

# 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

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

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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

# **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

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### **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)

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 502-02 Fare Inspection Techniques PAGE 2 of 3**

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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 always will be annotated in the Daily Fare Inspection Log.

### **6.0 REVIEW:**

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 502-02 Fare Inspection Techniques PAGE 3 of 3**

Effective: 5/22/2017

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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 SUPERSESSION:** All previous Fare Enforcement Manuals

**8.0 EFFECTIVE DATE:** 5/22/2017

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator



# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 102-03 Issuing Warnings PAGE 1 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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### **FARE ENFORCEMENT SOP: ISSUING WARNINGS**

#### **1.0 PURPOSE:**

This directive establishes the Standard Operating Procedure to be used by the Fare Enforcement Division of King County Metro (KCM) in Issuing Warnings to KCM customers who fail to provide valid Proof of Payment upon request. This SOP defines the circumstances in which a Warning vs. Notice of Infraction will be issued. This directive also outlines the required documentation of any Warning given.

#### **2.0 SCOPE:**

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

#### **3.0 DEFINITIONS:**

- a. **ENFP** - Excused, No Fare Paid
- b. **FEO** - Fare Enforcement Officer
- c. **Fare Evader** – A passenger without valid fare
- d. **Fare Media** - Physical evidence of valid fare
- e. **Fare Box** – Onboard payment station
- f. **KCM** - King County Metro
- g. **ORCA Reader** – ORCA card verifier (street-side or onboard)
- h. **ID** – Identification

#### **4.0 AUTHORITY:**

RCW 35.58.585 authorizes King County Metro to designate persons to monitor fare payment who are equivalent to and are authorized to exercise all the powers of an enforcement officer. This grants Fare Enforcement Officers the authority to issue infractions to fare evaders under RCW 35.58.580.

#### **5.0 POLICY:**

It is the policy of King County Metro to treat every passenger with respect and dignity, including those passengers without valid fare. The success of the Fare Enforcement Program is dependent upon a fair and consistent approach by all Fare Enforcement Officers when issuing warnings, interacting with the public and potential fare evaders. FEOs will not discriminate based on age, race, religion, gender, physical disability or economic status.

#### **6.0 DIFFERENTIATING INTENTIONAL FROM UNINTENTIONAL FARE EVADERS:**

It is necessary to differentiate between fare evaders and passengers that may not be intentionally evading fare. There are many reasonable explanations as to why a passenger may not have valid fare or is unable to provide proof of payment. Below is a list of reasons a passenger may or may not be intentionally evading to pay fare. This list is not all inclusive.

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-03 Issuing Warnings PAGE 2 of 4

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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### a. Unintentional Failure To Pay Fare Examples

- i. The Fare Box or ORCA readers were malfunctioning at the time they boarded.
- ii. The passenger did not understand the pay upon entry policy.
- iii. The passenger is a visitor from out of town.
- iv. It is the passenger's first time using the transit service.
- v. The passenger failed to accept a transfer from the bus driver but paid valid fare – only when the driver corroborates the passenger's claim. (The FEO should escort the potential fare evader up to the driver when investigating the potential fare evader's claim that they did not take a transfer but paid proper fare.)
- vi. The passenger was given inaccurate information by someone that they assumed to be a reputable source.
- vii. The passenger did not understand the "tap" procedure.
- viii. Other reasons where it is obvious that the passenger was not intentionally evading fare.

### b. Intentional Fare Evasion:

- i. The passenger presents altered or forged fare media.
- ii. The passenger pays a youth fare and attempts to deceive the FEO about their age.
- iii. The passenger presents nontransferable fare media that has obviously not been issued to them but claims that it was.
- iv. The passenger has a history of Failure to Pay or not Presenting Valid Fare.
- v. Failure to cooperate with FEOs (lying or attempting to deceive and refusing to comply with instructions or present identification).
- vi. Passenger presents invalid fare media and it is obvious the passenger understands the system.
- vii. Passenger presents expired fare media.
- viii. Other reasons where it is obvious that the passenger understands the fare system and by their actions it is obvious they are intentionally evading fare.

**As a general rule**, it is assumed that a passenger is not intentionally evading fare until the facts of the situation establish otherwise. These facts will be determined by the passenger's statement, behavior and follow-up investigation. Follow-up investigation is a crucial element to all fare violation contacts. Follow-up investigation includes, but is not limited to; verifying claims of malfunctioning equipment; checking the Infraction/Warning Log for a history of fare violations; and determining if the passenger is educated on the use of King County Metro fare media and equipment.

**Note:** *It is typically indicative of someone unwilling to take responsibility for their actions to appear deceptive during the identification/interview process, but this by itself does not prove intent to commit a fare violation.*

## 7.0 CONTACTING A PASSENGER FOR FARE:

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Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

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- a. Determine if the passenger has valid fare
  - i. If the passenger has valid fare, break contact and resume duties.
  - ii. If the passenger does not have valid fare, follow steps (b.), (c.), and (d.) below (as applicable).
- b. Determine why the passenger does not have valid fare.
  - i. If the passenger has a legitimate reason for not having valid fare due to an issue regarding King County Metro ORCA readers or Fare Box, this passenger will not be cited or entered into the Warning Log. Disregard steps (c.) and (d.) below.
  - ii. If the passenger does not provide a reason for not having proper proof of payment, as listed above, but has an explanation that the FEO deems to be reasonable, the FEO will obtain the Name, Date of Birth and a photograph of the passenger and then continue with their duties.
  - iii. If the passenger does not have a legitimate reason for not having valid fare, continue to steps (c.) and (d.) below.
- c. Identify the passenger – This can be accomplished on the coach or on the facility upon exit.
  - i. To properly identify a passenger the FEO needs to document their first, last and middle name; date of birth; physical attributes (*i.e. sex, race, height, weight, eye color and hair color*); and current address.
  - ii. In the event that a passenger provides an identification card, it is recommended that the FEO maintain control of their identification until the contact is complete. The fare evader is less likely to flee if you are in possession of their identification card.
  - iii. State or Federal picture identification cards are ideal, but not always available. If the passenger provides the FEO with their identifying information and has evidence to corroborate that information (*i.e. a library card, a phone bill, etc.*) the FEO may choose to accept the information that they have provided as valid. **NEVER photograph or record a passenger's credit card /credit card number or Social Security card/Social Security card number.**
  - iv. If the passenger is unable or unwilling to present identification or show evidence of their identity, the FEO will confirm their identity by contacting the KCSO Regional Communication Center for verification.
- d. Conduct the following steps to determine if the passenger will be receiving a Warning, Notice of Infraction, or charges forwarded.
  - i. Once the evader's identity has been verified either by ID or the KCSO Regional Communication Center, the FEO will contact KCM's Security Monitoring Center to request contact history. This information will be used to determine what action to take.
  - ii. If the passenger has no prior record of being contacted, the FEO will inform the passenger that if they will be given a warning.
- e. **Every passenger contact that involves a fare violation will result in a warning, an infraction or theft of services charge. (See: SOP-TS 102-05 Multiple Infraction Evaders)**

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## SOP-TS 102-03 Issuing Warnings PAGE 4 of 4

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### 8.0 ENTERING A WARNING IN THE WARNING LOG:

- a. Fill out the warning card in the field with the appropriate information.
- b. Record the warning contact information in the Warning Log in the office.
- c. When using abbreviations follow the format below:
  - Violators Last:** Doe
  - Violators First:** John
  - Violators MI:** B (not full middle name)
  - Violators DOB:** 01/01/01
  - Officer ID #:** last name
  - Date Issued:** 06/11/10
  - Time:** 0952 (24 hour time)
  - Location:** Where you exited the coach to conduct your interview.
  - Direction:** NB, SB, EB, or WB
  - J/A:** J or A (Juvenile or Adult)
  - Race:** A, B, N, I, O, W (Asian, Black, Native, Indian, Other, White)
  - Gender:** M or F (Male or Female)
- d. A detailed narrative will be attached.
- e. Picture of the violator (ID photo or real time photo)
- f. All contacts (Warning, Infractions, Misdemeanors, ENFPs) for the day will be entered into the contact log during the FEOs administrative time.

### 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.

### 10.0 SUPERSESSSION: All previous Fare Enforcement Manuals

### 11.0 EFFECTIVE DATE: 01/05/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-04 Writing and Issuing Infractions PAGE 1 of 6

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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### FARE ENFORCEMENT SOP: WRITING AND ISSUING INFRACTIONS

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for Writing and Issuing Infractions by the Fare Enforcement Division of King County Metro. This SOP defines the circumstances in which a Notice of Infraction vs. a Warning will be issued to customers without valid Proof of Payment. This directive also outlines the required documentation of any Notice of Infraction.

#### 2.0 SCOPE:

This directive applies to all King County Metro Fare Enforcement Officers that are Securitas Employees contracted to King County Metro.

#### 3.0 DEFINITIONS:

- a. **Defendant** – Person that committed the violation
- b. **ID** – Identification
- c. **Fare Box** – Onboard payment station
- d. **Fare Evader** – A passenger without valid fare
- e. **Fare Media** - Physical evidence of valid fare
- f. **FEO** - Fare Enforcement Officer
- g. **KCM** - King County Metro
- 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.

#### 4.0 AUTHORITY:

RCW 35.58.585 authorizes King County Metro to designate persons to monitor fare payment who are equivalent to and are authorized to exercise all the powers of an Enforcement Officer. This grants Fare Enforcement Officers the authority to issue infractions to fare evaders under RCW 35.58.580.

#### 5.0 POLICY

It is the policy of King County Metro to treat every passenger with respect and dignity, including those passengers without valid Proof of Payment (POP). The success of the Fare Enforcement Program is dependent upon a fair and consistent approach by all Fare Enforcement Officers when issuing infractions, interacting with the public and potential fare evaders. FEOs will not discriminate based on age, race, religion, gender, physical disability or economic status.

#### 6.0 DIFFERENTIATING INTENTIONAL FROM UNINTENTIONAL FARE EVADERS

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-04 Writing and Issuing Infractions PAGE 2 of 6

Effective: 01/15/2015

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It is necessary to differentiate between fare evaders and passengers that may not be intentionally evading fare.

There are many reasonable explanations as to why a passenger may not have valid fare or is unable to provide proof of payment. Below is a list of reasons a passenger may or may not be intentionally evading to pay fare. This list is not all inclusive.

a. Unintentional Failure To Pay Fare Examples

- i. The Fare Box or ORCA readers were malfunctioning at the time they boarded.
- ii. The passenger did not understand the pay upon entry policy.
- iii. The passenger is a visitor from out of town.
- iv. It is the passenger's first time using the transit service.
- v. The passenger failed to accept a transfer from the bus driver but paid valid fare – only when the driver corroborates the passenger's claim. (The FEO should escort the potential fare evader up to the driver when investigating the potential fare evader's claim that they did not take a transfer but paid proper fare.)
- vi. The passenger was given inaccurate information by someone that they assumed to be a reputable source.
- vii. The passenger did not understand the "tap" procedure.
- viii. Other reasons where it is obvious that the passenger was not intentionally evading fare.

b. Intentional Fare Evasion Examples

- i. The passenger presents altered or forged fare media.
- ii. The passenger pays a youth fare and attempts to deceive the FEO about their age.
- iii. The passenger presents nontransferable fare media that has obviously not been issued to them but claims that it was.
- iv. The passenger has a history of Failure to Pay or not Presenting Valid Fare.
- v. Failure to cooperate with FEOs (lying or attempting to deceive and refusing to comply with instructions or present identification).
- vi. Passenger presents invalid fare media and it is obvious the passenger understands the system.
- vii. Passenger presents expired fare media.
- viii. Other reasons where it is obvious that the passenger understands the fare system and by their actions it is obvious they are intentionally evading fare.

**As a general rule**, it is assumed that a passenger is not intentionally evading fare until the facts of the situation establish otherwise. These facts will be determined by the passenger's statement, behavior and follow-up investigation. Follow-up investigation is a crucial element to all fare violation contacts. Follow-up investigation includes, but is not limited to; verifying claims of malfunctioning equipment; checking the Infraction/Warning Log for a history of fare violations; and determining if the passenger is educated on the use of King County Metro fare media and equipment.

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-04 Writing and Issuing Infractions PAGE 3 of 6

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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**Note:** *It is typically indicative of someone unwilling to take responsibility for their actions to appear deceptive during the identification/interview process, but this by itself does not prove intent to commit a fare violation.*

### 7.0 CONTACTING A PASSENGER FOR FARE

- a. Determine if the passenger has valid fare
  - i. If the passenger has valid fare, break contact and resume duties.
  - ii. If the passenger does not have valid fare, follow steps (b.), (c.), and (d.) below (as applicable).
- b. Determine why the passenger does not have valid fare.
  - i. If the passenger has a legitimate reason for not having valid fare due to an issue regarding King County Metro ORCA readers or Fare Box, this passenger will not be cited or entered into the warning log. Disregard steps (c.) and (d.) below.
  - ii. If the passenger does not provide a reason for not having proper proof of payment, as listed above, but has an explanation that the FEO deems to be reasonable, the FEO will obtain the Name, Date of Birth and a photograph of the passenger and then continue with their duties.
  - iii. If the passenger does not have a legitimate reason for not having valid fare, continue to steps (c.) and (d.) below.
- c. Identify the passenger – This can be accomplished on the coach or on the facility upon exit.
  - i. To properly identify a passenger the FEO needs to document their first, last and middle name; date of birth; physical attributes (*e.g. sex, race, height, weight, eye color and hair color*); and current address.
  - ii. In the event that a passenger provides an identification card, it is recommended that the FEO maintain control of their identification until the contact is complete. The fare evader is less likely to flee if you are in possession of their identification card.
  - iii. State or Federal picture identification cards are ideal, but not always available. If the passenger provides the FEO with their identifying information and has evidence to corroborate that information (*e.g. a library card, a phone bill, etc.*) the FEO may choose to accept the information that they have provided as valid. **NEVER photograph or record a passenger's credit card /credit card number or Social Security card/Social Security card number.**
  - iv. If the passenger is unable or unwilling to present identification or show evidence of their identity, the FEO will confirm their identity by contacting the KCSO Regional Communication Center for verification.
- d. Conduct the following steps to determine if the passenger will be receiving a Warning, Notice of Infraction, or charges forwarded.
  - i. Once the evader's identity has been verified either by ID or the KCSO Regional Communication Center, the FEO will contact KCM's Security Monitoring Center to request contact history. This information will be used to determine what action to take.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**  
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- ii. If the passenger has no prior record of being contacted, the FEO will inform the passenger that if they will be given a warning.
- e. ***Every passenger contact that involves a fare violation will result in a warning, an infraction or Theft of Services charge. (See: SOP-TS 102-05 Multiple Infraction Evaders)***

## **8.0 WRITING INFRACTIONS**

- a. Infractions will be completed in the field unless there are extenuating circumstances.
- b. Infractions will be neat, accurate and legible.
  - i. Accuracy and neatness reflect on the FEO who writes the infraction as well as on King County Metro. Mistakes and omissions of information may result in the rejection or dismissal of the infraction by the court.
  - ii. All infractions will be written in capital block letters.
- c. When writing an infraction, careful attention should be given to providing all of the necessary information that was gathered as the infraction becomes a court document.
- d. Select the proper County and Court.
  - i. Select the County in which the violation took place.
  - ii. If the defendant is a minor under sixteen years old, add the words "Juvenile" to the top right of the infraction next to the County check boxes.
  - iii. If the defendant is a minor sixteen or seventeen years of age, add the words "Shoreline" to the top right of the infraction next to the county check boxes.
- e. Complete the infraction with all of the applicable information that you gathered.
  - i. Fill in all of the pertinent information that identifies the location of the violation.
- f. The motor vehicle section of the infraction will be left blank.
- g. Select the proper violation in the violation portion of the infraction.
  - i. RCW 35.58.580(2)(a) Failure to Pay Fare, would be utilized if the passenger presented fraudulent fare, incorrect or invalid fare, attempted to use valid fare fraudulently or simply had no fare. Check the box and write in the violation. Example: Failure to pay fare.
  - ii. RCW 35.58.580(2)(b) Failure to Display Proof of Payment, would be utilized if the passenger failed to tap an ORCA Card or refused to present proof of valid fare. (e.g. they are uncooperative after you have them exit the coach but then display fare after the police arrive). Check the box and write in the violation. Example: Failure to display proof of payment.
  - iii. RCW 35.58.580(2)(c) Failure to depart the bus or other mode of public transportation, would be used when a fare evader continuously declines to exit the coach or has to be removed by Police.
- h. If the infraction is not issued to the violator in the field and will instead be mailed by the court to the violator, the portion of the infraction labeled "Sent to Court for Mailing" will be selected.
- i. When the infraction is mailed, the "Date issued" will always be left blank. It is filled in by the court.



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- j. If the infraction is served to the violator in the field, the portion of the infraction labeled "Served on Violator" will be selected.
- k. When the infraction is issued in the field, the "Date Issued" will be filled out prior to serving the infraction to the violator.
- l. The FEO will sign in the top officer block. If with a trainee, the trainee will sign in the top officer block while the Field Training Officer will sign in the bottom annotating they are a Field Training Officer.
- m. The infraction portion at the bottom of the infraction will be left blank.
- n. The Officer Narrative located on the back of the white copy of the infraction may be hand written, typed, or on an affidavit template.
  - i. In most cases, FEOs will utilize the affidavit for the fare evasion contact narrative.
    - (1) All important and relevant facts must be included and descriptive on the affidavit.
    - (2) If the fare evasion contact resulted in an incident that requires more details than the affidavit provides, the FEO will type their narrative accordingly.
    - (3) If the FEO types the narrative, it will include the perjury statement the same as the white copy narrative section. The attached document will also include: Signature, Badge Number, Date and Place.
    - (4) In any method selected above, the FEO will also sign and complete the perjury statement on the back of the white copy of the infraction.
  - ii. The witness portion at the bottom of the infraction is to be completed only when a law enforcement officer or other FEO chooses to act as a witness to the events leading up to the infraction.
  - iii. Two copies of the narrative, confiscated fare media and any other evidence are to be included with the infraction.
    - (1) If the infraction was issued in the field, it will be completed and turned into the field infraction box in the Fare Enforcement Office on the day it was issued.
    - (2) If the infraction was not issued in the field, it will be completed within two working days and turned into the FEO's respective Supervisor's in box.
  - iv. If the infraction is returned to the FEO by the Supervisor or delegate for additional information or editing, complete the directed corrections and re-submit.
  - v. The FEO must initial any corrections made on the infraction. If an infraction requires multiple changes, it should be voided and re-issued.
  - vi. If an infraction is to be voided by the FEO, all four copies must be together. A diagonal line will be drawn across the face of the infraction and initialed. An Incident Report (IR) must be completed with the reason for the voided infraction. The IR and the infraction will be submitted to the supervisor/manager. Each voided infraction will accompany its own IR.
  - vii. If an FEO is determined to be unable to correctly fill out the infraction and all other required documents pertaining to the infraction, their privilege to write infractions in the field may be revoked.

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 102-04 Writing and Issuing Infractions PAGE 6 of 6**

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### **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.

**10.0 SUPERSESSION:** All previous Fare Enforcement Manuals

**11.0 EFFECTIVE DATE:** 01/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-05 Filing a Misdemeanor Fare Evasion or Theft 3<sup>rd</sup> Case Page 1 of 5

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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### FARE ENFORCEMENT SOP: FILING A MISDEMEANOR FARE EVASION CASE

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for the King County Metro Fare Enforcement Division to request that a misdemeanor fare evasion case be filed with the King County Prosecutor's Office.

#### 2.0 SCOPE:

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

#### 3.0 DEFINITIONS:

- a. **FEO** - Fare Enforcement Officer
- b. **Filing Officer**- Designated and appointed by the Fare Enforcement Manager and Account Manager to review and submit misdemeanor fare evasion requests to King County MTP for investigation
- c. **KCC** – King County Code
- d. **KCM** - King County Metro
- e. **MTP** - Metro Transit Police
- f. **Misdemeanor Fare Evasion** – Clear and habitual evasion of required fare payment within a twelve consecutive month period
- g. **TCC** - Transit Control Center
- h. **RCW** – Revised Code of Washington
- i. **SMC** – Security Monitoring Center

#### 4.0 AUTHORITY:

RCW 35.58.590 and KCC 28.96.010.B.13 authorizes a law enforcement officer to prosecute for criminal theft or fare evasion any individual who fails to pay the required fare on more than one occasion within a twelve consecutive month period. The misdemeanor criminal investigation must be completed by a law enforcement officer who will in turn submit a confirmed case to the King County Prosecutor's Officer requesting that criminal charges be filed. FEOs do not have the authority to file criminal charges.

RCW 9A.56.020 defines the meaning of "Theft" as wrongfully obtaining or exerting unauthorized control over the property or services of another or the value thereof, with intent to deprive him or her of such property or services.

RCW 9A.56.050 translates "theft in the third degree" as property or services that do not exceed seven hundred fifty dollars in value. Theft in the third degree is a gross misdemeanor.

#### 5.0 POLICY:

It is the policy of King County Metro that a misdemeanor fare evasion case be filed with the King County Prosecutor's Office for any patron who has been issued two Notices of Infraction with findings of "committed" and found to be without valid fare a third time within a twelve consecutive month period.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**  
**SOP-TS 102-05 Filing a Misdemeanor Fare Evasion or Theft 3<sup>rd</sup> Case Page 2 of 5**

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**6.0 MISDEMEANOR CHARGES RELATED TO FARE EVASION:**

- a. There are two type of charges normally used when filing fare evader cases.
  - i. Theft in the Third Degree - RCW 9A.56.050 is a Gross Misdemeanor.
  - ii. Fare Evasion - KCC 29.96.010.B.13 is a Misdemeanor
- b. Both are criminal acts which could result in either a fine and/or jail if convicted.

**7.0 REQUIREMENTS FOR REQUESTING THE FILING OF A MISDEMEANOR CASE:**

The King County Prosecutor's Filing Standards require that before an individual may be prosecuted criminally for either theft or fare evasion, he/she must first have been issued two Notices of Infractions for fare evasion within that twelve consecutive month period and those infractions must have received finding of "committed".

Theft in the third degree is a criminal complaint. The burden of proof is "beyond a reasonable doubt" standard. A Civil Infraction has a lesser burden of proof. Only a "preponderance of evidence" is required. The narrative must articulate the evidence so any person reading the report would draw the same conclusion, that this subject, beyond a reasonable doubt, evaded fare on numerous occasions in a twelve (12) month period.

Criminal filings must be submitted to the Prosecutor's Office by commissioned law enforcement officers only. The usual practice is that the FEO reports documenting a third or subsequent fare evasion within the twelve consecutive month period are forwarded, along with the documentation for the first two Notices of Infraction, to the assigned MTP Detective for review and filing. This documentation must establish all of the elements of the crime of theft/fare evasion beyond a reasonable doubt.

**8.0 PROCESS FOR REQUESTING THE FILING OF A MISDEMEANOR CASE:**

- a. Determine if the fare evader has a history of prior contacts.
  - i. The FEO will normally contact the KCM SMC and request that they check the *KCM Fare Enforcement Warning/Infraction/Misdemeanor Fare Evasion Log* for history of any prior contacts with the evader.
  - ii. This is normally done in the field prior to the FEO breaking contact with the evader.
- b. If the fare evader has a history of two or more Notices of Infractions for fare evasion within that twelve consecutive month period and those infractions have received findings of "committed", the FEO will not issue an Infraction in the field but will instead inform the evader that he/she will be receiving documentation from the King County court system in the mail.
- d. When the FEO returns to the office, he/she will personally verify the prior contact information in the *KCM Fare Enforcement Warning/Infraction/Misdemeanor Fare Evasion Log*.
- e. If the FEO determines that the evasion does not meet the requirement for a misdemeanor statement, he/she will either log the contact as a Warning or issue another Notice of Infraction via mail (as appropriate).

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 102-05 Filing a Misdemeanor Fare Evasion or Theft 3<sup>rd</sup> Case Page 3 of 5**

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- f. If the evasion meets the requirement for a misdemeanor statement, the FEO will compose a Misdemeanor Fare Evasion or Theft 3rd Statement (see attached) and forward it along with any evidentiary documentation to their Supervisor for review and processing.
  - i. The narrative will identify the current violation.
  - ii. Outline the current two committed Notices of Infraction.
  - iii. All evidence gathered from the previous Warnings and Notices of Infraction will be compiled with the evidence of the current violation in chronological order. All of the subject's behavior and language will be noted in detail.
  - iv. All original forms of evidence will be included in the misdemeanor statement upon submission.
    - (1) FEOs will make copies of all original evidence prior to submitting their Supervisor.
- g. The Supervisor will review the package for accuracy and completeness and then turn it over to the Filing Officer for processing.
- h. The Filing Officer will submit the completed package relating to the fare evasion case to KCM MTP for investigation and subsequent filing with King County Prosecutor's Office.

### **10.0 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.

**11.0 SUPERSESSSION:** All previous Fare Enforcement Manuals

**12.0 EFFECTIVE DATE:** 1/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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**13.0 ATTACHMENT:****King County Metro Fare Enforcement  
Misdemeanor Fare Evasion Statement**

<b>KC Metro Police Case #</b>	13-12345
<b>Subject Name:</b>	Harrison, John L.
<b>KCM Fare Enforcement Incident #</b>	13-0401153512
<b>Citation #</b>	MT12345
<b>SFD Run #</b>	N/A

Page 1 of 1

I, John Doe, am employed as a Fare Enforcement Officer for King County Metro.

On 06-26-2011, at approximately 1638 hours, I was in full uniform, and conducting a fare inspection on the Rapid Ride A-Line, coach #2002, while traveling northbound from 240<sup>th</sup> St. I announced to passengers that I would be coming through the coach to conduct a fare inspection. At that time, I instructed all passengers to present proof of payment

While inspecting fares, I contacted an Other/Male/Adult, who presented an expired King County Metro Bus transfer that was green in color and bared the letter M on the front. The valid transfer for this day was black in color with a letter X marking. I informed the subject that the transfer he had presented was expired and is not considered valid fare. I then offered to give him additional time to search his pockets and/or backpack for the correct transfer. At which time, the subject responded with, "No man, this is what the driver gave me... it's all I got." I then requested the subject to present identification. The subject presented a Washington State Identification card that closely matched his physical description, and which identified him as JOHN L HARRISON (DOB: 00-00-0000). I then requested that HARRISON exit the coach with me at 240<sup>th</sup> Street and Pacific Hwy; HARRISON complied. I recorded Harrison's information and captured a photo of his identification with my issued digital camera.

I checked HARRISON's information with King County Metro Security Monitoring Center and was advised that he was listed in the King County Metro Fare Enforcement Warning/Citation Log as documented in the Additional Information section below. I asked HARRISON why he had produced the expired transfer. Harrison stated the reason he presented the expired transfer was because he did not have enough money to pay for his ride. I asked HARRISON if, during his current trip, the bus driver handed him the same transfer he presented to me. HARRISON replied with, "Like I just told you... no! I used an old one because I didn't have enough money to pay for the bus ride!" I advised HARRISON that based on his extensive fare violation history he may be contacted by the King County Metro Police regarding additional charges.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES****SOP-TS 102-05 Filing a Misdemeanor Fare Evasion or Theft 3<sup>rd</sup> Case Page 5 of 5**

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I then informed HARRISON that if he wanted to continue to ride the Rapid Ride bus, he would have to purchase valid fare. HARRISON flipped me off while walking away. I then broke contact with HARRISON and resumed my duties.

I have composed this statement to be forwarded to the King County Sheriff's Office (King County Metro Division) to pursue possible criminal charges.

**Additional Information****Previous Citations (Fare Violations)**

Citation #	Officer	Date of Infraction	Time of Infraction	Location	Direction
MT06245	C. Martian	06-06-12	0954	A – LINE / 240 <sup>th</sup>	SB
MT06259	P. Como	06-20-12	0519	A – LINE / 216 <sup>th</sup>	NB

**Witness**

Name	Badge Number	Signature
FEO John Smith <i>(Print)</i>	01234	<i>(Sign)</i>

I CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF WASHINGTON THAT ALL STATEMENTS MADE HEREIN ARE TRUE AND ACCURATE. I WILL ASSIST IN THE FULL PROSECUTION OF THIS INCIDENT IN ANY WAY POSSIBLE.

Reporting Officer:	John Doe	
Signature:		Badge Number: 01111
Date and Place:	06-26-2012	Seattle WA, King County

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**  
**SOP-TS 102-06 Line Assignments PAGE 1 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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**FARE ENFORCEMENT SOP: LINE ASSIGNMENTS**

**1.0 PURPOSE:**

This directive establishes the Standard Operating Procedure for Line Assignments for the King County Metro Fare Enforcement Division. It includes KCM policy statements and general rules of conduct for members of the KCM Fare Enforcement Division team as they conduct their assigned duties.

**2.0 SCOPE:**

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

**3.0 DEFINITIONS:**

- a. **AAR** (After Action Review) – A summary of the special event with a focus on the specific detail the FEO was assigned.
- b. **DFI** – Daily Activity Log
- c. **FE** – Fare Enforcement
- d. **FEO** - Fare Enforcement Officer
- e. **KCSO RCC** - King County Sheriff Office Regional Communications Center (radio dispatch)
- f. **MTP** - King County Metro Transit Police
- g. **TCC** - Transit Control Center

**4.0 POLICY:**

It is the policy of King County Metro to perform Fare Enforcement Operations on all Rapid Ride lines of service in a fair and consistent manner.

Line assignments will be managed by developing FEO work schedules that meet KCM's expectations to include the provision of a safe and secure environment for KCM passengers, performing fair and consistent fare inspections, providing special emphasis inspections as required, and being responsive to service changes/interruptions.

It is extremely important that all FEOs stay on the line of service that they are scheduled to work. This will ensure that line coverage is managed to King County Metro's expectations as described above.

**5.0 RAPID RIDE SYSTEM LINES:**

The KCM Fare Enforcement Division is responsible to conduct Fare Enforcement Operations on six Rapid Ride lines of service.

- a. **A Line** – Between Federal Way Transit Center and Tukwila Intl Blvd Station (TIBS); twenty-seven (27) stops.
- b. **B Line** – Between Bellevue Transit Center and Redmond Transit Center; twenty-five (25) stops.
- c. **C Line** – Between downtown Seattle and Westwood Village; twenty-one (21) stops.



**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**  
**SOP-TS 102-06 Line Assignments PAGE 2 of 4**

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- d. **D Line** - Between downtown Seattle and the Ballard & Crown Hill areas via Belltown, Interbay and Ballard areas; thirty-one (31) stops.
- e. **E Line** - Between the Aurora Village Transit Center and downtown Seattle; Thirty (30) stops. *(Service Begins February 2014)*
- f. **F Line** - Between the Burien Transit Center and Renton Transit Center; twenty-six (26) stops. *(Service Begins February 2014)*
- g. **Modified Line Assignments** – It may be necessary to modify the line assignments and/or emphasize specific areas on a line of service in order to meet special requests from KCM, MTP, or the KCM Security Training Division.
  - i. Any Training Division requests for modification will be approved by the security vendor's Account Manager.
  - ii. Fare Enforcement Manager or Designee will make reasonable efforts to accommodate the request.

**6.0 GENERAL RULES:**

- a. FEOs may not use their personal vehicles to travel to their posts.
- b. FEOs will report to the Fare Enforcement Office in full uniform, prior to heading to their scheduled line assignment.
- c. FEOs will be in route to their assigned lines of service no longer than fifteen minutes after the start of their shift unless additional time is authorized by a FE Supervisor or Manager.
- d. FEOs will report to the Rapid Ride "C" and "D" lines of service by riding by the most expedient public transportation and will immediately head towards their respective lines of service to begin fare inspections.
- e. FEOs will report to the Rapid Ride "B Line" by taking the assigned Fare Enforcement Division Vehicle to the assigned parking area (normally Overlake Park & Ride) and begin fare inspections as soon as possible.
- f. FEOs will report to the Rapid Ride "A Line" by riding the most expedient public transportation and will start their fare inspections as soon as possible.
- g. FEOs working the "A Line" may use the Fare Enforcement Division Vehicle if there are no shifts working the "B Line" on that day.
- h. When the FEOs leave the Fare Enforcement Office to begin their assigned duties, they will call in to service via their radio to the KCSO RCC.
- i. FEOs will notify the KCSO RCC of appropriate line activity in accordance with SOP-TS 102-25.
- j. FEOs will remain on their assigned Line unless they are cleared by the FE Supervisor or Manager to come off or modify their Line assignment.
  - i. Exceptions
    - (1) Breaks (two 10 minute breaks)
    - (2) Lunches (one 30 minute break)
    - (3) 90 minutes of admin time

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## KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

### SOP-TS 102-06 Line Assignments PAGE 3 of 4

Effective: 01/15/2015

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(4) Two (2) hours admin time for Field Training Officers.

- k. FEOs have access to restroom facilities on each line of service and may remain on the assigned line during breaks and lunch.
- l. If more than 90 minutes is needed for an FEO to complete their administration duties, they will request additional time off the line through the on duty FE Supervisor.
- m. There are stores and restaurants close to each line of service to purchase food products. FEOs may use these establishments as long as they are in view of their assigned line of service. FEOs are encouraged to eat lunch at a KCM break-room facility, at the establishment they purchase food (if applicable), in the Fare Enforcement Division Vehicle, or return to the Fare Enforcement Office for Lines, "C", "D" and "E".
- n. FEOs assigned to the "A", "B" and "F" Lines that bring their lunch will take it with them to the and store it in the Fare Enforcement Division Vehicle. The Fare Enforcement Office will be the storage point for those on the C, D, and E Lines.
- o. If FEOs need to leave their line for equipment or other reasons, they will contact their respective Supervisor or in his/her absence, the Fare Enforcement Manager. **An exception is when they are responding to a request for backup from other FEOs. No approval is necessary, but they will notify their Supervisor or Manager as soon as it is practical.**

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#### 7.0 LINE ASSIGNMENTS:

The Fare Enforcement Manager or Designee will develop all line assignments.

#### 8.0 SPECIFIC NOTES:

- a. Line assignments are flexible. The FE Supervisor or Manager may adjust these assignments on a day-to-day basis.
- b. None of the general rules listed above are intended to hinder the FEOs from completing their necessary administrative duties. If additional time is required to complete these duties, the FEO will notify a FE Supervisor or Manager prior to leaving the line.
- c. King County Metro Police emphasis patrols may impact scheduled line assignments. FE managers and FEOs will adapt their work schedules to accommodate these special emphasis requests. FEOs will note these special emphasis operations on the DFI and an After Action Report (AAR) will be completed.

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#### 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.

#### 10.0 SUPERSESSION: All previous Fare Enforcement Manuals.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

**SOP-TS 102-06 Line Assignments PAGE 4 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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**11.0 EFFECTIVE DATE:** 01/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

## KING COUNTY METRO FARE ENFORCEMENT - STANDARD OPERATING PROCEDURES

### SOP-TS 102-07 Use of Discretion PAGE 1 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY

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#### FARE ENFORCEMENT SOP: USE OF DISCRETION

##### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure regarding Use of Discretion to be used by the King County Metro Transit Security Fare Enforcement Division in the accomplishment of its assigned duties. This SOP defines the basics related to how and when FEOs may exercise discretion. There are numerous other SOPs that specifically address other procedures that are impacted by 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 Washington State RCWs relating to KC Metro's Fare Payment Policy.
- a. **Discretion** – The power or right to act according one's own judgment.
- b. **FE** – Fare Enforcement
- c. **FEO** – Fare Enforcement Officer.
- d. **KCM** – King County Metro
- e. **NOI** – Notice of Infraction

##### 4.0 AUTHORITY:

King County Metro has authorized all members of the Fare Enforcement Group to exercise limited discretion while conducting Fare Enforcement operations. This use of discretion is constrained by the guidelines provided in this SOP in order to assure fair and consistent implementation of Fare Enforcement procedures, and to avoid the perception that customers are not treated equally.

The discretion discussed and authorized by this SOP resembles the limitations placed on law enforcement officers when there is a third party involved. Police Officers do not decide who to charge or not charge for civil and criminal violations when there is a third party involved. Their discretion is limited by the desire of the third party victim. In the case of fare evasion, King County Metro is the victim and therefore dictates the limitation on FEO discretion.

##### 5.0 DISCRETION SENSITIVITIES:

There is a subtle relationship between Discretion and Non-Discrimination. The use of discretion involves granting the FEOs the power or right to act according to their own judgment in a given situation. Left unchecked, this power can lead to discriminatory behavior when we understand that FEOs, as members of our culture, possess prejudices/biases inherent in our society based on their own life experiences. Rather than leaving discretion to be determined by each individual FEO, this SOP outlines how discretion is to be applied to Fare Enforcement operations and enacts some controls on FEO decision making in order to create an environment free of discriminatory behavior.

## KING COUNTY METRO FARE ENFORCEMENT - STANDARD OPERATING PROCEDURES

### SOP-TS 102-07 Use of Discretion PAGE 2 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY

Fare Inspections are performed in a unique environment as compared to other law enforcement contacts. They are not one-on-one contacts, but rather a contact on a populated coach where many customers observe the FEO's performance. Any discretion used by the FEO will be closely scrutinized by the ridership. This presents a unique challenge for the FEOs in achieving the goal of fair and consistent Fare Enforcement Operations and to avoid any perception of unequal treatment. This SOP sets guidelines for all FEOs to achieve a consistent approach to Fare Inspection Operations.

#### 6.0 DISCRETION GUIDELINES:

FEO decisions that call for the use of discretion generally include situations where extenuating circumstances justify variation from routine FE processes and procedures. FEOs shall be mindful of KC Metro's Non-Discrimination Policy when making these decisions.

Examples of situations where discretion is appropriate are listed below. These examples are not intended to be an all-inclusive list of situations where discretion is authorized.

- a. Observation of behavior consistent with fare evasion tactics
  - i. FEOs may interrupt normal FE operations when they see a customer ~~quickly stand up and move to the front of the coach or exit the coach abruptly upon seeing the FEO.~~ This behavior is known to be consistent with that of a fare evader. This individual may be singled out for immediate fare inspection due to this specific behavior.
- b. ~~Dealing with Special Populations without valid POP~~
  - i. FEOs shall use discretion when dealing with tourists, juveniles, senior citizens, disabled persons, parents with young children, or customers that have an impairment that is evidenced by their behavior or communication skills.
    - (1) Tourists
      - (a) Tourists that are obviously traveling with luggage shall not be taken off the coach.
      - (b) Identification will be completed on the coach.
    - (2) Juveniles under 12 years of age
      - (a) Juveniles under 12 years of age shall not be taken off the coach and left unattended at a Rapid Ride stop or otherwise left on their own.
      - (b) The FEO will contact their parents and remain with the juvenile until the outcome is resolved by the parent.
      - (c) This needs to be clearly documented in a narrative attached to the warning log entry. Care shall be taken with all juveniles and consideration given as to their safety due to the location and time of contact.
    - (3) Senior citizens
      - (a) Senior citizens shall not be taken off the coach.
      - (b) Identification will be completed on the coach.
    - (4) Disabled customers

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# KING COUNTY METRO FARE ENFORCEMENT - STANDARD OPERATING PROCEDURES

## SOP-TS 102-07 Use of Discretion PAGE 3 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY

- (a) Disabled customers, when it is obvious by the fact that they are using a wheel chair, scooter, or walking appliances, shall not be taken off the coach.
    - (b) Identification will be completed on the coach.
  - (5) Parents with small children
    - (a) Parents with small children, either physically carrying or in a carrying device (including pregnant women), shall not be taken off the coach.
    - (b) Identification of the parent will be completed on the coach.
      - i. When a parent is accompanied by children, it is not necessary to identify the children, only the parent.
  - (6) Impaired customers
    - (a) Customers that are obviously impaired, as evidenced by their behavior or communication skills, shall not be taken off the coach.
    - (b) Identification will be completed on the coach.
    - (c) FEOs will determine if this customer requires assistance to reach their destination.
    - (d) If necessary, FEOs will provide these customers with assistance until they arrive at their destination.
- c. If a customer without valid fare has **not** been contacted before, it shall be assumed they are **not** an intentional fare evader until facts and circumstances prove otherwise.
  - i. King County Metro Policy gives customers without valid POP the “benefit of the doubt” and allows the FEO to give them a warning prior to issuing a Notice of Infraction when the customer has not been proven to be an intentional or habitual fare evader.
  - ii. ~~Because King County Metro has chosen to implement the benefit of the doubt policy, the FEOs shall utilize the first contact situation to educate the customer regarding the fare payment policies without issuing a Notice of Infraction.~~
    - a. ~~This education will be aided by the attempt of providing the customer with a Fare Enforcement Operations pamphlet.~~
  - iii. FEOs **may** issue a Notice of Infraction upon first contact when it is obvious that the passenger understands the fare payment system and their actions clearly show they are intentionally evading fare payment.
- d. Any warning issued by a FEO shall include collecting identification information from the customer without POP.
  - i. ***FEOs must remember that other customers are watching how they handle the customer without valid fare. If the observing customer has been contacted before and the FEOs requested identification of them, they will consider it discriminatory if the FEOs do not do the same for all customers.***
- e. When a customer without valid POP is determined to have intentionally avoided fare payment or habitually avoids fare payment, they will be issued a NOI.

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## KING COUNTY METRO FARE ENFORCEMENT - STANDARD OPERATING PROCEDURES

### SOP-TS 102-07 Use of Discretion PAGE 4 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY

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- i. Intentional evasion can be determined by the nature of the fare media presented, by the customer's past history, or by the customer's statements and behavior indicating that they are familiar with the fare system requirements.
- f. All warnings and NOIs will be screened by a Fare Enforcement Supervisor or Manager to assure that all customers without valid fare have been properly documented and that the FEO's discretion meets the standards outlined in this SOP.

#### 7.0 REVIEW:

The King County Metro Contract Security Coordinator or Delegate will ensure that all Fare Enforcement Group directives, policies and procedures are reviewed at least annually to ensure compliance with King County Metro policy. Directives, policies, and procedures will be updated immediately if changes to King County Metro policy require immediate implementation.

**8.0 SUPERSESSION:** All previous Fare Enforcement Manuals

**9.0 EFFECTIVE DATE:** 01/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-08 Handling Juveniles 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: HANDLING JUVENILES

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure to be used by the Fare Enforcement Division of King County Metro (KCM) in for handling juveniles during Fare Enforcement Operations.

#### 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. **FE** - Fare Enforcement
- c. **FEO** – Fare Enforcement Officer
- d. **Guardian** – A person having legal authority/custody of a child
- e. **Juvenile** – A person under the age of 18
- f. **KCM** - King County Metro
- g. **NOI** - Notice of Infraction
- h. **POP** - Proof of Payment
- i. **RCW** – Revised Code of Washington.
- j. **SOP** - Standard Operating Procedure

#### 4.0 AUTHORITY:

It is King County Metro's policy to handle juveniles as a special population. RCW 26.28.010 sets the Age of Majority at 18 years of age. RCW 9A.04.050 specifically outlines that a child under eight years of age is incapable of committing a crime and a child of eight and under the age of twelve years of age is presumed to be incapable of committing a crime. The presumption for a child of eight and under the age of twelve years of age may be removed if there is proof that they have sufficient capacity to understand their actions and know that they were wrong.

**RCW 13.40** is the Juvenile Justice Act of 1977.

**RCW 13.40.250** governs traffic and civil infraction cases.

**RCW 13.40.070** governs complaints to the juvenile court.

**RCW 13.40.100** sets forth that the parents/guardians will be summoned by the court whenever the juvenile is also summoned.

**RCW 13.04.030** allows for a court of limited jurisdiction to preside over infractions that are committed when the juvenile is 16 or 17 years of age. The court of limited jurisdiction is generally the District Court of the county where the violation was committed.



## KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

### SOP-TS 102-08 Handling Juveniles Page 2 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

#### 5.0 JUVENILE VIOLATORS 12 YEARS OF AGE AND UNDER:

- a. FEOs will not issue NOIs to juveniles 16 years of age or under.
- b. As set forth in Section 8.0 of this document, whenever an FEO contacts a juvenile without valid POP who is 16 years of age or under, the FEO will contact the parents/guardians.
- c. The FEO will not take a juvenile off the coach and leave them unattended.
  - i. If a juvenile leaves the scene by means other than re-boarding a coach, FEOs will write an incident report surrounding the facts of the incident. (This only applies to juveniles between 8 and 12 years of age.)
- d. When a juvenile between 8 and 12 years of age becomes a habitual violator (three (3) or more contacts without valid POP in a one year period), the FEO will contact King County Metro Police to determine if they will file a case with the juvenile prosecutor.
  - i. It will be critical to have detailed narratives from the previous contacts in order to remove the incapable presumption and file a NOI. These previous warning narratives will be provided to the FE Filing Officer in a format similar to a Misdemeanor Fare Evasion Statement outlined in SOP-TS 102-05.

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#### 6.0 JUVENILE VIOLATORS 13 TO 15 YEARS OF AGE:

- a. Juveniles 13, 14, or 15 years of age will be handled as all other KCM FE SOPs direct.
- b. As set forth in Section 8.0 of this document, whenever an FEO contacts a juvenile who is 13, 14, or 15 years of age without valid Proof of Payment (POP), the FEO may contact the parents/guardians if they feel it is necessary based on the totality of the circumstances.
- c. When a juvenile 13, 14, or 15 years of age becomes a habitual violator (found to be without valid POP), the FEO will attempt to contact the parents/guardians of the juvenile upon the 3<sup>rd</sup> contact in a one year period, regardless of whether the juvenile is to receive a Warning or Notice of Infraction (NOI). The FEO shall advise the parents/guardians of the consequences of repeated fare violations.
- d. The proper court for these NOIs is the Juvenile Court.

#### 7.0 JUVENILE VIOLATORS 16 AND 17 YEARS OF AGE:

- a. Juveniles 16 or 17 years of age will be handled as all other KCM FE SOPs direct.
- b. As set forth in Section 8.0 of this document, whenever an FEO contacts a juvenile without valid POP who is 16 or 17 years of age, the FEO may contact the parents/guardians if they feel it is necessary based on the totality of the circumstances.
- c. The proper court for these NOIs is the District Court.

#### 8.0 CONTACT OF A PARENT/GUARDIAN REQUIREMENTS:

- a. Whenever a FEO contacts a juvenile without POP who is 12 years of age and under, the FEO shall immediately contact the parent/guardians.
  - i. The FEO will identify the juvenile and obtain a phone number for the parent or guardian.
  - ii. The FEO will contact the parent or guardian and explain the circumstances.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES  
SOP-TS 102-08 Handling Juveniles Page 3 of 3**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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- iii. The FEO and the parent or guardian will attempt to reach agreement on how to resolve the circumstances, including how to safely get the juvenile to their original destination. If the FEO and the parent or guardian are not able to reach agreement, or if the parent or guardian is not able to be reached, the FEO will call King County Metro Transit Police for assistance.
- iv. The FEO will document this contact by making a Warning Log entry and will attach a narrative giving the details of the fare violation, parent/guardian contact and the outcome.
- b. Whenever an FEO has issued a NOI to a juvenile who is 13, 14, or 15 years of age the FEO will attempt to contact the parents/guardians to advise them of the pending NOI and the circumstances surrounding the charge. However, this contact may be done after the contact has been completed.
- c. FEOs will treat juveniles who are 16 or 17 years of age in the same manner as adults when they are charged with an infraction. The FEO, as a courtesy, may, depending on the surrounding circumstances, contact a parent/guardian to advise them of the pending NOI and the circumstances surrounding the charge. However, this is not required.

**9.0 SAFETY AND SECURITY OF A JUVENILE IS OF UTMOST IMPORTANCE:**

- a. King County Metro expects FEOs to utilize the utmost care in any dealings with juveniles. Whenever a juvenile is contacted, the top priority is their safety and security.
- b. FEOs will inform the juvenile that they are allowed to board the next available coach even if they are unable to pay the required fare. The FEO may provide the juvenile with a Free Ride Pass.
- c. FEOs are not authorized to physically force a juvenile to re-board a coach.

**10.0 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.

**11.0 SUPERSESSSION:** All previous Fare Enforcement Manuals. All memorandums are unaffected.

**12.0 EFFECTIVE DATE:** 01/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-15 Non-Transferrable Orca Cards Page 1 of 4

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

### FARE ENFORCEMENT SOP: Non-Transferrable Orca Cards

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for the confiscation of all Non-Transferrable Orca Cards by the members of the King County Metro Fare Enforcement Division team.

#### 2.0 SCOPE:

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

#### 3.0 DEFINITIONS:

- a. **FEO** – Fare Enforcement Officer
- b. **University of Washington Pass (U-Pass)** - Student or staff Identification card issued by the University of Washington that is accepted as valid fare on all King County Metro public transportation buses



- c.
- d. **Edmonds Community College Pass (ED-Pass)** - Student or staff identification card issued by Edmonds Community College that is accepted as valid fare on all King County Metro public transportation buses



- e. **NOI** - Notice of infraction

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 102-15 Non-Transferrable Orca Cards Page 2 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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- f. **Reduced Regional Fare Permit (RRFP)** - Card issued by King County Metro customers who have established a need for reduced fare
- g. **King County Metro Employee Identification Cards (KCMID)** - King County employee ID card/Orca card that is accepted as valid fare on all King County Metro public transportation buses.

### **4.0 AUTHORITY:**

The King County Metro has authorized the confiscation of fraudulently used RRFP and KCMID passes.

The University of Washington and Edmonds Community College have a business agreement for the issuance of Orca Passes. The UW Transportation Services Department, through the Transportation Systems Manager, has granted the Fare Enforcement Division of King County Metro the authority to confiscate U-Passes that are being used fraudulently.

Edmonds Community College, through the Director for Student Programs, has also granted the Fare Enforcement Division of King County Metro the authority to confiscate Ed-Passes that are being used fraudulently.

### **5.0 CONFISCATION OF NON-TRANSFERRABLE PASSES – FEO Responsibilities**

- i. Process and criteria for confiscating a Non-Transferrable Pass
  - i. If a fare enforcement officer encounters a customer who presents a Non-Transferrable pass that does not belong to them while inspecting fares (e.g. customer presents a Pass with the displayed picture of someone else), the pass must be confiscated and a Warning or Notice of Infraction (NOI) issued.
  - ii. The FEO will complete an Incident Report detailing the confiscation as well as a Pass Confiscation Form.
  - iii. The FEO will attach the confiscated Pass to the IR and Pass Confiscation Form and turn them in to his/her Supervisor along with the NOI.

### **6.0 CONFISCATED COLLEGE PASSES – FE Administrative Responsibilities**

- a. Process of returning University of Washington and Edmonds Community College Passes:
  - i. Fare enforcement management or designee will prepare a memo detailing the total number of Passes being sent back to the University of Washington and Edmonds Community College, including the pass holders name and pass number.
    - (1) University of Washington:
      - (a) The memo will be addressed to the Transportation Services Manager at the University of Washington.

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 102-15 Non-Transferrable Orca Cards Page 3 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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- (b) An envelope containing the memo, U-passes and U-Pass confiscation form will be mailed to:

Transportation Services  
University of Washington  
BOX 355360  
3745 15<sup>th</sup> Ave NE  
Seattle, WA 98105

(2) Edmonds Community College:

- (a) The memo will be addressed to the ED-Pass Administrator at Edmonds Community College.
- (b) An envelope containing the memo, ED-Pass and ED-Pass confiscation form will be mailed to:

Edmonds Community College  
20000 68<sup>th</sup> Ave W  
Lynnwood, WA 98036

- ii. A copy of the memo is retained by filing a hard copy in the FE office as well as an electronic copy for future reference.
- iii. The electronic copy will be retained on the FE Folder in the Dropbox once it is available.
- iv. These passes will be mailed off every Friday.

b. Procedures for returning RRFP and KCMID passes:

- i. Fare enforcement management or designee will prepare a memo detailing the total number of Passes being turned into the King County Metro Lost and Found.
- ii. The memo will detail the date and time the cards were returned and to whom.
- iii. A hard copy of the memo will be archived and an electronic copy will be saved in the FEO Admin folder in dropbox.
- iv. Confiscated RRFPs and KCMIDs will be turned into King County Metro Lost and Found on every Monday and Friday.

### **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 SUPERSESSION:** All previous Fare Enforcement Manuals.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING  
PROCEDURES**

**SOP-TS 102-15 Non-Transferrable Orca Cards Page 4 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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**9.0 EFFECTIVE DATE:** 01/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-16 Blocked Orca Card Inspections PAGE 1 of 2

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

### FARE ENFORCEMENT SOP: BLOCKED ORCA CARD INSPECTIONS

#### 1.0 PURPOSE:

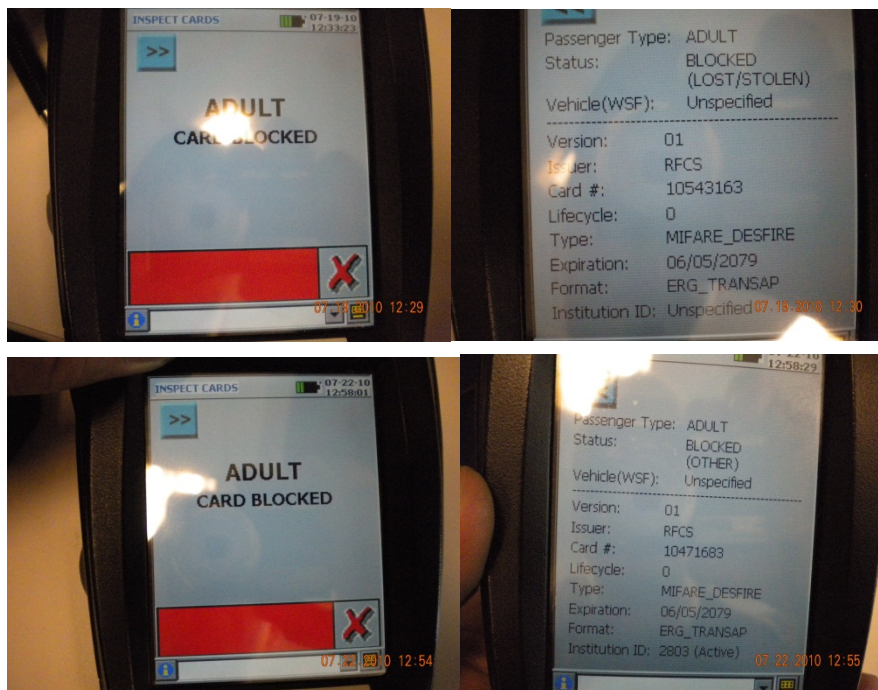
This directive establishes the Standard Operating Procedure for dealing with blocked ORCA cards by the members of the King County Metro Fare Enforcement Division team. This SOP defines the basics of Blocked ORCA Card Inspection.

#### 2.0 SCOPE:

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

#### 3.0 DEFINITIONS:

- a. **Blocked ORCA Card** – ORCA card that had been reported lost/stolen or deactivated



- b. **FEO** – Fare Enforcement Officer  
c. **NOI** - Notice of Infraction

#### 4.0 POLICY:

It is King County Metro Policy that FEOs are **NOT** to confiscate any BLOCKED ORCA cards used by a passenger as Proof of Payment.

#### 5.0 BLOCKED ORCA CARDS- FEO Responsibilities

- a. FEOs shall check the ORCA card with the hand held reader.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**  
**SOP-TS 102-16 Blocked Orca Card Inspections PAGE 2 of 2**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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- b. If the reader indicates a blocked card, they shall perform an additional check to determine the reason for the card being blocked.
- c. FEO's shall also check the passes on the card. Generally the passes will not be blocked.
- d. FEOs shall record the registration number of the blocked ORCA card and determine if a Notice of Infraction (NOI) is to be issued.
- e. If the FEO issues a NOI, he/she will note in his/her narrative the card number and what the circumstances were for blocking the card.
- f. If the FEO does not issue a NOI, the passengers name will be entered in the Warning Log with an explanation of why a NOI was not issued.

**6.0 BLOCKED ORCA CARDS- FE Administrative Responsibilities**

- a. FE Supervisors shall check the NOI to make sure that the card number is included in the narrative of the NOI.

**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 SUPERSESSION:** All previous Fare Enforcement Manuals.

**9.0 EFFECTIVE DATE:** 01/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator



# 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

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## 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.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES  
SOP-TS 102-17 PORTABLE FARE TRANSACTION PROCESSOR (PFTP) PAGE 2 of 3**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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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.

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

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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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

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-18 Uniforms and Equipment PAGE 1 of 4

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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### FARE ENFORCEMENT SOP: UNIFORMS AND EQUIPMENT

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure regarding Uniforms and Equipment worn or used by the Fare Enforcement Division of King County Metro team in the accomplishment of their assigned duties. This SOP defines the approved/authorized uniforms and equipment.

#### 2.0 SCOPE:

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

#### 3.0 DEFINITIONS:

- a. **FEO** – Fare Enforcement Officer
- b. **Line** – Any designated Rapid Ride line of service

#### 4.0 AUTHORITY:

King County Metro and a designated private sector security company have entered into a contract whereas the contractor provides Fare Enforcement Officers to perform Fare Inspections on the King County Metro Rapid Ride lines of service. Together they have developed a standard uniform for Fare Enforcement Officers. In addition, there is specific equipment, agreed upon by both parties, to be used by the FEOs. This SOP outlines what is authorized and issued by the contractor, King County Metro as well as what may be authorized for use by the individual FEO at their own expense.

#### 5.0 UNIFORMS: Provided by the Contractor

- a. FEOs are issued the following uniform and equipment items:
  - i. Two (2) badges with a five (5) digit number. One badge is to be worn on the utility belt on a belt clip provided. One badge will be kept in the FEO's locker as a backup in case the one being worn is damaged while on duty.
  - ii. One (1) pair of black boots (with black laces or zipper). Boots shall be kept clean and polished.
  - iii. Three (3) short sleeve uniform shirts with Rapid Ride Fare Enforcement markings on the front and back. If the FEO has tattoos that have been deemed inappropriate by management, they will need to purchase and wear black long sleeve undershirts.
  - iv. Two (2) pair of approved black BDU style cargo pants.
  - v. One Jacket with Fare Enforcement markings on the front and back.
  - vi. One (1) black belt.
  - vii. Turtle neck (or mock) long sleeve or dickey may be worn under the uniform shirt. FEOs may choose to wear a black T-shirt under the uniform shirt rather than a turtle neck.
  - viii. Utility belt and four (4) belt keepers with radio holder, (2) single handcuff cases, rubber glove pouch, flashlight holder, and key holder.
    - (1) Double cuff cases are allowed to be worn as long as there is a single cuff case on the opposite angle of the duty belt.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES  
SOP-TS 102-18 Uniforms and Equipment PAGE 2 of 4**

Effective: 01/15/2015

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- ix. Handcuffs and handcuff case are to be carried on the utility belt, worn with the opening facing upwards. No handcuffs are to be visible from outside the cuff case. At least two (2) handcuff keys are to be carried at all times.
- x. One (1) KCM Access card, one (1) guard license, one (1) Safe Driving Card, and one (1) ROW card; while on duty all cards must be on the FEO's person.
- xi. One (1) Point Blank body armor vest with the soft trauma plate inserted to the FEOs front, covering the solar plexus. ***The issued body armor must be worn by each FEO while engaged in fare inspections on the coaches. FEOs are not authorized to wear their own personal body armor.***
- b. Solid black waterproof cold weather caps may be worn with approval from the FE Manager. The cap will have no clearly-visible markings anywhere that can be seen while being worn.
- c. All uniformed personnel will possess and maintain in good serviceable condition all items of apparel necessary to perform their duties.
- d. Uniform specifications will apply to all FEOs and Supervisors.
- e. The FE Manager may wear business casual attire – but will be in the designated FEO uniform while out on the Line.
- f. All uniforms shall fit properly and be maintained in a neat and clean condition.
- g. Uniforms with visible mends or patches or in need of repair will not be worn.
- h. New uniforms or uniform repairs can be requested through the supervisor or manager.
  - i. Supervisors or Manager will submit uniform modification requests through the Account Manager for approval.
- i. Other pins or insignia will be worn only with prior approval from the Account Manager.
- j. Any requests for equipment, repairs, and/or replacements will be accomplished by filling out an Equipment Request Form and submitting it to the FE Supervisor for approval.
  - i. The FE Supervisor will submit the approved form to the KCM Training Manager.
- k. Fare Enforcement SOP manual.
- l. Rubber/latex gloves.
- m. Field notebook and ink pen. These items must be carried by FEO's while conducting Fare Enforcement or providing a Security function.

**6.0 EQUIPMENT: Provided by King County Metro**

- a. County radio, microphone and ear piece (Radio to be checked out daily and carried in the radio holder on the utility belt).
  - i. FEOs will wear and use their issued ear pieces
  - ii. Any exceptions will require management approval
- b. Cell phone (May be worn on the utility belt).
- c. Orca hand held reader (to be checked out daily).
- d. Digital camera and case (May be worn on the utility belt).
- e. Keys.

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES  
SOP-TS 102-18 Uniforms and Equipment PAGE 3 of 4**

Effective: 01/15/2015

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- f. King County Metro Notice of Infraction Book

**7.0 OTHER EQUIPMENT OR UNIFORM ITEMS: Provided by the FEO at their own expense**

- a. Gloves are provided and may be worn in inclement weather or as needed to protect the hands during the handling of items where gloves are preferred.
  - i. Gloves are to be all black without markings or lettering. A tag at the very top may be acceptable but must be approved prior to wearing.
- b. The T-shirt under the uniform shirt is to be black with no designs visible through the uniform shirt. Failure to adhere to section 7.0.b will be treated as arriving to work without the proper uniform and result in the FEO being sent home to get a black undershirt.
  - i. Small brand emblems such as Under Armour, Nike, 5.11, etc. are acceptable when labeled on the collar of an undershirt.
- c. Small to medium flashlight and holder (to be approved by management).

**8.0 FEOS RESPONSIBILITIES**

- a. All uniforms and equipment taken home with the FEO are to be kept secure at all times. It is recommended that uniforms or equipment are not to be stored in an unattended vehicle.
- b. It is highly recommended that all equipment issued be secured in the FEOs personal locker.
- b. The security contractor and/or King County Metro may hold an FEO financially responsible if uniforms or equipment are lost or stolen.
- c. FEOs must turn in all uniforms and equipment within 7 days upon transfer from the Fare Enforcement Division or otherwise terminates their employment.
- d. Only equipment that is authorized through this SOP is authorized to be used or worn on the utility belt.

**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.

**10.0 SUPERSESSION:** All previous Fare Enforcement Manuals

**11.0 EFFECTIVE DATE:** 05/01/2013

ISSUING AUTHORITY

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Gail Israelson

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES  
SOP-TS 102-18 Uniforms and Equipment PAGE 4 of 4**

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

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KCM Contract Security Coordinator

**12.0 ATTACHMENT:**

**SECURITY DIVISION EQUIPMENT REQUEST FORM**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Site: \_\_\_\_\_

**Equipment Request:**

☐ BODY ARMOR

Size: \_\_\_\_\_

☐ HANDCUFF KEYS

Qty: \_\_\_\_\_

☐ HANDCUFFS

Serial# \_\_\_\_\_

☐ DUTY BELT

Size \_\_\_\_\_

☐ NITRATE GLOVES

Size \_\_\_\_\_

☐ BELT KEEPERS

Qty: \_\_\_\_\_

☐ CPR KIT

☐ FLASHLIGHT HOLDER

☐ RADIO CASE

☐ GLOVE POUCH

☐ HANDCUFF CASE

☐ KEY KEEPER

**Description of request:**


***\*\*This form needs to be send to the King County Metro Training Manager via hand delivery or email at  
matthew.camillone@securitasinc.com***

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Approval: \_\_\_\_\_

Date: \_\_\_\_\_

# 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

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### 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.



# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-19 On-Duty Performance Expectations PAGE 2 of 5

Effective: 10/20/2017

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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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

**KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**  
**SOP-TS 102-19 On-Duty Performance Expectations PAGE 3 of 5**

Effective: 10/20/2017

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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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.

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 102-19 On-Duty Performance Expectations PAGE 4 of 5**

Effective: 10/20/2017

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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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**

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

## **SOP-TS 102-19 On-Duty Performance Expectations PAGE 5 of 5**

Effective: 10/20/2017

Supersedes: All previous Fare Enforcement Manuals

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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 SUPERSESSION:** All previous Fare Enforcement Manuals.

**15.0 EFFECTIVE DATE:** 10/20/2017

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO SECURITY STANDARD OPERATING PROCEDURES

## SOP-TS 102-20 Non-Discrimination PAGE 1 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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### FARE ENFORCEMENT SOP: NON-DISCRIMINATION

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for ensuring compliance with King County Metro's Non-Discrimination Policy for members of King County Metro's Fare Enforcement Division team.

This SOP defines the basic responsibilities of the FEOs and the FE Supervisor. It outlines how Fare Inspections are monitored to assure discrimination does not occur. Details on how to do On Board Coach Inspections and Fare Inspection Techniques are outlined in SOP-TS 102-01 and 102-02. Details on Issuing a Warning or Notice of Infractions are outlined in SOP-TS 102-03 and 102-04. Use of Discretion is further outlined in SOP-TS 102-07.

The purpose of this specific SOP on Non-Discrimination delineates how the other related SOPs are monitored in relationship to FEO discretion and fair treatment of all passengers.

#### 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. **Communications Center** – King County Sheriff Department dispatch radio center
- c. **DFI** – FEO's Daily Fare Inspection Log
- d. **Evader** – Passenger without valid fare
- e. **FE** - Fare Enforcement
- f. **FEO** – Fare Enforcement Officer.
- g. **ID** – Valid form of identification
- h. **KCM** - King County Metro
- i. **KCSO** - King County Sheriff Office
- j. **NOI** - Notice of Infraction
- k. **POP** - Proof of Payment
- l. **Tap** – When an ORCA card is validated by the platform reader

#### 4.0 AUTHORITY:

It is the policy of King County Metro (KCM) to prevent discrimination by treating every passenger with dignity and respect including those passengers without valid Proof of Fare Payment. FEOs will not discriminate based on Age, Race, Religion, Gender, Physical Disability or Economic Status. The success of the Fare Inspection Program is dependent upon a fair and consistent approach by all FEOs when contacting passengers.

#### 5.0 NON-DISCRIMINATION - FEO Responsibilities

- a. FEOs shall conduct inspections for all passengers on board the coach.

# KING COUNTY METRO SECURITY STANDARD OPERATING PROCEDURES

## SOP-TS 102-20 Non-Discrimination PAGE 2 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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- b. When a passenger without valid Proof of Fare Payment is contacted, the FEO may stop inspection until the evader is identified or wait to identify them after they disembark the coach.
- c. FEOs may identify a fare evader by behavior or actions that are consistent with fare evasion and they may be singularly inspected upon exiting the coach.
- d. FEOs will contact the KCSO Regional Communications Center if the evader refuses to provide valid ID.
- e. A fare evader **without** previous contact that is cooperative will be handled as follows:
  - i. The fare evader may be asked to exit the coach at the next stop in order to gather the pertinent personal information in a more private setting. Once the FEO receives proper identification, the passenger will be informed that they are free to board the next coach but they will have to purchase valid fare.
  - ii. The fare evader will be informed that if no previous contact exists, they will receive a warning.
  - iii. After it is determined the fare evader has no prior history, verified by a call the Security Monitoring Center, they will be given a warning and educated on the requirements to have valid Proof of Fare Payment.
  - iv. The fare evader's identification information will be entered into the Fare Enforcement Contact Log.
- f. A fare evader who is not cooperative, who presented fraudulent or altered fare, who has been contacted before, or by the totality of the circumstances are determined to be an intentional evader, will be handled as follows:
  - i. The fare evader will be asked to exit the coach at the next stop in order to gather the pertinent personal information in a more private setting.
  - ii. A Notice of Infraction (NOI) will be served to the fare evader by the FEO.
  - iii. The fare evader's identification information will be entered into the Fare Enforcement Contact Log.
  - iv. The FEO will complete an affidavit that clearly articulates why this fare evader was issued a NOI rather than a Warning. The narrative will be factual information to establish the elements of fare evasion.
- g. Information related to a fare evader who refuses to identify himself/herself or does not have valid identification will be called into the KCSO Regional Communications Center for ID verification.
- h. All passengers contacted, fare evaders warned, and fare evaders issued a NOI will be listed on the DFI.
- i. When an fare evader has been determined to have multiple NOIs, the FEO will follow procedures outlined in SOP-TS 102-05 in order to recommend that a misdemeanor fare evasion case be filed by the Metro Transit Police.

### 6.0 NON-DISCRIMINATION - FE Supervisor Responsibilities

- a. Supervisor(s) will review each DFI Log completed by the FEO for accuracy and comprehensiveness.
- b. The Supervisor(s) will do a search on each name the FEO entered in his/her DFI Log to assure that the fare evader has not been warned numerous times.
- c. If the evader has been previously warned and is entered again as a warning, the Supervisor will discuss the contact with the FEO to determine why a NOI was not written. The Supervisor may direct the FEO to issue a NOI.
  - i. Orca cards are unique in that they may contain a monthly pass that has already been paid. If the passenger did not tap their card, they have not provided valid Proof of Payment. However,

# KING COUNTY METRO SECURITY STANDARD OPERATING PROCEDURES

## SOP-TS 102-20 Non-Discrimination PAGE 3 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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discretion may be used in this circumstance to issue a second warning depending on how long it has been since the previous non-tap occurred. The FEO can review the passenger's "tap" history on the Orca reader.

- ii. Whenever a passenger has been warned more than once, a narrative explaining the circumstances of the additional warning will be attached with the Contact Log entry.
- d. When a passenger has been issued a NOI, the Supervisor will check the fare evader's history in the Contact Log and review the narrative presented by the FEO.
  - i. The narrative will articulate the complete details of the contact.
  - ii. The narrative will differentiate between those evaders who have been previously warned or issued a NOI from those who through their actions warrant a NOI without a previous warning.
  - iii. Any previous NOI will be noted in the narrative and the NOI number written in the appropriate box on the front of the NOI.
  - iv. All fare media will be copied and provided as evidence for the NOI.
- e. If a NOI has been issued that is not justified (based upon the standard established in this SOP), it will be voided by the FEO at the direction of the Supervisor(s) and/or FE Manager.
- f. Monitoring the discretion of the individual FEO is a principle responsibility of Supervisor(s) to assure discrimination does not occur.
- g. **If it is suspected that any FEO is not in compliance with KCM's Non-Discrimination Policy or not being consistent in their treatment of passengers, a thorough investigation shall be conducted by the Supervisor. FE management shall take disciplinary action against the FEO, up and including removal from the KCM account, if it is determined as a result of the investigation that the FEO violated this policy or treated passengers disparately.**

### 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. All memorandums are unaffected.

**9.0 EFFECTIVE DATE:** 01/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO SECURITY STANDARD OPERATING PROCEDURES

SOP-TSEC 102-21 ORCA Cards Page 1 of 3

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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## 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



# KING COUNTY METRO SECURITY STANDARD OPERATING PROCEDURES

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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:

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Gail Israelson  
KCM Contract Security Coordinator

# KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES

## SOP-TS 102-25 Radio Communication PAGE 1 of 8

Effective: 01/15/2015

Supersedes: All previous Fare Enforcement Manuals

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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### FARE ENFORCEMENT SOP: RADIO COMMUNICATION

#### 1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for radio communications involving King County Metro Transit Security Fare Enforcement Division personnel while conducting their assigned duties. It defines the basic responsibilities of both the FEOs and the FE Supervisor. It outlines how Fare Enforcement shall conduct business while operating a King County portable radio and establishes a standardized process for Fare Enforcement Officers to clearly communicate with the King County Sheriff Office Regional Communications Center (KCSO Dispatch), other FEOs, and other agencies.

#### 2.0 SCOPE:

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

#### 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. **Communications Center** KCSO Regional Communications Center (KCSO Dispatch)
- c. **FCC**- Federal Communications Commission
- d. **FCR** - Final Classification Reporting
- e. **FE** – Fare Enforcement
- f. **FEO** - Fare Enforcement Officer
- g. **KCM** – King County Metro
- h. **KCSO** – King County Sheriff's Office
- i. **On-view** - Normal patrol activity such as riding the Rapid Ride coach.
- j. **Reroute** - Diversions or departures from the previously engaged activity. A break, lunch, fare evader interdiction, are all examples of a reroute.
- k. **Slang** - The use of informal words and expressions that are not considered standard in the speaker's dialect or language
- l. **SMC** – Security Monitoring Center
- m. **TCC** - Transit Control Center

#### 4.0 AUTHORITY:

- a. FCC
- b. KCM
- c. KCSO
- d. TCC

#### 5.0 RADIO COMMUNICATION - GENERAL FEO RESPONSIBILITIES

- a. Expectations

# **KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**

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- i. Upon assignment to the Fare Enforcement Division, each FEO will be assigned a specific radio identified by serial number. This information shall be recorded in the FE equipment database.
- ii. FEOs will retrieve their radio from the Fare Enforcement Office at the beginning of their shift and will return it to the radio charging cradle in the FE Office at the end of their shift. They will not take a radio home, or possess it while not on duty.
- iii. Unless the FEO is out of service (10-7), they will have their radio in their possession and turned on at all times while logged in with the communication center.
- iv. FEOs will adhere to conventional standards of radio conduct.
  - (1) Radio communications initiated by FEOs
    - (a) Plan what you want to say before transmitting
    - (b) Firmly press the transmission button when you are ready to communicate
    - (c) Clearly state your call sign (Example: MetroFare31) and state your request.
  - (2) Radio communications initiated by the Communications Center
    - (a) The Communication Center will transmit the call sign of the FEO (Example: MetroFare31).
    - (b) The FEO shall respond by acknowledging the Communication Center's transmission by stating "go ahead."
    - (c) Once the Communications Center is done with the transmission, the FEO shall transmit back to dispatch that he/she received the information by stating "Received or Copy."
  - (3) All language must be professional and pertain only to FEO duties. The use of slang is unprofessional and its use is prohibited.
  - (4) All communications related to the spelling of names/words will be by the use of the police phonetics:

A-adam  
B-boy  
C-charles  
D-david  
E-edward  
F-frank  
G-george  
H-henry  
I-ida  
J-john  
K-king  
L-lincoln  
M-mary  
N-nora  
O-ocean  
P-paul  
Q-queen  
R-robert  
S-sam

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T-tom  
U-union  
V-victor  
W-william  
X-x-ray  
Y-young  
Z-zebra

(5) Call signs shall be used while transmitting on the radio at all times.

(6) Non-compliance or misconduct may result in suspension from use of a KCSO-band radio, and ultimately the inability to act as an appointed FEO on this contract.

b. Contacting Transit Control Center:

- i. TCC will be notified of any FEO duty that has the potential of interrupting the operations of the Rapid Ride system.
- ii. TCC will be contacted via issued cell phone or work landline at (206) 684-1705 non-emergency related.

## **RADIO COMMUNICATION WITH KING COUNTY METRO DISPATCH- FEO RESPONSIBILITIES**

a. Supervision of the Air

- i. By virtue of their role in the field, supervision of radio traffic will be primarily vested in the on-duty King County Metro Police shift sergeant.
- ii. Performance issues, including follow-ups, will be directed to agency management of the FEO detail.

b. Alternate Methods of Communicating with the KCSO Communications Center

- i. If it becomes necessary for an FEO to make telephone contact with the dispatch center, they should call 206-296-3380.
- ii. Call-takers are also handling incoming 9-1-1- calls so exercise brevity and discretion with these calls.
- iii. Identifying oneself by call-sign will also expedite handling of the call.
- iv. Procedural concerns or feedback should be directed through the chain of command, rather than directly to the Communications Center.

c. Appropriate Communications

- i. The following types of exchanges are deemed appropriate and necessary to perform Fare Enforcement duties:
  - (1) In-service
  - (2) Out of service
  - (3) Reroute (location and number of subjects)
  - (4) Requests for Police assistance for the FEO team
  - (5) Requests for Police assistance for re-routed criminal incidents that an FEO witnesses.
  - (6) Other urgent requests that are directly related to the preservation of life or property and are of an emergent nature (for example, a medical assist).

d. Inappropriate Communications

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- i. The following types of exchanges are considered inappropriate and should be avoided:
  - (1) Banter or otherwise unnecessary chatter.
  - (2) Unit-to-unit conversations. These should be handled via a telephone or two-way direct-connect.
  - (3) Requests transmitted to the KCSO dispatcher for information relating to a vehicle or person (for example, ACCESS-protected information).
  - (4) Conversation or requests not directly related to Fare Enforcement, emergent situation, or in reply to a question asked by the KCSO dispatcher.
- e. KCSO Band Reminders
  - i. It is important to remember that the MetroPD radio frequency is shared by several law enforcement agencies. As such, there is often high-priority traffic being passed. FEOs must remain mindful of this, and exercise caution when seeking to transmit information, especially during times of crisis or amidst high-priority traffic.
  - ii. If the air is closed, meaning no non-emergency traffic may be passed, the FEOs will be advised by management as to how to proceed with Fare Enforcement. This may include switching radio bands or suspending Fare Enforcement until such time as KCSO radio is opened.
  - iii. Dispatcher checking your status:
    - (1) "Code four" if you are alright
    - (2) "Code four at this time" if you have an officer coming and still need him/her but are alright
    - (3) Keep back-up coming; expedite or fast back-up as appropriate.
  - iv. If you are unsure about a procedure or have a quick question for the dispatcher, feel free to switch your radio to METRO-TAC, and ask there (being sure to say your call sign and wait for the "go ahead" first). You can also call into the communications center at 206-296-3380 and ask for Metro radio dispatcher, after identifying yourself to the call receiver by your call sign.
  - v. When you hear a dispatcher say "Stand-by", hold your radio traffic until he/she says your call sign and "go ahead". There may be silence on the radio, but that does not necessarily indicate it's OK to talk. This silence may be related to an officer safety issue where it is necessary to keep the radio traffic limited, or the dispatcher may be busy and not available to handle more requests at the time.
- f. Logging In and Out of Service
  - i. All personnel using the radio to come in service will do so on their assigned talk-group.
  - ii. To come in service, provide the dispatcher with the appropriate call sign followed by
  - iii. "in-service". When acknowledged, give call sign, state you have two serial numbers, and then give both serial numbers of the FEO pair and your radio number.

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- (1) If an FEO does not have a serial ID setup with the Communications Center, then they will log in with the appropriate radio number and attach themselves to the Metro Fare unit they will be
- iv. All personnel using the radio to go out of service at the end of their shift should advise the dispatcher of their call sign followed by "out of service".
- v. **When you come in service**
  - You: MetroFare31 in service with 2 numbers
  - Dispatcher: Go ahead
  - You: 01972 & 03445, Portable 734123
  - Dispatcher: MetroFare31 copy
- g. On-view procedures
  - i. Personnel advising radio of on-view activity shall use the following format:
  - ii. Full unit number, "on-view", once the dispatcher acknowledges, state street location and whether you're on the coach or at the Rapid Ride Stop.
    - (1) If you are on the coach, give your direction of travel; NB, SB, EB or WB
    - (2) Call signs are designated to each team based on the line they are inspecting.
      - A Line: MetroFare21
      - B Line: MetroFare31
      - C Line: MetroFare41
      - D Line: MetroFare51
      - E Line: MetroFare61
      - F Line: MetroFare71
      - Emphasis: MetroFare81
    - (3) If there are multiple units on the line the second and subsequent units will call in numerical order for the line they are attached too. (A second unit on the A-line will call in as MetroFare22)
- h. When saying location and bus info, always give direction first, cross streets next, and coach number or shelter info last.
  - iii. **When you board a coach -**
    - a. You: MetroFare31, coach ride
    - b. Dispatcher: Go ahead
    - c. You: Northbound, 188 & Pac Hwy, on Coach #6001
    - d. Dispatcher: MetroFare31 copy
  - iv. **When you de-board a coach -**
    - e. You: MetroFare31, update location
    - f. Dispatcher: Go ahead
    - g. You: Off the coach, Northbound, 188 & Pac Hwy
    - h. Dispatcher: MetroFare31 copy

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i. Re-route procedure

- i. Re-route will be used in the event the officer has to take any security or fare enforcement action.
- ii. When providing the location of the re-route give the approximate street names and direction.
- iii. It is understood that in urgent or emergency situations, it may be necessary for the officer to give all of the re-route information in one transmission.

**When you make contact with a fare evader-**

You: MetroFare31, re-route for fare evader (or disturbance, DV, fight, etc.)

Dispatcher: Go ahead

You: Northbound, 188 & Pac Hwy, with one (or the number you have stopped)

Dispatcher: MetroFare31 copy

j. Requests for Back-Up or Assistance

- i. When additional assistance is requested, all efforts should be made to eliminate any confusion as to how many units are required and how fast they are needed.
- ii. The following methods of calling for back-up should be used whenever possible:
  - (1) **Fast Back-up - FEO NEEDS HELP NOW**– Fast response requested. This is used when FEO's are under attack or they believe attack is imminent.
  - (2) **Expedited Back-up - FEO REQUEST EXPEDITIOUS RESPONSE**. This is used when FEO's sense the situations is escalating but have not risen to level of fast back-up.

**When you need a King County Metro Officer to respond-**

You: MetroFare31, I need a Metro unit for a \_\_\_\_ (fare evader, disturbance, etc)

Dispatcher: Go ahead

You: Northbound, 188 & Pac Hwy, on coach #6001 or in the shelter

Dispatcher: MetroFare31 copy

k. Clearing/Final Classification Reporting (FCR)

- i. All incidents that result in an event being generated in CAD require an FCR in order to be closed out.
- ii. FCR's consist of an incident classification code, disposition code, and hazard factor code.
- iii. Calls shall be cleared in the following manner:
  - (1) The primary unit on an incident will advise the dispatcher of the FCR that best fits the incident.
  - (2) The FCR is sufficient to clear the event.

**Clearing a re-route fare evader:**

You: MetroFare31, clear

Dispatcher: Go ahead

You: 604 John or Victor

Dispatcher: Copy

c. Clearing Codes



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When finished with an on-view (end of the day) or re-route, FEO's will need to clear the call with one of the following codes:

Metro Rapid Ride
600... Unlawful Transit Conduct
603... Bus Ride
604... Fare Evasion

d. Other Clearing Codes

Service Calls / Down Time
554... Citizen Assist
*578... Out of Service, KCM Business
*579... Out of Service - Lunch
*582... Training

(\* always closed with "Z" disposition)

e. Dispositions

- B Assistance Rendered/Assignment Completed-No Report
- J Notice of Infraction Issued (use for fare evasion citations)
- V Warning Given
- X Assisting another unit who took primary (use when you turn a fare evader or Obstructer over to KCM Police for a warrant or criminal matter).
- Z Out of service
- M Follow up w/o Citation
- P Follow up w/ Citation

**Clearing on-view coach ride at end of day (prior to returning to base):**

You: MetroFare31, clear

Dispatcher: Go ahead

You: 603-Boy, and 10-7

Dispatcher: Copy, goodnight

f. Closed Air

- i. **"BEEP, BEEP, BEEP"** An alert tone to get deputies attention before broadcasting very high priority details, such as a shooting.
- ii. **"BEEP"** (10 seconds later) **"BEEP"** (10 sec later) **"BEEP"** Closed air tones, deputies are at a high priority detail and they are the only ones that are allowed to talk on the closed air. If you hear this and have non-emergency traffic, switch to Metro TAC to talk to the dispatcher.
- iii. When the air is closed, personnel shall not transmit unless:
  - (1) They are directly involved in the situation
  - (2) They are involved in an unrelated emergency situation
  - (3) Only "need to know" information shall be broadcast.

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**7.0 RADIO COMMUNICATION - FE Supervisor Responsibilities**

- a. Supervisors will monitor the radio communication procedures of FEOs.
- b. Supervisors should ensure all radios are in good working order.

**8.0 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:** 01/15/2015

ISSUING AUTHORITY

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Gail Israelson  
KCM Contract Security Coordinator

## ¿Qué es lo que constituye un comprobante de pago válido?

- Clientes que pagan en efectivo: pasaje de conexión válido.

**NOTA:** Es importante que los clientes que paguen en efectivo soliciten un pasaje de conexión al conductor del autobús al subir a este.

- Usuarios de boleto de autobús: pasaje de conexión válido.

**NOTA:** Es importante que los clientes que utilicen boletos los cambien por un pasaje de conexión al subir al autobús.

- Usuarios de la tarjeta ORCA: los resultados del escaneo de la tarjeta ORCA validan el pago de la tarifa del viaje.

**NOTA 1:** Los usuarios de la tarjeta ORCA deben asegurarse de que el lector de la tarjeta ORCA emita un sonido de bip y muestre una luz verde al acercar la tarjeta: esto significa que se acepta su pase o tarifa del pasaje. A pesar de que un cliente pueda tener un saldo adecuado para cubrir el costo del viaje en su tarjeta ORCA, Metro Transit no recibe el pago si la transacción no se registra y valida exitosamente por medio del sistema ORCA.

**NOTA 2:** Las tarjetas ORCA deben entregarse físicamente al agente de control del pago de pasajes para que realice la inspección dado que algunas tarjetas ORCA son específicas a cada usuario e incluyen una foto de identificación (p. ej. las tarjetas de identificación de los empleados del condado

de King, las tarjetas de estudiante UW Student y algunas tarjetas de tarifa reducida). La autoridad para inspeccionar la tarjeta ORCA deriva del acuerdo de los Términos de uso de ORCA, a los cuales el cliente habitual adhiere con la posesión y uso de la tarjeta.

## ¿Cómo lucen las operaciones de control del pago de pasajes típicas?

- Los agentes de control del pago de pasajes generalmente trabajan en equipos de dos o tres integrantes.
- Los agentes de control del pago de pasajes suben a los autobuses RapidRide de manera aleatoria y realizan todo lo posible para solicitarle a cada cliente que muestre su comprobante de pago.
- Los agentes de control del pago de pasajes que estén esperando en una parada de autobús con frecuencia solicitarán a los clientes que descienden del autobús que proporcionen el comprobante de pago al momento de salir del vehículo.
- A los clientes que abonen en efectivo o utilicen un boleto se les solicitará que muestren su pasaje de conexión; **tenga presente que es importante que los clientes que abonen en efectivo o utilicen boletos soliciten al conductor del autobús la emisión de un pasaje de conexión, dado que este será su único comprobante de pago.**
- A los clientes que utilicen una tarjeta ORCA como medio de pago se les solicitará que la presenten para su inspección. El agente luego escaneará la

tarjeta para verificar que el cliente la haya acercado al lector al momento o antes de abordar.

## ¿Qué sucede cuando un cliente no le proporciona al agente de control del pago de pasajes un comprobante de pago válido ante su solicitud?

- A los clientes que no proporcionen un comprobante de pago válido se les ordena descender del autobús en la próxima parada a menos que, según el agente, haya circunstancias atenuantes.
- Tras salir del autobús con un cliente que no haya proporcionado un comprobante de pago válido, el agente intentará lograr lo siguiente:
  - Educar al cliente en lo que respecta a la política de pago de tarifas de Metro.
  - Solicitar identificación personal al cliente, incluida la licencia de conducir o una tarjeta de identificación conforme a **RCW 7.80.060**. La política de Metro Transit observa que los agentes de control del pago de pasajes tomen una fotografía de la identificación del cliente a fin de redactar asistir y confirma documentación válida.
  - Ya sea emitir una advertencia oral o infracción.

**NOTA 1:** El hecho de que el cliente no esté familiarizado con la política de pago de pasajes no impide que el agente pueda tomar su información de identificación personal y emita una advertencia oral.

**NOTA 2:** Aquellos clientes que se hallen sin el comprobante de pago válido y decidan abonar tras ser contactados, aún deberán identificarse ante el agente de control del pago de pasajes. Puede que se emita una infracción a su nombre si tuviesen un historial de evasión de pago de pasajes o demostraran un comportamiento deshonesto para evadir su pago (con base en la capacitación y la experiencia del agente).

**NOTA 3:** El agente de control del pago de pasajes tiene la autoridad de detener a cualquier individuo que esté por recibir un aviso por una infracción civil, si tal individuo no pudiera o se negara a identificarse de manera razonable, conforme a **RCW 7.80.060**.

## ¿Para qué delitos específicos los agentes de control del pago de pasajes redactan un aviso de infracción?

- **RCW 35.58.580(2)(a):** Falta de pago del pasaje
- **RCW 35.58.580(2)(b):** No mostrar el comprobante de pago
- **RCW 35.58.580(2)(c):** No bajar del autobús

## ¿Cuál es la sanción por violar el RCW 35.58.580?

- La sanción por cada infracción civil emitida por un agente de control del pago de pasajes de Metro Transit es de \$124.

**NOTA:** La Policía de Metro Transit puede investigar un patrón de evasión de pago de pasajes, lo cual podría ocasionar la presentación de cargos por robo de servicios, una contravención grave.



## For More Information:

Metro Customer Service: 206-553-3000  
TTY Relay: 711  
Metro Online: [www.kingcounty.gov/metro](http://www.kingcounty.gov/metro)



**Interpreter**  
206-553-3000

Intérpretes Turjubaan Переводчик  
Перекладач 통역사 የቃል ስስተርጓሚ  
翻譯員 Thông Dịch Viên ཅིང་རྒྱུ་འདྲ་བློ་བྱེད་པ་

**Accessible Formats Available**  
206-477-6066 | TTY Relay: 711

# Fare Enforcement Operations

## Operaciones de control del pago de pasajes

King County Metro



 **King County**  
**METRO**

**Who are the King County Metro Fare Enforcement Officers?**

King County Metro Transit has contracted with a qualified security services firm to use specially trained officers to provide fare enforcement services on the RapidRide lines of service. These officers are authorized by Washington State Law and empowered by Metro Transit to monitor fare payment, and are charged with performing the following actions.

- Request proof of payment from passengers.
- Request personal identification from a passenger who does not produce proof of payment when requested.
- Issue a citation.
- Request that a passenger leave the bus when the passenger has not produced proof of payment after being asked to do so by a Fare Enforcement Officer.

**What is the legal authority of the Fare Enforcement Officers?**

The legal authority of KC Metro’s Fare Enforcement Officers (FEOs) is derived from the Revised Code of Washington (RCW) – a compilation of all Washington State permanent laws now in force. The RCWs that apply to Metro’s Fare Enforcement Operations are listed below.

- **RCW 7.80.040** – Enforcement Officer defined
- **RCW 7.80.050** – Notice of Infraction – Issuance. service, filing
- **RCW 7.80.060** – Person Receiving

- Notice – Identification and Detention
- **RCW 35.58.580** – Fare Payment– Proof of Payment – Civil Infractions
- **RCW 35.58.585** – Fare Payment – Fines and Penalties Established – Enforcement
- **RCW 35.58.590** – Fare Payment – Prosecution for Theft, Trespass, or other Charges

**What constitutes valid proof of payment?**

- Cash paying customers – Valid transfer
- NOTE: It is important for cash paying customers to request a transfer from the bus operator when boarding the bus.**
- Bus ticket users – Valid transfer

**NOTE: It is important for customers using tickets to exchange their ticket for a transfer when boarding the bus.**

- ORCA card users – Results of ORCA card scan validate fare payment for the trip

**NOTE 1:** ORCA card users need to ensure that the ORCA Card Reader beeps once and displays a green light when tapping their card – this means that their pass or fare is accepted. Even though a customer may have an adequate balance to cover their trip on their ORCA card, Metro Transit does not receive payment if the transaction is not successfully recorded and validated by the ORCA system.

**NOTE 2:** ORCA cards must be physically handed to the FEO for inspection as some ORCA cards are user specific and include a photo ID (e.g. King County employee ID cards, UW Student cards, and some Reduced Fare cards). The authority to inspect the ORCA

card is derived from the ORCA Terms of Use agreement, which the patron’s possession and use of the card signifies agreement to.

**What do typical fare enforcement operations look like?**

- The FEOs generally work in teams of two or three.
- The FEOs board RapidRide buses in a random manner and make every effort to ask each customer to display their Proof of Payment.
- FEOs who are waiting at a bus stop will often request customers who are exiting the bus to provide their Proof of Payment as they exit the bus.
- Customers who paid with cash or a ticket will be asked to display their transfer – **please note that it is important for cash paying customers or customers using tickets to request the bus operator to issue them a transfer as this is their only Proof of Payment.**
- Customers who utilize an ORCA card for payment will be asked to present their ORCA card for inspection. The FEO will then scan the card to verify that the customer tapped their card before or upon boarding.

**What happens when a customer does not provide Fare Enforcement Officers with valid proof of payment upon request?**

- Customers, who fail to provide valid Proof of Payment, are directed to de-board the bus at the next stop, unless, in the opinion of the officer, there are extenuating circumstances.

- After exiting the bus with a customer who has failed to provide valid Proof of Payment, the FEOs attempt to accomplish the following:
  - Educate the customer regarding Metro’s fare payment policy.
  - Request personal identification information from the customer including a driver’s license or identicard in accordance with **RCW 7.80.060**. It is within Metro Transit policy for the FEOs to take a photo of the customer’s identification in order to assist with and confirm accurate documentation of the infraction.
  - Either issue a verbal warning or Notice of Infraction.

**NOTE 1:** The fact that the customer may not be familiar with the fare payment policy does not preclude the FEOs from collecting their personal identification information and issuing a verbal warning.

**NOTE 2:** Customers found to be without valid Proof of Payment, who choose to pay upon contact, are still required to identify themselves to the FEO. They may be issued an infraction if they have a history of fare evasion and/or displayed deceitful behavior to evade fare payment (based on the officer’s training and experience).

**NOTE 3:** The FEOs have the authority to detain an individual who is to receive notice of a civil infraction if the individual is unable or unwilling to reasonably identify himself or herself per **RCW 7.80.060**.

**What specific offenses do Fare Enforcement Officers write a Notice of Infraction for?**

- **RCW 35.58.580(2)(a)** – Failure to pay fare
- **RCW 35.58.580(2)(b)** – Failure to display proof of payment
- **RCW 35.58.580(2)(c)** – Failure to depart bus

**What is the penalty for violating RCW 35.58.580?**

- The penalty for each civil infraction issued by a Metro Transit Fare Enforcement Officer is \$124.

**NOTE:** A pattern of fare evasion may be investigated by the Metro Transit Police and could result in charges filed for Theft of Services – a Gross Misdemeanor.

**¿Quiénes son los agentes de control del pago de pasajes de Metro del condado de King?**

Metro Transit del condado de King posee un contrato con una firma calificada de servicios de seguridad para utilizar agentes especialmente capacitados para proporcionar servicios de control del pago de pasajes en las líneas de servicio RapidRide. Estos agentes están autorizados por la ley del estado de Washington; Metro Transit les ha conferido la facultad de controlar el pago de pasajes y tienen la responsabilidad de llevar a cabo las siguientes acciones:

- Solicitar comprobante de pago a los pasajeros.
- Solicitar identificación personal a un pasajero que no proporcione el

comprobante de pago cuando se lo ha solicitado.

- Dictar una citación.
- Solicitarle a un pasajero que descienda del autobús cuando este no proporcione el comprobante de pago solicitado por el agente de control del pago de pasajes.

**¿Qué autoridad legal tienen los agentes de control del pago de pasajes?**

La autoridad legal de los agentes de control del pago de pasajes (FEO, por sus siglas en inglés) del condado de King deriva del Código Revisado de Washington (RCW, por sus siglas en inglés), una compilación de todas las leyes permanentes de estado de Washington que están vigentes. Las leyes del RCW que se aplican a las operaciones de control del pago de pasajes de Metro se enumeran a continuación.

- **RCW 7.80.040:** Definición de agente de control
- **RCW 7.80.050:** Aviso de infracción; Emisión. Servicio, archivo.
- **RCW 7.80.060:** Persona que recibe aviso; Identificación y detención.
- **RCW 35.58.580:** Pago de tarifas; Comprobante de pago; Infracciones civiles
- **RCW 35.58.585:** Pago de tarifas; Multas y sanciones establecidas; cumplimiento
- **RCW 35.58.590:** Pago de tarifas; Proceso judicial por hurto, transgresión u otros cargos