



# Proof of Payment

JPB Citizens Advisory Committee  
August 21, 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

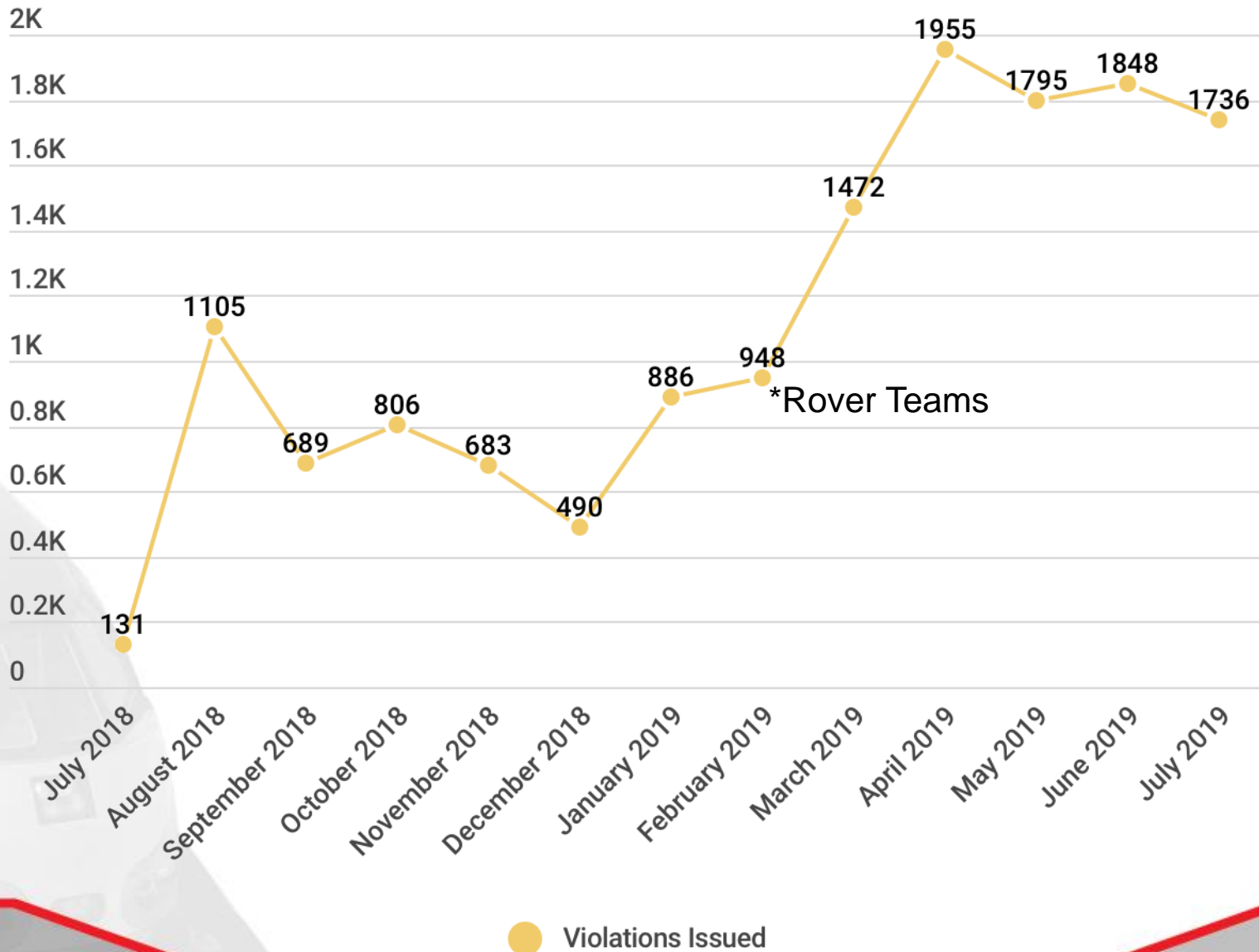


# Proof-of-Payment: July 1, 2018 – July 31, 2019

- Total Notice of Violations for Fare Evasion Given: 14,550
  - Closed: 10,143
    - 7 out of every 10 people ticketed paid
  - Open: 4,407
    - In the review process or payment deadline has not past.
  - Delinquent: 3,031
    - 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: \$578,579
- 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.