



CALTRAIN FARE ENFORCEMENT ORDINANCE

Prepared by: Caltrain Rail Operations
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Current Boarding Environment

- Open Barrier / Honor-based System
 - Fare Media
- Proof-of-payment System
- Total Annual Passengers: 19,233,425 for FY2016-2017

Current Fare Inspections

Conductor's Responsibilities

Conductors are responsible for:

- Daily Fare Inspection
 - Non-discriminatory Manner
- Train Sweeps
 - Visibility
 - Customer Service

Current Fare Enforcement Issues

- A subset of riders are choosing not to pay
- Lack of fare compliance
- High error rate
- Rider satisfaction
- Passenger conflicts
- Time intensive
- Court congestion
- High over-head

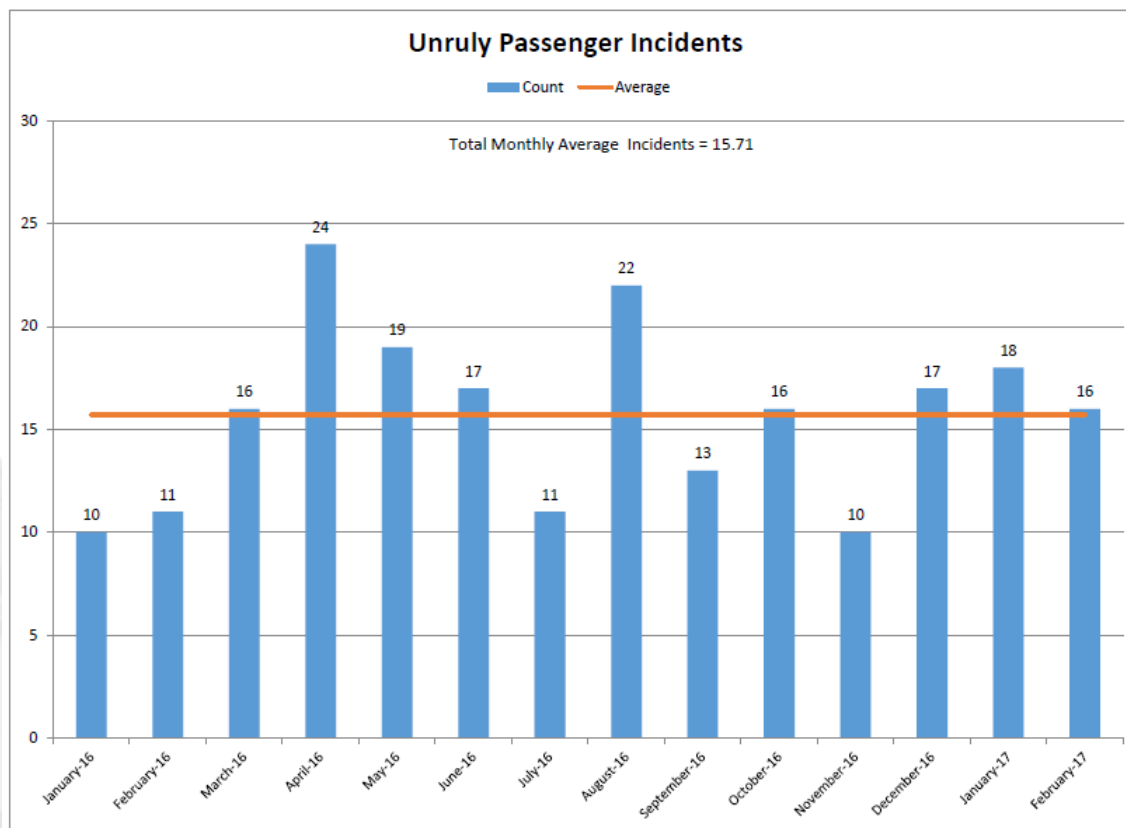
Current Citations Process

Citations Processed

- Criminal Infractions
- Fines \$250 + Court Administrative Fees
- 3 Jurisdictional Courts
 - Court Congestion
 - Caltrain Patron Confusion
- 65% Conductor Error Rate
 - Lost Creditability with all 3 courts
 - High Over-Head
 - Court Overtime
 - Corrections

Current Citations Process

Unruly Passenger Incidents



Proposed Ordinance

- Enacts
 - Administrative Penalty
 - Administrative Hearing Process
 - Standardize issuance procedures
 - Electronic Ticketing

Ordinance Goals

1. To Supply the public with a high-quality, safe, and efficient transportation system that enhances the quality of life to Caltrain patrons
2. To increase fare compliance with and adopt procedures to identify, deter, and penalize fare evasion in a timely, efficient and fair manner
3. To minimize the expense and delay where existing remedies available through the criminal court system are costly and time-consuming for all parties involved.

Expected Results

- Reduces Time to Write Violations
- Reduces Fine for Caltrain Patron
- Reduces Fare Evasion from Infraction to an Administrative Penalty
- Gives Caltrain Patron More Options to Contest Violation
 1. Initial Review
 2. Administrative Hearing
 3. Appeals to Superior Court
- Increase Fare Compliance
- Reduce Court Overtime Expenditure

Third-Party Processing

- Granted authority by all 3 jurisdictional counties Superior Courts to process Notice of Violations
- Lease of hand-held ticketing machines
- Records Retention/Cloud Storage
- Backend platform for review process
 1. Initial Review
 2. Administrative Hearing
 3. Appeals to Superior Court

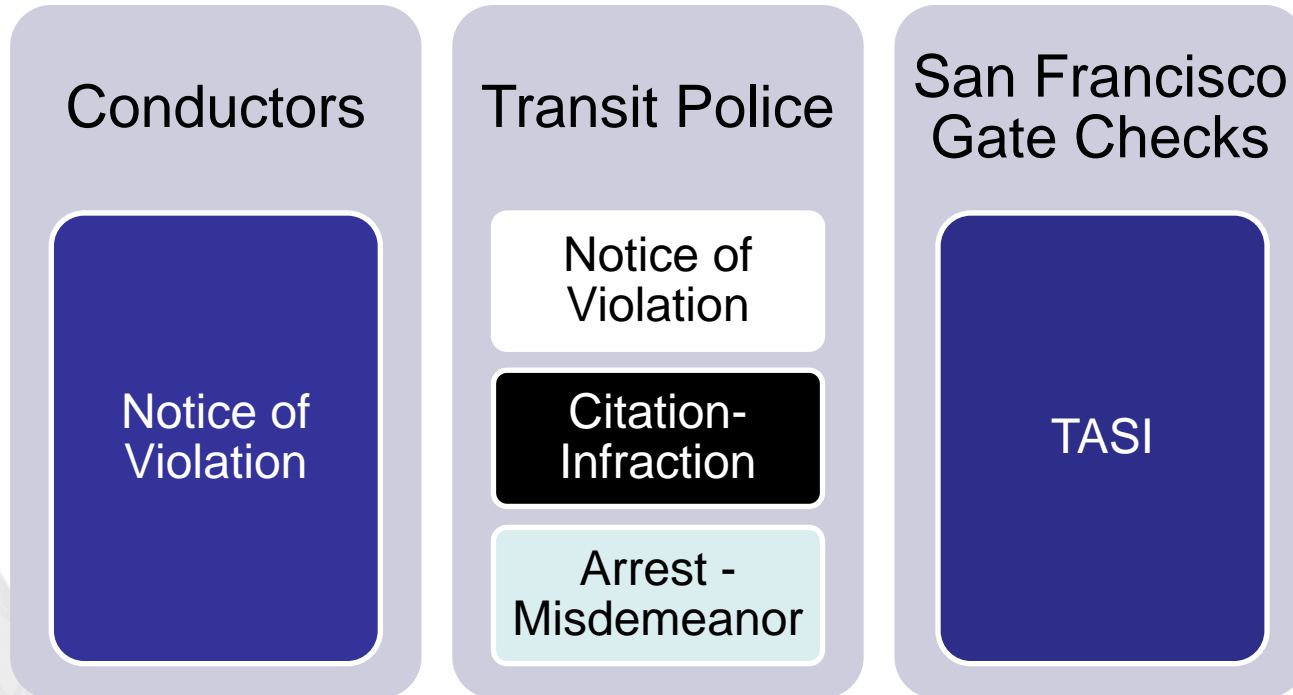
Proposed Ordinance

Administrative Hearing / Penalties

Violation	1 st , 2 nd	3 rd Offense or Greater
640(c)1 PC, 640(c)2 PC, 640(c)3 PC, per PUC code 99580-99582	<ul style="list-style-type: none"> • Administrative Penalty: \$75 • Late Penalty: +\$25 • Fees associated with JPB's use of Collection Services or Franchise Tax Board Collection Services to recover administrative penalty: +\$30 	<ul style="list-style-type: none"> • Fare Evasion Citation by Transit Police • Ejection • Exclusion for 90 days

*The Ordinance does not apply to minors (persons under the age of 18)

Enforcement



*No Discretion

*The Ordinance does not apply to minors (persons under the age of 18)

Summary

- Currently Caltrain is using a Proof-of-Payment / Honor-based system
- Current fare enforcement is time intensive which hinders more checks
- Current fines are \$250 plus court administrative fees which can go up to \$600 depending on the jurisdiction and are Criminal Infractions
- People respond aggressively toward conductors and fine collections are rare
- Proposed Ordinance would reduce fines to a \$75 administrative penalty
- The proposed Fare Evasion Notice will reduce man-hours, free up conductors to check more tickets, and has the potential to generate more revenue

Next Steps

- Adoption of Ordinance (January 2018)
- Contract with Third-Party Processing (January 2018)
- Conductor Training (January 2018- March 2018)
- Marketing (January 2018- March 2018)
- **Launch Re-vamped POP Program: March 2018**