

NATIONAL BEST PRACTICES IN
TRANSIT SAFETY
&
FARE ENFORCEMENT

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Senate Transportation Committee

March 15, 2023

East Metro
STRONG

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National Academy
of Sciences/

Transportation
Research Board

- “Use a customer-oriented enforcement to fare payment rather than a traditional policing approach,
- “Implement an agency-administered adjudication process,
[i.e., not courts]
- “Create a focused fare inspection team with non-sworn officers”

NAS/TRB: *Off-Board Fare Payment Using Proof-of-Payment Verification*, 2012.

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What works?

Nationally endorsed,
peer-reviewed research

**Learning From
Rider Security and Service Programs
in U.S. Transit Systems**

Transportation Research Board 2021 Annual Meeting

January 19, 2021

TRB AM-21-03509

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Peer agencies
use
non-sworn,
unarmed,
officers and/or
other staff

▪ **Example agencies deploying staff other than police**

Boston	MBTA
Buffalo, NY	NFTA
Dallas	DART
Denver	RTD
Los Angeles	LA MTA
Philadelphia	SEPTA
Portland	Tri-Met
San Diego	MTS
San Francisco	BART
San Francisco	MUNI
Seattle	Sound Transit
Seattle	King County Metro
Snohomish County, WA	Community Transit

▪ **Most of these places**

- treat fare nonpayment as a petty misdemeanor or equivalent
- issue civil/administrative citations.
- **Units work closely *with* police.**
- **Units increase public safety**, whether or not that is part of the formal job description.

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Lessons

- **Adding non-police staff lets police focus on policing**
- **Non-sworn staff**
 - *Act as presence and **force multipliers***
 - ***Deter and reduce crime***
 - ***Reduce calls to police for many purposes, and***
 - ***Increase calls to police for actual police needs***

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These programs worked during and emerging from COVID

- **BART (San Francisco)**

BART Police Department Chief Ed Alvarez:

“Increasing our presence in the system is vital to making sure returning riders feel safe.

“We...take the approach of using non-sworn staff in this way as a force multiplier. Transit Ambassadors and Crisis Intervention Specialists are making a difference everyday through... responding to calls that free up my sworn officers for other emergencies.”
- **LA Metro**

Expanded to 300 ambassadors on March 6, 2023

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