

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES  
SOP-TS 502-01 Basic On-Board Coach Inspections PAGE 1 of 5**

Effective: 07/01/2017

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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**FARE ENFORCEMENT SOP: BASIC ON-BOARD COACH RIDES**

**1.0 PURPOSE:**

This directive establishes the Standard Operating Procedure for Basic On-Board Coach Inspections conducted by the Fare Enforcement Division of King County Metro. There are numerous other SOPs that specifically address other procedures.

**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 Washington State RCWs relating to KC Metro’s Fare Payment Policy.
- b. **DAL** – Daily Activity Log - Maintained and completed by all FEOs.
- c. **DFI** – Daily Fare Inspection Log – Maintained and completed by all FEOs
- d. **Fare Box** – Payment station located on board coaches.
- e. **Fare Media** – Valid fare that is approved by King County Metro and presented by passengers.
- f. **FEO** – Fare Enforcement Officer
- g. **ORCA Card** – A plastic card imbedded with an electronic chip that allows customers to pay fare on buses and trains in the Puget Sound region.
- h. **ORCA Reader** – ORCA card equipment used by customers to tap their ORCA cards before boarding (at selected bus stops/shelters) or onboard coaches.
- i. **POP** – Proof of Payment
- j. **Station** - Any stop, shelter, and/or facility in which the Rapid Ride System embarks/disembarks passengers.
- k. **UTC** – Unlawful Transit Conduct (RCW 9.91.025)
- l. **KCM** – King County Metro

**4.0 AUTHORITY:**

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

- 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

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- 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 BASIC FARE INSPECTIONS - FEO Responsibilities**

- a. FEOs shall work in teams consisting of at least two members.
- b. FEOs shall randomly board coaches on their assigned line(s) of service throughout the day, noting the time boarding/exiting the coach, location boarded/exited, direction, and coach number in their officer's notebook.
- c. Choosing a coach at random for fare inspection is the heart of Metro's Fare Enforcement program. Therefore, FEOs will vary their routine by changing their direction of travel frequently in an effort to vary the order and the times of inspections, particularly when assigned to the same line of service on consecutive days.
- d. FEOs must maintain an accurate count of the number of passengers checked for POP on each coach. Only passengers who have been checked for POP will be counted. This count will include passengers identified as fare evaders.
- e. When a coach stops at a stop/station, the FEOs will enter the coach at opposite ends unless there are extenuating circumstances (e.g. customer in need of assistance, etc.). They will then move throughout the coach in either a clockwise or counter clockwise direction, methodically checking passengers for valid POP. The expectation is that the FEOs will meet in the middle of the coach upon completion of their checks.
- f. When a passenger without valid POP is encountered, the FEO will stop the inspection of fares until the evader has been identified and contact information is logged (hand written or by digital camera photo).
  - i. The FEO will normally escort the passenger off the coach at the next stop, unless in the FEO's judgment, there are extenuating circumstances (e.g. unaccompanied juveniles-12 years old or younger, parents with young children, disabled persons, or passengers that have an impairment that is evident by their behavior or communication skills, or other circumstances requiring special consideration). The FEOs shall take into consideration the safety and security of the passenger without POP as well as their own when making this decision.
  - ii. The FEOs shall attempt to accomplish the following during their interview with a customer who has failed to provide valid POP
    - (1) Educate the customer regarding Metro's fare payment policy to include KCM fare media payment options.
    - (2) Request and record personal identification information from the customer (hand written or by photo).

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**NOTE: FEOs are NEVER to photograph or record information from a passenger's credit card, especially their credit card number, Social Security Card or Social Security Number. Other forms of acceptable ID are: State ID, Passport, Shelter Card, School ID, Jail Release Form, etc. (see SOPs TS 102-03 and TS 102-04).**

- (3) Issue either a Verbal Warning or Notice of Infraction on the spot or explain to the customer that he/she will be receiving a Notice of Infraction in the mail (as applicable).
  - (4) If the passenger without valid POP paid their fare to the fare box or ORCA reader after the inspection was conducted, the FEOs will log the incident as "fare paid upon contact" in their DFI. If the passenger without valid POP refused to purchase fare, the FEOs shall log the incident as a "No Fare Paid" in the DFI. **Under no circumstances will an FEO force a passenger to purchase valid fare.**
- h. When the check of the entire coach is complete, the FEO shall exit the coach at the next station, and wait for the next coach in either direction. If an FEO decides to ride in the same coach for several stations, each new boarding passenger must be checked for valid POP.
  - i. FEOs shall never sit down while conducting Fare Enforcement Operations. If the evader is standing or stands up, the FEO shall use Officer Safety Techniques during the contact to ensure their own safety.
  - j. When an FEO sees a passenger(s) suddenly leave the coach upon seeing the FEO about to board, the FEO may remain at the station and check this passenger for valid POP.
  - j. FEOs must remember that they can only issue a citation if they personally observe the violation.
  - k. When there are multiple disruptions in the Fare Boxes or other systems that impair the ability of patrons to purchase fares or tap their ORCA cards, no citations or warnings related to those malfunctioning systems will be issued during that period.
  - l. If a coach is too full for an FEO team to safely conduct an inspection, they do not have to perform an inspection on that coach. If they board the coach, it will be annotated in their FEO notebook and counted on the DFI.
  - m. FEOs will complete a DFI for everyday they conduct fare inspections.

## **6.0 BASIC ON BOARD SAFETY CHECK**

- a. FEOs shall work in teams consisting of at least two members.

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- b. FEOs shall randomly board coaches on their assigned line(s) of service throughout the day, noting the time, location boarded, direction, and coach number in their officer's notebook.
  
- c. FEOs will make contact with the driver and enquire if:
  - Any patrons need to be educated about unlawful transit conduct
  - Any patrons need to be educated on fare payment
  - Any patrons need to be removed from the coach
  - If there are any sleeping patrons
  - Any patrons in need of any other type of assistance
  
- d. If the driver requests assistance with a patron the FEOs will do the following:
  - Tell the driver to contact TCC and inform them that they have requested assistance with a patron
  - Contact the patron and ascertain the best course of action
  - Upon returning to the Fare Enforcement Division Office complete an Incident Report
    - i. An Incident Report will be completed for every passenger assist
  
- e. FEOs will complete a DAL for everyday they complete safety check rides.

**7.0 BASIC ON BOARD EDUCATION**

- a. FEOs shall work in teams consisting of at least two members.
  
- b. At the beginning of their shift FEOs will make their way to either end of the line they are assigned, either by public transportation or the FEO vehicle.
  
- c. FEOs will assist drivers in clearing the coach, when they arrive for their breaks.
  
- d. FEOs will place pamphlets in the front of the coach as well as throughout the coach
  
- e. FEOs will assist passengers boarding with properly paying their fare
  
- f. If the driver requests assistance with a patron the FEOs will do the following:
  - Tell the driver to contact TCC and inform them that they have requested assistance with a patron
  - Contact the patron and ascertain the best course of action
  - Upon returning to the Fare Enforcement Division Office complete an Incident Report
    - i. An Incident Report will be completed for every passenger assist
  
- g. FEOs will complete a DAL everyday they conduct education rides

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**8.0 SAFETY INSPECTION**

- a. FEO will work in a one man team.
- b. FEO will utilize the Fare Enforcement vehicle to go out to assign his line.
- c. FEO will conduct safety and security inspections of Rapid Ride stations along the route they are assigned.
- d. FEO will document any vandalism to KCM property by completing an Incident Report and reporting the vandalism to the KCM work center.
- e. FEO will complete and turn in all Safety and Security inspection forms and Incident Reports generated prior to the end of their shift.

**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.

**9.0 SUPERSESSION:** All previous Fare Enforcement Manuals. All memorandums are unaffected.

**10.0 EFFECTIVE DATE:** 07/01/2017

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator