

Fare Enforcement Update

January 2021



Why we are here

- Review past and current work to revise Sound Transit's fare enforcement program.
- Gather input for decision makers on future policy and program decisions.

Sounder and Link Inspection procedure



- Procedure adopted in 2010 to ensure equal treatment and reduce potential for profiling.
- Fare enforcement officers enter train cars from both ends and ask all riders for proof of payment, working toward the center of the car.

Pre-Covid fare enforcement process

Within any rolling 12-month period

- 1st interaction: officer issues a warning and records interaction into ST database.
- 2nd interaction and following interactions: civil citation(s) of \$124 issued.

Civil citations amount and court mandated resolution is dictated by state statute- RCW 81.112.220

Covid fare enforcement process

Contact free enforcement

- Officer asks riders to hold up proof of payment.
- Officers encourage people to pay and show proof of payment.

Citations are not currently given and will not be given until pilot concludes and the board amends policy

Progress to date

Community engagement process to date



Online and Onboard Surveys

- ◆ 1,100 completed onboard surveys
- ◆ 8,000 completed online surveys



Community Conversations

- ◆ 5 listening sessions in Pierce, King, and Snohomish Counties
- ◆ Community Report-Out

Key Insights

Barriers to payment

- Top reasons for not having proof of payment are related to **customer confusion** about how and where to pay.

"I forgot to tap."

"I couldn't find where to tap."

"My ORCA card didn't work."

Key Insights

Demographic disparities in access to and use of valid fare media

- Those **unable** to produce proof of payment in our onboard sample of 1,100 riders were more likely to be:
 - Under 25
 - Male
 - African American/Black or Hispanic/Latinx
 - Disabled
 - Transit dependent
 - Earning an annual income < \$50,000

Key Insights

Demographic disparities in access to and use of valid fare media

- Community feedback included:
 - Desire for a seamless transfer experience between transit agencies.
 - More locations for reloading ORCA cards.
 - End the 24-48 hour waiting period for reloads done online or by phone.
 - Ability to pay on the train.
 - Program tailored to the needs of youth.

Key Insights

Perception of fare enforcement officers and program

- A majority of onboard survey respondents felt Fare Enforcement Officers (FEOs) were professional and fair. This was true among those who showed proof of payment and those who did not.
- During community conversations participants expressed concerns about potential racial profiling, feeling targeted or harassed, and disproportionate enforcement in South Seattle.

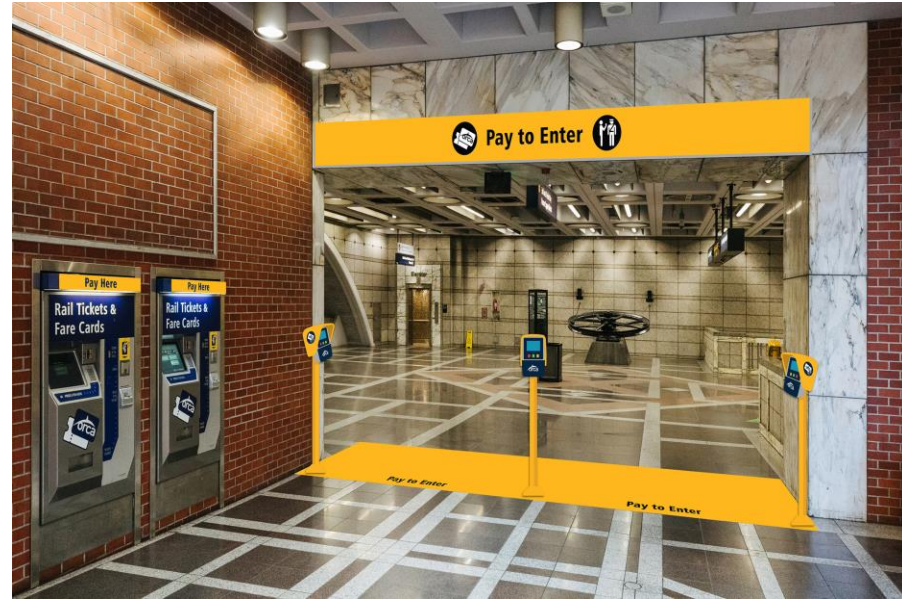
Key Insights

Perception of fare enforcement officers and program

- During community conversations, concerns were also raised about:
 - Names and uniforms of FEOs to make them less similar to law enforcement, and a desire for a customer service focus.
 - Concerns about procedure for verifying identity.

How ST Responded

- Designed new station signage to more clearly mark paid area.
- Expanded public education about the fare enforcement process and how to use your ORCA card.
- Hired new Fare Engagement Program Manager.



How ST Responded

- Launched subsidized pass for income eligible riders for a two-year pilot: Oct 2020 - Oct 2022.
- Ramped up marketing of ORCA LIFT and other programs.
- Increased warnings from 1 to 2 in 12-month period.
- Committed to a youth-oriented program.
- Defining parameters for times to suspend warnings and citations during severe weather.

Announced Fare Checker Pilot

- To begin Spring 2021.
- Replace fare enforcement officers with fare checkers who will conduct inspections and provide education.
- Fare checkers will be ST staff which allows direct control of priorities, training, and management.

Current input requested

Pilot program

Fare checker name, uniform training, and metrics

- General feedback/questions?
- Name and uniform of fare checkers?
- Training needs of fare checkers?
- Metrics for success beyond ST metrics?

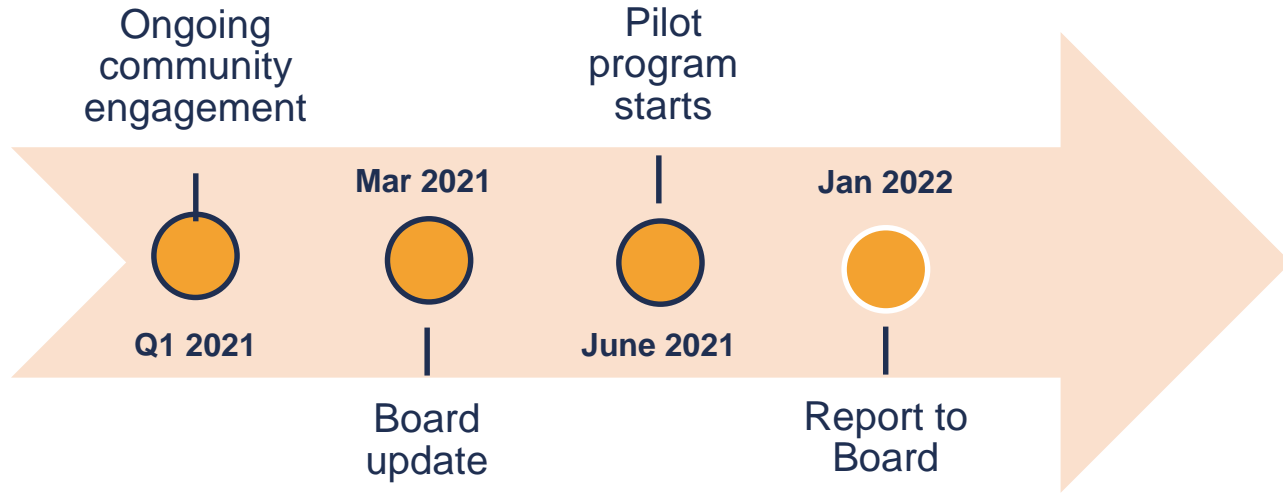
Fare enforcement policy

How to address non-payment

- Warnings - how many, how?
- Citations - amount and resolution pathway?
- How to address repeat non-payment?
- How would you like to stay involved?

Next Steps

Path forward



Thank you.



 soundtransit.org

