



 **SOUNDTRANSIT**

Sound Transit

Fare Enforcement

King County Council Committee on Mobility and Environment

April 2019



Sound Transit is regional

- Sound Transit serves jurisdictions within Pierce, Snohomish and King counties
- Our service partners include Pierce Transit, Community Transit, and King County Metro

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King County Councilmember

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Fare is enforceable everywhere we serve

Everett 
Lynnwood
Woodinville
Bothell
Kenmore
Mountlake Terrace
Shoreline
Lake Forest Park
Edmonds 
Mukilteo 
Kirkland

Redmond
Sammamish
Bellevue
Newcastle
Mercer Island
Renton
Issaquah
Burien
Seattle  
Tukwila 
SeaTac 

Angle Lake 
Kent 
Des Moines
Auburn 
Federal Way
Sumner 
Puyallup 
Bonney Lake
Tacoma  
Lakewood 
DuPont

A photograph of a transit train at a station platform. The train is blue and white, with the number '139B' visible on its side. The text 'Our current fare enforcement program' is overlaid in white, italicized font across the center of the image. The background shows the station platform and some overhead structures.

***Our current fare
enforcement program***

ST Fare Enforcement – Board Adopted Policy

- Adopted in 2009, the Board established procedures to assure that all rail passengers pay fares by:
 - Designating fare enforcement officers to enforce fare payment
 - Establishing procedures to address repeat evaders, and use of a standard civil infraction form and fine of \$124
 - Authorizes CEO to establish, monitor and update fare enforcement procedures

Fare Enforcement - Program Priorities



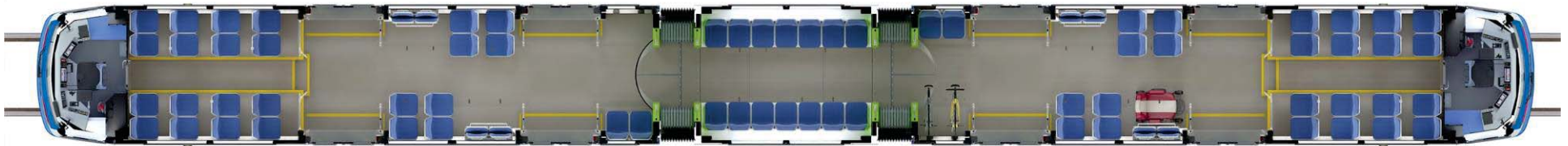
1. Customer Service | *Treating every customer equally and with respect*

2. Security of ST Passengers and Property | *Responding to potentially dangerous situations to keep people safe*

3. Enforcement of fare | *Ensuring that customers pay their part for the service they receive*

Current Inspection Procedure

Fare enforcement officers enter train car from both ends.
Starting from each end, officers check every rider, working back toward the center
of the vehicle



- Current procedure adopted in 2010 to ensure equal treatment of all passengers, and to eliminate of possibility of unfair “profiling” practices

Process for Repeat Evasion

Within a rolling 12-month period:

- **1st contact** | Warning issued; recorded in ST Fare Enforcement Database
- ● **2nd contact** | Civil infraction issued; \$124 ticket
- ● ● **3rd contact** | Civil infraction issued; \$124 ticket
- ● ● ● **4th contact** | Theft of service; law enforcement processes criminal charge

Performance data - What we track



- Inspection rates
- Ridership
- Evasion rates
- Estimated loss due to fare evasion
- Demographics of evaders
- Complaints
 - Process vs. Conduct
 - Conduct: Bias vs. Professionalism

Partner Approaches to Fare Enforcement

King County Metro

Those who cannot provide proof of payment upon inspection are issued a warning the first time, and a violation the second time.

Rider then has 90 days to resolve the violation in one of five ways, including paying a penalty fine, performing two hours of community service.

Pierce Transit

Paying correct fare is among Pierce Transit's "Rules of the Ride". Those in violation may be asked to leave the vehicle or facility immediately.

Violators may be excluded from transit services for a period of up to one year.

Community Transit

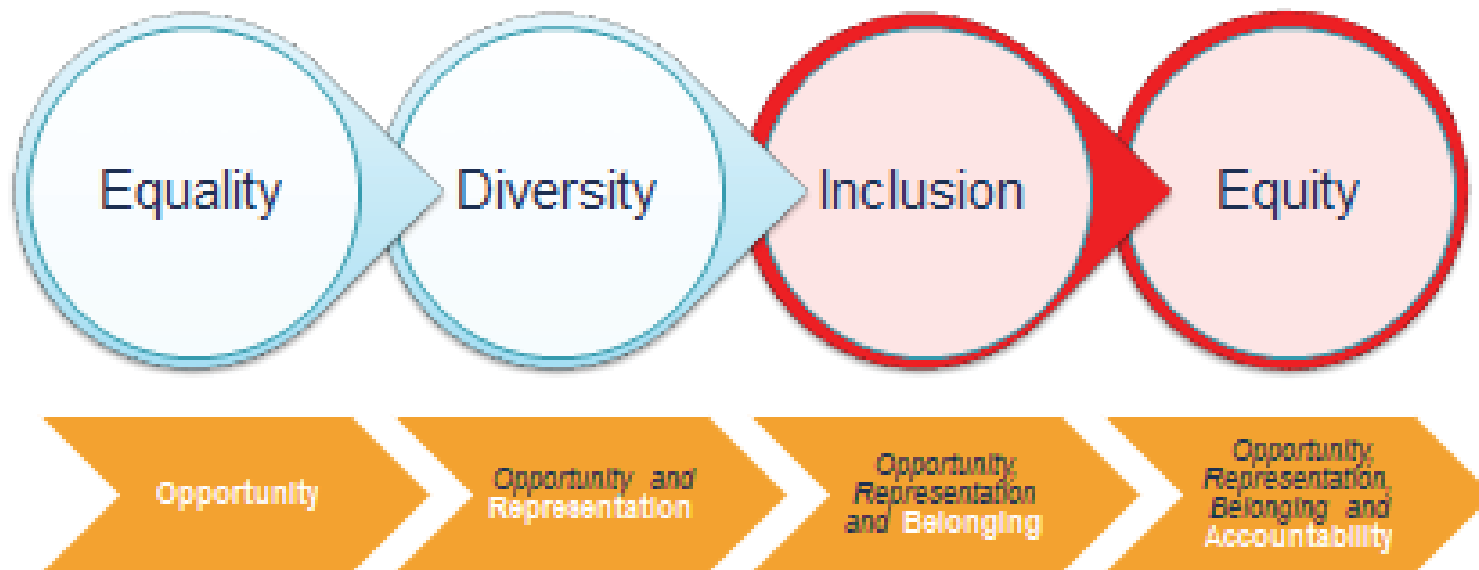
If a rider does not pay full fare, the bus operator will advise them of the fare policy by handing them a card that states the policy.

However, the fare policy is enforceable at all times, and Transit Police Deputies ride on all routes, sometimes in plainclothes. If caught, fare evasion results in a citation and a \$124 fine.

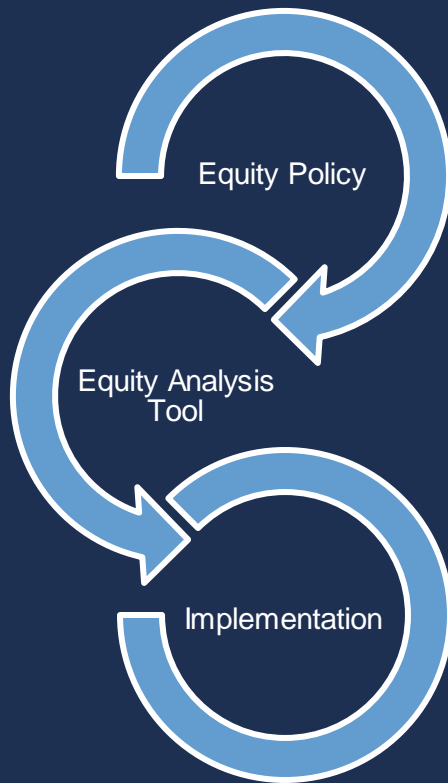
A photograph of a transit train at a station platform. The train is blue and white, with the number '139B' visible on its side. The text 'EQUITY TRANSIT' is visible on the front of the train. The train is stopped at a platform with a metal railing in the foreground. The background shows a station platform with a sign and some infrastructure. The overall image has a dark, blue-tinted overlay.

***Equity and Fare
Enforcement***

Equity & Inclusion Continuum



Equity Policy and Fare Enforcement



This Equity Policy will affirm Sound Transit's commitment to ensure an equity lens is applied on all lines of business, including fare enforcement.

- ✓ Research, discovery and planning
- Policy development
- Identify and engage key stakeholders, including the ST Board of Directors
- Public engagement across the region
- Internal policy committee review
- Final adoption

Taking initial steps...

- Increase education and outreach about ORCA Lift, fare enforcement procedures and training
- Collect more data to better understand and monitor the equity impacts of our fare enforcement program
- Review current ST fare enforcement training, focusing on anti-bias, de-escalation, and customer service content
- Request that the King County District Court allow for venues other than Shoreline to hear appeals for transit citations.

Equity in Practice

Question

Related Practices

Who decides?

Fair **representation** among decision-makers; inclusive outreach; cultivating inclusion in organization

Who pays?

Identifying progressive transit **funding sources**; equitable funding priorities; making transit fares affordable

Who benefits?

Targeting investments in underserved communities to improve **access**; maximizing housing and transportation affordability; supporting high-quality employment

Who suffers?

Minimizing public health impacts; reducing accident incidence; reducing inequitable punitive enforcement

(rooted in framework of four key questions, adapted from Karner et al., 2016)

Questions?

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▶ *Thank you*

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