

# Fare Inspection

Regional Transit Committee

March 19, 2025



# Safety, Security, and Fare Enforcement (SaFE) Reform

The Safety, Security, and Fare Enforcement (SaFE) Reform Initiative aims to accomplish the shared vision statement—developed through the engagement process with community—to reimagine and reform safety and security functions at Metro.

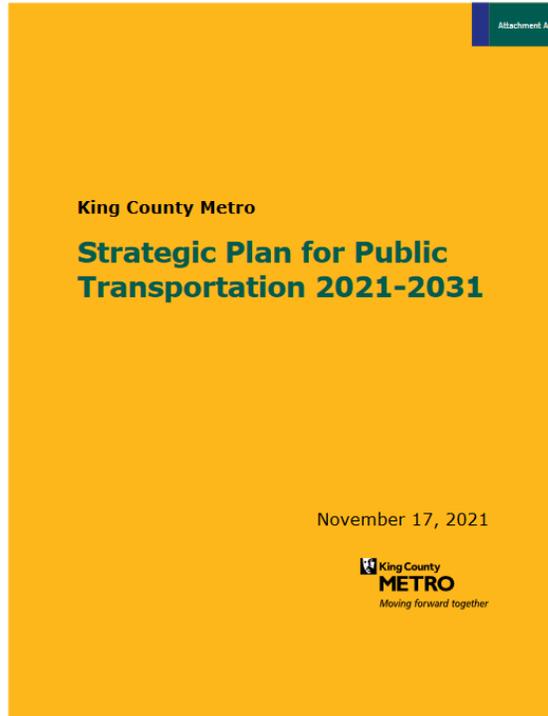
*"Safe, accessible, and equitable transit that is co-created to support community well-being."*

# Fare Basics

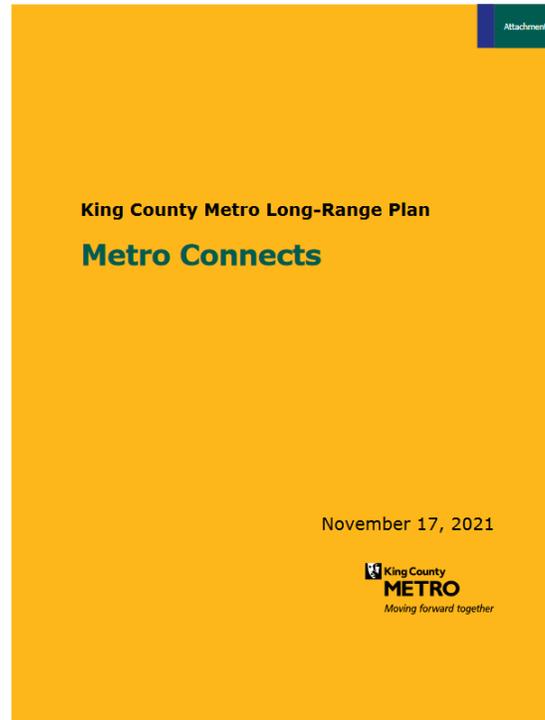
- As recipients of FTA funding, Metro is obligated to recover a certain percentage of farebox revenue.
- Metro relies on fares to fund existing service and support future growth.
- Current fares are \$2.75 and will increase to \$3 on September 1, 2025.
- In 2024, Metro saw an average of 45% of riders using ORCA cards and tapping.



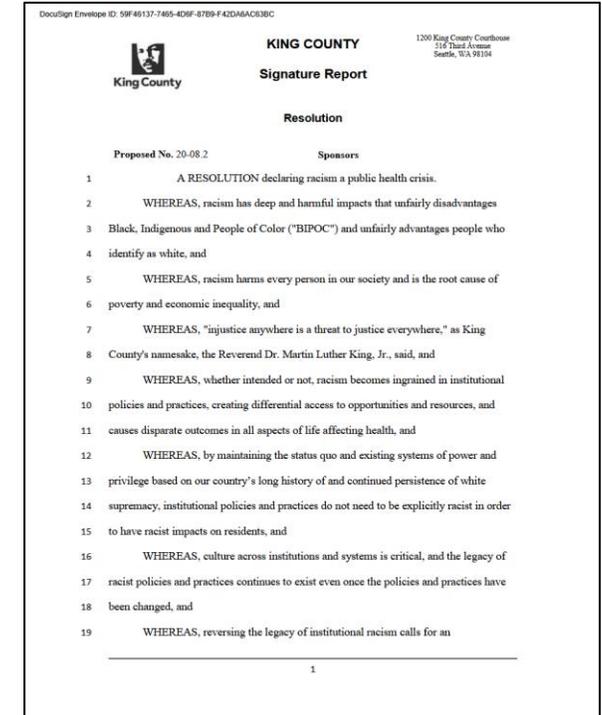
# How Fare Inspection Fits Into Metro's Guiding Policies



- Stewardship goal: Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares.

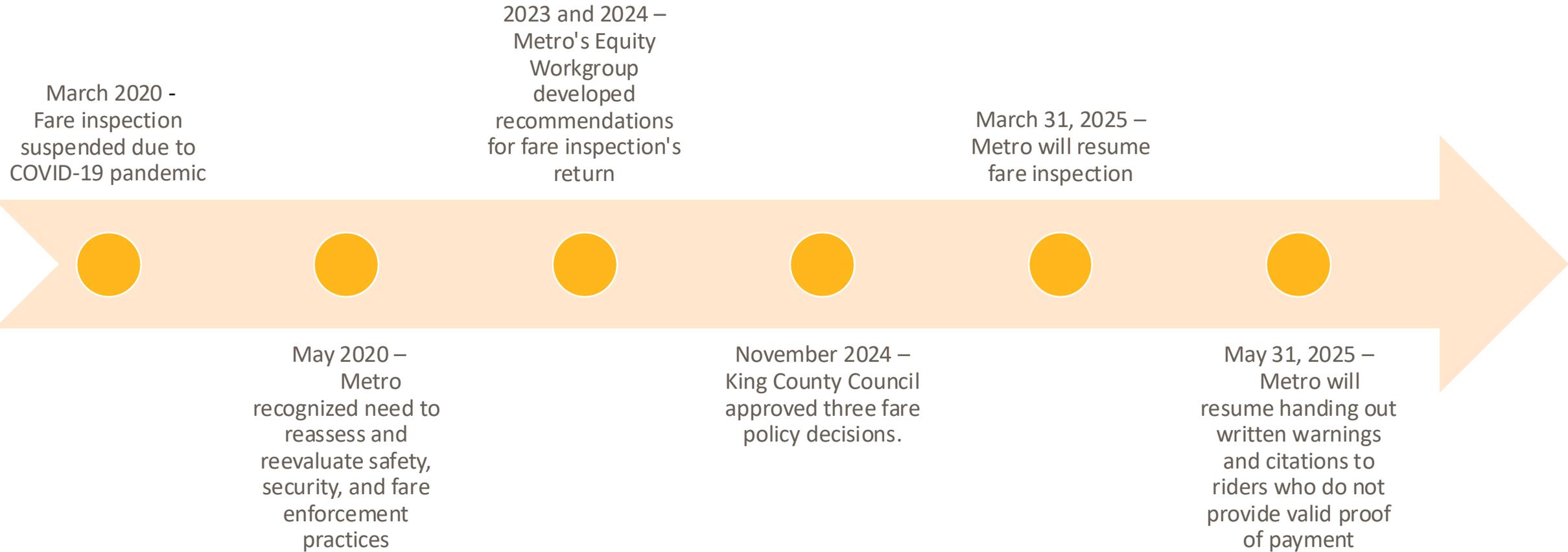


- Make it fast and easy to ride.
- Make transit affordable to all with income-based approach and employer benefits.
- Investments will be made in effective, community-based messaging.



- King County's declaration of racism as a public health crisis

# Background



# How did Metro develop this new approach to fare inspection?

# Initial Direction to Center Community Voices

- Metro's Equity Workgroup gave recommendations around policy and procedure, as well as design and communication
- Equity Workgroup consists of nine community members, two operators, and one former fare enforcement officer supervisor
- Fare Inspection recommendations asked that Metro:
  - Center community benefits of paying fares and involve community members
  - Lead with fare education
  - Update the alternative resolutions for citations

# Strategy to Reach Multiple Audiences

## Community Outreach

- Community recommendations (June 2024)
- Taskforce guidance (October 2024-Present)
- Community Based Organizations (December 2024-Present)

## Operator Outreach

- Announcement in Bases (December 2024)
- Tabling and Campaigning (Present)

## Public Campaign

- Fare Education materials
  - Buses
  - Bus shelters and stops
  - Transit Centers
  - Pass Sales Office
- Code of Conduct Refresh
  - Buses
- Traditional media
- Social media

# What will fare inspection look like?

# Centering Community Voices in Fare Education

- As part of the larger fare education campaign on buses, bus shelters and stops, and transit centers, Equity Workgroup members gave quotes to show how fares benefit everyone.
- These can be seen on the backs of seats, along with several other marketing materials reminding riders to pay their fares.

“Paying the fare **improves safety and supports new features** to make riding smoother and easier.”

—Sarey, Safety and Fare Enforcement workgroup member



# Leading with Fare Education

- Reduced Fares products
  - Reduced Regional Fare Permit (RRFP)
  - Senior Cards
  - ORCA Lift
  - Subsidized Annual Pass
- Free Youth Transit Pass

King County Metro will ask you for proof of fare payment starting  
**March 31, 2025**



### Fares help pay for transit

Every time you remember to pay, you improve Metro service for everyone!

Visit [kingcounty.gov/metro/FareEducation](http://kingcounty.gov/metro/FareEducation)



### Find the fare that's right for you

You may qualify for a reduced fare based on ability, age or income.

Visit [ReducedFare.kingcounty.gov](http://ReducedFare.kingcounty.gov)



### Don't have proof of payment?



First and second times:  
Warning



Subsequent times:  
Fines or alternative resolutions



# Updating the Code of Conduct

## Please follow Metro's Code of Conduct



Pay the right fare.



Be respectful.



Wear headphones.



Do not harass the driver or riders.



Do not smoke, vape, use drugs, eat, or drink alcohol.



Do not lie down.



Thank you for riding and reporting:

 TELL your driver

 GO TO [kingcounty.gov/metro/ride](https://kingcounty.gov/metro/ride) or call 206-553-3000

 CALL or TEXT 911 if there is an emergency

# Fare Enforcement Officers

- Fare enforcement is not the responsibility of operators. However, operators may remind riders to pay fare if they feel safe doing so.
- 30 Fare Enforcement Officers operating in teams of two on buses and the streetcar.
- Trained in AED, CPR, and First Aid.



# Phased Approach

## March 31

- Metro fare inspectors will start to ask riders for proof of fare payment.
- Friendly, verbal reminders will be given to riders who did not pay.

## May 31

- Metro fare inspectors will continue to ask riders for proof of payment.
- In place of verbal reminders, riders who do not pay will receive a written warning.
- Riders can receive two of these written warnings without consequence.
- However, third and subsequent violations may result in a fine or an alternative resolution.

# Alternative Resolutions

After two written warnings, the rider may choose from the following:

- Pay a fine within 30 days, or an increased fine within 90 days.
- Load funds onto an ORCA card or—if eligible—funds onto a reduced fare program card.
- Enroll in a reduced fare program if eligible.
- Perform two hours of community service.
- Appeal to the Fare Adjudication Program Manager or request a customized resolution.

# How can jurisdictions get involved?

# Share the News

- Share upcoming changes with your constituents on your social media, newsletters, and communications channels
- Share with your councils and staff
- Reach out with questions:
  - King County Council:  
stephanie.pure@kingcounty.gov
  - Jurisdictions:  
apleasant-brown@kingcounty.gov



Metro plans a "phased-in" approach to resuming fare enforcement. Here's when it starts, and what the consequences may be for nonpayment.



KING5.COM

**Fare inspection to return aboard King County Metro buses this March**

Metro plans a "phased-in" approach to resuming fare enforcement. Here's when it starts, and wh...

# Closing and Questions