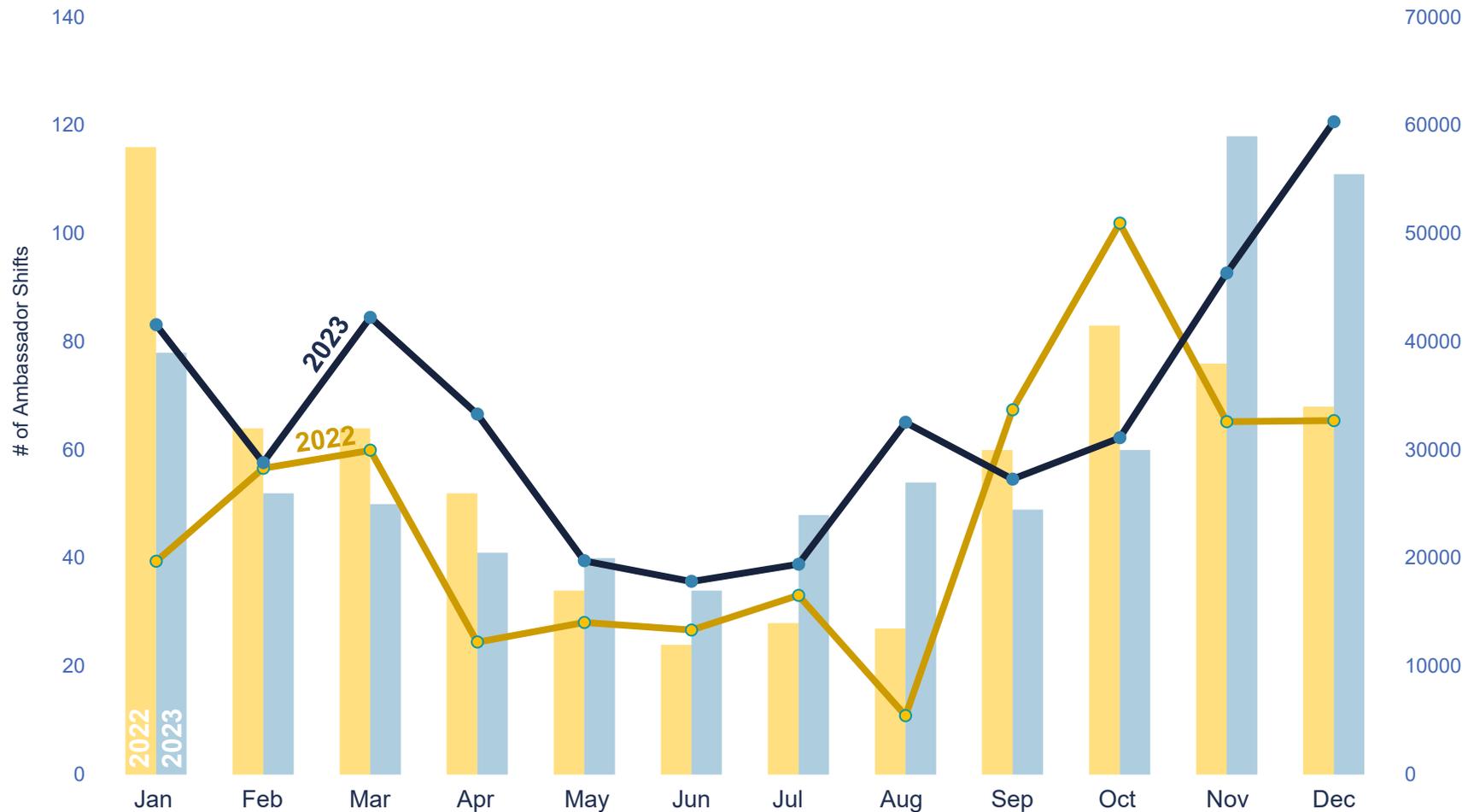
# ***Analysis***

*Annual assessment and preview of new data.*

# Year Over Year Comparison 2022 v 2023



# Staffing & Inspections Correlation 2022 v 2023

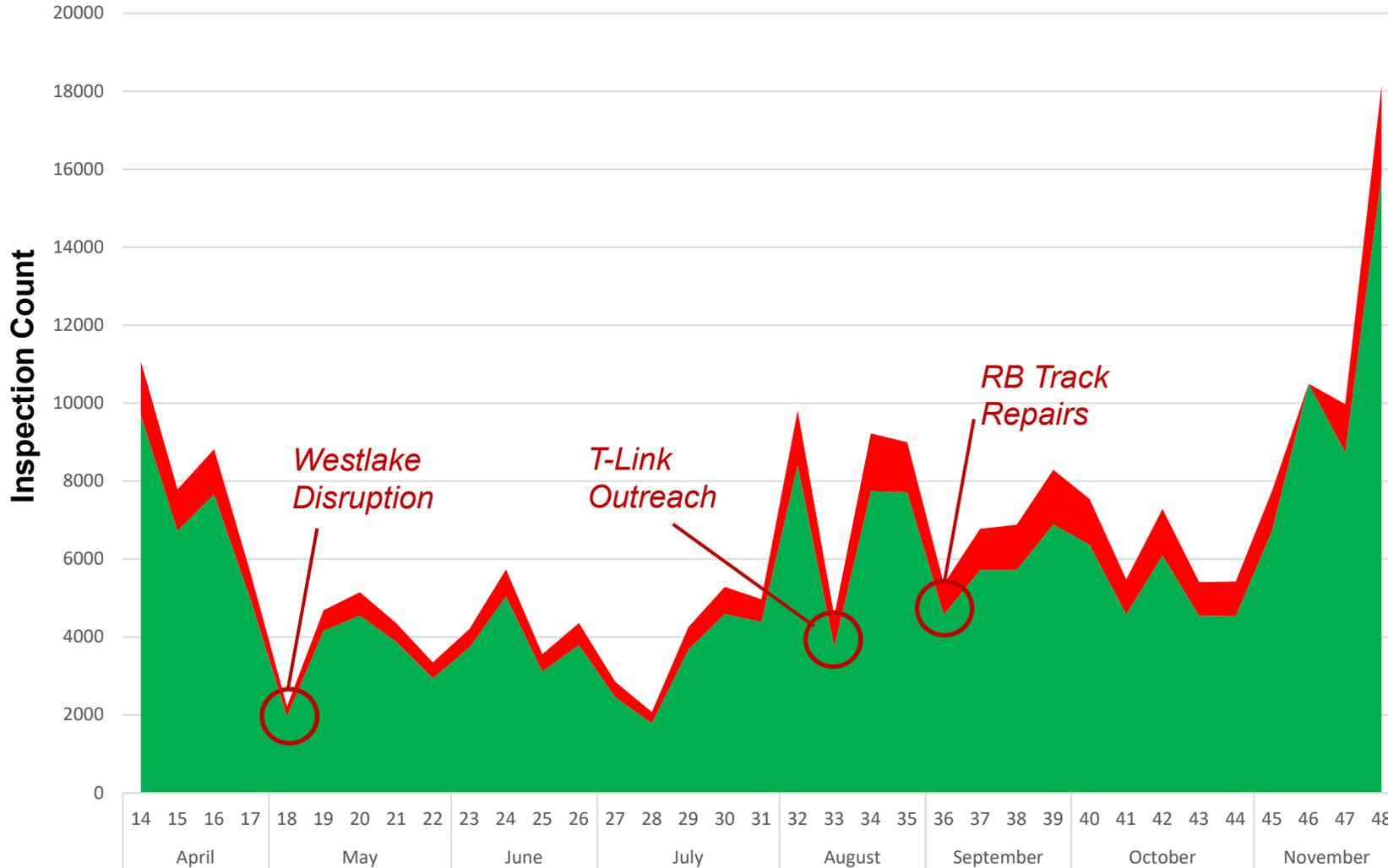


*Lines represent inspection rates (by month), while bars represent staffing levels.*

*While improving, the program has experienced consistent attrition in the summer.*

*This reduction in staff levels directly corresponds with a decrease in inspection rates.*

# 2023 Disruption Impacts



Disruptions caused notable decreases in staff inspection rates. However, new procedures appear to be mitigating their impact without sacrificing our passenger support.

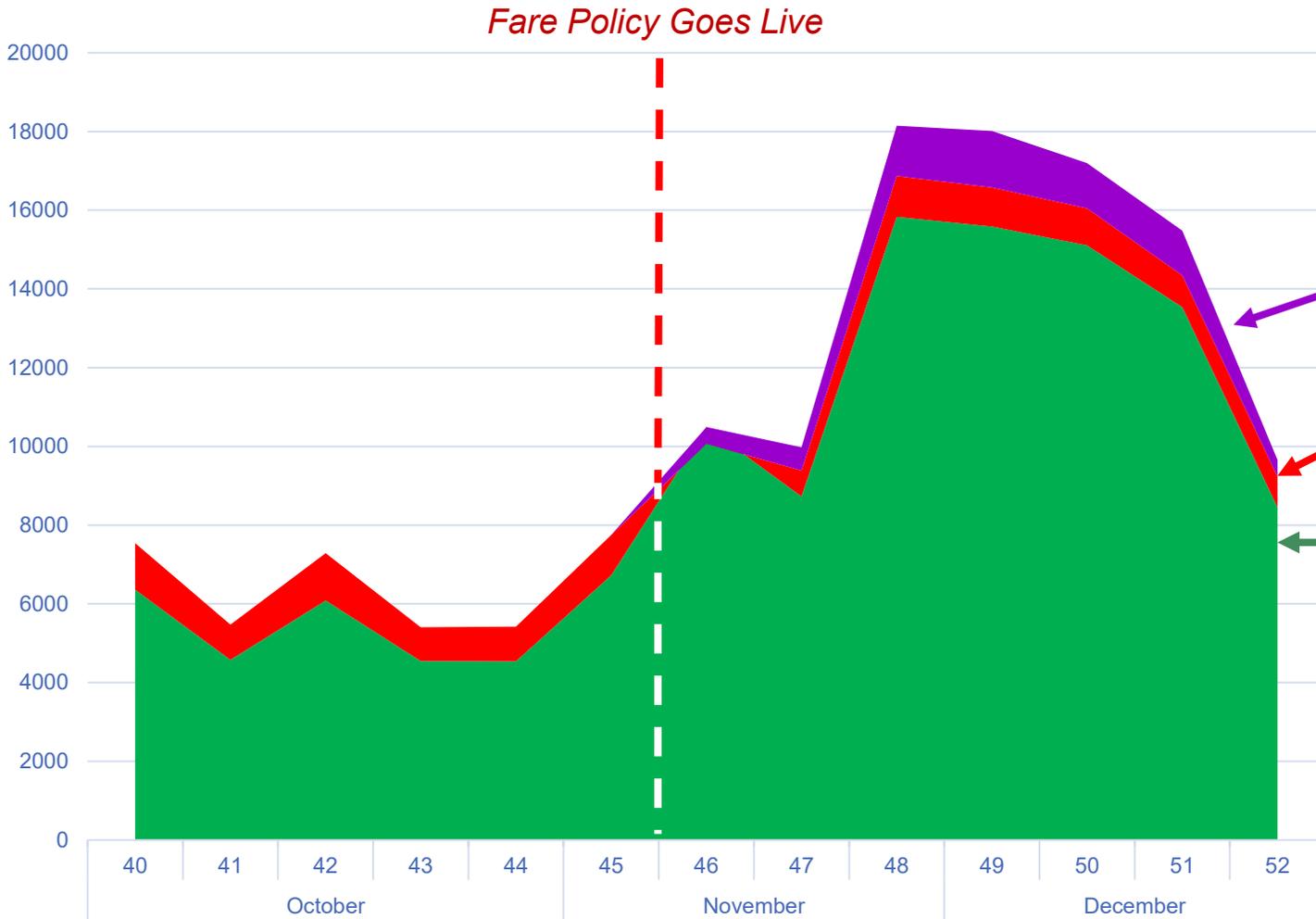
Westlake Repair – 79% decrease  
 RB Repair – 41% decrease

## Surveys

Westlake – 75% of the 378 respondents gave positive feedback for staff support

Royal Brougham – 76% of the 349 respondents gave positive feedback for staff support

# Fare Policy – Preliminary Assessment



*Averages since activation of Fare Policy (Nov 15 – 6 weeks)*

<b>Non-Compliant, ID Not Presented</b>	<b>7%</b>	<b>Combined Non-Compliance</b>
<b>Non-Compliant, ID Presented</b>	<b>6%</b>	
<b>Compliant - 87%</b>		
		<b>13%</b>

**Note:** Staff recommend the data provided here to be viewed as preliminary. The six weeks shown may not be sufficient to accurately assess trends.

# Additional Updates



## Staffing Assessment:

*Hiring is ongoing through April for all positions.*



## Platform Inspections

*Non-Revenue testing scheduled to begin in February*



## Fare Resolutions

*Data to be presented at next REO*



## ELSL Ambassadors

*Ambassadors are preparing procedures for East Link*



# *Questions?*



 *soundtransit.org*

