

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-25 Radio Communication PAGE 1 of 8

Effective: 06-01-2017

Supersedes: First Edition 07/26/2012, Second Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

FARE ENFORCEMENT SOP: RADIO COMMUNICATION

1.0 PURPOSE:

This directive established the Standard Operating Procedure regarding radio communication 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 Enforcement will conduct business while operating a portable radio.

The purpose of this specific SOP is to define the standard procedure for Fare Enforcement Officers to clearly communicate to Central Dispatch, Metro Dispatch and other FEOs.

2.0 SCOPE:

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

3.0 DEFENITIONS:

- a. **FEO** - Fare Enforcement Officer
- b. **SOC** - Sound Transit Security Operations Center
- c. **Slang** - Informal words and expressions that are not considered standard in the speaker's dialect or language
- d. **LCC** - Link Control Center
- e. **County Dispatch/County Air** - King County Metro Radio
- f. **On-View** - The act of informing King County Metro Dispatch of activity for the purpose of opening a call or assignment in the CAD system
- g. **CAD** - Computer Aided Dispatch
- h. **Re-route** - Diversion from previously engaged activity such as a train ride.
- i. **LRV** - Light rail vehicle
- j. **FCR** - Clearing/Final Classification Report
- k. **Handheld** - Panasonic Handheld Tablet FZ-X1; Android based handheld computer.

4.0 AUTHORITY

FCC
Securitas
Sound Transit
King County Sheriff's Office
LCC

5.0 Radio Communication with Central Dispatch - FEO Responsibilities.

- a. All radio communication with SOC will be conducted on channel two (2) "Fare Inspection".
- b. The proper operation of the portable radio is to plan what you want to say before transmitting. Firmly press the transmission button until you hear two quick beeps, (The beeps indicate that the radio is transmitting) state your call sign and a brief request. (e.g. "Sound-Fare 100, 360 report") Once Central acknowledges you, clearly and concisely convey your request or information to SOC.

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-25 Radio Communication PAGE 2 of 8

Effective: 06-01-2017

Supersedes: First Edition 07/26/2012, Second Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

- c. SOC will transmit information by first announcing the call-sign of the FEO they are communicating with (i.e. Sound-Fare 100). The officer should acknowledge Central's transmission by saying, "go ahead," or by repeating their call sign (i.e. "Sound-Fare 100"). Once Central has completed the transmission, the officer should indicate whether or not they received the transmission and provide further instruction if necessary.

Example:

You: Sound-Fare 100, 360 report.

SOC: Sound-Fare 100, go ahead.

- d. Call signs shall be used while transmitting on the radio. Do not refer to dispatchers or officers by name.
- e. All transmissions must be professional and work related. The use of slang is prohibited.
- f. Law enforcement phonetics will be utilized when spelling is necessary in a transmission. The law enforcement phonetic alphabet is listed below.

A- Adam	J- John	S- Sam
B- Boy	K- King	T- Tom
C- Charles	L- Lincoln	U- Union
D- David	M- Mary	V- Victor
E- Edward	N- Nora	W- William
F- Frank	O- Ocean	X- X-ray
G- George	P- Paul	Y- Young
H- Henry	Q- Queen	Z- Zebra
I- Ida	R- Robert	

- g. Once an FEO has been acknowledged by SOC, the FEO has priority on the radio. No other FEOs should interfere or interrupt with the transmission unless there is an emergency or SOC has given the requested information and the priority FEO acknowledges.

6.0 Contacting Link Control Center:

- a. LCC may be contacted on channel ten (10) or via FEO handheld.
- b. FEOs should contact LCC to request permission to cross the rail tracks.
 1. When, in the event of an emergency, it is not possible to contact LCC prior to entering the right-of-way, FEOs shall contact LCC as soon as possible to advise of the right-of-way incursion.
- c. LCC will be notified of any circumstance that has the potential of interrupting the operation of the LRV's.

7.0 Radio Communication with King County Metro Dispatch- FEO Responsibilities

a. Expectations

1. FEOs will sign out a radio from the Fare Enforcement office at the beginning of their shift, and will return it to the charging cradle at the end of their shift. Officers will not take the radio home, or possess it while off-duty except as assigned by management for special details.
2. FEOs are assigned specific radios.

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-25 Radio Communication PAGE 3 of 8

Effective: 06-01-2017

Supersedes: First Edition 07/26/2012, Second Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

3. All radio communication with Metro Dispatch will be conducted on Channel three (3) unless instructed otherwise.
4. Call signs shall be used while transmitting on the radio. Do not refer to dispatchers or officers by name.
5. FEOs will keep their radio with them and at an audible level, at all times through the duration of their shift.
6. FEOs will call into service at the start of their shift and out of service at the end of their shift.
7. FEOs will adhere to the conventional standards of radio conduct. They will attempt to monitor the volume of their radio to prevent persons around them from unnecessarily overhearing radio traffic.
8. Failure to adhere to radio guidelines may result in suspension from KSCO-band radio and ultimately the inability to be an appointed FEO and/or security officer on the Sound Transit contract.
9. The FEO will check the portable radio for functionality prior to and at the end of every shift. If a portable radio is found to be inoperable, it should be reported to a supervisor as soon as possible.

b. Appropriate Communications

1. The following types of exchanges are deemed appropriate and necessary to perform Fare Enforcement duties:
 - a. In-service
 - b. Out of service
 - c. Requests for medical aid, law enforcement, detox or other emergency service
 - d. Advising of conditions or circumstances that may affect the operation of transit services or responding agency's ability to travel to/from a location. (*i.e. traffic accident blocking northbound MLK Way adjacent to the alignment*)
 - e. Disembarking an LRV with a violator (e.g. fare evasion, theft of services, ID assist)
 - f. Other urgent requests that are directly related to the preservation of life or property and are of an emergent nature (e.g. fire, fight, medical emergency)

c. Inappropriate Communications

1. The following types of exchanges are considered inappropriate and should be avoided:
 - a. Banter or otherwise unnecessary chatter.
 - b. Unit-to-unit conversations. This should be handled via channel 3 or by handheld.
 - c. Requests transmitted to the KCSO dispatcher for information relating to a vehicle or person (*i.e. ACCESS-protected information*).

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-25 Radio Communication PAGE 4 of 8

Effective: 06-01-2017

Supersedes: First Edition 07/26/2012, Second Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

d. KCSO Band Reminders

1. It is important to remember that radio frequency is shared by several law enforcement agencies. As such, there is often high-priority traffic being passed. FEOs must remain mindful of this, and exercise caution when seeking to transmit low-priority information, especially during times of crisis or amidst high-priority traffic.
2. Dispatcher checking your status: Use "Code four" if you are alright and you no longer require assistance. If this is the case, inform Metro dispatch that you no longer require assistance. Use "code four at this time" if you have an officer en-route and you still need assistance but are alright. If you are not "code four" follow the "Calling for assistance procedure" in section "h".
3. When a dispatcher instructs you to stand-by, hold your radio traffic until you receive instructions to proceed with your transmission. There may be silence on the radio, but that does not necessarily indicate it is okay to transmit. This may be for an officer safety issue, or the dispatcher may be busy and not available to handle more requests at the time. If you are experiencing an emergency situation that requires immediate attention you should preface your transmission with "priority."
4. FEOs are to refrain from requesting deputies and dispatchers to switch to Metro Tac, and are to never request another FEO to do so.

e. Logging in and out of service

1. All FEOs will call into service at the start of their shift.
2. To come in service, provide the dispatcher with the appropriate call sign followed by "in-service". When acknowledged, state your serial number. Each FEO/team will call in service with a single call sign and each FEOs individual serial number.
3. FEOs will go out of service at the end of their shift. To do this, FEOs will advise the dispatcher of their call sign followed by "out of service" or "10-7".
 - a. FEOs must clear any "on-views" or "reroutes" (as defined in sections "f" and "g") that they have open prior to going out of service.

Example:

When you come in service

You: Sound-Fare 100 in service

Dispatcher: Go ahead (or other acknowledgement)

You: 01234

Dispatcher: Sound-Fare 100 copy (or other acknowledgement)

When you go out of service

You: Sound-Fare 100 out of service (or 10-7)

Dispatcher: Copy (or other acknowledgement)

f. On-View

1. FEOs will on-view normal duties as well as incidents that may occur during their shift.
2. FEOs advising dispatch of an on-view shall use the following format:

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-25 Radio Communication PAGE 5 of 8

Effective: 06-01-2017

Supersedes: First Edition 07/26/2012, Second Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

Beginning a train ride (On-view)

You: Sound-Fare 100 on-view train ride (or other detail, i.e. fire).

Dispatcher: Go ahead (or other acknowledgement)

You: between IDS and Beacon Hill (or other location or pertinent details).

Dispatcher: Copy (or other acknowledgement)

- a. When working in teams of two, FEOs will attach together and operate under one and the same call sign. Follow the below procedure if adding others.

You: Sound-Fare 100 on-view train ride.

Dispatcher: Go ahead

You: between IDS and Beacon Hill Station. Break.

Dispatcher: Go ahead (or other acknowledgement)

You: Attach Sound-Fare 101 to my train ride, and we'll go as Sound-Fare 100.

Dispatcher: Copy (or other acknowledgement)

- b. FEOs will confirm that the FEO they are attaching has cleared his/her previous on-view before attaching them.
 - c. FEOs conducting fare inspections together on one train ride will fall under the same on-view in order to limit confusion in the CAD system.
3. FEOs will update their location each time they enter a new zone.
 4. FEOs will only on-view one zone at a time or specify a modified zone that does not include more than four stations. (i.e. from Mt. Baker Station to Rainier Beach Station)

g. Re-route

1. Any time an FEO deviates from the current task or assignment, the FEO will inform Metro Dispatch that they are re-routing and state the new assignment or task.
2. When providing the location of the re-route, give the station name and direction or other geographical identifiers such as an address or intersection.
3. In emergency situations, it may be necessary for FEOs to give all of the re-route information in one transmission. If this is necessary, try to preface the transmission with "priority" and ensure you are speaking clearly.

When you make contact with a fare violator (or other incident that takes you away from your current detail)

You: Sound-Fare 100, re-route, fare violation (or other specific detail, i.e. fire).

Dispatcher: Go ahead (or other acknowledgement)

You: SODO Station, southbound

h. Requests for police assistance

1. When an FEO is requesting assistance, the level of urgency and type of response needed must be conveyed.
2. The following methods of calling for assistance should be used whenever possible:

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-25 Radio Communication PAGE 6 of 8

Effective: 06-01-2017

Supersedes: First Edition 07/26/2012, Second Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

- a. **Assistance:** Use "assistance" for non-emergent situations that require a law enforcement officer to aid in the completion of basic Fare Enforcement duties. (i.e. identity checks)
- b. **Expedited Back-up:** use "expedite" for situations that appear to be escalating beyond control or have the potential for violence.
- c. **Fast Back-up:** Use "fast back-up" for situations where you need assistance immediately. (i.e. a subject is, or attempting to do harm to you or another person)

When you need law enforcement assistance for identification:

You: Sound-Fare 100, can I get an assist for ID please?

i. Clearing/Final Classification Reporting (FCR)

1. All incidents communicated to Metro Dispatch generate a CAD number and will remain open until the officer clears it with the appropriate FCR code.
2. FCR's consist of an incident classification code, disposition code, and hazard factor code. *The hazard factor code will not be used by FEOs.*
3. Calls shall be cleared in the following manner:
 - a. The primary unit on an incident will advise the dispatcher of the FCR that best fits the incident.
 - b. The FCR is sufficient to clear the event.
 - c. Whenever possible, FEOs should clear incidents before re-routing to a new one.
 - d. The primary unit does not necessarily need to be the unit that initially broadcast the on-view or the reroute. Any unit attached to the detail can clear the detail. They will automatically become the primary unit by doing so.

Clearing a re-route for fare violation

You: Sound-Fare 100, clear

Dispatcher: Go ahead (or other acknowledgement)

You: 630 John or 630 Victor (link) 653 John or 653 Victor (Sounder)

- e. Typically, FEOs will clear an on-view or re-route with one of the following codes:

626: Link Light Rail Unlawful Transit Conduct

627: Station Check

629: Link Light Rail Train Ride

630: Link Light Rail Fare Evasion

650: Sounder Unlawful Transit Conduct

652: Sounder Train Ride

653: Sounder Fare Evasion

- f. If the incident or assignment that the FEO needs to clear is outside of normal duties, the FEO may need to locate the proper code in the King County Sheriff's Office FCR Code sheet or seek assistance from a supervisor.

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-25 Radio Communication PAGE 7 of 8

Effective: 06-01-2017

Supersedes: First Edition 07/26/2012, Second Edition 03/05/2012

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

- g. If the FEO is turning an incident over to a deputy, the FEO will clear by simply saying, "Sound-Fare 100, clear 'X'," or, "Sound-Fare 100, X-ray."

j. Dispositions

1. FEOs should include a disposition with each clearing code. Typically one of the following dispositions can be applied, but not always.

B - Boy: Assistance rendered/assignment completed- no report

J - John: Notice of infraction issues (use for fare violation citations)

V - Victor: Warning given

X - X-Ray: Assisting another unit who took primary (use when you turn a fare violator or other incident over to STPD)

R - Robert: Referred to agency other than KCSO (i.e. medical emergency where victim is handled by EMS, and no deputies arrive to take over from the FEO).

k. Closed Air

1. "BEEP" "BEEP" "BEEP" is an alert tone to get the attention of persons monitoring the King County Metro Air before high priority details, such as a shooting.
2. "BEEP" (10 seconds later) "BEEP" (10 sec later) "BEEP" Closed air tones, deputies are at high priority detail and they are the only ones that are allowed to talk on the closed air. If you hear this and have non-emergency traffic, switch to Metro Tac to talk to the dispatcher.
3. FEOs shall not transmit on closed air unless:
 - a. They are directly involved in the situation or have pertinent information
 - b. They are involved in an unrelated emergency situation
4. The dispatcher will advise when the air is open again.
5. The air may be closed by prior arrangement (e.g. for a special operation) without the air closed tones.
 - a. FEOs shall use the radio in the manner directed County Dispatch or by the on duty King County Sheriff's Office Sergeant.
 - b. This will normally result in operations being conducted on a prescribed channel (either Metro main or Metro Tac specifically).

8.0 Radio Communication –FE Supervisor Responsibilities

1. Supervisors are responsible for the use of the King County Radios by FEOs. Supervisors will monitor the radio communication of the FEOs.
 - a. Supervisors will remove from the air, any FEO who abuses the use of the air, or who refuses to or fails to follow this policy.
2. Supervisors should ensure all radios are in good working order.

SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES

SOP-SEC 10-25 Radio Communication PAGE 8 of 8

Effective: **06-01-2017**

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9.0 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 SUPERSESSSION: First Edition 07/26/2012, Second Edition 03/05/2012

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

ISSUING AUTHORITY



Kenneth Cummins
Director of Public Safety