

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-06 Line Assignments PAGE 1 of 4

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

---

### FARE ENFORCEMENT SOP: LINE ASSIGNMENTS

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for Line Assignments for the King County Metro Fare Enforcement Division. It includes KCM policy statements and general rules of conduct for members of the KCM Fare Enforcement Division team as they conduct their assigned duties.

#### 2.0 SCOPE:

This directive applies to all King County Metro Fare Enforcement Officers.

#### 3.0 DEFINITIONS:

- a. **AAR** (After Action Review) – A summary of the special event with a focus on the specific detail the FEO was assigned.
- b. **DFI** – Daily Activity Log
- c. **FE** – Fare Enforcement
- d. **FEO** - Fare Enforcement Officer
- e. **KCSO RCC** - King County Sheriff Office Regional Communications Center (radio dispatch)
- f. **MTP** - King County Metro Transit Police
- g. **TCC** - Transit Control Center

#### 4.0 POLICY:

It is the policy of King County Metro to perform Fare Enforcement Operations on all Rapid Ride lines of service in a fair and consistent manner.

Line assignments will be managed by developing FEO work schedules that meet KCM's expectations to include the provision of a safe and secure environment for KCM passengers, performing fair and consistent fare inspections, providing special emphasis inspections as required, and being responsive to service changes/interruptions.

It is extremely important that all FEOs stay on the line of service that they are scheduled to work. This will ensure that line coverage is managed to King County Metro's expectations as described above.

#### 5.0 RAPID RIDE SYSTEM LINES:

The KCM Fare Enforcement Division is responsible to conduct Fare Enforcement Operations on six Rapid Ride lines of service.

- a. **A Line** – Between Federal Way Transit Center and Tukwila Intl Blvd Station (TIBS); twenty-seven (27) stops.
- b. **B Line** – Between Bellevue Transit Center and Redmond Transit Center; twenty-five (25) stops.
- c. **C Line** – Between downtown Seattle and Westwood Village; twenty-one (21) stops.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES  
SOP-TS 102-06 Line Assignments PAGE 2 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

---

- d. **D Line** - Between downtown Seattle and the Ballard & Crown Hill areas via Belltown, Interbay and Ballard areas; thirty-one (31) stops.
- e. **E Line** - Between the Aurora Village Transit Center and downtown Seattle; Thirty (30) stops. (*Service Begins February 2014*)
- f. **F Line** - Between the Burien Transit Center and Renton Transit Center; twenty-six (26) stops. (*Service Begins February 2014*)
- g. **Modified Line Assignments** – It may be necessary to modify the line assignments and/or emphasize specific areas on a line of service in order to meet special requests from KCM, MTP, or the KCM Security Training Division.
  - i. Any Training Division requests for modification will be approved by the security vendor's Account Manager.
  - ii. Fare Enforcement Manager or Designee will make reasonable efforts to accommodate the request.

**6.0 GENERAL RULES:**

- a. FEOs may not use their personal vehicles to travel to their posts.
- b. FEOs will report to the Fare Enforcement Office in full uniform, prior to heading to their scheduled line assignment.
- c. FEOs will be in route to their assigned lines of service no longer than fifteen minutes after the start of their shift unless additional time is authorized by a FE Supervisor or Manager.
- d. FEOs will report to the Rapid Ride "C" and "D" lines of service by riding by the most expedient public transportation and will immediately head towards their respective lines of service to begin fare inspections.
- e. FEOs will report to the Rapid Ride "B Line" by taking the assigned Fare Enforcement Division Vehicle to the assigned parking area (normally Overlake Park & Ride) and begin fare inspections as soon as possible.
- f. FEOs will report to the Rapid Ride "A Line" by riding the most expedient public transportation and will start their fare inspections as soon as possible.
- g. FEOs working the "A Line" may use the Fare Enforcement Division Vehicle if there are no shifts working the "B Line" on that day.
- h. When the FEOs leave the Fare Enforcement Office to begin their assigned duties, they will call in to service via their radio to the KCSO RCC.
- i. FEOs will notify the KCSO RCC of appropriate line activity in accordance with SOP-TS 102-25.
- j. FEOs will remain on their assigned Line unless they are cleared by the FE Supervisor or Manager to come off or modify their Line assignment.
  - i. Exceptions
    - (1) Breaks (two 10 minute breaks)
    - (2) Lunches (one 30 minute break)
    - (3) 90 minutes of admin time

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES  
SOP-TS 102-06 Line Assignments PAGE 3 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

---

- (4) Two (2) hours admin time for Field Training Officers.
- k. FEOs have access to restroom facilities on each line of service and may remain on the assigned line during breaks and lunch.
  - l. If more than 90 minutes is needed for an FEO to complete their administration duties, they will request additional time off the line through the on duty FE Supervisor.
  - m. There are stores and restaurants close to each line of service to purchase food products. FEOs may use these establishments as long as they are in view of their assigned line of service. FEOs are encouraged to eat lunch at a KCM break-room facility, at the establishment they purchase food (if applicable), in the Fare Enforcement Division Vehicle, or return to the Fare Enforcement Office for Lines, "C", "D" and "E".
  - n. FEOs assigned to the "A", "B" and "F" Lines that bring their lunch will take it with them to the and store it in the Fare Enforcement Division Vehicle. The Fare Enforcement Office will be the storage point for those on the, C, D, and E Lines.
  - o. If FEOs need to leave their line for equipment or other reasons, they will contact their respective Supervisor or in his/her absence, the Fare Enforcement Manager. ***An exception is when they are responding to a request for backup from other FEOs. No approval is necessary, but they will notify their Supervisor or Manager as soon as it is practical.***

#### **7.0 LINE ASSIGNMENTS:**

The Fare Enforcement Manager or Designee will develop all line assignments.

#### **8.0 SPECIFIC NOTES:**

- a. Line assignments are flexible. The FE Supervisor or Manager may adjust these assignments on a day-to-day basis.
- b. None of the general rules listed above are intended to hinder the FEOs from completing their necessary administrative duties. If additional time is required to complete these duties, the FEO will notify a FE Supervisor or Manager prior to leaving the line.
- c. King County Metro Police emphasis patrols may impact scheduled line assignments. FE managers and FEOs will adapt their work schedules to accommodate these special emphasis requests. FEOs will note these special emphasis operations on the DFI and an After Action Report (AAR) will be completed.

#### **9.0 REVIEW:**

The KCM Contract Security Coordinator or Delegate will ensure all Directives, Policies, and Procedures are reviewed at least annually to ensure compliance with King County Metro Security Division policy. Directives, Policies, and Procedures will be updated immediately if division procedure changes or when a facility adds or deletes post positions or procedures and duties.

#### **10.0 SUPERSESSSION:** All previous Fare Enforcement Manuals.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

**SOP-TS 102-06 Line Assignments PAGE 4 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

---

**11.0 EFFECTIVE DATE:** 01/15/2015

ISSUING AUTHORITY

\_\_\_\_\_  
Gail Israelson  
KCM Contract Security Coordinator