



KING COUNTY AUDITOR'S OFFICE

DECEMBER 1, 2022

Follow-up on RapidRide Fare Enforcement

We have closed our two remaining recommendations for this audit. Metro Transit is making changes to its fare enforcement practices as part of the Safety, Security, and Fare Enforcement (SaFE) Reform Initiative. Our recommendations were intended to improve Metro Transit's ability to monitor effectiveness and equity and make improvements under its previous fare enforcement model. While we are closing these recommendations, having reliable data for assessing equity impacts and conducting regular monitoring efforts will be important for whatever practices Metro Transit chooses to implement because of the SaFE Reform Initiative, and we may return to this topic in future audit work. Metro Transit reports it will be including information about effectiveness and equity in its required reporting to the King County Council on the SaFE Reform Initiative.

Of the five audit recommendations:

	3 DONE		0 PROGRESS		0 OPEN		2 CLOSED
Fully implemented Auditor will no longer monitor.	Partially implemented Auditor will continue to monitor.	Remain unresolved Auditor will continue to monitor.	Closed Auditor will not continue to monitor.				

Please see below for details on the implementation status of these recommendations.

Recommendation 1

On December 1, 2020

DONE



Recommendation 2

CLOSED



Transit should conduct a rigorous fare evasion study to understand the level of fare evasion on RapidRide at least every two years.

STATUS UPDATE: We are closing this recommendation because Metro Transit is making changes to its fare enforcement practices as part of its SaFE Reform Initiative. Our recommendation was intended to enhance Metro Transit’s ability to monitor and make improvements under its previous fare enforcement model. Metro Transit has not conducted fare enforcement since the beginning of the COVID-19 pandemic in 2020, and launched its SaFE initiative in 2021 to develop new safety and security functions and, with a focus on racial equity, address disproportionately negative outcomes of safety and security policies and practices on customers and employees. Metro Transit reports that it intends to start piloting new practices in 2023 and will provide performance information on those efforts through its required reporting for the SaFE Reform Initiative. While we are closing this recommendation, we may return to this topic in future audit work.

Recommendation 3

On December 1, 2020

DONE



Recommendation 4

CLOSED



Transit should work with the fare enforcement team to develop and implement a system for gathering data necessary to monitor for the equity impacts of fare enforcement.

STATUS UPDATE: As with Recommendation 2, we are closing this recommendation due to anticipated changes to Metro Transit’s fare enforcement practices as part of the SaFE Reform Initiative. Metro Transit’s SaFE Implementation Report from February 2022 states that Metro Transit is incorporating equity into the design of its new safety and security functions through phased engagement with community groups and through the work of its Equity Team, comprised of six non-leadership Metro employees and six community members. The report states the Equity Team is engaged on reviewing potential changes to fare enforcement and other safety and security measures. Metro Transit reports that it will document information on equity and its SaFE Reform Initiative through required reporting. While we are closing this recommendation, we may return to this topic in future audit work.

Recommendation 5

On December 1, 2020

DONE



Elise Garvey conducted this review. If you have any questions or would like more information, please contact the King County Auditor’s Office at KCAO@KingCounty.gov or 206-477-1033.