

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-19 Fare Inspection Rules PAGE 1 of 5

Effective: 06-01-2017

Supersedes: Old Manual-Section II: FARE INSPECTION RULES Aug 2009, Second Edition
11/01/2010, Third Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

FARE ENFORCEMENT SOP: FARE INSPECTION RULES

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure regarding General Rules to be used by the Fare Enforcement Division of Sound Transit in the accomplishment of its assigned responsibilities. General Rules are combined into this SOP, while other topics are covered in more detail in other specific SOPs.

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 Officers
- b. **Link** – Light Rail service
- c. **Sounder** – Heavy Rail Commuter service
- d. **FE Manual** – The Fare Enforcement Manual is title 10 of the Security Manual
- e. **FE Manager** – Manages the Fare Enforcement Division of Sound Transit
- f. **LCC** - Link Control Center

4.0 AUTHORITY:

Sound Transit and Securitas USA Inc. have entered into a contract whereas Securitas provides Fare Enforcement Officers to perform Fare Inspections on the Sound Transit Link and Sounder rail services. Together they have developed General Rules as guidelines for FEOs to follow while doing inspections.

5.0 GENERAL RULES:

- a. FEOs are required to know, understand and abide by the rules contained in the FE Manual.
- b. Some sections of the overall Security Manual are contained in the FE Manual and considered part of the FE Manual.
- c. Special instructions may be passed down from Sound Transit through the FE Manager in the form of bulletins, directives, or emails.
- d. E-mail is the basic form of communication between the FE Supervisor, FE Manager and FEOs regarding special orders or directives.
 - 1. Email must be checked at the beginning of each shift to be aware of any new directives.
- e. If any doubt or question exists regarding the exact meaning of a rule, special order or directive, FEOs shall contact the FE Supervisor or FE Manager. The FE Manager is the on call person for the Fare Enforcement Division in the event that there is no supervisor on duty.

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6.0 CELLULAR PHONE USAGE:

- a. FEOs are to use handheld devices for work related phone calls only.
- b. No personal phone calls are authorized on handheld devices. In the interest of safety and security of passengers, the FEO may use the issued device to make a phone call for a passenger.
- c. All issued devices are subject to audit.
- d. Any unauthorized use of issued devices will result in disciplinary action.
- e. Securitas will be held financially liable for any unauthorized phone calls, therefore, the FEO will be held financially liable for any unauthorized calls.
- f. If the FEO's assigned device is lost, stolen or damaged, it is to be reported in an informational incident report and the FE Manager shall be notified immediately.
- g. The assigned device will be kept securely when taken home by the FEO. It is not recommended that the device be stored in an unattended vehicle. The FEO may be held financially liable if a device is lost, stolen or damaged.
- h. Personal cell phones or other electronic devices are not authorized for use while on duty. Cell phones and personal electronic devices are to be used only while on an authorized break away from the general public.

7.0 SOUND TRANSIT COMPUTERS:

- a. Sound Transit provides computers for FEOs to use for administrative purposes.
- b. Sound Transit computers are not for personal use.
- c. Any FEO that uses the Sound Transit computer for personal use may be subject to disciplinary action up to and including removal from the contract.
- d. Any damage that is done to a Sound Transit computer or network in violation of this SOP will result in the FEO being held financially liable. This includes downloading any software or files from an outside source.
- e. Sound Transit computers are to remain in the default settings provided by the IT department and will not be personalized in any way.

8.0 FEO AVAILABILITY WHILE OFF DUTY

- a. FEOs are "Enforcement Officers" by RCW definition and appointed as such by Sound Transit.
- b. 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.
- c. It is mandatory for an FEO to provide a method of contacting them on their days off.
- d. If a message is left by a FE Supervisor or Manager at their off duty contact point, the FEO must contact the Supervisor or Manager as soon as possible.

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9.0 WORK SCHEDULING:

- a. The FEO work schedule is based on the needs of Sound Transit.
- b. The FE Manager/Supervisor will post the schedule.
- c. The schedule is subject to adjustment based on emerging issues and priorities.
- d. Under no circumstances will an FEO change their schedule without prior approval from the FE Manager/Supervisor.
- e. At times FEOs may be assigned other Security duties.
- f. Overtime will be posted for volunteers, including scheduled Sound Transit Game Trains.
- g. Mandatory overtime may be assigned if there are not enough volunteers.
- h. If an FEO volunteers for overtime, they are expected to work the agreed upon overtime shift.
- i. The times of shifts may be adjusted to meet the needs of Sound Transit.
- j. If an FEO calls off for their shift, FE Manager will be notified at least 4 hours before the regular start time of the shift.
- k. When an FEO is late, Central Dispatch will be notified and advised what the start time is expected to be.
- l. When an FEO comes on duty they will contact the Security Operations Center in via radio. For those FEOs that inspect the Sounder in the morning, they will check in from Tacoma or Everett, respectively. All other FEOs will check in from Union Station.
- m. At the end of the shift the FEO will check out with Security Operations Center via radio.
- n. During the course of the shift, if a FEO team's zone assignment is permanently altered, they will notify the Security Operations Center of that change via radio.

10.0 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:
 1. Friendliness: Avoid being arrogant or argumentative.
 2. Informative: Be helpful.
 3. Tactful: Be diplomatic.
 4. Empathy: Show understanding, yet still do your job.
 5. Ethical: Under no circumstance are FEOs to accept money, misrepresent or conduct themselves in a manner that would damage the reputation of Sound Transit.
 6. 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 Sound Transits fare policies.

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11.0 PERSONAL APPEARANCE:

- a. While on duty FEOs shall maintain a professional appearance and be clean and well-groomed at all times.
- 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.

12.0 USE OF EMERGENCY FIRST AID TECHNIQUES

- a. When first aid services are needed the FEO will immediately notify the Security Operations Center and King County Metro Dispatch. An FEO's decision to involve themselves in a medical emergency to render aid will be based on their experience and training. An FEO's actions must be within the scope of their employer provided First Aid, CPR, and AED training.
- b. Annual training updates will be provided for First Aid, CPR, and AED. Attendance is mandatory for this training.

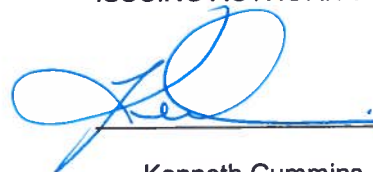
13.0 REVIEW:

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.

14.0 SUPERSESSION: Old Manual Section II: Fare Enforcement Rules (Uniforms and Equipment) dated 8/2009, Second Edition 11/01/2010, Third Edition 03/05/2012

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

ISSUING AUTHORITY



Kenneth Cummins
Director of Public Safety