

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-15 Non-Transferrable Orca Cards 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: Non-Transferrable Orca Cards

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for the confiscation of all Non-Transferrable Orca Cards by the members of the King County Metro Fare Enforcement Division team.

#### 2.0 SCOPE:

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

#### 3.0 DEFINITIONS:

- a. **FEO** – Fare Enforcement Officer
- b. **University of Washington Pass (U-Pass)** - Student or staff Identification card issued by the University of Washington that is accepted as valid fare on all King County Metro public transportation buses



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- d. **Edmonds Community College Pass (ED-Pass)** - Student or staff identification card issued by Edmonds Community College that is accepted as valid fare on all King County Metro public transportation buses



- e. **NOI** - Notice of infraction

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- f. **Reduced Regional Fare Permit (RRFP)** - Card issued by King County Metro customers who have established a need for reduced fare
- g. **King County Metro Employee Identification Cards (KCMID)** - King County employee ID card/Orca card that is accepted as valid fare on all King County Metro public transportation buses.

### **4.0 AUTHORITY:**

The King County Metro has authorized the confiscation of fraudulently used RRFP and KCMID passes.

The University of Washington and Edmonds Community College have a business agreement for the issuance of Orca Passes. The UW Transportation Services Department, through the Transportation Systems Manager, has granted the Fare Enforcement Division of King County Metro the authority to confiscate U-Passes that are being used fraudulently.

Edmonds Community College, through the Director for Student Programs, has also granted the Fare Enforcement Division of King County Metro the authority to confiscate Ed-Passes that are being used fraudulently.

### **5.0 CONFISCATION OF NON-TRANSFERRABLE PASSES – FEO Responsibilities**

- i. Process and criteria for confiscating a Non-Transferrable Pass
  - i. If a fare enforcement officer encounters a customer who presents a Non-Transferrable pass that does not belong to them while inspecting fares (e.g. customer presents a Pass with the displayed picture of someone else), the pass must be confiscated and a Warning or Notice of Infraction (NOI) issued.
  - ii. The FEO will complete an Incident Report detailing the confiscation as well as a Pass Confiscation Form.
  - iii. The FEO will attach the confiscated Pass to the IR and Pass Confiscation Form and turn them in to his/her Supervisor along with the NOI.

### **6.0 CONFISCATED COLLEGE PASSES – FE Administrative Responsibilities**

- a. Process of returning University of Washington and Edmonds Community College Passes:
  - i. Fare enforcement management or designee will prepare a memo detailing the total number of Passes being sent back to the University of Washington and Edmonds Community College, including the pass holders name and pass number.
    - (1) University of Washington:
      - (a) The memo will be addressed to the Transportation Services Manager at the University of Washington.

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- (b) An envelope containing the memo, U-passes and U-Pass confiscation form will be mailed to:

Transportation Services  
University of Washington  
BOX 355360  
3745 15<sup>th</sup> Ave NE  
Seattle, WA 98105

(2) Edmonds Community College:

- (a) The memo will be addressed to the ED-Pass Administrator at Edmonds Community College.
- (b) An envelope contacting the memo, ED-Pass and ED-Pass confiscation form will be mailed to:

Edmonds Community College  
20000 68<sup>th</sup> Ave W  
Lynnwood, WA 98036

- ii. A copy of the memo is retained by filing a hard copy in the FE office as well as well as an electronic copy for future reference.
- iii. The electronic copy will be retained on the FE Folder in the Dropbox once it is available.
- iv. These passes will be mailed off every Friday.

b. Procedures for returning RRFP and KCMID passes:

- i. Fare enforcement management or designee will prepare a memo detailing the total number of Passes being turned into the King County Metro Lost and Found.
- ii. The memo will detail the date and time the cards were returned and to whom.
- iii. A hard copy of the memo will be archived and an electronic copy will be saved in the FEO Admin folder in dropbox.
- iv. Confiscated RRFPs and KCMIDs will be turned into King County Metro Lost and Found on every Monday and Friday.

### 7.0 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.

### 8.0 SUPERSESSION: All previous Fare Enforcement Manuals.

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

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator