

Problem to solve	Supporting data from Sound Transit report ¹ (unless otherwise noted)	Sound Transit proposals
People with very low or no income cannot afford to pay, but still have ongoing mobility needs, and are disproportionately impacted by fines.	Household income is the primary demographic characteristic that differentiates those surveyed who were able to provide proof of payment and those unable to do so. Furthermore, it shows that the breakpoint is a household income above or below \$50,000.	<p>Participate in a Very Low Income Fare program.</p> <p>Expand opportunities for access to ORCA LIFT and other programs.</p>
Citations are very expensive. The process may be confusing and take a lot of time to deal with. If you are unable to resolve for financial or other reasons, it may go to collections and go on your record.	“Revenue from tickets goes to the court, not the transit agencies. Since 2015, district courts have ordered people to pay about \$905,000 for Sound Transit fare evasion tickets. Less than a quarter of that, about \$207,000, has been paid. Most of the rest has gone to collections, according to data from the state Administrative Office of the Courts.” ²	<p>Reduce the shelf life of WARNINGS from 12 months to 6 months.</p> <p>Reduce the amount of fines.</p> <p>Create an option to resolve fines by crediting the citation dollar amount to the rider’s ORCA card.</p> <p>Create an option to resolve fine if a qualified rider enrolls in ORCA Lift.</p> <p>Create an option to resolve citations through community service.</p>
Many folks may not know what payment options, subsidies, benefits, programs, are available to them.	Metro’s Rider/Non-Rider survey indicates that while nearly half of LIFT-eligible riders are using available reduced fare or school/ employer programs; roughly half report paying the full fare. While there could be many reasons for this, a third of LIFT-eligible respondents said the fare structure and payment processes are difficult to understand. (King County Metro 2018 Rider/ Non-Rider Survey)	Expand and target communications and marketing about how to access and use valid fare media.
People may not know how to use RR / light rail, or may not have adequate opportunity to pay or load their cards	Top reasons for not showing proof of payment were “I forgot to tap,” “my ORCA card didn’t work,” “I thought my transfer was valid” and “I couldn’t find where to tap.”	<p>Suspend inspections during special circumstances, such as severe weather and the first day of school.</p> <p>Move fare enforcement activity from train to platform.</p>
People of color, Low English Proficiency, youth, and folks with mental health conditions may feel unsafe interacting with officers or may experience bias during altercations, which can result in disparate impacts and/or quickly escalate into dangerous situations.	Feedback from the underrepresented groups in Listening Sessions highlights the following issues: “Youth and women feel harassed,” “uniforms feel like policing, they are traumatic and triggering,” and that there is a perception or experience of “racial profiling.” “The procedure of requesting IDs” can be particularly traumatic and sensitive for undocumented riders.	<p>Review the role of fare enforcement officers to make customer service the top priority.</p> <p>Change fare enforcement uniforms to project customer relations focus.</p> <p>Review current training modules and protocols to prioritize training in customer service, de-escalation, and anti-bias training.</p> <p>Bring fare enforcement officers in house.</p> <p>Review procedure that engages law enforcement on matters solely related to fare enforcement and create guidelines.</p> <p>Rename “enforcement” to “monitoring” or “customer service”</p> <p>Develop youth-focused program: 1) Create separate procedures, consequences, resolution pathway for young/ student non-paying riders, and develop consistent parental notification procedure. 2) Ensure FEO training includes specialized training for handling interactions with youth.</p> <p>Promote Title VI program that investigates complaints about enforcement and security.</p>
Even the best designed systems are challenging for some riders. Many riders may not fully understand the difference between transit agencies. A consistent experience riding transit and after receiving a citation is critical.	Top reasons for not showing proof of payment were “I forgot to tap,” “my ORCA card didn’t work,” “I thought my transfer was valid” and “I couldn’t find where to tap.”	<p>Improve transfers.</p> <ul style="list-style-type: none"> • Extend the amount of time transfers are valid. • Accept transfers from all regional partners on Sound Transit system.
Proposals not being considered by Sound Transit at this time		<p>Build new physical barriers at Link and Sounder stations.</p> <p>Eliminate fares.</p> <p>Eliminate enforcement of fares.</p>

¹ https://www.soundtransit.org/st_sharepoint/download/sites/PRDA/ActiveDocuments/Fare%20Enforcement%20Community%20Engagement%20Report-Preliminary%20Findings-February%202020.pdf

² <https://www.seattletimes.com/seattle-news/transportation/faced-with-racial-disparities-sound-transit-debates-changes-to-fare-enforcement/>