

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES
SOP-TS 102-17 PORTABLE FARE TRANSACTION PROCESSOR (PFTP) PAGE 1 of 3**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

FARE ENFORCEMENT SOP: PORTABLE FARE TRANSACTION PROCESSOR (PFTP)

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for the use of ORCA Readers by the members of the King County Metro Fare Enforcement Division team. This SOP defines the basics of ORCA Reader operations.

2.0 SCOPE:

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

3.0 DEFINITIONS:

- a. **Coach** – Rapid Ride Vehicle
- b. **FEO** – Fare Enforcement Officer
- c. **PFTP**– Portable Fare Transaction Processor
- d. **RRPF**– Regional Reduced Fare Permit

4.0 AUTHORITY:

It is the Policy of King County Metro Fare Enforcement Division to use a handheld ORCA reader when inspecting fares on the Rapid Ride Bus Lines.

5.0 ORCA READER- FEO Responsibilities

- a. FEOs shall sign out an ORCA Reader at the beginning of their shift in the Equipment Sign-Out Log. The ORCA readers must be taken from the cradle following the steps in Section 8 below.
- b. FEOs shall have an ORCA Reader prior to boarding any coaches and starting fare inspection.
- c. FEOs shall log in to the ORCA Reader prior to inspecting ORCA cards.
- d. FEO's shall know all the menus on the ORCA Reader and know how to check all types of ORCA cards including RRFPs and YOUTH cards. ORCA readers have three different color transaction status indicators.
 - i. **GREEN** + 1 LOW BEEP- Valid fare
 - ii. **YELLOW** + 2 MID BEEPS- Added value, Added pass, Expiration date, Low value.
 - iii. **RED** + 5 HIGH BEEPS- Invalid card, Expired card, Passback violation, Transaction Error, Transfer.
 - (1) *This does not necessarily mean the fare is invalid. It can simply be notifying you to pay attention to something specific, such as the transfer time.*
- e. FEOs shall report any problems with ORCA Readers to their Supervisor before returning to the office to pick up different reader. The Supervisor will decide if the FEO will return to the office to pick up a different reader or whether one will be sent out to the FEO by carrier.
- f. FEOs shall log out of their ORCA Readers at the end of each shift and log out of HCP program so that the reader will charge both batteries on the reader. The Orca Readers must be closed out by following the instructions in Section 8 below.
- g. The FEO will sign-in the ORCA Reader in the equipment log.

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- h. If there are any functionality issues with an ORCA Reader, the FEO shall email their Supervisor indicating which ORCA Reader needs repair and describe the issue. This notification will occur by the end of the FEO's shift.

6.0 ORCA READER - FE Supervisor Responsibilities

- a. FE Supervisors shall check all ORCA readers at the start of their shift.
 - i. This is to ensure that all readers are on the right settings and to ensure that FEOs are logging out properly.
- b. If a reader is not properly logged out, the Supervisor will check the Equipment Log to determine which FEO signed in that ORCA reader.
- c. FE Supervisors shall check their email for reports of malfunctioning readers.
- d. The Supervisor will send an email to the Fare Enforcement Manager outlining which reader is malfunctioning and what the problem is.

8.0 ORCA READER INSTRUCTIONS:

DO NOT REMOVE AN ORCA READER FROM THE CRADLE UNTIL YOU HAVE FOLLOWED THESE INSTRUCTIONS!

Orca Reader Instructions

1. **HOLD** down three Buttons at the same time “YELLOW FN” “BLUE FN” and the “ENTER” until you see the ORCA reader reboot screen.
2. **Before the ORCA Reader is removed from the cradle it MUST LINK** with the main computer. This will take a minute or two. The ORCA reader must HCP (Connect) while in the cradle. If you cannot find HCP in the start menu go to My Device, then Windows, then Programs, you will find HCP there. (Again it must **CONNECT** “HCP” in the cradle). If there is no menu bar at the bottom do a quick reboot by following step 1 above.
3. **At end of shift plug the ORCA reader into the cradle. From the Inspect Cards Screen, hit #9 (looks like a file), then hit #2 (looks like a door.) You should see “END OF DAY” at the top left of the screen. Hit the Green Check mark to have it download your daily activity.**

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- 4. Exit to the Windows (BLUE) screen so that they are able to charge the main and backup battery for the next day. If all the cradles are full, take a fully charged reader out and replace it with the one that needs to be charged and follow step 3 above.**

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.

8.0 SUPERSESSION: All previous Fare Enforcement Manuals.

9.0 EFFECTIVE DATE: 05/01/2013

ISSUING AUTHORITY

Gail Israelson
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