

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-20 Non-Discrimination PAGE 1 of 4

Effective: 06-01-2017

Supersedes: First Edition 11-01-2010

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

FARE ENFORCEMENT SOP: NON-DISCRIMINATION

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure regarding Non-Discrimination to be used by the Fare Enforcement Division of Sound Transit in the accomplishment of its assigned responsibilities. 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 Train Inspections and Fare Inspection Techniques are outlined in SOP-SEC 10-01 and 10-02. Details on Issuing a Warning or Citation are outlined in SOP-SEC 10-03 and 10-04. Use of Discretion is further outlined in SOP-SEC 10-07.

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 Securitas Employees assigned to the Sound Transit contract/Fare Enforcement Division.

3.0 DEFINITIONS:

- a. **FEO** – Fare Enforcement Officer.
- b. **LRV** – Light Rail Vehicle
- c. **Sounder** – Heavy Rail Commuter Train
- d. **Violator** – A passenger without proof of payment, or who refuses to present proof of payment.
- e. **DAL** – FEO's Daily Activity Log
- f. **Tap** – When an ORCA card is validated by the platform reader
- g. **SOC** – Sound Transit Security Operations Center
- h. **Proof of payment** – means evidence of fare prepayment authorized by a regional transit authority for the use of its facilities
- i. **Handheld**– Panasonic Handheld Tablet FZ-X1; Android based handheld computer
- j. **CC** – 'Command Center' Web based data management back office where citation, warning information is managed

4.0 AUTHORITY:

It is the policy of Sound Transit to prevent discrimination by treating every passenger with respect and dignity including those passengers without proof of 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 train.
- b. When typical platform inspections are conducted, they will include all passengers.
- c. When a passenger without proof of payment is contacted, the FEO will stop inspection until the violator is identified or wait to identify them after they disembark the train.

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- d. A violator **without** previous contact that is cooperative will be handled as follows:
1. The violator will be given a warning and educated on the requirements to have proof of payment. If the violation is intentional, the violator will be issued a citation.
- See SOP – SEC 10-03 section 5.0 B Intentional Fare Evasion.**
2. The violator's identification information will be documented using the handheld device.
 3. The violator will be informed that if no previous contact exists and the violation was not intentional fare evasion, they will be issued a warning. If previous contacts are present after completing a repeat offense check, or the violation is intentional, they may receive a citation.
 4. The violator may be asked to exit the train at the next station to purchase proof of payment (this does not apply on the Sounder).
- e. A violator who is not cooperative, who presented fraudulent or altered fare media, who has been contacted before or by the circumstances are determined to be an intentional violator, will be handled as follows:
1. The violator will be issued a citation. (See SOP-SEC 10-03)
 2. The violator may be directed to exit the train at the next station to purchase proof of payment (does not apply on the Sounder).
 3. The FEO will provide notes along prior to printing the court packet, articulating why this violator was issued a citation rather than warning. The notes will be factual information to establish the elements of fare evasion.
- f. If the passenger has no identification or refuses to present identification they will be asked to verbally identify themselves and to provide corroborating documentation.
- a. When a violator is unwilling to present identification or otherwise identify themselves, the FEO will contact King County Metro Dispatch for Police assistance.
 - b. When a violator is cooperative but is unable to present identification or verbally identify themselves and provide corroborating documentation, the FEO will contact King County Metro Dispatch for Police assistance.
 - c. When a violator is cooperative and is able to verbally identify themselves and provide corroborating documentation, the FEO may contact King County Metro Dispatch for Police assistance.
- g. Passengers without proof of payment may be escorted off the train at the next stop to purchase proof of payment and if they have not provided identification, await a police response (**Generally passengers should not be removed from the Sounder**).
- h. All passengers inspected, violators given warnings and violators issued citations will be listed on the DAL.
- i. When a violator has two issued citations or, one or multiple Theft charges in the last twelve months, the FEO will contact Sound Transit Police to file Theft charges (See SOP-SEC 10-05).

6.0 NON-DISCRIMINATION - FE Supervisor Responsibilities

- a. Supervisors will review each DAL completed by the FEO.

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- b. Using CC the Supervisor will do a search of each FEOs daily warnings to ensure a violator has not been issued numerous times.
- c. If the violator has been previously warned and is entered again as a warning, the Supervisor will discuss the contact with the FEO to determine why a citation was not issued. The FEO must add a not to CC identifying why the violator was issued a second warning.
 - 1. 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 proof of payment. However, discretion may be used in this circumstance to issue a second warning.
- d. When a passenger has been issued a citation the Supervisor will review the violation in CC reviewing any notes added, the citation copy and the affidavit completed by the FEO.
 - 1. Notes added and the affidavit will articulate the complete details of the contact.
 - 2. All confiscated fare media will be photographed using the handheld and provided as evidence for the citation.
- e. If a citation has been issued that is not justified based on Fare Enforcement SOP, it will be voided by the FEO at the direction of the Supervisor.
- f. Monitoring the discretion of the individual FEO is a principle responsibility of the Supervisor to assure discrimination does not occur.
- g. **If it is suspected that any FEO is discriminating or not being consistent in their treatment of passengers, a thorough investigation will ensue. If it is determined, as a result of the investigation, that the FEO was discriminating or treating passengers disparately, this will result in disciplinary action up to and including removal from the contract with Sound Transit.**

7.0 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.

8.0 SUPERSESSION: First Edition 11-01-2010

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

ISSUING AUTHORITY



Kenneth Cummins
Director of Public Safety

