

Fare Engagement

Program Update

Rider Experience and Operations Committee

03/06/2025



Today's Discussion



Fare Resolutions
Program update



Assault Data
By Type



Additional Updates:
Projects & priorities ahead



Fare Resolution Program Update

Fare Resolutions Program Update

Non-payment interactions within 3 months	Count of Citations*	Percentage of total Citations*	Interaction Type
1st & 2nd Interaction	27,635	98.5%	1st & 2nd Warnings
3rd Interaction	128	0.45%	\$50.00 fine / Eligible for Resolution Options
4th Interaction	46	0.16%	\$75.00 fine / Eligible for Resolution Options
5th Interaction and beyond	240	0.86%	\$124.00 fine / 5th option and beyond

All non-payment interactions issued from 11/15/2024 – 2/23/2025

Fare Resolutions Program Update

Non-payment interactions within 3 months	Count of Voided Violations	Completed Resolutions	Resolution Type
1st & 2nd Interaction	31	31	Non-monetary warnings
3rd Interaction	0	47	Monetary / Non-monetary
4th Interaction	0	11	Monetary / Non-monetary
5th Interaction and beyond	0	0	\$124.00 fine / 5 th option and beyond

Dates covered from 11/16/2024 – 2/23/2025

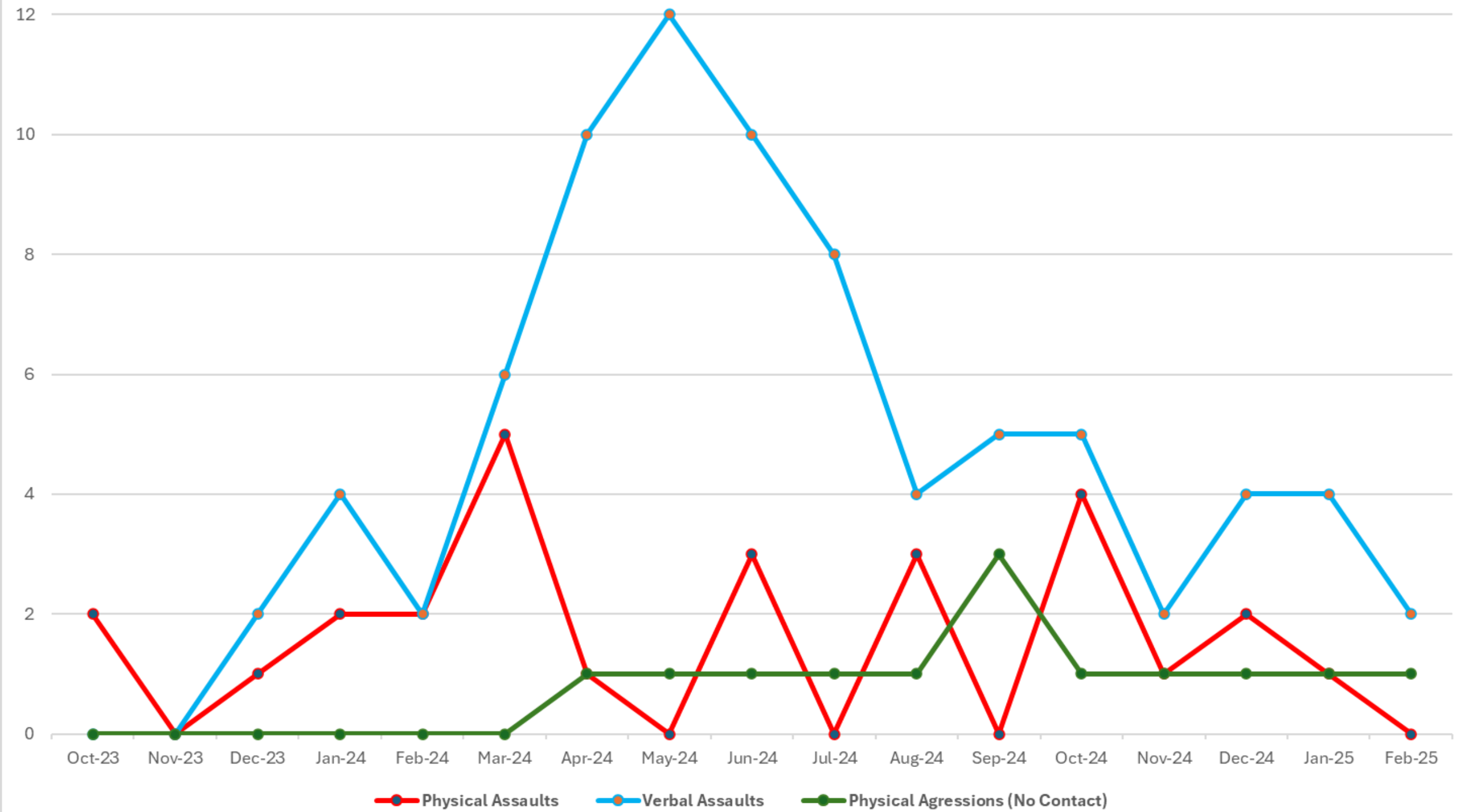
Assault Data

Assault Data

From the data we have available, it appears all categories of assaults are trending lower.

- Data is gathered from Security Operations Center (SOC) reports as well as the Fare Ambassador Event Reports Log.
- In October 2023, the SOC created specific call types to ensure we were collecting data for assaults against transit workers. The data from these call types include Fare Ambassadors, Security , Facilities, and Operators, if reported to the SOC.

ASSAULT CALL TYPE	DESCRIPTION
Assault- Transit Worker-Physical	Physical contact was made
Assault- Transit Worker-Verbal	Verbal threats
Assault- Transit Worker-Physical Aggression	Physical intimidation (advancing towards the Fare Ambassador or displaying aggressive gestures)



Additional Updates



Ambassador App

- *Need to improve data reliability*



Platform Inspections



Questions?



 [soundtransit.org](https://www.soundtransit.org)

