



Proof of Payment

Citizens Advisory Committee
November 20, 2019
Agenda Item #10



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



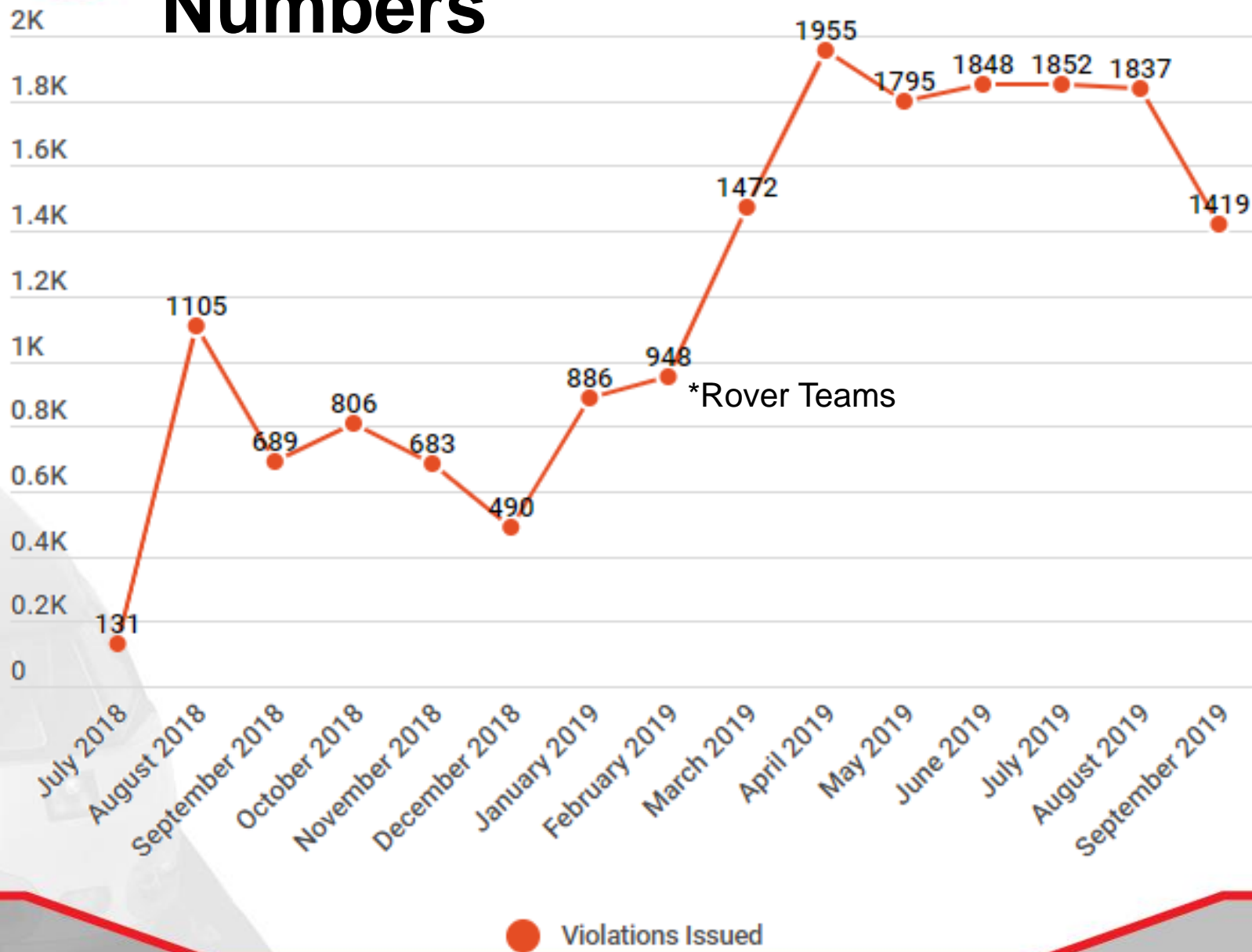
Proof-of-Payment:

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.