FARE ENFORCEMENT SOP: ORCA Cards and ORCA Application

1.0 PURPOSE:

This directive establishes the Standard Operating Procedure regarding inspections where fare media is presented in the form of an ORCA Card. This SOP is to be used by the Fare Enforcement Division of Sound Transit in the accomplishment of its assigned responsibilities. This SOP defines the basics of inspections where proof of payment is presented in the form of an ORCA Card used by the passengers. There are numerous other SOPs that specifically address other procedures that are related to this SOP.

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. **Fare Media** – Valid proof of payment that is approved by Sound Transit and presented by passengers.
c. **Proof of payment** – means evidence of fare prepayment authorized by a regional transit authority for the use of its facilities.
d. **DAL** – This is the daily activity log that is completed by all FEOs.
e. **TVM** – Ticket Vending Machine.
f. **ORCA Readers** – The yellow platform mounted ORCA Readers on which passengers tap their ORCA Cards.
g. **ORCA Card** – A plastic card that has an electronic chip that is used for fare payment.
h. **LRV** – A single car that is part of a LINK light rail train.
i. **Valid Pass** – A pass may be loaded on an ORCA Card.
j. **E-Purse** – A purse in which passengers may store funds on the ORCA Card for use similar to a debit card.
k. **RRFP** – Regional Reduced Fare Permit, issued by King County identifying the holder as being eligible for reduced rate fare.
l. **Handheld** – Panasonic Handheld Tablet FZ-X1; Android based handheld computer.
m. **Orca Inspection Application** – Mobile application used to inspect Orca cards as valid proof of payment: *also "Orca App".*
n. **Officer** – The name of the software application on the handheld used to issue infractions.
o. **Tap** – When an ORCA card is validated by the platform reader: *also "tapped"*

4.0 AUTHORITY:

Fare Inspections are authorized by Sound Transit Board Policy and the Revised Code of Washington (RCW). The ORCA Card is used by passengers and is the most common form of fare media. If an ORCA Card has a valid pass, it still must be tapped on and off at the platform readers to show proof of payment. If the ORCA Card has a valid pass and is not tapped, this constitutes a violation of the Proof of Payment section of RCW 81.112.220. If the ORCA card has an E-purse and is not tapped or has no value loaded on it, this constitutes a violation of failure to pay fare section of RCW 81.112.210.

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 PROCEDURE FOR INSPECTION OF AN ORCA CARD

When a passenger presents an ORCA Card to the FEO:

a. The FEO will inspect the face of the ORCA Card to ensure that it is not of a type bearing a photo or name of the owner. Once the FEO has seen the face of the ORCA Card and established that it is either of a type not bearing a face or name, or is being presented by the rightful owner, the FEO will scan the ORCA Card with their handheld Orca App to determine if the card was tapped prior to boarding (tapped on).

    1. If the ORCA Card does not belong to the individual presenting the card, the FEO will follow SOP-SEC 10-03 5.0 B and SOP-SEC 10-15

b. If the card validates green, this indicates a valid card that was tapped on and the FEO will move on to the next passenger.

c. If the card does not validate green, but instead shows red (not tapped), the FEO will do the following:

    1. Review the screen to determine when and where the card was last used

    2. Determine if there is a valid pass loaded on the card.

    3. Determine the quantity of funds, if any, loaded into the E-purse loaded on the card.

    4. Open the "Trip Log" to determine the last time the card was tapped on and where, and the passenger's history of ORCA Card use.

d. Inform the passenger that their card did not register a tap prior to boarding.

e. Ask the passenger to present identification.

f. Record their identifying information by scanning the violators ID card or entering the information manually using the Officer application.

    1. The ORCA Card may be photographed to record the registration number.

g. Explain the proper use of the ORCA Card to the passenger.

    a. The FEO will ensure that the passenger understands, at a minimum, that ORCA Cards must be tapped both prior to boarding and subsequent to exiting the LRV to show proof of payment, even if it has a valid pass on the card, and that it is important to read the top line of the ORCA Reader display screen for messages relating to the tap being received by the system.

h. Explain to the passenger that failure to tap their card may result in a $124 citation.

i. Explain to the passenger that you are recording their identification information for future reference.

    1. If they have not been contacted before, they will be entered into the warning log for future reference.

    2. If they have been contacted before, they may receive a citation.

j. If upon being contacted for presenting an untapped ORCA Card, the passenger advises the FEO that the platform ORCA Readers at their originating station were faulty, the FEO will do the following:

a.   The FEO will document the passenger's identifying information as normal using the Officer App.

b.   The FEO will contact SOC to confirm the outage. If an outage is verified (by the 360 log or known outage) the FEO will not document the contact.

c.   If the equipment is functioning as normal and there is no record of a malfunction at the time that the passenger said to have boarded the LRV, the passenger will be handled as SOP-SEC 10-03 and SOP-SEC 10-04 direct.

d.   If the equipment is later found to be malfunctioning at the time the passenger is said to have boarded. The FEO will submit a void request for the citation or warning issued at the time of contact.

FEOs are able to verify claims of malfunctioning equipment by a variety of means, including checking with the SOC, checking the 360 log and emails, and visiting the station in question. If the FEO finds the equipment to be malfunctioning, they will notify the SOC and ensure that a 360 is entered.

It is critical that the FEO perform all the above steps when inspecting ORCA Cards. When a passenger has a valid pass loaded on the card, they have actually paid for the pass, but if they haven't tapped, they haven't provided proof of payment for that trip. The investigation the FEO conducts is important for the Notice of Infraction and in the event it becomes a future theft of services case. Be sure to document all investigation information in command center and/or using the Officer App.

6.0 FOLLOW-UP OF AN ORCA NON-TAPPED CARD

a.   Upon returning to the office, the FEO will follow-up the contact by verifying any relevant information.

b.   The 360 facility log will be checked in cases where the passenger claimed the platform reader was malfunctioning.

c.   Any additional information gained from the follow-up will be noted in command center and/or using the Officer App.

ORCA Cards are unique in that they may have numerous issues related to their use. Not all passengers understand the ORCA system and the FEO will thoroughly educated them on how the system works. It is not sufficient to simply say, "You did not tap." More detailed information will be collected from the investigation of the contact and provided as part of the court packet through notes added in the command center and/or using the Officer App.

7.0 ORCA APPLICATION:

The installed Orca Inspection App is intended for FEOs to inspect ORCA cards on the Link Light Rail and Sounder Commuter Rail. The App is designed to show if a passengers ORCA card was validated properly prior to boarding the LRV or Sounder.

a.   When an ORCA card is presented, the FEO will scan the ORCA card just above the screen with their handheld device.

1.   If the ORCA card was properly validated the screen will display green. The bottom of the screen will also read "ST Light Rail" or "ST Sounder" and a station name. *Example below Left*

3.   If the ORCA card was not properly validated the screen will display red. *Example below Right*

4.   FEOs may also inspect the ORCA cards previous tags, by swiping to the left after inspecting an ORCA card and then swiping to the left displaying the "Ride Log".

5. FEOs may swipe left again to display the "Revalue Log". This will show the last time the ORCA card was loaded with funds or a pass.

6. The ORCA app does not need to be the current active application to inspect an ORCA card. If the handheld screen is unlocked the ORCA app will inspect an ORCA card.
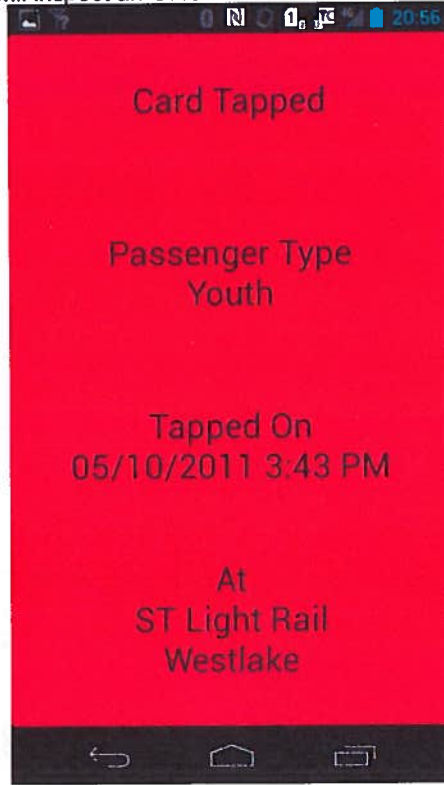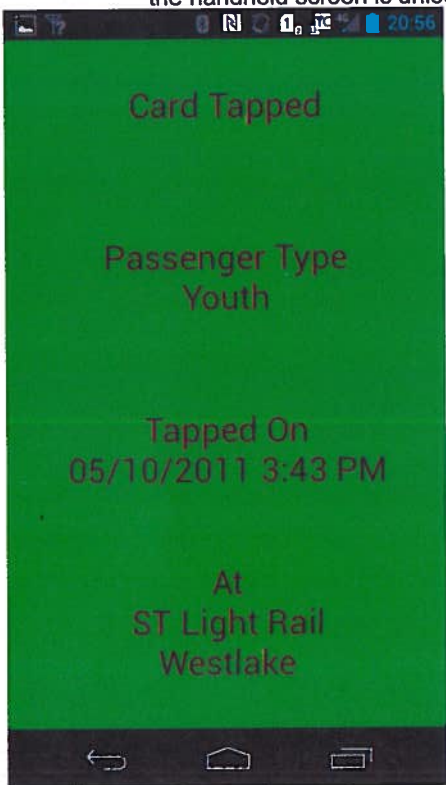
b. The FEO must determine if the ORCA card contains a Pass, Funds, is blocked or is blank (No Funds Loaded). To display the "Card Details", the FEO must swipe to the right after scanning an ORCA Card.

1. ORCA cards loaded with a Pass will display "Business Card Account" Example below Left

2. ORCA cards loaded with Funds will display "Non-Business Account Card" Example below Middle

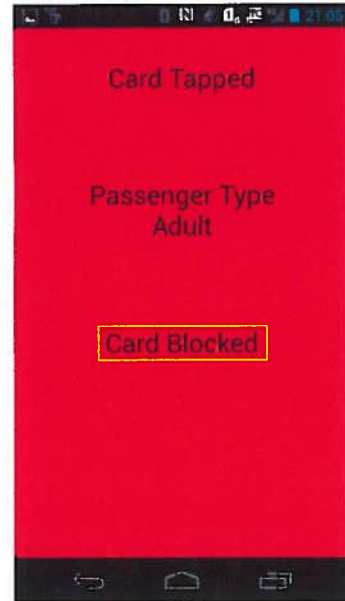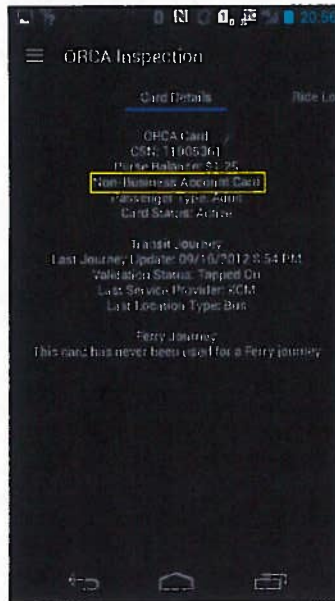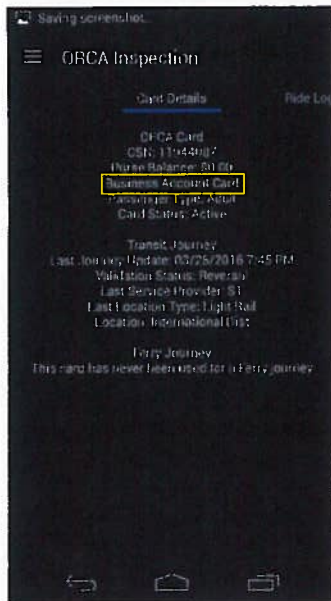3. A blocked ORCA card will display "Blocked" Example below Right

8.0 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.

9.0 SUPERSESSION:

First Edition 02-15-2011, Second Edition 02-28-2013

10.0 EFFECTIVE DATE: 06-01-2017

ISSUING AUTHORITY:

Kenneth Cummins
Director of Public Safety