

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-01 Basic On-Board Train Inspections PAGE 1 of 3

Effective: 04-01-2017

Supersedes: SSQA – FI - 1.1 08/2009, Second Edition 11/01/2010, Third Edition 03/01/2012, Fourth Edition 03/21/2012, Fifth Edition 12/23/2013, Sixth Edition 01/01/2015

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

FARE ENFORCEMENT SOP: BASIC ON-BOARD TRAIN INSPECTIONS

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure regarding Basic On-Board Train Inspections to be used by the Fare Enforcement Division of Sound Transit in the accomplishment of its assigned responsibilities. This SOP defines the basics of On-Board proof of payment inspection. There are numerous other SOPs that specifically address other procedures.

2.0 SCOPE:

This directive applies to all Securitas employees assigned to the Sound Transit Contract/ Fare Enforcement Division.

3.0 DEFINITIONS:

- a. **FEO** – Fare Enforcement Officer
- b. **Proof of payment** –evidence of fare prepayment authorized by a regional transit authority for the use of its facilities.
- c. **Fare Media** – Valid proof of payment that is approved by Sound Transit and presented by passengers.
- d. **DAL** – The daily activity log that is completed by all FEOs.
- e. **TVM** – Ticket Vending Machine
- f. **ORCA Readers** – The yellow readers where passengers tap their ORCA cards.
- g. **ORCA Card** – A plastic card that has an electronic chip that is used for fare payment and proof of fare payment.
- h. **LRV** – Light rail vehicle.
- i. **360 Facility Log** – This is a daily log that records any malfunction of fare media equipment.
- j. **SOC**- Security Operations Center
- k. **Handheld**- Panasonic FZ-X1 device used by officers to check fare and issue infractions.

4.0 AUTHORITY:

Proof of payment inspections are authorized by Sound Transit 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 81.112.210** – Fare Payment-Fines and Penalties Established-Enforcement\
- e. **RCW 81.112.220** – Fare Payment-Proof of Payment-Civil Infractions.
- f. **RCW 81.112.230** – Fare Payment-Prosecution for Theft, Trespass, or other Charges.

5.0 BASIC ON-BOARD INSPECTIONS- FEO Responsibilities

- a. FEOs shall randomly board trains on the assigned line, keeping track of the time, station boarded, direction, train number and LRV number.
- b. FEO's, when assigned to the same duty on consecutive days, will vary the routine by changing the direction and endeavoring to vary the order of inspection and the times daily.

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- c. FEOs must maintain an accurate count of the number of passengers checked on each car. Only the passengers checked will be counted. The violators encountered will be part of the initial count.
- d. There shall be two methods of boarding LRVs to conduct Proof of Payment inspections:
 1. Single door:
 - a. Both FEOs board through the forward most door. One FEO remains at the forward door, near the stairs to the raised section. The other FEO moves through the LRV to the rear door and remains near the stairs leading to the raised section. Both FEOs remain in such a location that they are able to maintain visual contact with each other. As the LRV doors close, each FEO announces to the passengers in their respective ends of the LRV that they are about to commence proof of payment inspections. FEOs then move to the operator door at the furthest end of their respective raised sections to commence inspections.
 2. Two door:
 - a. FEOs board through separate LRV doors. The FEO nearest the forward end of the LRV will move to the stairs near to the forward raised section. The FEO nearest the rear end of the LRV will move to the stairs near the rear raised section. Both FEOs remain in such a location that they are able to maintain visual contact with each other. As the LRV doors close, each FEO announces to the passengers in their respective ends of the LRV that they are about to commence proof of payment inspections. FEOs then move to the operator door at the furthest end of their respective raised sections to commence inspections.
 3. Pertaining to both methods of boarding:
 - a. On a full, or nearly full, LRV:
 - i. The FEO will commence inspections by contacting the passenger to their immediate right, who is seated against the operator compartment wall. After contacting that passenger, the FEO will contact the passenger to the first passenger's right, seated near the window and against the operator compartment wall.
 - ii. The FEO will then contact the passenger to their immediate left, and continue in the same manner through the LRV, moving toward the center section or their partner on the opposite end.
 - b. On a lightly loaded LRV:
 - i. The FEO will commence inspections by contacting the first available passenger as they move toward the center of the LRV, from the operator compartment wall. Upon contacting the first passenger, they will move from right to left or from left to right through the LRV, toward the center section or their partner on the opposite end.
 - c. If, at any point while boarding, an FEO observes a passenger who appears to be sleeping, the FEO shall attempt to wake that passenger to ensure their well being, and inform them of the upcoming proof of payment inspections. If an FEO encounters a sleeping passenger post-inspection announcement, the FEO shall wake that passenger, inform them of the proof of payment inspection, and continue inspections as normal. If the FEO is unable to wake the passenger Proof of Payment inspections will cease and the FEO will render necessary aid to the customer.

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- e. When the train stops at the next station, both FEOs will exit the first car at the end closest to the second car and will enter the second car through the doors closest to the car they just exited. There is not enough time during the stop for the FEOs to enter at each end of the second car.
- f. When a passenger is encountered without proof of payment, the FEO will identify the customer and document the violator's information in their handheld device as a warning, citation or theft.
- g. FEOs shall never sit down during a contact with a violator. If the customer is standing or stands up, the FEO shall use Officer Safety Techniques during the contact for their own safety.
- h. The customer may be escorted off at the next stop and the FEO may assist the customer in purchasing proof of payment. Under no circumstances will an FEO force a passenger to purchase proof of payment. The FEO will assist the passenger but will not push the "purchase" button on the TVM screen.

Step (h) of this procedure is not applicable on the Sounder Trains. Sounder passengers are generally not taken off at the next stop.

- i. When the check of the entire car is complete, the FEO shall move onto another car at the next station, or leave the train and wait for the next train in either direction. If an FEO decides to ride in the same car for several stations, each new boarding passenger must be checked for fare.
- j. When an FEO sees a passenger(s) suddenly leave the train upon seeing the FEO about to board, the FEO may remain at the station or platform and check this passenger for proof of payment.
- k. FEOs will only issue an infraction if they personally observe the violation.
- l. When FEOs have knowledge of, or reason to believe that there are multiple disruptions in the TVMs or other systems that impair the ability of patrons to purchase proof of payment or tap their ORCA cards, or significant disruptions and delays with the Central Link system causing undue hardship on the riders, FEOs shall cease proof of payment inspections, verify through the SOC or LCC (whichever is appropriate) that a work order has been submitted or that the issue is otherwise being resolved, and begin providing customer service and security.
 - 1. FEOs who cease conducting proof of payment inspections under 10-01 5.0 l., shall immediately notify the on duty Fare Enforcement Supervisor.

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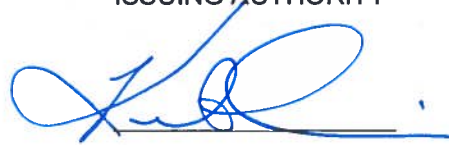
6.0 REVIEW:

The Director of Public Safety or Delegate will ensure all Directives, Policies, and Procedures are reviewed at least annually to ensure compliance with ST 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 SUPERSESSON: SSQA – FI – 1.1 dated 8/2009, Second Edition 11/01/2010, Third Edition 03/01/2012, Fourth Edition 03/21/2012, Fifth Edition 12-23-2013, Sixth Edition 01/01/2015

8.0 EFFECTIVE DATE: 04-01-2017

ISSUING AUTHORITY



Kenneth Cummins
Director of Public Safety