

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES
SOP-TS 502-02 Fare Inspection Techniques PAGE 1 of 3**

Effective: 5/22/2017

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

FARE ENFORCEMENT SOP: FARE INSPECTION TECHNIQUES

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure regarding Fare Inspection Techniques to be used by the Fare Enforcement Division of King County Metro in the accomplishment of its assigned duties. 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. **Fare Box** – Payment station located on board coaches.
- d. **Fare Media** – Valid fare that is approved by King County Metro and presented by passengers.
- e. **FEO** – Fare Enforcement Officer
- f. **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.
- g. **ORCA Reader** – ORCA card equipment used by customers to tap their ORCA cards before boarding (at selected bus stops/shelters) or onboard coaches.
- h. **POP** – Proof of Payment
- i. **TCC** – Transit Control Center

4.0 AUTHORITY:

Fare Inspections are authorized by King County Metro 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 FARE INSPECTION TECHNIQUES:

- a. All patrons are to be greeted courteously and treated with dignity and respect.
- b. It is vital that all patrons be treated equally and every passenger must be checked for fare on the coach that the FEO is inspecting. Even if it is known from previous experience or prior inspections that a passenger has a valid pass, the FEO must ask the individual to produce it each time so not to give the appearance of favoritism. (See: SOP-TS 102-01)

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- c. Keep track of new passengers boarding and check their fares. If the FEO loses track of passengers that they have checked, the FEO team must exit the coach at the next stop or discontinue checking fare until exiting at a safe and or desirable stop.
- d. Consistency is the key to a smooth Fare Inspection Program.
- e. If a passenger has either no fare or improper fare, the FEO shall attempt to identify the person.
- f. If they provide ID, document their information or take a digital photo of the ID, this will capture the identification information for entry into the warning log or for issuance of a citation.
- g. If the passenger has no ID or refuses to present ID they will be removed from the coach per all SOPs.
- h. If the FEO feels that the passenger is not being honest in the information they are providing, The FEO will contact the Regional Communication Center, via cellular phone, and attempt to verify the information the passenger provided.
- i. If the passenger refuses to present ID, the FEO will request police assistance in obtaining or verifying the identity of the evader via his/her issued King County Radio.
- j. Passengers that claim to have purchased valid fare, but refused to accept a transfer from the driver will be escorted back to the driver to request the transfer. If they refuse to do so, then they are in violation of 35.58.580(b)-Failure to display.
- i. If a passenger has an ORCA card with a monthly/yearly pass but has not tapped, they may be left on coach as long as they agree to tap their ORCA card upon the FEO's request, but otherwise handled as not providing proof of payment.
- j. Fraudulent, misused, or expired King County Metro documents (including King County ORCA) shall be confiscated. Examples of these as listed below:
 - 1. Forged or fraudulent passes or tickets
 - 2. Expired day passes
 - 3. Expired tickets (e.g. Trolley Passes, any other KCM Approved media)
 - 4. Youth or reduced fare tickets used by passengers not eligible
 - 5. Expired bus transfers being presented as valid fare
 - 6. U-passes that are expired or used by someone other than the pass holder
 - 7. Use of a picture identification based ORCA card by another person.
 - 8. Standard blue ORCA cards will not be confiscated. (See SOP-TS 102-21)
- k. If a passenger without valid fare refuses to cooperate, it is King County Metro policy to not physically detain them (see: SOP-TS 102-22 Use of Force).
- l. If a passenger turns and walks away from the FEO, the FEO will disengage.
 - a. If the passenger walks away aboard the coach the FEO will discontinue the fare inspection of that coach.
 - b. If the passenger walks away after exiting the coach but prior to the inspection of the coach the FEO will not re-board the coach to continue their fare inspection.
 - c. All walk aways will be annotated in the Daily Fare Inspection Log.

6.0 REVIEW:

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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.

7.0 SUPERSESSSION: All previous Fare Enforcement Manuals

8.0 EFFECTIVE DATE: 5/22/2017

ISSUING AUTHORITY

Gail Israelson
KCM Contract Security Coordinator