

Metro Transit Court

Customer Code of Conduct – November 2012 Update



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Transit Court Status

1. Transit Court space competed. Located on the Plaza level

Facility consists of:

- > A reception and administrative office area
- > Three hearing rooms and lobby
- > Computers, video taping equipment, loud speaker system & training room
- > Payment kiosks (computer for credit/debit card payments & kiosk for cash payments)
- > Security cameras and security “panic button” system



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Transit Court



Reception Area



Payment Options
Online, Cash Kiosk and
Telephone



Waiting Room



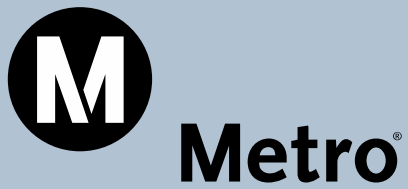
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Transit Court



Training Room



Hearing Rooms



Transit Court

- > 8 part-time as-needed Hearing Officers hired & trained
- > 2 Administrative staff hired
- > Vendor hired to process citations
- > Paperless work environment
- > MOU with County & SOPs completed
- > Transit School on-line & in-person courses nearly complete
- > Parking citation hearings began in September 2011; procurement-related reconsideration hearings began in November. Transit related (fare evasion tickets) began in March 2012.



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Customer Code of Conduct Update and Enforcement

2. Customer Code of Conduct enforcement:

- > Metro issues non-criminal “Notices of Violation” for fare evasion and other low level violations
- > Fines coupled with ejection
- > Repeat offenders subject to exclusion for a period
- > Violators of exclusion orders subject to arrest for trespass
- > Juvenile fare evasion & serious violations continue as criminal violations
- > Transit School courses promote education & provide a discount on fines
- > Sheriffs continue to have discretion



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Parking and Transit Citations

Citation Issued



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Parking and Transit Citations

Payment Options

Citizens can pay using 4 different payment methods



By Telephone
- Credit Card
(Mastercard
or Visa)



Through Internet
- Credit Card
(Mastercard
or Visa)



Using a Kiosk
- Cash



By Mail
- Check or
Money Order



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Parking and Transit Citations

Contesting Process

- > Initial Review
- > Administrative Hearing
- > Superior Court Appeal



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Parking and Transit Citations

Next steps:

- > Add congestion pricing in late 2012
- > Train hearing officers on congestion pricing
- > Create a conflicts process for employees
- > Serve notices of suspension on top violators
- > Focus on improvements in collections
- > Implement the community service plan

