Fare Engagement
Program Update

Rider Experience and Operations Committee
04/04/2024
Why we are here

Update:
Quarterly report on program performance

Staffing Assessment:
Recruitment, retaining, & hiring

Additional Updates:
Projects & priorities ahead
Fare Inspection Compliance Rate

Data improvement project ongoing, planned for Fall 2024. Planning to include:
- Inspections by mode
- Heat maps of inspection locations
- Additional analysis
- Live dashboards

Trends 6 Mo Avg

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Fare Inspection Compliance Rate

- **Non-Compliant**: 16%
- **Compliant**: 84%

**Program Inspection Rate**: 2.95%

**Not-Inspected**: 97.05%

**Trends 6 Mo Avg**

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**Inspection Count**

- **Non-Compliant, ID Present**: 7%
- **Non-Compliant, ID Not Presented**: 9%
- **Combined Non-Compliance**: 16%

**Compliant - 84%**

**Week of year**

- November 47-48
- December 49-52
- January 0-3
- February 4-5
- March 6-9
Sample Size

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

- Non-Compliant: 0.47%
- Compliant: 2.5%
- Not Inspected: 97.05%
Additional Updates

**Staffing Assessment:**
- Current Staff: 38
- Staff by May: 62

**Platform Inspections**
- Non-Revenue testing ongoing
- June 1st - Phase One Launch
- Fall 2024 - Phase Two Launch

**Ambassador App**
- Fall 2024 – Phase One Launch

**2-Line Ambassador Plan**
Ambassadors are present day one for East Link to assist riders