



Balancing fare enforcement with equity and social justice



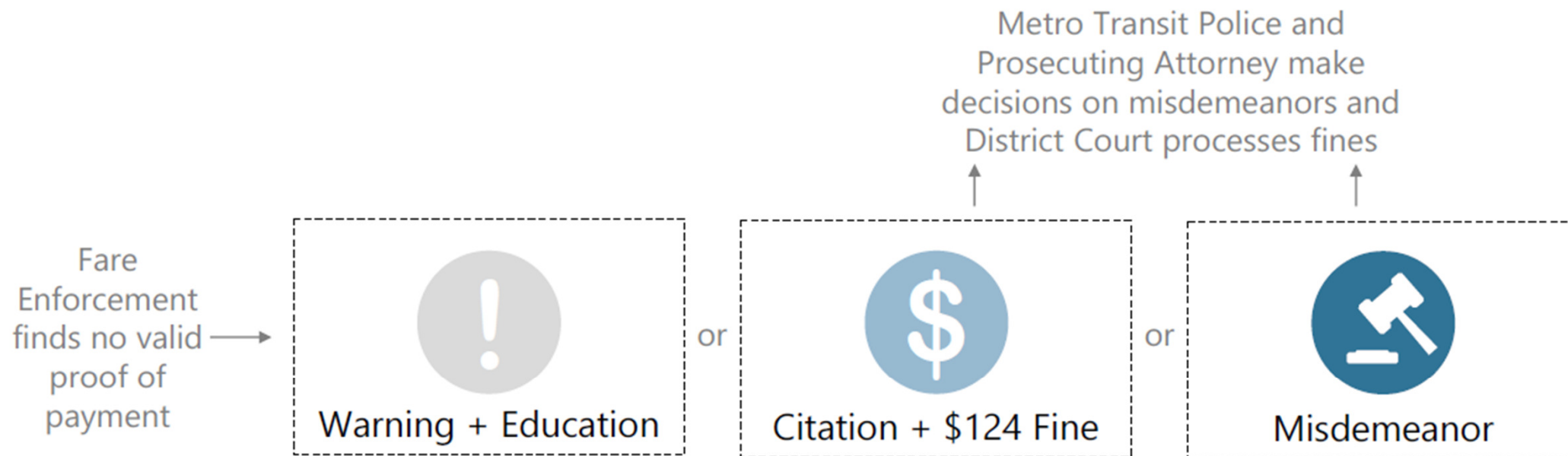
King County

METRO

Fare Enforcement 101

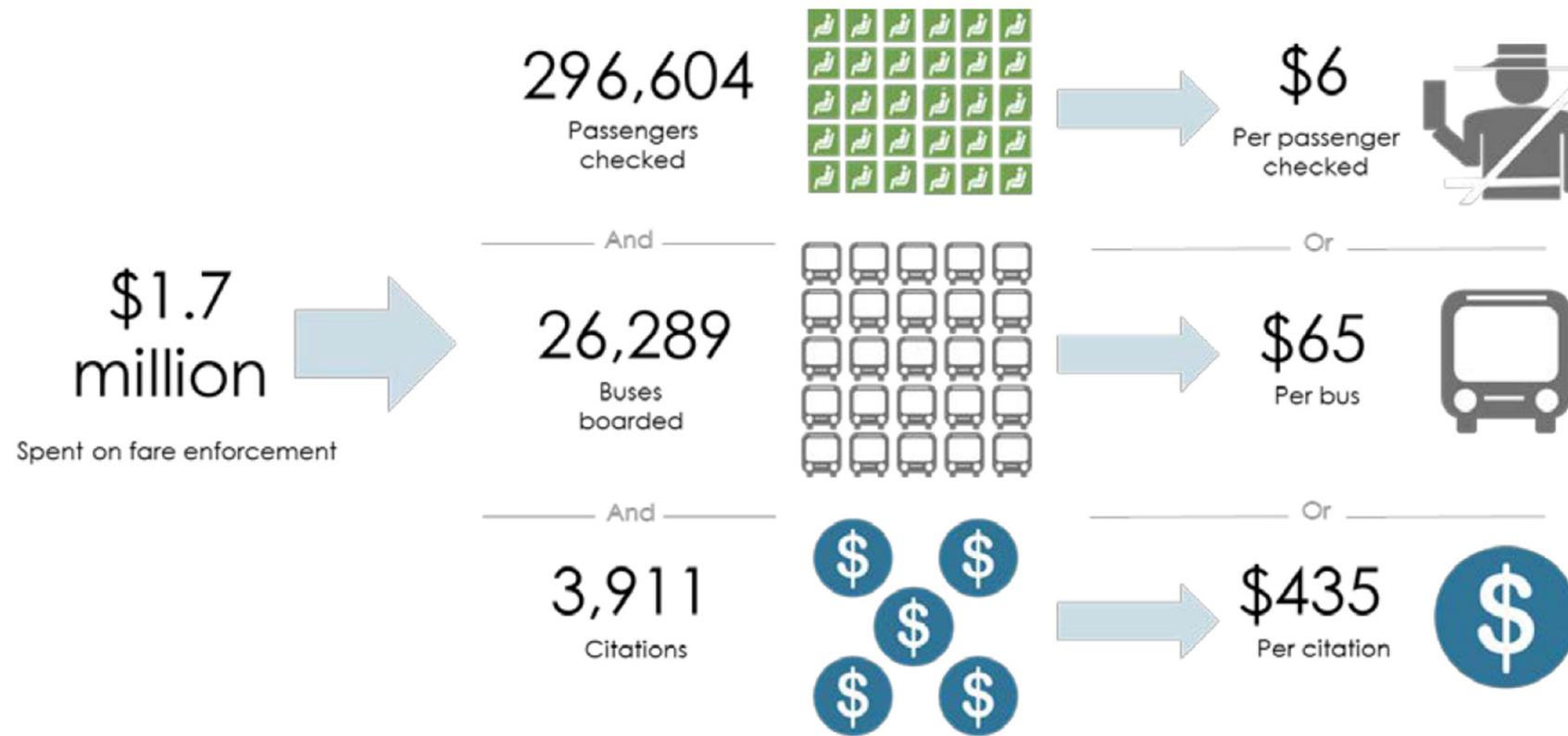
- **Who are the King County Metro Fare Enforcement Officers?**
- **Why does Metro have Fare Enforcement Officers?**
- **What do typical fare enforcement operations aboard a bus look like?**
- **What constitutes valid proof of payment?**
- **What happens when a customer does not provide Fare Enforcement Officers with valid proof of payment upon request?**

Prior to July 2018, Metro's RapidRide fare enforcement model included education and warnings, monetary fines, and eventually, criminal charges.



Source: King County Auditor's Office illustration of King County Metro Transit's processes

How could we do better?



Source: King County Auditor's Office analysis based on 2016 performance data provided by King County Metro Transit and King County District Court.

And much of that cost was not recuperated, costing Metro more than \$300K/year.

of 3,515 citations processed in 2016

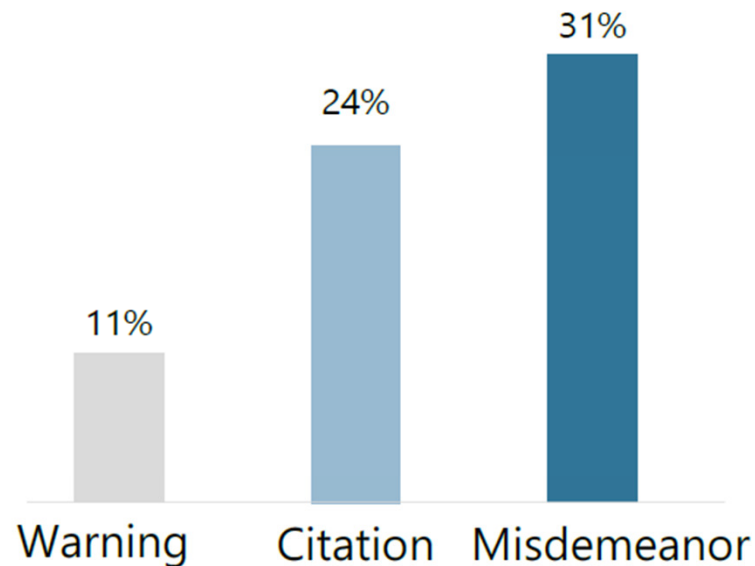


Note: The number of citations processed by District Court is less than the number issued by Transit in 2016.

Source: King County Auditor's Office analysis of data provided by King County District Court.

What were the impacts to riders who were issued infractions?

As the penalty increases in severity, people experiencing housing instability make up a larger percentage of the total.



Note: Total warnings were 16,887, total citations were 9,721, and total misdemeanors were 433.

Source: King County Auditor's Office analysis based on data from 2015-2017 provided by King County Metro Transit.

Metro reviewed its fare enforcement model for alignment with county and agency goals and equity principles and used the results to update its model and the fare enforcement contract.



Understanding the opportunity...

- Metro convened with a panel of community activists and advocates
- We set few limits:
 - ✓ Fare Enforcement is required
 - ✓ A sanction or consequence is needed, as shown by other transit agencies
- We reviewed what other transit agencies were using as alternatives, and found none met our goals.
- Metro suggested an in-house program and the advocates panel agreed it was worth pursuing.

The Balancing Act





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Fare Violation Program

- **What is the goal of the new program?**
- **What are the benefits of the new program?**
- **How will Metro evaluate fare enforcement and learn more about riders impacted?**

New Fare Violation Process

1

- Rider cannot provide proof of fare payment to Fare Enforcement Officer upon inspection
- First time encounter*/ Individual not recorded in FE database
- **Warning issued** and recorded

2

- Adult rider cannot provide proof of fare payment to Fare Enforcement Officer upon inspection
- Second time encounter/ Individual's information appears in FE database as being issued a previous warning
- **Violation issued** and recorded

3

- *Youth rider cannot provide proof of fare payment to Fare Enforcement Officer upon inspection
- Third time encounter/ Individual's information appears in FE database as being issued two previous warnings
- **Violation issued** and recorded

A rider has received a violation for not having valid proof of payment upon inspection.

What are their options?

Option A: Payment of Fine

Within 30 days, pay reduced fine of \$25.
After 30 days, pay full fine of \$50.

Option B: Add a minimum \$25 value to your existing ORCA card or minimum \$10 value to your ORCA LIFT, Youth or Regional Reduced Fare Permit (RRFP) card.

This option is available only once per calendar year.

Option C: Perform two (2) hours of community service

Community-based service may be performed at any non-profit organization. Requires validation of service.

Option D: Enroll on ORCA LIFT or obtain a Youth or RRFP card and add a minimum \$5 value to your new card.

This option only available for new cardholders to these programs.

Option E: Appeal your violation

Appeals must be requested within 45 days of the violation.

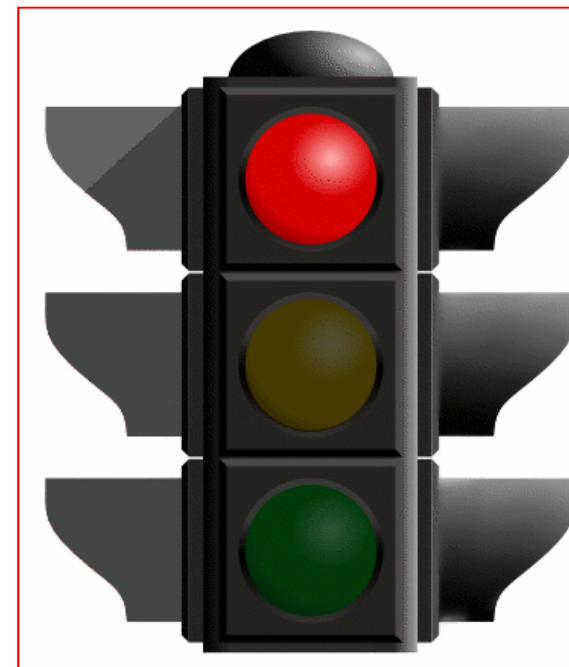
Resolved your violation within 90 days?

- ✓ You are no longer at risk of escalating to suspension from service
- ✓ Record of warning and violations remain in the database for only one year.



90 days has passed and your violation is still unresolved?

- ✓ You are at risk of being suspended from service for 30 days if contacted by fare enforcement without proof of fare payment at this time
- ✓ Potential for escalation to trespassing charges (issued by Transit Police) if found on a coach during the time of a suspension



Before...



Infractions filed with King County Courts

Penalty fine of \$124 or more

History of fare evasion may result in criminal misdemeanor charges

Short resolution time set by Prosecuting Attorneys Office and Courts

Unresolved cases led to 3rd party debt collections and court delinquencies, creating lasting future barriers for individuals

Fines and court hearings never address root cause for fare evasion

Now...

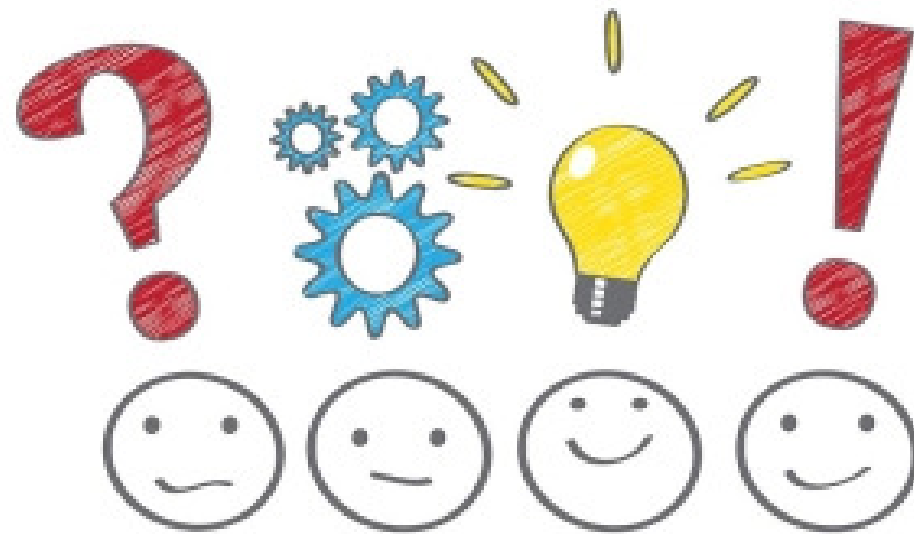
The logo features the word "RIDE" in a bold, black, sans-serif font, positioned above the word "right." in a black, cursive script font. The entire logo is set against a solid yellow rectangular background.

RIDE
right.

King County Metro's new Fare Violation Program will...

- Administer all fare evasion violations in-house – no more court referrals for fares-related offenses
- Reduce penalty from \$124 to \$50 (with option to reduce to \$25 if paid within 30 days)
- Provide riders with adequate time (90 days) to resolve violations, with proactive outreach during that time to assist riders in reaching the best resolution option for them
- Provide resolution options designed to promote connection to fares resources and sustain access to transit services; offering non-monetary resolution options and custom resolutions when needed

Questions or feedback?



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King County Metro Fare Violation Program
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