

KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES SOP-TS 102-19 On-Duty Performance Expectations PAGE 1 of 5

Effective: 10/20/2017

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

FARE ENFORCEMENT SOP: On-Duty Performance Expectations

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure outlining on-duty performance expectations for members of the King County Metro Fare Enforcement Division team. General Rules of conduct are included in this SOP. There are numerous other SOPs that specifically address other procedures in more detail.

2.0 SCOPE:

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

3.0 DEFINITIONS:

- a. **Account Manager** – Responsible for the overall management of the King County Metro Transit Security and Fare Enforcement Divisions
- a. **Coach** – Any Rapid Ride vehicle where FEOs have legal authority to enforce the Washington State RCWs relating to KC Metro's Fare Payment Policy
- b. **FE** - Fare Enforcement
- b. **FEO** – Fare Enforcement Officer
- c. **FE Operations Manager** – Manages the Fare Enforcement Division of King County Metro
- d. **KCM** - King County Metro
- e. **KCSO** - King County Sheriff Office
- f. **Line** – Any designated Rapid Ride Route of Service
- g. **Operations Manager** – Responsible for managing King County Metro Transit Security Division operations.
- h. **TCC** – Transit Control Center

4.0 AUTHORITY:

FEOs are "Enforcement Officers" by RCW definition and appointed as such by King County Metro (KCM).

KCM has entered into a contract with a private vendor to provide Fare Enforcement Officers to perform Fare Enforcement Operations on the KCM Rapid Ride routes of service. Together, they have developed the General Rules outlined below as guidelines for FEOs to follow while on duty.

5.0 GENERAL RULES:

- a. FEOs are required to know, understand, and abide by the rules contained within all KCM Fare Enforcement Standard Operating Procedures.
- b. Special instructions may be passed down from King County Metro through the Account Manager, and/or FE Operations Manager in the form of bulletins, memos, directives, or emails.

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- c. E-mail is the basic form of communication between the FE Supervisor, FE Operations Manager, and FEOs regarding special orders or directives.
 - i. All FE personnel are to check their email at the beginning of each shift in order to ensure that they are aware of any new directives.
- d. FEOs shall contact the FE Supervisor or FE Manager if any doubt or question exists regarding the exact meaning of a rule, special order, or directive.
- e. The FE Manager is the on-call person for the Fare Enforcement Division in the event that a supervisor is not on available.

6.0 CELLULAR PHONE USAGE:

- a. King County Metro cell phones are issued to individual FEOs.
- b. FEOs are not authorized to utilize KCM cell phones for personal phone calls or text messaging. In the interest of safety and security of passengers, the FEO may use the KCM cell phone to make a call for a passenger.
- c. All King County Metro cell phones are subject to audit at any time.
- d. Any unauthorized use of King County Metro cell phones will result in disciplinary action.
- e. FEOs may be held financially liable for any unauthorized calls on KCM cell phones.
- f. If a FEO's King County Metro cell phone is lost, stolen or damaged, the FE Manager shall be notified immediately and the FEO will prepare an informational incident report documenting the circumstances.
- g. The King County Metro cell phone will not be taken home by any Fare Enforcement Officer..
- h. The FEO must turn in their cell phone within 48 hours if they are transferred or otherwise terminate their position with the Fare Enforcement Division.
- i. **Personal cell phones or other electronic devices are not to be utilized for personal use while on duty except when on an authorized break away from the general public.**

7.0 KING COUNTY METRO COMPUTERS:

- a. King County Metro provides computers for FEOs to use for administrative purposes.
- b. King County Metro computers are **not** for personal use.
- c. Any FEO that uses a King County Metro computer for personal use may be subject to disciplinary action up to and including removal from the contract.
- d. Unauthorized use of KCM computer equipment that negatively impacts KCM assets and or IT infrastructure (e.g. hardware, software, network) in violation of this SOP may result in the FEO being held financially liable. This includes downloading any software or files from an outside source.

8.0 FEO AVAILABILITY WHILE OFF DUTY

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- a. FEOs must be available for court on their days off. Subpoenas will be sent to the FEO notifying them that they must be present during a hearing. FEOs must attend all court hearings they have been subpoenaed for.
- b. It is mandatory FEOs to provide the FE Manager with a method of contacting them on their days off.
- c. FEOs must contact their Supervisor or Manager as soon as possible when the FE Supervisor or Manager leaves a message at their off duty point of contact.

9.0 PERSONAL APPEARANCE:

- a. While on duty FEOs shall maintain a professional appearance and be clean and well-groomed at all times.
 - i. FEOs will be in full uniform, which includes duty belt and bullet resistant vest, while on their assigned lines of service.
 - ii. FEO will be in a modified uniform which does not include the duty belt and vest while in the office or in AC/OPS building.
 - iii. The FEO team must ensure they have called out of service or on break, away from radio, prior to removing their duty belt and radio.
- b. Female FEOs will keep a neat, clean, trimmed and well-groomed appearance with hair worn no longer than the top of the collar. Decorations shall not be worn in the hair while in uniform, except inconspicuous hair clips or hairpins.
- c. Male FEOs will keep a neat, clean, trimmed, well-groomed appearance with hair worn no longer than the top of the collar. Hair may cover the top third of the ear. Facial hair including a mustache, sideburns and goatees must be kept neat and trimmed.
- d. All FEOs: Hair worn forward may not fall farther than the middle of the forehead and in no instance restrict the field of vision. In no case shall the bulk length of the hair interfere with the proper wearing of the authorized headgear. The hair must not present a grab hazard.
- e. All FEOs: May not have any hair color that is considered inappropriate or unprofessional by FE Management and/or King County Metro; specifically unnatural or multi-colored tones.
- f. FEOs are not authorized to wear any jewelry or ornamentation around the neck that is visible.
 - i. Religious items may be worn but must not be visible in uniform.
- g. No visible tattoos are authorized while in uniform.

10.0 WORK SCHEDULING:

- a. The FEO work schedule shall be based on the needs of King County Metro.
- b. The start times of shifts may be adjusted to meet the needs of King County Metro.
- c. The FE schedule is subject to adjustment based on emerging issues and priorities.
- d. The FE Manager/Supervisor will post the schedule.
- e. Under no circumstances will an FEO change their schedule without prior approval from the FE Manager/Supervisor.
- f. At times FEOs may be assigned other security duties.

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- g. Overtime will be posted for volunteers.
 - i. If an FEO signs up and is awarded a scheduled overtime shift, that shift is considered part of their normal working schedule and all attendance policies apply accordingly.
 - ii. If an FEO volunteers for overtime, they are expected to work.
- h. Mandatory overtime may be assigned if there are not enough volunteers.
- i. If an FEO calls off for their shift, the FE Supervisor will be notified at least 4 hours before the regular start time of the shift.
 - i. The FE Manager will be notified via email from the FE Supervisor of the call off.
- j. When an FEO is late, the FE Supervisor will be notified and advised what the start time is expected to be.
 - i. A late arrival form will be filled out by the FEO who was late.
 - ii. Disciplinary action may be taken even if the FEO informs the FE Supervisor they will be late.

11.0 INTERPERSONAL COMMUNICATIONS AND DEMEANOR – Dealing with the public

- a. Anytime an FEO is in contact with a patron or any member of the public, they will do so in a courteous, dignified and respectful manner.
- b. Positive attributes expected are:
 - i. Friendliness: Avoid being arrogant or argumentative.
 - ii. Informative: Be helpful.
 - iii. Tactful: Be diplomatic.
 - iv. Empathy: Show understanding, yet still do your job.
 - v. Ethical: Under no circumstance are FEOs to accept money, misrepresent or conduct themselves in a manner that would damage the reputation of King County Metro.
 - vi. Consistency: Be impartial. Never show any favoritism or anything that can be interpreted as such. Treat everyone the same. All FEOs are to enforce all of King County Metros Fare Enforcement policies.

12.0 USE OF EMERGENCY AID TECHNIQUES

- a. When emergency aid services are needed, the FEO will immediately notify KCSO Regional Communications Center. First Aid, CPR, and AED should only be used if the FEO has been trained and has a current certification and only in life threatening situations where medical help is unavailable.
- b. Annual training updates will be provided for First Aid, CPR, and AED. Attendance is **mandatory** for this training.

13.0 LOST OR FOUND ITEMS

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- a. If an FEO finds an item, has an item turned into them, or a patron leaves an item with them after an interview, the FEO will complete the following actions:
 - i. Immediately notify their supervisor
 - ii. Complete an IR at the end of their shift
 - iii. Turn the item into the Administration Officer for turn in to KCM Lost and Found

13.0 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.

14.0 SUPERSESSON: All previous Fare Enforcement Manuals.

15.0 EFFECTIVE DATE: 10/20/2017

ISSUING AUTHORITY

Gail Israelson
KCM Contract Security Coordinator