Overview of Proof-of-Payment Program

- Adopted new Fare Enforcement Ordinance on January 4, 2018
- New Fare Enforcement Program launch July 2018
- Incremental rollout
- Criminal Citation to an Administrative Notice of Violation
- All conductors must take an 8-hour mandatory Proof-of-payment course and pass two exams
  - trained on procedures
  - techniques for conducting fare checks:
    - demeanor, diffusing conflict, de-escalation
Goals of Fare Ordinance

• Standardize “Zero-Tolerance” approach to ensure equity
• Identifying and penalizing fare evaders
• Reduce court congestion
• Standardize adjudication process
• Standardize electronic issuance procedures
• Reducing the amount of incidents of assaults on conductors
• Provide a safer commuter rail system
• Recoup money lost due to fare evasion

Proof-of-Payment:
July 1, 2019 – September 30, 2019

• Total Notice of Violations for Fare Evasion Given: 5,108
  - Closed: 3,886
    • 7.6 out of every 10 people ticketed paid
  - Open: 1,222
    • In the review process or payment deadline has not past.
  - Delinquent: 1,156
    • Late Penalty $75
    • 100% Closure Rate
      • Collection Services
      • Franchise Tax Board Collection Services
  - 3rd Offense or Greater
    • Fare Evasion Citation by Transit Police
    • Ejection
    • Exclusion for 90 days
Proof-of-Payment: By the Numbers

Proof-of-Payment

- Fare recovery from the Proof-of-Payment program Q1 FY19/20: $193,091
- Fare enforcement identifies, deters, and penalizing fare evaders on Caltrain.
- Standardize “Zero-Tolerance” approach to ensure equity with consistent inspection across routes and times of day.
- Enhances safety for both the conductors and Caltrain passengers.