

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

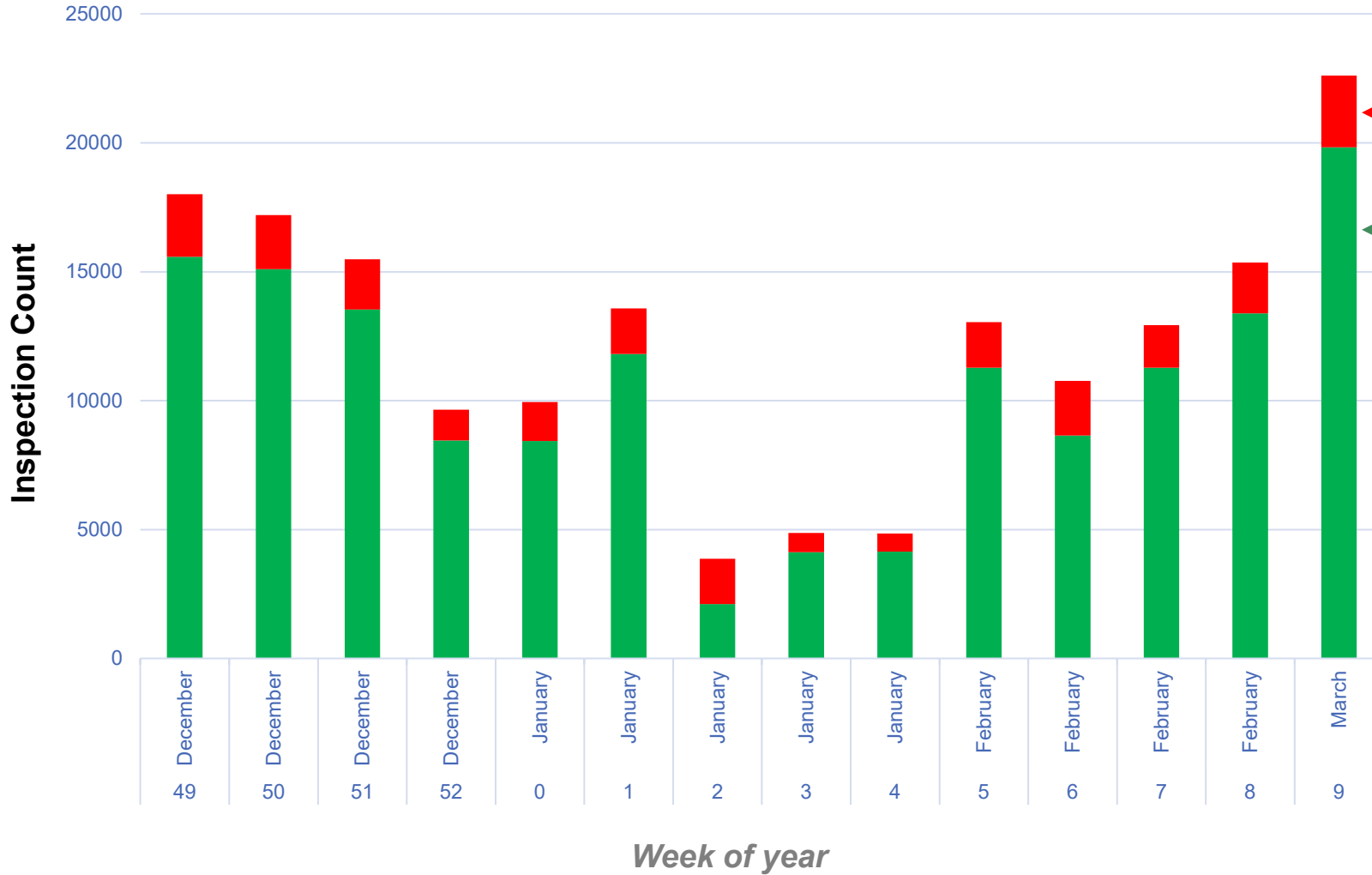


Additional Updates:

Projects & priorities ahead

Fare Inspection Compliance Rate

Trends	6 Mo Avg
Non-Compliant	16%
Compliant	84%
Program Inspection Rate	2.95%
Not-Inspected	97.05%



← **Non-Compliant**

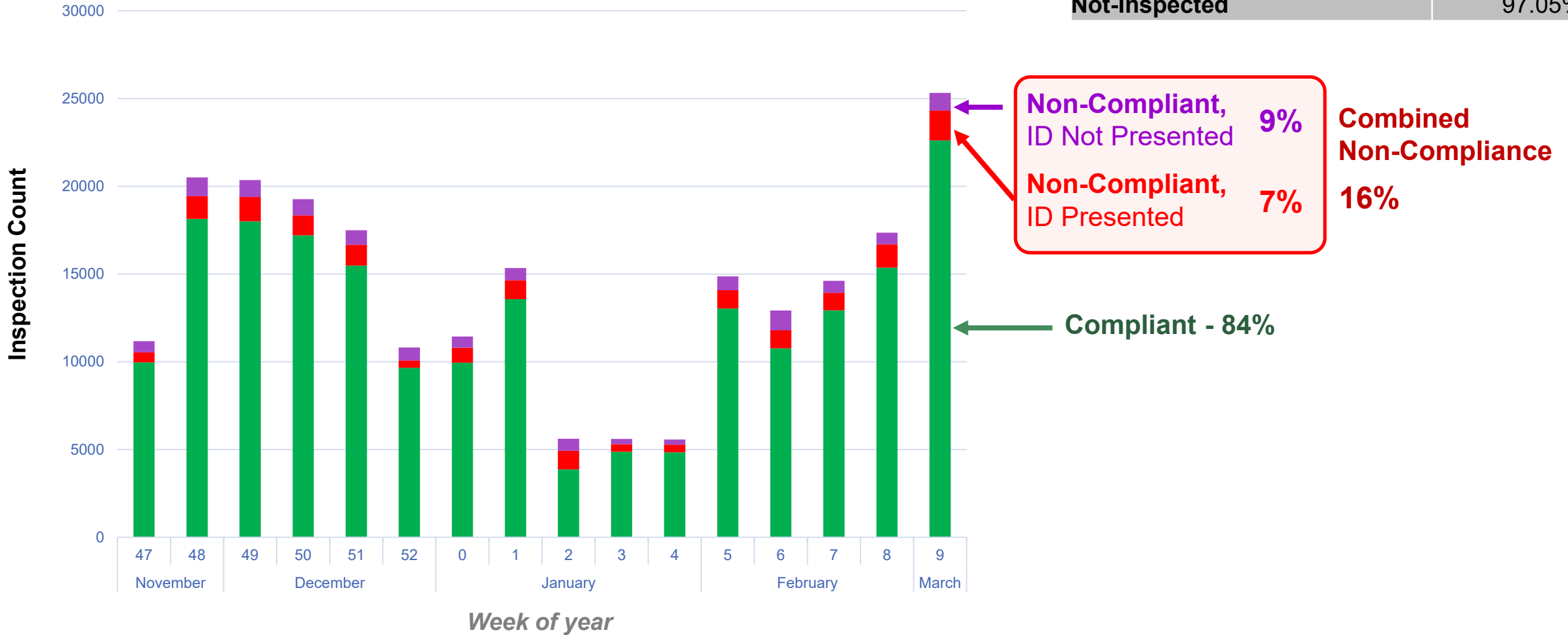
← **Compliant**

Data improvement project ongoing, planned for Fall 2024. Planning to include:

- *Inspections by mode*
- *Heat maps of inspection locations*
- *Additional analysis*
- *Live dashboards*

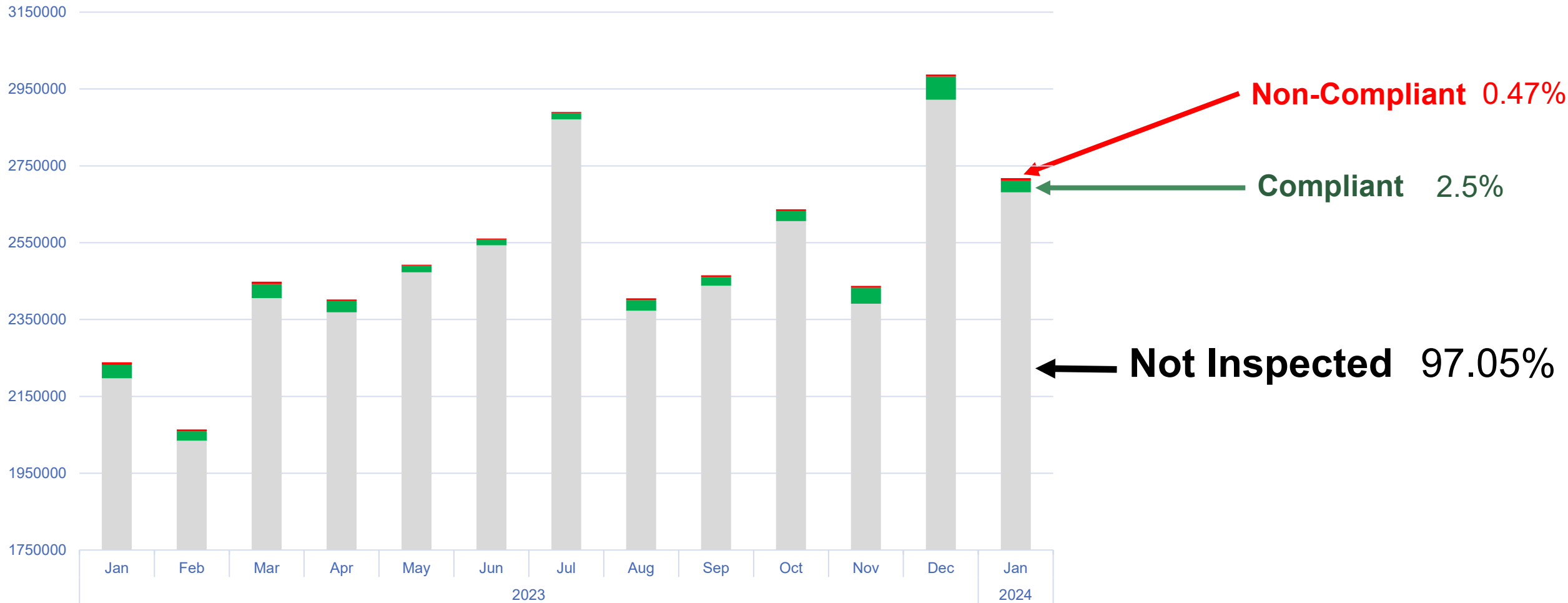
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Sample Size

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



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

Questions?



 [soundtransit.org](https://www.soundtransit.org)

