



CALTRAIN FARE EVASION ORDINANCE

Prepared by: Caltrain Rail Operations
November 7, 2017

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

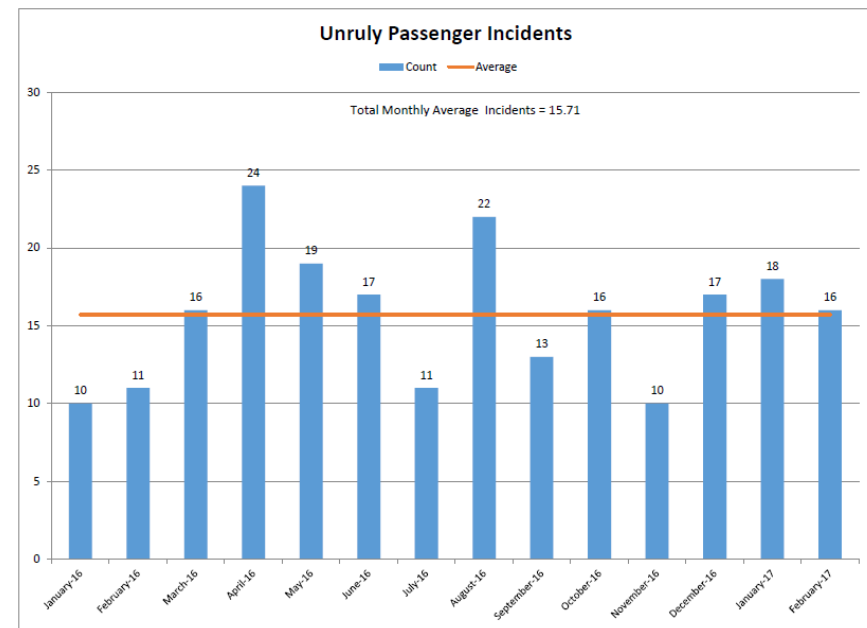
Current Fare Enforcement Issues

- 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

Violation	1 st , 2 nd , 3 rd Offense	4 th Offense or Greater
640(c)1 PC Fare Evasion 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
640(c)2 PC Misuse of Fare Media 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
640(c)3 PC Unauthorized Use of or No Proof of Eligibility for Discount Ticket 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



Proposed Fare Evasion Notice

Administrative Hearing / Penalties

		Caltrain Fare Evasion Notice	
Violation Number 10000000			
Date of Violation / /	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Day of the Week S U M T W T H F S A	RD
Name: First	MI	Last	Suf
Address			
City		State	Zip Code
TAP No.	Age	DOB / /	
<input type="checkbox"/> DL - Driver License	<input type="checkbox"/> ST-State ID	<input type="checkbox"/> None	
Number	State	ID in Possession <input type="checkbox"/> Yes <input type="checkbox"/> No	
Sex	Hair	Eyes	Height
			Weight
			Race
			Other
Train #		Cab Car #	
<input type="checkbox"/> Violation: 640(C)1 PC Fare Evasion per PUC code 99580-99582			
<input type="checkbox"/> Violation: 640(C)2 PC misuse of fare media per PUC code 99580-99582			
<input type="checkbox"/> Violation: 640(C)3(A) PC unauthorized use of or no proof of eligibility for discount ticket per PUC code 99580-99582			
Administrative Penalty	\$75.00	Date Amount Due (mm/dd/yy)	/ /
Station of Violation		County of Occurrence	
Conductor Comments			
Issuing Conductor			
ID			
Received by:			
X Signature: _____			
<small>YOU MUST RESPOND TO THIS VIOLATION WITHIN THE REQUIRED TIME PERIODS AS NOTED ON THE REVERSE SIDE BY PAYING THE PENALTY OR REQUESTING A REVIEW. PENALTY MAY BE APPLIED IF PAYMENT IS NOT MADE WITHIN 21 DAYS OF VIOLATION/ISSUANCE. SEE REVERSE FOR ADDITIONAL INFORMATION. 10000000</small>			

PAYMENT OPTIONS
> Pay online: www.caltrain.com/jayviolation
> Pay by mail: Mail check or money order in the attached envelope to Caltrain, P.O. Box 3006 San Carlos, CA 94070-1306. Make payable to Caltrain. Write violation number on check or money order.
> Pay in person: 1250 San Carlos Ave., San Carlos, CA 94070-1306
> Pay by phone: 1.800.660.4287
A. NOTICE OF TRANSIT VIOLATION
You must respond to the violation within 21 days from the date of violation by paying the penalty or requesting a review. Failure to respond within 21 days will result in increased penalties. Request a review by completing the information below and send your request in the envelope provided. To contest by phone or in person please call the phone number noted above. When making your request, please include a statement of the reason(s) you are disputing the violation as well as any supporting documentation. Attach additional sheets if necessary. Documents submitted will not be returned.
1. Initial Review Request
To request an initial review of the exclusion complete the information below and send your request in the envelope provided or deliver to the Caltrain Central Office, 1250 San Carlos Ave., San Carlos, CA 94070 Monday-Friday 8:30am-5:30pm. To contest by phone or in person please call the phone number listed above. When making your request, please include a statement of the reason(s) you are disputing the Notice of Exclusion as well as any supporting documentation. Attach additional sheets if necessary. Documents submitted will not be returned.
I CONTEST THIS NOTICE OF TRANSIT VIOLATION FOR THE FOLLOWING REASONS:
Address: _____
City, State, ZIP Code: _____
Name: _____ Signature: _____
2. ADMINISTRATIVE HEARING REQUEST
You may appeal the result of the initial review by requesting a hearing within 10 days of receipt of this notice. Complete the information below and check one box. If a box is not appropriately checked, a hearing by mail will be scheduled. Send your written request in the envelope provided or delivery to the Caltrain Central Office, 1250 San Carlos Ave., San Carlos, CA 94070 Monday-Friday 8:30am-5:30pm. To contest by phone or in person please call the number listed above.
<input type="checkbox"/> REQUEST FOR AN IN-PERSON HEARING OR <input type="checkbox"/> REQUEST FOR A HEARING BY MAIL
Address: _____
City, State, ZIP Code: _____
Name: _____ Signature: _____ Date: _____
3. HEARING DECISION
An appeal hearing regarding the exclusion was recently held and decided. If you have not received a copy of the decision, one may be obtained at the Caltrain Central Office, 1250 San Carlos Ave., San Carlos, CA 94070 Monday-Friday 8:30am-5:30pm excluding holidays. The decision shall be deemed in full effect 10 days from the date of this notice. If you are found on Caltrain premises after the effective date, and have not remitted full payment for your outstanding fines, you will be arrested for Trespassing Pen. Code 602(m).

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