

KING COUNTY METRO SECURITY STANDARD OPERATING PROCEDURES

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Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

FARE ENFORCEMENT SOP: ORCA CARDS

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for fare inspections where an ORCA Card is presented as fare media. This SOP is to be used by the Fare Enforcement Division of KCM in the accomplishment of its assigned duties. This SOP defines the basics of inspections where ORCA Cards are as fare media by KCM customers. There are numerous other SOPs that specifically address other procedures that are related to this SOP.

2.0 SCOPE:

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

3.0 DEFINITIONS:

- a. **Coach** – Any Rapid Ride vehicle where FEOs have legal authority to enforce the appropriate RCWs.
- b. **DFI** – This is the daily fare inspection log that is completed by all FEOs.
- c. **E-purse** – When a passenger adds value to an ORCA Card (works like a debit card).
- d. **Fare Box** – Onboard payment station
- e. **Fare Media** – Valid Fare that is approved by King County Metro and presented by passengers.
- f. **FEO** – Fare Enforcement Officer.
- g. **KCM** - King County Metro
- h. **KCSO** - King County Sheriff Office
- i. **NOI** - Notice of Infraction
- j. **ORCA Card** – A plastic card that has an electronic chip that is used as fare (Smart Card).
- k. **ORCA Readers** – The yellow readers where passengers tap their ORCA cards.
- l. **PFTP** – Portable Fare Transaction Processor (handheld ORCA reader).
- m. **Valid Pass** – A pass may be loaded on an ORCA Card and may also be provided by an employer.

4.0 AUTHORITY:

Fare Inspections are authorized by King County Metro Board Policy and the Revised Code of Washington (RCW).

- a. **RCW 7.80.040** – Enforcement Officer defined.
- b. **RCW 7.80.050** – Notice of Infraction.
- c. **RCW 7.80.060** – Person Receiving Notice-Identification and Detention.
- d. **RCW 35.58.585** – Fare Payment-Fines and Penalties Established-Enforcement
- e. **RCW 35.58.580** – Fare Payment-Proof of Payment-Civil Infractions
- f. **RCW 35.58.590** – Fare Payment-Prosecution for Theft, Trespass, or other Charges

5.0 POLICY:

The ORCA Card is the most common form of fare media used by KCM customers. If an ORCA Card has a valid pass, it still must be tapped at the ORCA reader to show proof of payment. If the ORCA Card has a valid pass and is not tapped, this constitutes a violation of the Proof of Payment section of RCW 35.58.580. If the ORCA card has an

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E-purse and is not tapped or has no value loaded on it, this constitutes a violation of failure to pay fare section of RCW 35.58.585

6.0 BASIC PROCEDURE FOR INSPECTION OF AN ORCA CARD

When a passenger presents an ORCA Card to the FEO:

- a. The FEO will request that the passenger hand them the Orca card in order to physically inspect its validity. Once in the FEO's possession, it will be scanned on the PFTP reader for validation to determine if the card was tapped while boarding.
 - i. If the passenger refuses to hand over the Orca card, it could result in a Notice of Infraction for failing to display Proof of Payment, per Section 4e above.
- b. If the card validates green, this indicates a valid card that was tapped on; pending:
- c. If the card does not validate green, but instead shows red (not tapped), do the following:
 - i. Check the time and date to see if they are a transfer from another coach. If it's not showing that they have a valid transfer, move on to step two (2).
 - ii. Perform a "Card Inquiry" (8) on the ORCA PFTP reader.
 - iii. Determine if there is a valid pass loaded on the card.
 - iv. Determine if there is an E-purse loaded on the card and the value.
 - v. Open the "Trip Log" to determine the last time the card was tapped on and where.
 - vi. Each screen should be photographed or the information written in the FEOs notebook.
- d. If the card has a valid pass or E-purse but the reader indicates it was not tapped on, ask the passenger if they tapped their card.
- e. If the passenger indicates they tapped their card, ask them where they tapped it.
 - i. There are occasions (rare) where the ORCA reader recorded the tap, but the PFTP does not pick this up. Record the card number so verification can be made later through the ORCA office.
 - ii. Periodically there are malfunctions with the ORCA readers. These will be reported to King County Metro as soon as practical.
- f. Ask the passenger to present identification.
- g. Record their ID information in the FEO notebook or by digital camera.
 - i. The ORCA Card will be photographed with the ID to record the registration number as well as what is displayed on the PFTP screen.
- h. Check the passenger's name with SMC to determine their previous fare violation history, if any.
- i. Explain to the passenger that an ORCA Card must be tapped to show Proof of Payment even if it has a valid pass on the card.
- j. Explain to the passenger that failure to tap their card may result in a \$124 NOI.
- k. Explain to the passenger that you are recording their identification information for future reference.
 - i. If they have not been contacted before, they will be entered into the Contact Log for future reference.
 - ii. If they have been contacted before, they will receive a NOI.
 - (1) Advise the passenger of their options to respond to the NOI once they receive it in the mail.

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- (2) Their three options are to (1) pay the \$124 fine, (2) mitigate the infraction, or (3) contest the infraction.

It is critical that the FEO perform all the above steps when inspecting ORCA Cards. When a passenger has a valid pass loaded on the card, they have actually paid for the pass, but if they haven't tapped, they haven't provided valid Proof of Payment for that trip and KCM cannot collect fare from the Orca system. The investigation that the FEO conducts is important for the Notice of Infraction and for a possible misdemeanor/theft of services case in the future. The FEO must document all investigation information in the narrative.

ORCA Cards are unique in that they may have numerous issues related to their use. Not all passengers understand the ORCA system and the FEO will thoroughly educate them on how the system works. It is not simply saying "they did not tap" is not adequate. More detailed information will be collected from the investigation of the contact and provided as part of the narrative or placed in the comment section of the Warning Log entry.

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 SUPERSESSSION: All previous Fare Enforcement Manuals

9.0 EFFECTIVE DATE: 01/15/2015

ISSUING AUTHORITY:

Gail Israelson
KCM Contract Security Coordinator