

# Equity in Transit – Emerging Practices



## APTA Emerging Leaders Presentation

Date - Time

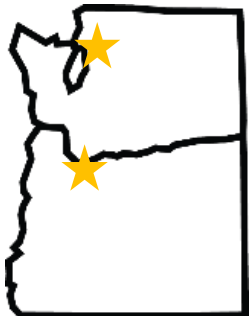
### Group 6 – Pacific Northwest Cohort

Adrianna Stanley – Nelson\Nygaard

Alex Kiheri – King County Metro Transit

Lucas Johnson – TriMet

Bria Knowles – Sound Transit



# Equity and Transit

## Agencies Ask:

- How do we represent the communities that we serve?
- How can we alter our mission and update every facet of the way we do business to raise up communities we have traditionally under-served or mis-served?
- What is the best way to reach, listen to, and support our community?
- What programs are working?
- What tools are “one-size-fits-all” when they should be structured in a different way?

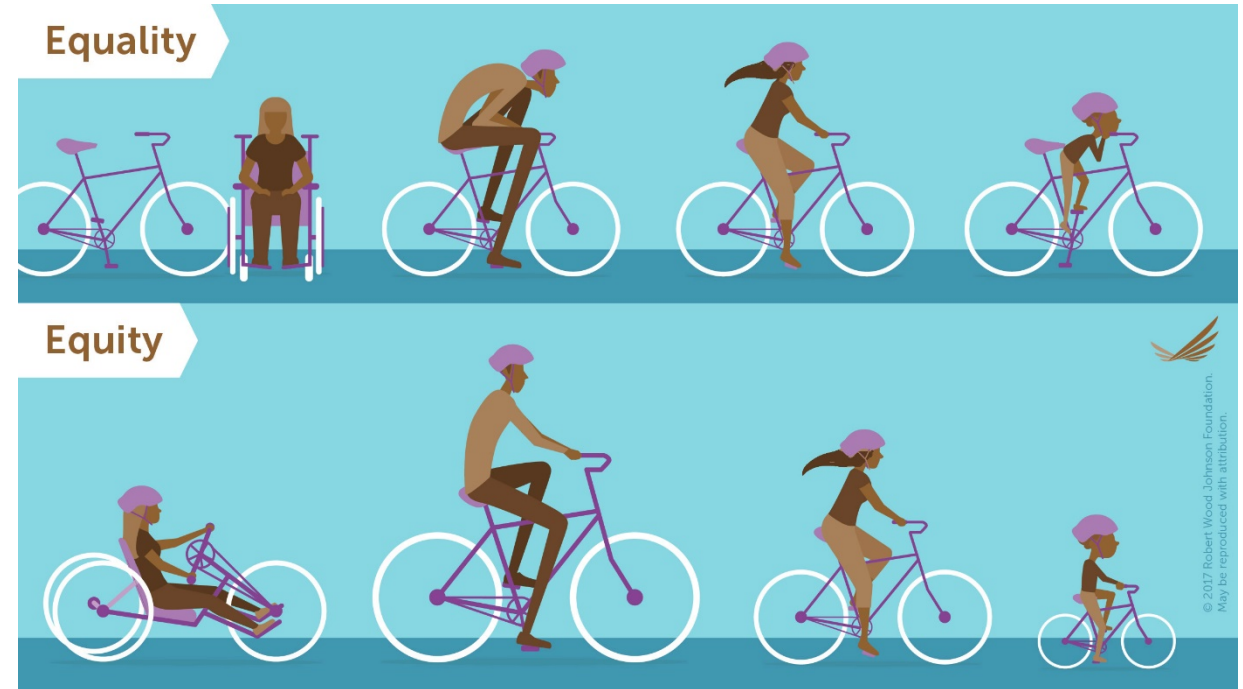
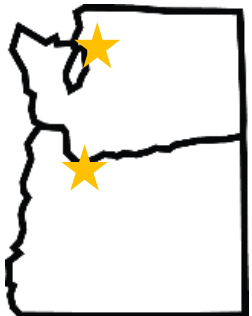


Image: Robert Wood Johnson Foundation



# Equity and Transit



Serving our mission of providing mobility to our community requires investment in policy and planning.

Therefore our policies are directly tied to opportunity in the communities we serve.

Policy has been historically blind to the needs of different communities- or even destructive.



Image: Gizmodo

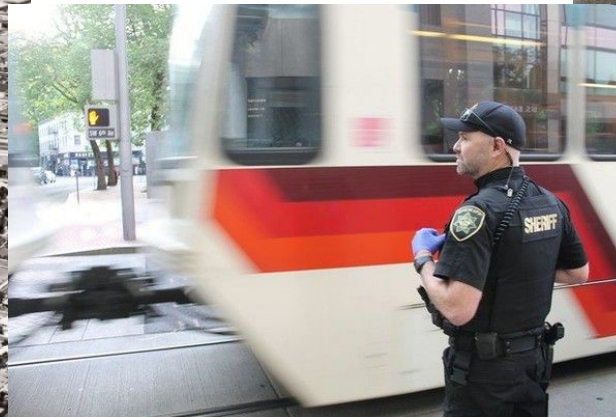
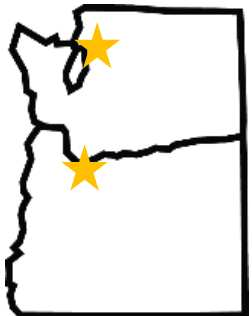


Image: OregonLive/ The Oregonian



Image: WGXA



# Equity and Transit

Mobility = Opportunity

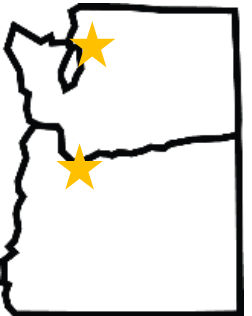
Opportunity = Success



Image: Nelson\Nygaard



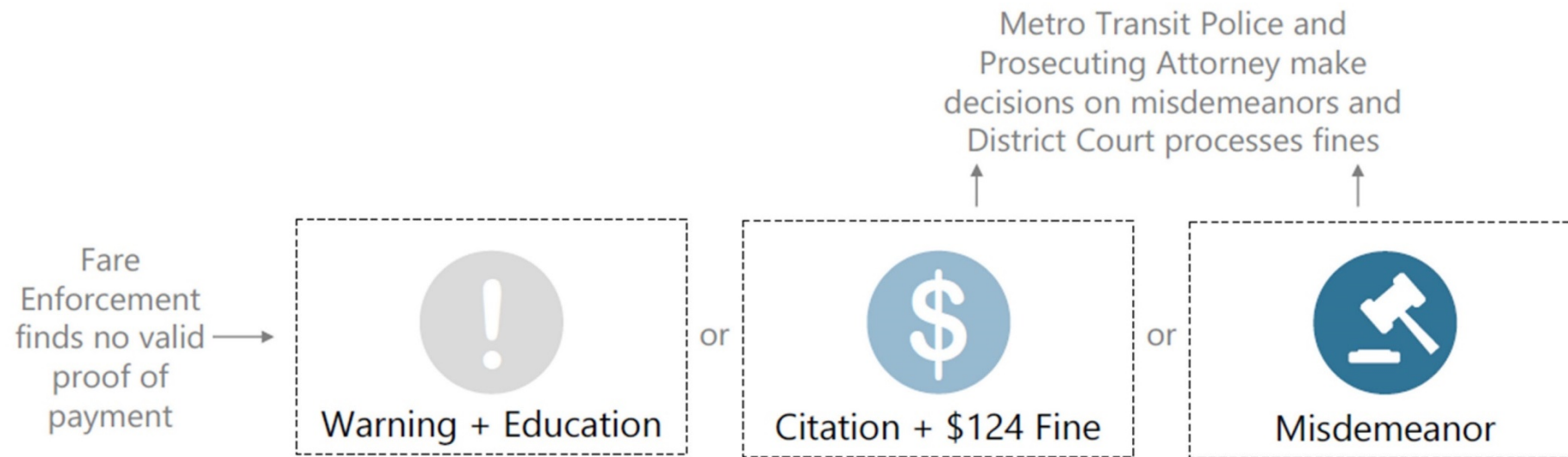
Image: Getty



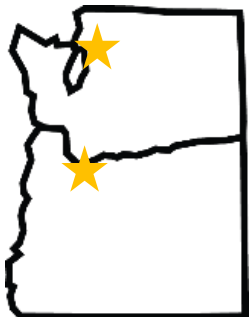
# King County Metro – Fare Enforcement



- Approximately 20% of Metro passenger trips operate under a fare enforcement model. This practice primarily occurs on its BRT services.
- Prior to July 2018 Metro used a fare enforcement model which relied on warnings, fines and the court system.



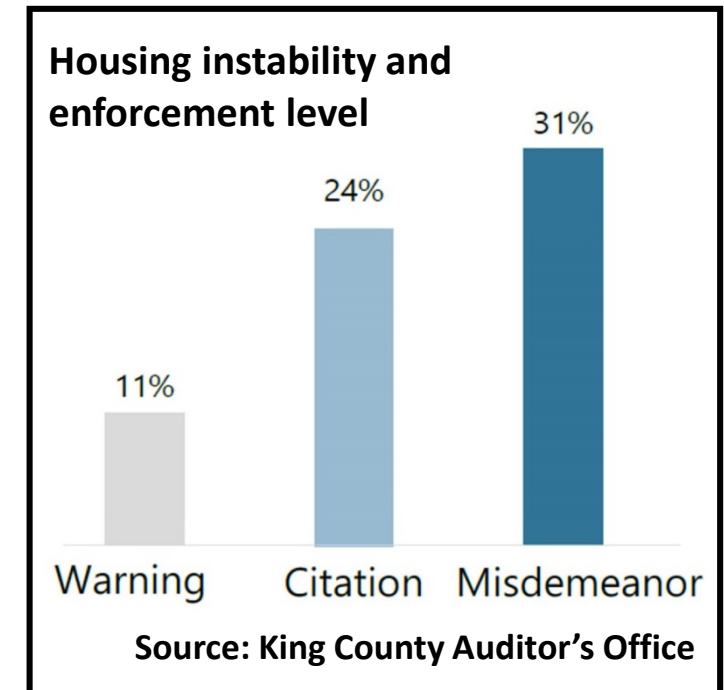
Source: King County Auditor's Office illustration of King County Metro Transit's processes



# King County Metro – Fare Enforcement



- Legacy approach disproportionately impacted people experiencing housing instability. 31% of misdemeanors were issued to this group.
- Vast majority of citations issued went unpaid (less than 5%), likely due an inability to pay.
- Reliant on the criminal justice system.
- As the County's overall equity approach broadened this program had not re-aligned to match those goals.
- Transportation as a human right versus criminalization of at-risk & disadvantaged populations.
- It was developed based on national best practices which fit within state and local laws. Community input on these practices was limited to none.



# King County Metro – Fare Enforcement



- With community activists & advocates Metro developed a new model aligned with the County's equity goals.
- Where we started with this group
  - Fare Enforcement is required
  - A sanction or consequence is needed, as shown by other transit agencies
- After reviewing other implementations with these advocates, Metro moved forward with an in-house program.
- New system has more room for warnings, lower costs associated with violation and provides diversion options as way to resolve violation.

**Option A:** Payment of Fine

Within 30 days, pay reduced fine of \$25.  
After 30 days, pay full fine of \$50.

**Option B:** Add a minimum \$25 value to your existing ORCA card or minimum \$10 value to your ORCA LIFT, Youth or Regional Reduced Fare Permit (RRFP) card.

This option is available only once per calendar year.

**Option C:** Perform two (2) hours of community service  
Community-based service may be performed at any non-profit organization. Requires validation of service.

**Option D:** Enroll on ORCA LIFT or obtain a Youth or RRFP card and add a minimum \$5 value to your new card.  
This option only available for new cardholders to these programs.

**Option E:** Appeal your violation  
Appeals must be requested within 45 days of the violation.

# King County Metro – Fare Enforcement



## BENEFITS

- Eliminates the chance that a rider ends up in court or collections as a direct result of fare evasion
- Reduced penalty fee and multiple alternatives for resolving a violation
  - Leverages Metro's reduced fare programs
- Collects meaningful data that empowers Metro to address root causes of fare evasion

## CHALLENGES

- Determining reasonable expectations
- Inconsistencies and public perception
- Coordination with law enforcement partners



**RIDE**  
*right.*

# TriMet – Low Income Fare Program



Developed by Regional Low Income Fare Taskforce



Public launch July 2nd, 2018



Funded by Keep Oregon Moving Law in 2017



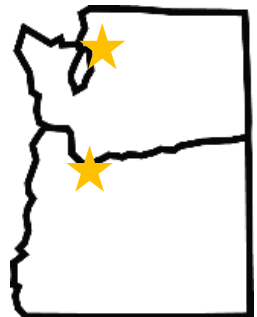
Riders with income less than double the federal poverty line qualify for honored citizen fare.



Automatic qualifiers such as Oregon Health Plan and SNAP simplify identification of eligible riders. Income verification process also available.



Community partners help reach and register eligible riders



# TriMet – Low Income Fare Program



## Honored Citizen

Reduced fare for low-income riders, seniors age 65+, Medicare beneficiaries and riders with a mental or physical disability. Proof of eligibility required.

# \$1.25

Ride for 2½ hours

Ride free after spending:

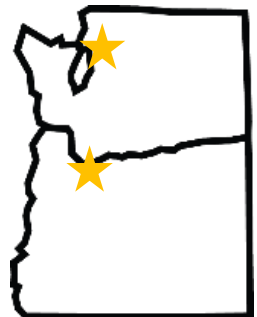
\$2.50  
in a day

✓ Day Pass

\$28  
in a calendar month

✓ Month Pass

Your TriMet Honored Citizen fare also lets you ride C-TRAN Local/Regional and Portland Streetcar at no additional charge. If you transfer to C-TRAN Express/C-VAN or TriMet LIFT, you'll be charged the difference in price. [See the full list of fares](#)



# TriMet – Low Income Fare Program



## Progress to date

- 13,969 enrolled as of 4/15/2019. On target to meet first year goal of 15,000 participants.
- Early focus on infrastructure during rollout. Currently expanding network of community partners improve access.
- Working toward making card pickup easier and available at community partner sites.
- Collecting data on enrollment numbers and location, qualification method, primary language and demographic details to aid in continuous improvement.
- Community partner contact with Low Income Fare program enrollees providing an opportunity to connect with other services

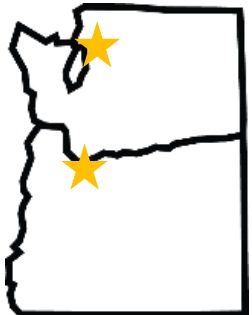
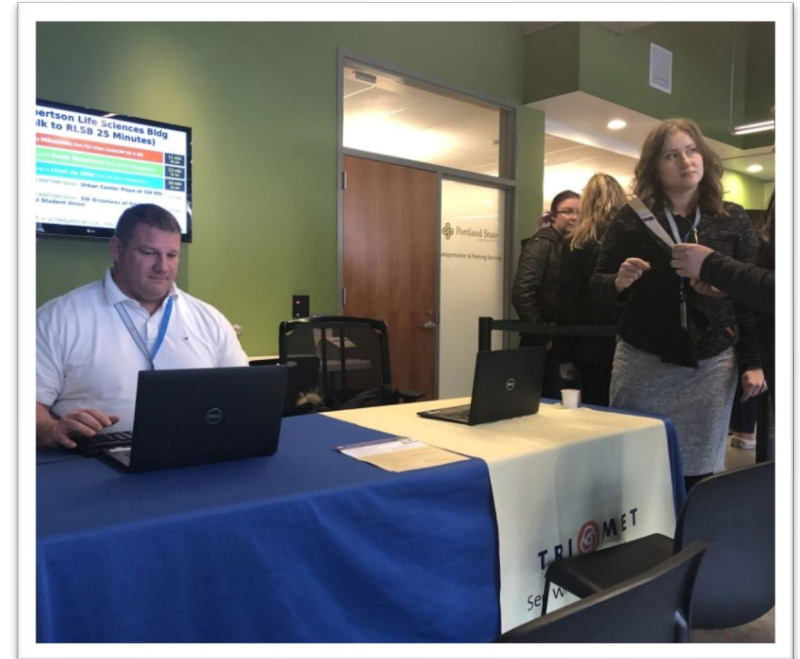




Image: Sound Transit

# Sound Transit – Internal Equity Approach

1. **Employees & Culture** - Growing a diverse workforce and creating a more inclusive Sound Transit
2. **Capacity Building** - Through consulting, network building, inclusive leadership development, workshops and training
3. **Institutional Change** - Developing and implementing institutional change strategies to operationalize equity
4. **Talent Engagement** - Engaging talent and expanding opportunities through education

# Sound Transit - Our Equity Work

1. Equal Employment Opportunity (EEO)
2. Employee Resources Groups (ERGs)
3. Equity Steering Committee
4. Training & Development
5. Transit Equity Network
6. Engaging Community & Talent



Image: Sound Transit



## Sound Transit Employee Resource Groups

- Blacks Empowering Success at Sound Transit (BEST)
- Latinx in Transportation
- Pride
- Sound Transit Pacific Islander Asian American Masterminds (SPAM)
- Women Empowering Sound Transit (WEST)

Additional groups under development



# Thank You



## **APTA Emerging Leaders Program National Mentors**

Alva Carrasco – Sacramento Regional Transit

Shelley Devine – TriMet

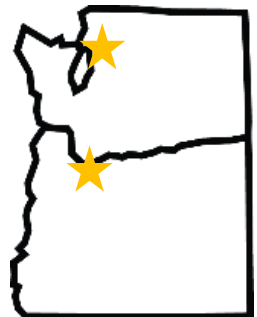
## **APTA Emerging Leaders Program Local Mentors**

Kelly Betteridge – TriMet

Alan Lehto – TriMet

Chrissy Russillo – King County Metro

Bonnie Todd – Sound Transit



# Equity in Transit – Emerging Practices



## Group 6 – Pacific Northwest Cohort

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