

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

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Effective: 06-01-2017

Supersedes: First Edition 10/15/2010, Second Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

FARE ENFORCEMENT SOP: PANASONIC HANDHELD TABLET FZ-X1

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure regarding ORCA Readers to be used by the Fare Enforcement Division of Sound Transit in the accomplishment of its assigned responsibilities. This SOP defines the basics of ORCA Reader operations.

2.0 SCOPE:

This directive applies to all Securitas Employees assigned to the Sound Transit contract/ Fare Enforcement Division.

3.0 DEFINITIONS:

- a. **Handheld**– Panasonic Handheld Tablet FZ-X1; Android based handheld computer.
- b. **Printer** – Zebra ZQ510 Mobile thermal imaging printer
- c. **FEO** – Fare Enforcement Officer.
- d. **RRFP**– Regional Reduced Fare Permit.
- e. **LRV** – Light rail vehicle
- f. **Sounder** – Heavy rail commuter train
- g. **Orca Inspection Application** – Mobile application used to inspect Orca cards as valid proof of payment: *also "Orca App"*.
- h. **Officer** – The name of the software application on the handheld used to issue infractions.
- i. **App** – a mobile computer application used on the Handheld.

4.0 AUTHORITY:

It is the Policy of Sound Transit to use a handheld when inspecting fares on Link light rail and/or the Sounder trains.

5.0 HANDHELD - FEO Responsibilities

FEOs will be assigned an individual handheld device with matching printer. The devices must be used in assigned pairs and have been assigned numbers. Handheld devices are specifically paired to specific printers. If a device goes offline for any reason the matching printer must also be taken out of service.

- a. FEOs are responsible for the care and maintenance of their assigned device and must inform a Supervisor if the device is not functioning properly or if the device is damaged in any way.
- b. FEOs will sign out and check in their assigned device and printer daily, using the Equipment sign out sheet located in the FEO office area.
- c. Unless permitted FEOs will not take a handheld home.
- d. If the handheld is taken home it is not to be left in a vehicle, and must remain in the FEOs control. The FEO will fill out and submit a "sensitive equipment sign out" form prior to taking the device home.
- e. FEOs will ensure the handheld and printer have adequate battery life for their scheduled shift.
- f. FEOs will ensure the printer is loaded with citation paper. If a new roll of citation paper is needed, the FEO must fill out a "Citation Paper Stock Receipt" form and have it signed by a Supervisor or FE Manager.
- g. FEOs will turn off their assigned Handheld and Printer at the end of each shift.
- h. FEOs will not alter or in any way personalize their assigned handheld or printer.
- i. FEOs will not download, install or uninstall any applications on any handheld device.
- j. FEOs will not alter or in any way change the device pairing between handheld and printer.

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6.0 HANDHELD- FE Supervisor Responsibilities

- a. Fare Enforcement Supervisors shall check all Handheld devices at the start of their shift week.
 1. This is to ensure that all readers are on the right settings and to ensure that FEOs are adhering to the above guidelines.
 2. If a handheld is found with unapproved applications installed or necessary application uninstalled. FE Supervisors will ensure that proper disciplinary actions are taken.
- b. Fare Enforcement Supervisors shall check their email for reports of malfunctioning handhelds and printers.
 1. The FE Supervisor will attempt to replicate the malfunction. If the malfunction can be replicated the FE Supervisor will attempt to remedy the malfunction. If the malfunction cannot be remedied, the FE Supervisor will pass the information to the FE Manager to contact IT to remedy the malfunction.
 2. If a handheld is sent to IT for repairs or otherwise taken out of service the FEO assigned to the handheld with use a different handheld until their assigned handheld returns to service.
- c. Fare Enforcement Supervisors will maintain a list of assigned devices. This list will include which FEO is assigned which device and the device phone number.
- d. Fare Enforcement Supervisors must adhere to the FEO Responsibilities when using or handling any handheld device.

7.0 AUTHORIZED APPLICATIONS:

Below is a list of the only authorized applications for use on each handheld device. Applications shall only be installed by the FE Manager (or above) or IT personnel at the direction of the FE Manager (or above).

Officer Android, Orca Inspection, Google Maps, Google Translate, One Bus Away, Sheets, Notepad, Camera, Calculator, Phone and Chrome (web browser).

All Applications shall only be used for necessary work related purposes. Any use of an application for a non-work related purpose may result in disciplinary action.

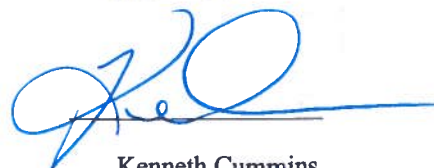
9.0 REVIEW:

The Director of Public Safety Officer 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.

10.0 SUPERSESSION: First Edition 10/15/2010, Second Edition 03/05/2012

11.0 EFFECTIVE DATE: 06-01-2017

ISSUING AUTHORITY



Kenneth Cummins
Director of Public Safety