

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-06 Zone Assignments PAGE 1 of 5

Effective: 06-01-2017-

Supersedes: First Edition 10/18/2011, Second Edition 03/05/2012, Third Edition 12-23-2013

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

FARE ENFORCEMENT SOP: ZONE ASSIGNMENTS

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure for Zone Assignments to be used by the Fare Enforcement Division of Sound Transit in the accomplishment of its assigned responsibilities.

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. **LCC** - Link Control Center
- c. **STPD** - Sound Transit Police Department
- d. **DAL** - Daily Activity Log
- e. **DSTT** - Downtown Seattle Transit Tunnel, this area is from Westlake Station (WLS) to International District Station (IDS).

4.0 AUTHORITY:

It is Sound Transit policy to provide a safe and secure environment for the passengers, to provide a quick response to service interruptions or unusual circumstances, and to perform fair and consistent fare inspections along the Link Light Rail. In order to accomplish this, the Link alignment is divided into four (4) zones and the FEOs are distributed along the alignment based on zone assignments.

Another important role of the FEO is to provide additional backup for other FEOs when they have an uncooperative violator. With FEOs assigned to zones, the response time is reduced when backup is necessary.

5.0 CENTRAL LINK ZONE DIVISIONS:

- a. **Zone 1** - Tukwila International Boulevard Station (TIB) to Angle Lake Station (AL).
- b. **Zone 2** - Mount Baker Station (MTB) to Rainier Beach Station (RB).
- c. **Zone 3** - Beacon Hill Station (BH) to Stadium Station (STA).
- d. **Zone 4** - DSTT
- e. **Zone 5** - Capitol Hill Station (CH) to University of Washington Station (UW).

6.0 GENERAL RULES:

- a. FEOs will report to work and check the monthly/daily operations plan to determine zone assignment.
- b. FEOs will report to their zones by inspecting fare en-route to their assigned zone.

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-06 Zone Assignments PAGE 2 of 5

Effective: **06-01-2017-**

Supersedes: First Edition 10/18/2011, Second Edition 03/05/2012, Third Edition 12-23-2013

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

- c. FEO's will update King County Metro Dispatch when changing zones.
- d. FEOs will notify Central Dispatch if their permanent zone assignment changes.
- e. FEOs will remain in the assigned zone until they are cleared by the Supervisor or Manager to change zone assignment. If the FEO remains on a train dealing with a violator, or completing inspections they may exceed their assigned zone, but must return as soon as possible.
- f. FEOs have access to restroom facilities in each zone and should remain in the assigned zone during breaks. Lunches may be taken in the team's assigned zone.
 - 1. Zone 1 break room is at Angle Lake, SEATAC and Tukwila Int'l Blvd Stations.
 - 2. Zone 2 break room is at Rainier Beach, Mount Baker Station also has a restroom.
 - 3. Zone 3 break room is at Beacon Hill Station.
 - 4. Zone 4 break room is at Int'l District Station (FEO Office).
 - 5. Zone 5 break room is at Capitol Hill and University of Washington Stations.
- g. There are stores and restaurants close to alignment to purchase food products. While on break, FEOs may go to these locations as long as they are in view of the alignment. FEOs will return to their break room to consume what was purchased.
- h. FEOs that bring their lunch may take it with them and store it in their designated break room. This needs to be done prior to their shift start time.
- i. When FEOs have not been assigned specific zones, they may work the zone(s) of their choice.

7.0 ZONE ASSIGNMENTS:

- a. All zone assignments will be posted in the FEO Office in the form of a Monthly or Daily operations plan (to be completed by a Supervisor or FE Manager). Assignments will be posted on Sunday evening of each week.
- b. The hours of the day, day of the week, events will determine which FEOs are assigned to which zones.

8.0 BREAKS/LUNCHES:

- a. FEO teams will take breaks one at a time unless authorized by a supervisor or manager
- b. FEOs will call their breaks and lunches in to Central Dispatch. Central Dispatch will inform the FEO team if another team is already on break or lunch.
- c. FEOs will follow a lunch schedule on Wednesdays.
- d. No breaks will be taken between 0730-0930 and 1530-1730 unless authorized by a supervisor or manager.
- e. FEOs are required to take appropriate breaks and lunches. All will be documented on their DAL for the day. Notes will be added if needed.

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-06 Zone Assignments PAGE 3 of 5

Effective: **06-01-2017-**

Supersedes: First Edition 10/18/2011, Second Edition 03/05/2012, Third Edition 12-23-2013

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

9.0 SUPERVISOR RESPONSIBILITIES:

- a. FEO supervisors will create a monthly operations plan and send an emailed copy to the entire FEOs team before the 1st of each month.
- b. The FE Supervisor or Manager may adjust which team is assigned to which zone on a day to day basis.
- c. FEO supervisors will conduct audits (both field and DALs) to ensure FEOs are following their zone assignments appropriately.
- d. FEO's will not alter zone assignments without the permission of a Supervisor or the FE Manager.

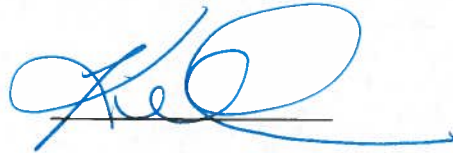
10.0 REVIEW:

The Director or 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.

11.0 SUPERSESSION: Third Edition 12/23/2013

12.0 EFFECTIVE DATE: **06-01-2017**

ISSUING AUTHORITY



Kenneth Cummins
Director of Public Safety

