

AFC 2.0

Update to the Fiscal & Management Control Board

Laurel Paget-Seekins, Asst. General Manager for Policy

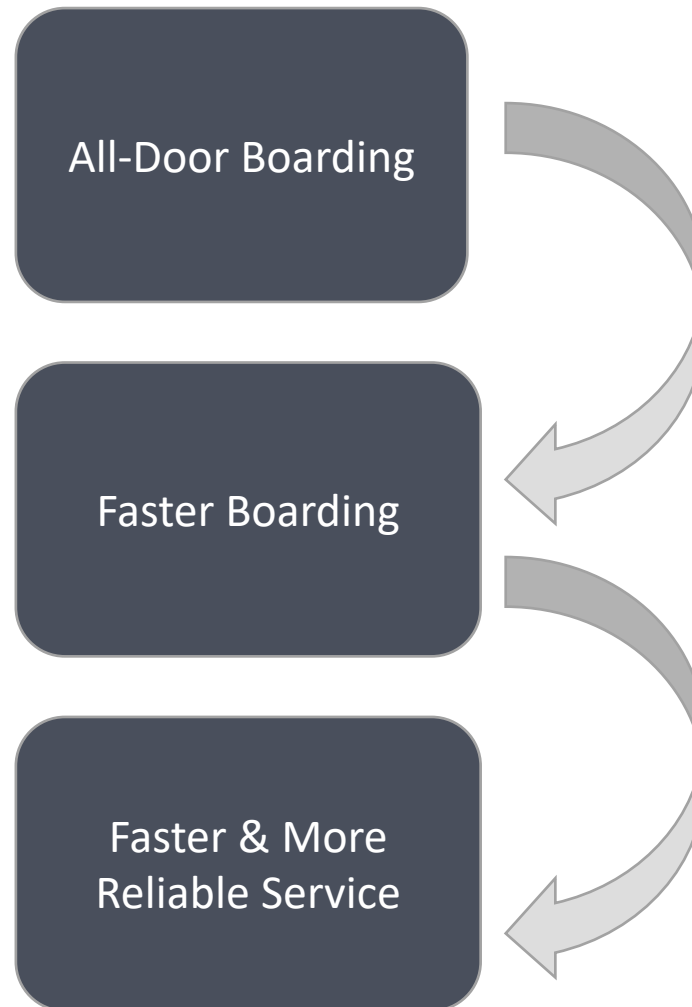
June 10, 2019

DRAFT for POLICY DISCUSSION AND DEVELOPMENT



Background

IMPROVEMENTS LIKE ALL-DOOR BOARDING WILL ENHANCE SERVICE ON BUSES & TROLLEYS.



Benefits of All Door Boarding

ALL-DOOR BOARDING ENABLES BUSES TO SPEND UP TO 50% LESS TIME AT BUSY STOPS.



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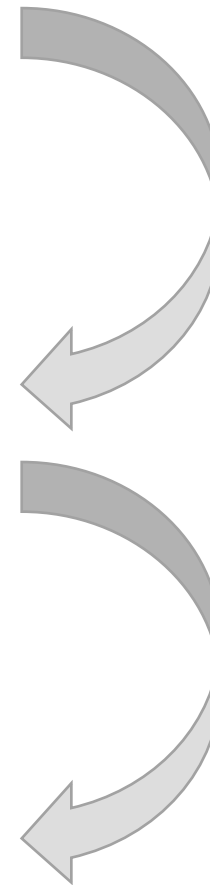
All-Door Boarding

Faster Boarding

Faster & More
Reliable Service

Removing the
operator from the
fare collection
process could
increase fare
evasion

To mitigate this
risk the MBTA is
moving to a Proof
of Payment
system



What is Proof of Payment?

- **Proof of Payment (PoP):**

1. Customers pay their fare to enter the system or board a vehicle
2. Customers then carry proof of that payment for the entirety of their trip
3. At any point during their trip, the customer may be required to present their proof of payment
4. Customers without proof are issued a warning or citation

Proof of Payment is standard transit agency practice

Agencies with PoP on some services include:

- King-County Metro in King County, WA
- TriMet in Portland, OR
- SFMTA in San Francisco, CA
- MTA in New York City, NY (on select bus routes)
- BART in the Bay Area, CA
- Sound Transit in Seattle, WA
- TfL in London, England

How would Proof of Payment work at the MBTA?

FOR PROOF OF PAYMENT AT THE MBTA, EACH MODE IN THE SYSTEM WOULD NEED A SLIGHTLY DIFFERENT APPROACH.

Commuter Rail & Ferry

Fare Verified by Fare
Gates and/or
Conductors/Crew*

Bus & Light Rail

Fare Verified by New
Fare Verification Team*

Rapid Transit

Fare Gates

MBTA Police would continue to ensure safety on the system, provide assistance to fare verification team as needed, and issue fare citations when fare evasion is observed.

**The ability for these individuals to issue citations for fare evasion would require a change in state law: M.G.L. Chapter 159 Section 101.*

What does Proof of Payment look like?

- MBTA personnel would be equipped with a handheld device that can verify, in real time, if a customer has paid the correct fare for the service they are on.
- If a passenger did not pay the proper amount, they would be issued a civil citation. All passengers would be able to appeal and MBTA will review data and provide hearings.



- MBTA personnel will be required to check all passengers on a vehicle to reduce discretion and bias.
- Goal is to have efficient and equitable fare verification process with data collected and released for accountability.

Current State Legislation on Fare Inspection

CURRENT STATE LAW DICTATES WHO IS ABLE TO ISSUE CITATIONS FOR FARE EVASION AND ASSOCIATED CITATION LEVELS.

M.G.L. Chapter 159, Section 101

Who can inspect:

MBTA police or employees within the instructor, chief inspector, or inspector classifications

Civil Citation Levels:

First offense: \$100;

Second offense: \$200;

Third or subsequent offense: \$600

MBTA Priority

New team of civilian fare inspectors who will be specifically trained to conduct fare verification; will not have police powers to arrest or compel ID.

Citation levels that are adjustable by mode and type of violation; lower fine levels.

Lengthen time to request an appeal.

Peer Comparison

THE MBTA IS CONDUCTING OUTREACH TO INFORM THE DEVELOPMENT OF OUR PROOF OF PAYMENT PROGRAM.

| Agency | Fare Citation Amount | Notes |
|-------------------|--|---|
| King-County Metro | \$50 | Reduced to \$25, if paid within 30 days |
| TriMet | 1 st offense = \$75; 2 nd = \$100; 3 rd = \$150; 4 th + = \$175 | Escalating fine amounts |
| SFMTA | \$120 | |
| MTA | \$100 | |
| BART | \$75 | \$55 for minors |
| Sound Transit | \$124 | |
| LA Metro | \$75 | Exclusion for 30 days on 3 rd offense; 60 days on 4 th ; 90 days on 5 th + |

Timeline

THE MBTA IS CONDUCTING OUTREACH TO INFORM THE DEVELOPMENT OF OUR PROOF OF PAYMENT PROGRAM.

| Task | Status | Notes |
|---|-------------|---|
| Background research, peer agency conversations | ✓ | SFMTA, TriMet, KC Metro, BART, TfL |
| Draft principles for proof of payment | Summer 2019 | |
| Conduct outreach on draft principles | Summer 2019 | |
| FMCB adoption of principles | Winter 2019 | |
| Implement principles through Standard Operating Procedures (SOPs) and verification routing design | Spring 2020 | |
| Internal capacity building | TBD | E.g. recruitment, hiring, training development, communications plan |
| External communications | TBD | |
| Change legislation on fare inspections and citations | TBD | After public outreach |

Timeline for outreach on principles

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Task

Background research, peer agency conversations

Draft principles for proof of payment

Conduct outreach on draft principles

FMCB adoption of principles

Implement principles through Standard Operating Procedures (SOPs)

Internal capacity building

External communications

Possible Principle Areas

Accountability: what data do we collect and release

Equity: how random sampling will be determined

Team: how will the team be recruited and trained

Adjudication: what are the options after a citation is issued



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Date

Description

July

Release white paper on Proof of Payment

Aug/Sept

Public meetings on Proof of Payment

Sept. 21

Proof of Payment Summit

Fall 2019

Ongoing community meetings

