



**Metro™**

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**EXECUTIVE MANAGEMENT AND AUDIT COMMITTEE  
SEPTEMBER 20, 2007**

**SUBJECT: METRO FARE CHECKING PLAN**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

Receive and file the following report on Metro's Fare Checking Plan.

**ISSUE**

At the May 2007 Board meeting, the Directors adopted a motion requesting the development of a comprehensive plan for checking fares on the Metro Orange Line and all rail lines for implementation within 60 days of the report of the plan.

**DISCUSSION**

Since implementation of the Los Angeles County Sheriff's (LASD) Fare Inspector program, LASD has continued development of different approaches to fare checking/enforcement. Overall approaches included, but not limited to general deployment of available Fare Inspectors, concentrated "Blitzes" or more general concentrated enforcement teaming between Fare Inspectors and Deputy Sheriff's personnel. All approaches have received mixed results. However, LASD's enforcement statistics continue to show a variable fare evasion rate of between 1% to 3% following each fare "Blitz". However, these statistics are not completely accurate because LASD's concentrated enforcement events are conducted by groups of uniformed personnel. The very presence of uniformed personnel is, in and of itself the deterrent to fare evasion. The result is that those that would have evaded and change their minds skews the results of what would have normally happened but for the uniformed presence. Therefore, we can only assume that the fare evasion rate is actually higher when there is little or no uniformed presence and that a continuous presence is effective in fare evasion reduction.

In 2004, Metro conducted several customer focus groups on the subject of security in order to gauge customer attitudes and to learn what impressions the public had about fare enforcement among other things. Most customers felt that there was little or no enforcement of fares on the rail system. The groups indicated that they rarely, if even, had

someone inspect to see if patrons had some sort of valid fare medium. Additionally, many others stated that they rarely ever saw either LASD Deputies or Fare Inspection Officers during their rides of the system. On the occasions that Deputies and/or Fare Inspection Officers were seen at stations, they were seen standing around in small groups not engaging the patrons for proof of fares.

Another customer focus group on security was conducted in June 2007. Feedback from this group indicated perceptions had changed very little. The group gave relatively the same indications of the fare enforcement effort as the groups in 2004. These perceptions also coincide with public feedback and complaints submitted to Metro's Customer Service Center on the subject.

In both the 2004 and 2007 groups, customers indicated that they would like to see a greater presence of uniformed officers in stations and onboard trains, identifying this as a factor likely to increase their level of appreciation about fare enforcement on the system.

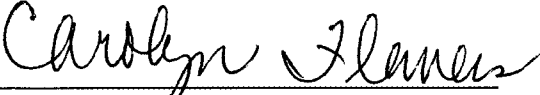
A recommendation was entertained whereby four stations would be selected on a regular, randomly rotating basis for a "lock down" fare enforcement operation. In this recommendation, patrons would be funneled into and out of the selected stations in a controlled manner so that each patron would be checked for possession of fare medium. Upon examination, it was determined that a test was warranted for operational viability. On August 15, 2007, a test operation was conducted at North Hollywood Station. The test results revealed no change in the fare evasion rate. However, the manpower requirements for the North Hollywood Station were heavy. North Hollywood Station has one entrance/exit and required nearly 20 personnel to staff the event for 100% positive control and inspection. If the recommendation were implemented the manpower requirements would potentially exceed 100 personnel. This is particularly true since most of the Metro Red Line stations have more than one entrance/exit. It was therefore decided to further investigate other options.

Based on customer feedback and building on previous efforts, staff and LASD have developed a plan to increase the public's awareness of fare enforcement operations and build confidence among riders and the general public that the Metro System is enforcing ticket purchases. With that goal in mind, the plan calls for a continuous schedule of random locations on each line for concentrated fare enforcement operations with available manpower. This plan differs significantly from current enforcement operations in that the current use of concentrated enforcement was used only on a periodic basis rather than on a continuous basis but that manpower availability will dictate the scale of each enforcement events.

## **NEXT STEPS**

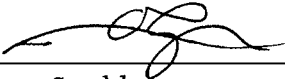
LASD staff will continue to refine its staffing and implementation timelines for this plan and then execute the plan on or before the 60 day implementation date proscribed by this motion. Safety & Security staff will monitor the results of each of the fare checking events and collect data from these events in an effort to determine its effectiveness and make improvements to the fare checking efforts.

Prepared by: Jack Eckles, Deputy Executive Officer, System Safety & Security



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Carolyn Flowers  
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