

# ***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*



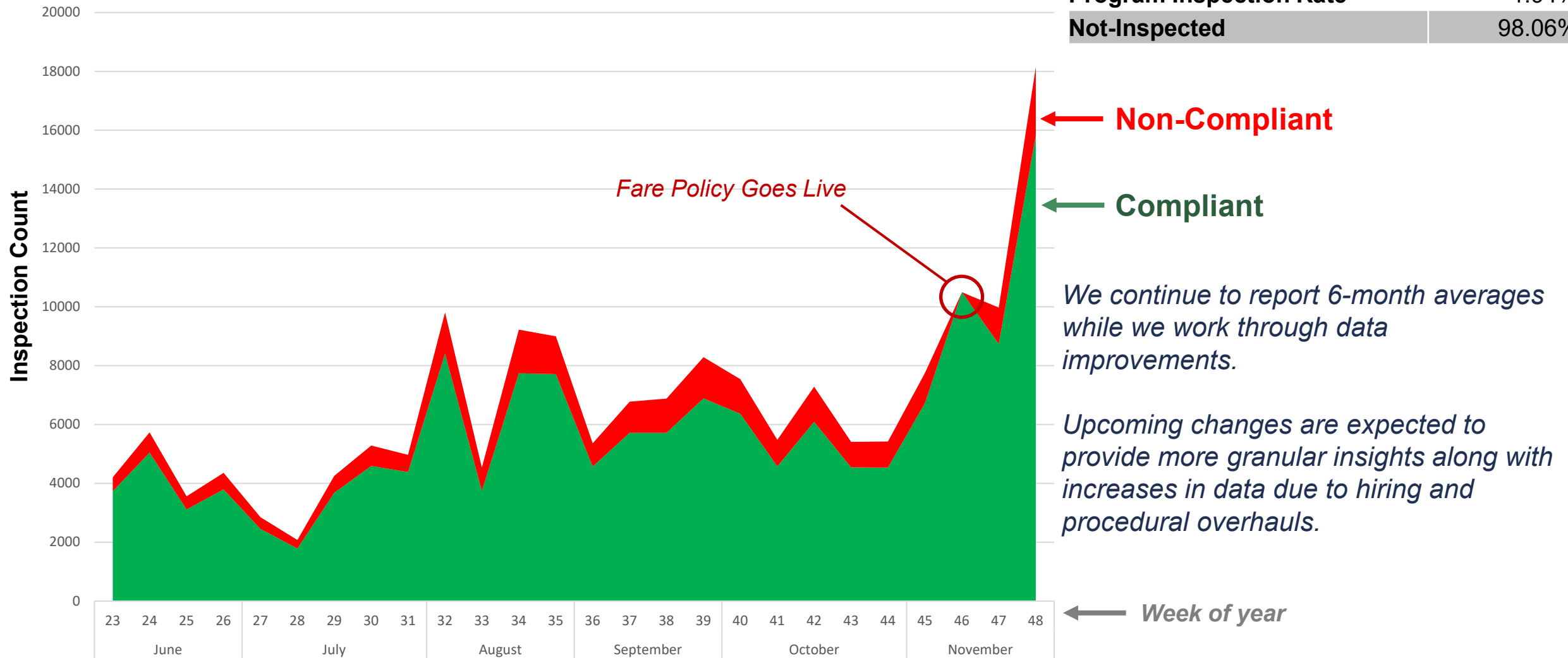
**Additional Updates:**  
*Projects & priorities ahead*

# ***Update***

*Quarterly report on program performance*

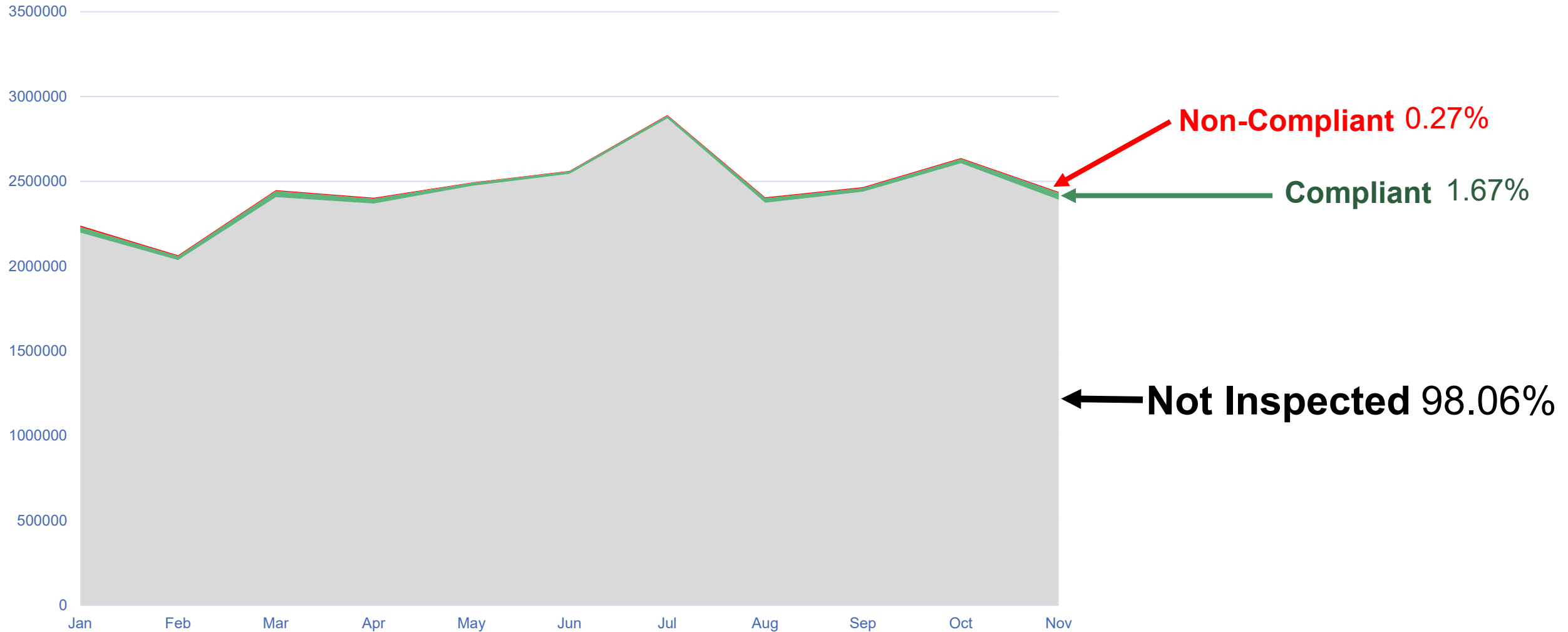
# Fare Compliance Rate

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



# Sample Size

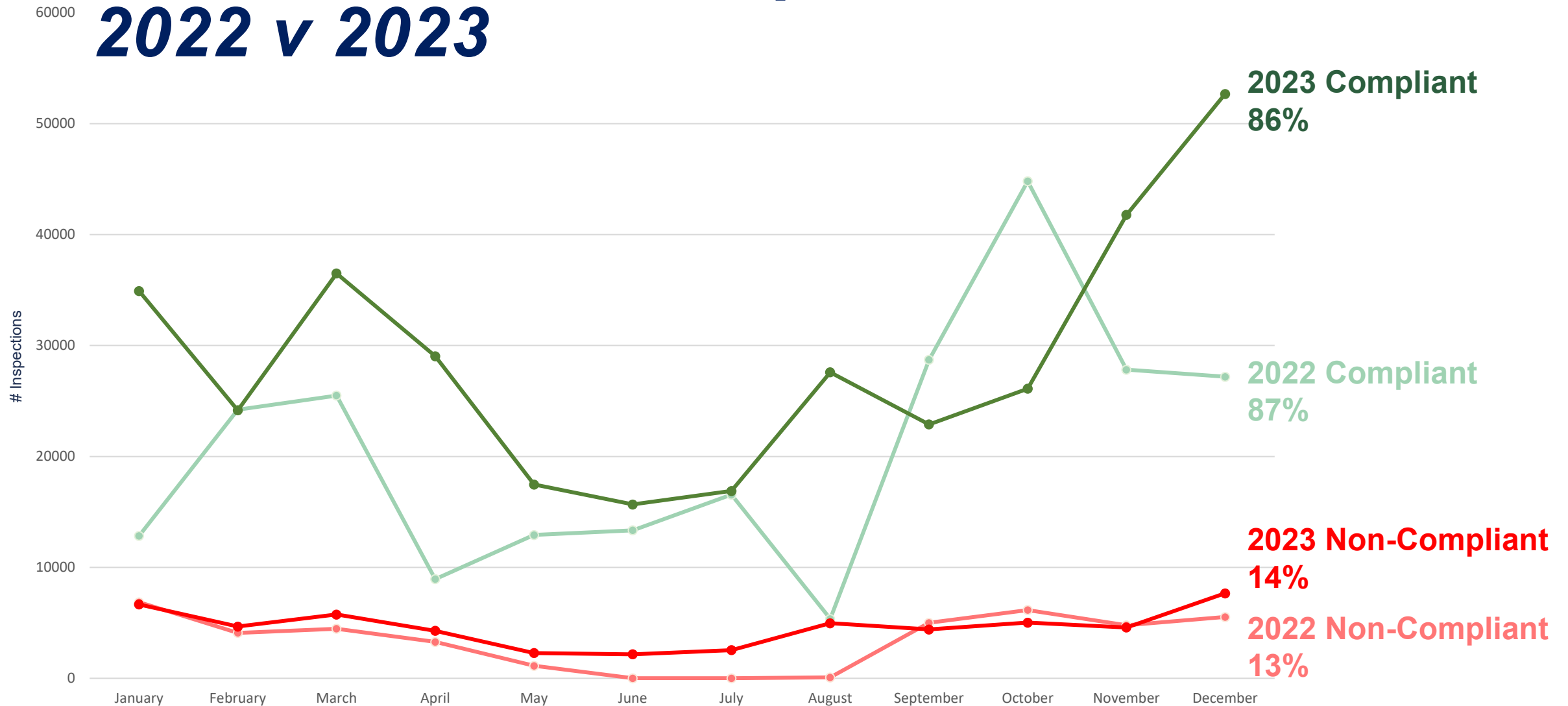
12-month Inspection rate relative to ridership on Sounder, T-Link, and 1-Line.



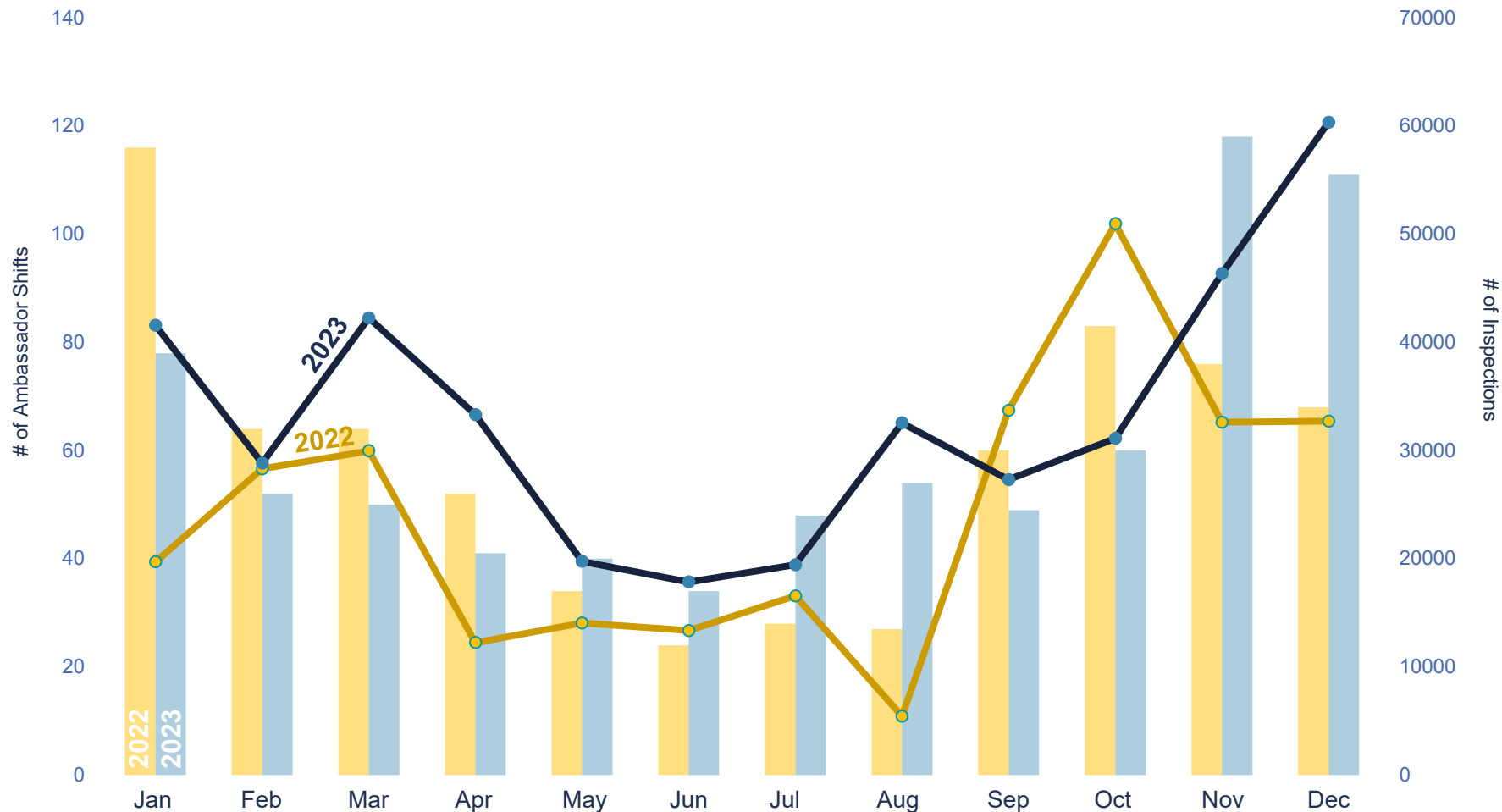
# ***Analysis***

*Annual assessment and preview of new data.*

# Year Over Year Comparison 2022 v 2023



# Staffing & Inspections Correlation 2022 v 2023



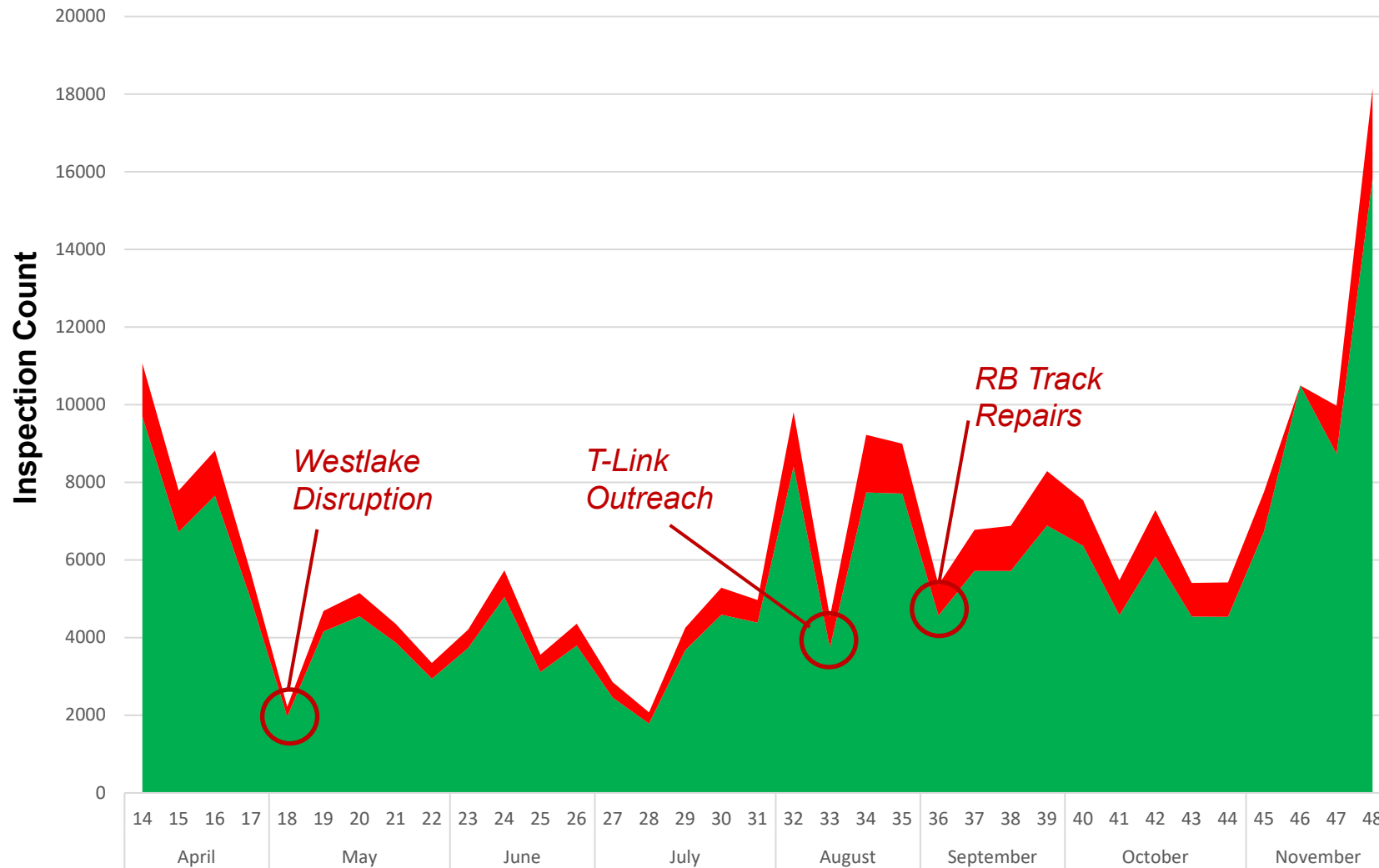
*Lines represent inspection rates (by month), while bars represent staffing levels.*

*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

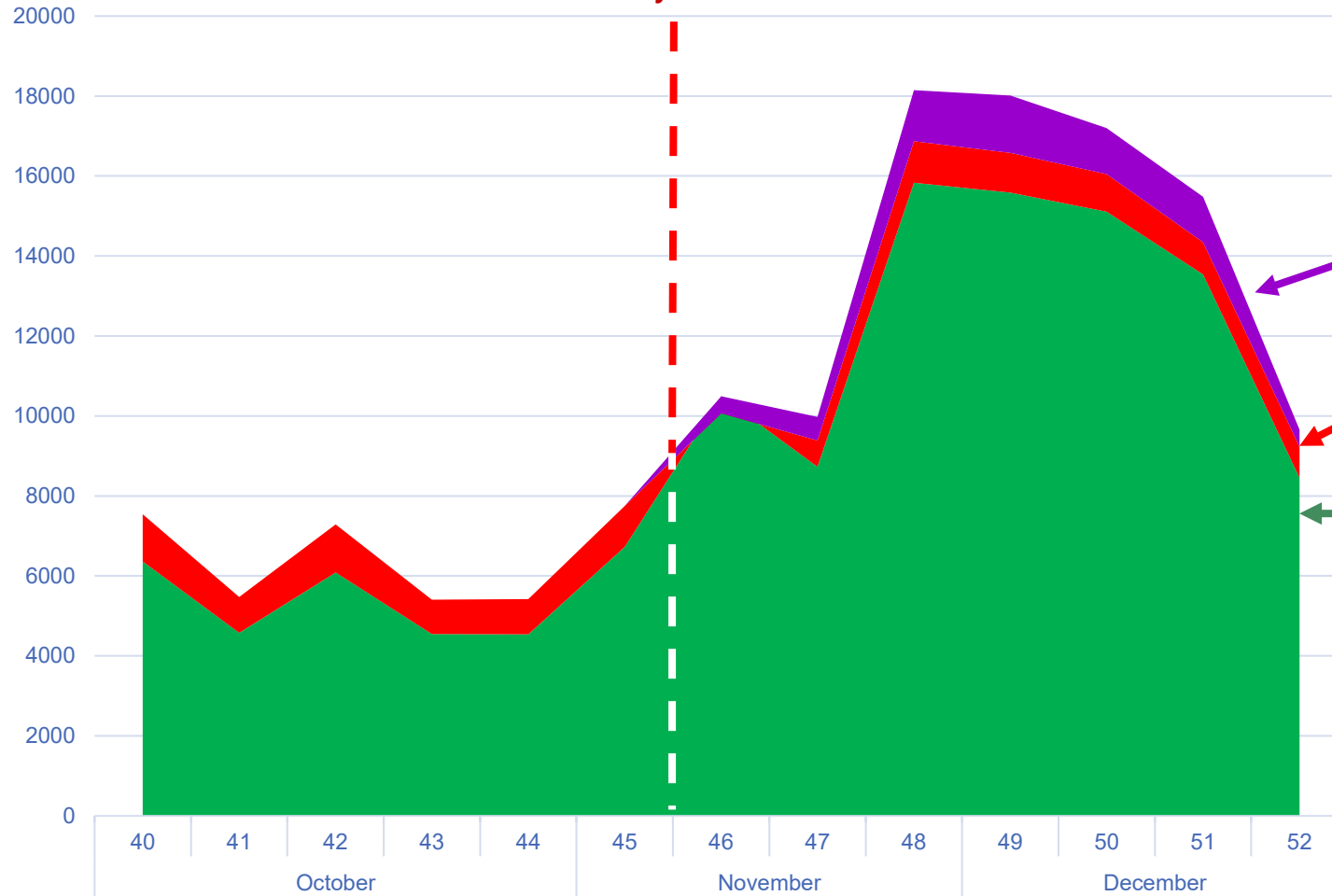
*Westlake – 75% of the 378 respondents gave positive feedback for staff support*

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

# Fare Policy – Preliminary Assessment

*Fare Policy Goes Live*

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



**Non-Compliant,  
ID Not Presented** 7%

**Non-Compliant,  
ID Presented** 6%

**Combined  
Non-Compliance**  
13%

**Compliant - 87%**

**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*



## ELSSL Ambassadors

*Ambassadors are preparing procedures for East Link*

# *Questions?*



 *soundtransit.org*

