Current Boarding Environment

- Four Types of Fare Media
- Open barrier / Honor-based System
- Proof-of-payment System
- Total Annual Passengers: 19,233,425 for FY2017
Current Fare Inspections

Conductor’s Process

Conductors are responsible for inspecting fare onboard trains daily

- Sweep the train every 4 times a trip to maintain visibility and provide customer service
- Check tickets in a fair and non-discriminatory manner.
  - Do not single out a person based on previous history.
  - If you check one person’s ticket, you should be checking that whole section of the car
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 Fare Inspections
Citations Processed and Unruly Passenger Incidents

- The high cost of the $250 fine plus court administrative fees incites unruly passenger incidents
- FY 2017 average error rate 65%
Proposed Ordinance

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

- Reduces time to write violation
- Reduces fine for Caltrain Patron
- Reduces Fare Evasion from Infraction to an Administrative Penalty
- Gives Caltrain Patron more options to contest citation
  1. Initial Review
  2. Administrative Hearing
  3. Appeals to Superior Court
- Increase fare compliance
- Reduce court overtime expenditure
# Proposed Ordinance

## Administrative Hearing / Penalties

<table>
<thead>
<tr>
<th>Violation</th>
<th>1st, 2nd, 3rd Offense</th>
<th>4th Offense or Greater</th>
</tr>
</thead>
<tbody>
<tr>
<td>640(c)1 PC Fare Evasion per PUC code 99580-99582</td>
<td>• Administrative Penalty: $75</td>
<td>• Fare Evasion Citation by Transit Police</td>
</tr>
<tr>
<td></td>
<td>• Late Penalty: +$25</td>
<td>• Ejection</td>
</tr>
<tr>
<td></td>
<td>• Fees associated with JPB’s use of Collection Services or Franchise Tax Board Collection Services to recover administrative penalty: +$30</td>
<td>• Exclusion for 90 days</td>
</tr>
<tr>
<td>640(c)2 PC Misuse of Fare Media per PUC code 99580-99582</td>
<td>• Administrative Penalty: $75</td>
<td>• Fare Evasion Citation by Transit Police</td>
</tr>
<tr>
<td></td>
<td>• Late Penalty: +$25</td>
<td>• Ejection</td>
</tr>
<tr>
<td></td>
<td>• Fees associated with JPB’s use of Collection Services or Franchise Tax Board Collection Services to recover administrative penalty: +$30</td>
<td>• Exclusion for 90 days</td>
</tr>
<tr>
<td>640(c)3 PC Unauthorized Use of or No Proof of Eligibility for Discount Ticket per PUC code 99580-99582</td>
<td>• Administrative Penalty: $75</td>
<td>• Fare Evasion Citation by Transit Police</td>
</tr>
<tr>
<td></td>
<td>• Late Penalty: +$25</td>
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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