

**Exhibit J: ST Express Policies and Procedures**

**Includes three documents:**

***Operations***

***Customer Service***

***Fares***



# Operations

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## ST Express Policies and Procedures

Approved by TIG Steering Committee May 2014

A handwritten signature in black ink, appearing to read 'Doug Dill', written over a horizontal line.

Executive Director of Operations

A handwritten date '6-12-14' in black ink, written over a horizontal line.

Date

These ST Express Policies and Procedures are reviewed and updated by the *Operations* Transit Integration Group. There are two other documented ST Express Policies and Procedures: Customer Service and Fares.



## Revision History

**Background:** ST Express Policies and Procedures were formerly 14 separate documents, which made tracking changes and making and approving updates to all 14 documents cumbersome. In January 2014 they were combined into three separate documents according to their ownership TIG subcommittee. The former policies and procedures became major section headings or chapters in the table of contents for Operations and Customer Service documents. Fares had just one policy and procedure and it became its own stand alone document. The matrix below shows the new document organization:

Old Format			New Format	
#	Name	Subcommittee	Name	Subcommittee
1	Customer Comment Process	Customer Service	Operations 1. Emergencies 2. General Operating 3. New Procedures/Revisions/Review 4. Adverse Weather/Snow Plan 5. Sounder Service interruption	Operations
2	Emergencies	Operations		
3	Fares	Fares		
4	General Operating	Operations		
5	Interagency Correspondence	Customer Service		
6	Lost and Found	Customer Service		
7	TTY or TDD Calls	Customer Service	Customer Service 1. Customer Comment Processing 2. Interagency Correspondence 3. Lost and found 4. TTY or TDD Calls 5. 888 Rider Information 6. Free Ride Tickets 7. Publication Review and Distribution Process	Customer Service
8	Transfers OBSOLETE	Fares		
9	888 Rider Information	Customer Service		
10	Free Ride Tickets	Customer Service		
11	New Procedure/Revisions	Operations		
12	Publication Review and Distribution Process	Customer Service		
13	Adverse Weather/Snow Plan	Operations		
14	Sounder Service Interruption Bus Plan	Operations	Fares	Fares

Additionally all staff contact lists that had been embedded in the old polices and procedures were moved to a separate document – one for Operations and one for Customer Service (there were no contact lists for Fares). Contact lists can be updated on an added as needed basis along with the TIG rosters and do not need formal review or approval.

Version	Date Revised	Nature of Change
0	January 2014	See background above. Changes made to “Safe Place” for readability and to “New Procedures/Revisions/Review” to reflect new format and signature required by Executive Director of Operations.



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# 1. Emergencies

Original date issued: 08/18/1999

## Definition of Events

### High Priority Emergencies requiring Sound Transit response:

A High Priority Emergency is defined as any event involving Sound Transit equipment or occurring on Sound Transit property in which:

- A passenger, employee, pedestrian, or member of the public being transported to a medical facility by Fire, Police or EMS with significant injuries and/or hospitalization is probable
- A fatality
- Property damage exceeding \$25,000
- Police response for a felony crime (examples: robbery, arson and drug sales)
- Fire response when there is significant damage to the bus
- Media response

Community Transit, King County Metro, and Pierce Transit will timely notify Sound Transit Bus Operations Manager or designee of any high priority emergency involving Sound Transit equipment or on Sound Transit property. To “timely notify” is generally defined to mean within 15-30 minutes of CT, KCM or PT awareness that an event is a High Priority Emergency.

A preliminary report for a High Priority Emergency must be submitted to Sound Transit Bus Operations Manager or designee the same day, if possible, or no later than 9:00 a.m. the next morning. At a minimum it should include route, location, time, description of incident, description of damage and injuries (if any). Sound Transit staff will review the report and may request follow up. Updates would follow if additional information became available.

### Low Priority Incidents:

A Low Priority Incident is defined as any event occurring involving Sound Transit equipment or occurring on Sound Transit property resulting in:

- A passenger, employee, pedestrian, or member of the public receiving emergency medical services or in which emergency medical services are recommended but refused
- Estimated property damage greater than \$500 but less than \$25,000
- An altercation between passengers on the bus
- Police response for unlawful behavior

CT, KCM, PT will document all Low Priority Incidents in the daily service report log (per section 9.1.2).

## Sound Transit Notification Procedure

Contact Sound Transit’s Bus Operations Manager or designee and briefly describe the emergency:

- |   |
|---|
| <ul style="list-style-type: none"><li>• Emergency phone: (206) 398-5428</li></ul> |
|---|

No further action is needed. It is Sound Transit’s responsibility to alert their staff.





## **2. General Operating**

Original date issued: 08/01/1999

Generally, the partner agency standard operating procedures will apply to Sound Transit services. This section identifies areas that would be an exception to the partner agency standard operating procedure.

### **On-Board Bus Camera Policy**

Some portion of Sound Transit's bus fleet is equipped with a video and audio surveillance system for monitoring both inside and outside the bus. Since these buses are operated by all three partnering agencies, Sound Transit's policy is defer to the specific operating agency's policy.

Sound Transit should be notified of "requests of significance" to view captured video and/or audio recording. Notification should be sent to the Sound Transit Bus Operations Manager by the partners as quickly as possible but no later than 24 hours after receiving the request. Significance is defined similar to a High Priority Emergency (Operating Policy #2 Emergency) and is any event involving Sound Transit equipment or occurring on Sound Transit property in which:

- A passenger, employee, pedestrian, or member of the public being transported to a medical facility by Fire, Police or EMS with apparently significant injuries and/or hospitalization is probable
- A fatality
- Anticipated property damage exceeding \$25,000
- Police response for a felony crime (examples: robbery, arson and drug sales)
- Fire response when there is costly or long-term damage to the bus
- Media response

Requests of significance also includes requests from law enforcement officials and public information requests. Requests from law enforcement agencies should also copy Sound Transit's Chief Security Officer.

### **Safe Place**

KCM and KCM-operated Sound Transit ST buses, participate in "Safe Place," the national network of public and private businesses across the country that provide a connection for young people looking to get help from local youth service agencies. Each KCM and KCM-operated Sound Transit buse will bear a "Safe Place" decal on the exterior of the bus near the front and rear doors. This decal is intended to let youths know that they can board the bus and request assistance.

Once a youth has indicated he or she is in need of some sort of assistance, the operator asks one question, "Are you in immediate danger?" Whether the answer is yes or no, the operator contacts radio control to let them know a youth is on-board requesting assistance. Radio control will have a youth service agency staff member meet the bus en route. The youth need not to pay a fare. The youth may remain on the bus during recovery (layover). If the answer to the question is yes (immediate danger), Radio Control in conjunction with the youth service agency will determine if police assistance is needed. When the youth is met by the youth agency or if the youth leaves the bus before the meet can be made, the operator will contact Radio Control. Operators will not detain youths. Operators will complete an incident report.

PT and CT do not participate in this particular program. However, if a person (youth or adult), boarding a PT or CT operated bus requests assistance or indicates he/she is in danger, CT and PT's policy is for the Operator to contact Comm Center (Dispatch) immediately and to follow instructions.

## **Animals on Board**

Animals are not allowed on the coach unless:

- They are in a container and less than 25 pounds. Animals over 25 lbs which are not service animals should not be transported.
- They are service animals.

Handlers must be in control of service animals at all times; animals must be on leashes.

(As of Sept. 2012, Department of Justice has amended its definition of service animals to include dogs only; Federal Transportation Administration has chosen to remain with the older definition which includes other species.)

Operators may ask if an animal is a pet, but **may not ask**:

- For special identification for a service animal (including wearing a vest).
- About the rider's disability.
- The rider to demonstrate the task which the animal has been trained to perform.

## **Bike and Ride Service**

Sound Transit provides either a two or three bicycle rack secured outside to the front of the bus. This type of rack determines the capacity per bus. With the exception of folding bicycles, bicycles are not allowed inside Sound Transit buses.

- Sound Transit transports only single-seat, two-wheeled, non-fueled bicycles on its vehicles; electric bicycles meeting this criteria can be transported. Oversized, tandem, fueled or solid-wheel bicycles (including motorbikes and mopeds) with or without trailers are not permitted on any Sound Transit bus.
- Limited bicycle rack space is available on Sound Transit vehicles. Sound Transit encourages cyclists to consider parking their bicycles in racks or lockers at transit facilities rather than taking them on the vehicle.
- Bicycle rack space on Sound Transit vehicles is available free of charge on a first-come, first-served basis.
- Bicycles may be loaded or unloaded from any Sound Transit vehicle at any regular stop or station at any time.
- Sound Transit allows folding bicycles within its vehicles with the following limitations:
  - Any number of folding bicycles are allowed inside any Sound Transit vehicle at any time, as long as they are stowed with the passenger, under the passenger's seat.
  - Stored bicycles in the priority seating areas for elderly and disabled riders on any vehicle must be moved to accommodate wheelchairs or passengers who are senior or disabled.

## **Coach Lighting**

All coaches in operation will use headlights at all times.

## **Stopping for Customers**

**Operators must stop at all designated Sound Transit bus zones where customers are waiting to board or wanting to deboard except as described below.** Operators must pick up customers if the coach is stopped partially in the zone, and the rear of the coach is close enough to the curb so another vehicle cannot move between the curb and the coach. Also, operators of the third bus in a zone must make a second stop at the head of the zone.

### **Downtown Seattle (including the SoDo Busway):**

KCM and CT operators must stop at all designated Sound Transit bus zones where customers are waiting to board or wanting to deboard in both the inbound and outbound directions.

*PT operators heading inbound to downtown Seattle do not have to stop at designated stops unless a passenger on-board has pulled the signal requesting to deboard.*

## **Courtesy Stops**

Sound Transit does not allow for courtesy stops and Sound Transit does not operate a night stop program.

## **Emergency Equipment**

All coaches at a minimum are equipped with:

- Fire extinguisher
- Triangles (three)
- Wheelblock(s)

## **Charter Bus and School Bus Operation Policy**

Sound Transit does not operate Charter Bus or School Bus service per FTA regulations 49 U.S.C.5323(d), and 49 CFR Part 604 and 69 U.S.C. 5323(f) and 49 CFR Part 605.



### **3. New Procedures/Revisions/Review**

**Original date issued: 10/07/1999**

The Operations, Customer Service, and Fares ST Express Policies and Procedures will be reviewed and updated as needed no less than every two years.

Contact lists for the ST Express Policies and Procedures will be kept as separate documents so that they can be updated as needed. The contact lists do not need to go through formal review or approval processes.

To submit a new section for an ST Express Policy and Procedure or revise an existing one, obtain the MS Word version from the TIG Coordinator. Work with the subcommittee to come to consensus on language. Enter agreed upon language into MS Word version using track changes, and delete the old "approved by TIG" date. Forward the draft to the TIG coordinator to put on the agenda for final TIG review and approval.

The TIG Coordinator will coordinate the approval process through the TIG and will obtain the signature of Sound Transit's Executive Director of Operations signature once all approvals are received. The TIG Coordinator will email the ST Express Policies and procedures to staff on the distribution list located in the Operations TIG Contacts.



## 4. Adverse Weather/Snow Plan

Original date issued: 10/2004

The policy of ST Express is to support ST's operating partners in providing effective bus service during adverse weather conditions by focusing effort on communicating changes in service to bus passengers. The following policy and procedure is a subset of the Operations Department snow plan and summarizes only the service activities for ST Express and facilities. The plan consists of six phases ranging from preparation to recovery.

### Phase 1 Pre-Season Preparedness

#### *ST Express:*

By October 15<sup>th</sup> of each year, ST Express staff members perform the following:

- Review each partner's current Inclement Weather Plan
- Transcribe KCM run cuts into specific ST trip eliminations
- Make initial contact with partner agencies to review plans with particular attention given to communications protocols including a review of contact numbers
- Review implementation strategy with ST Customer Service Manager and External Communications staff
- Test home access for any Duty Officer personnel to ensure that all have ability and knowledge of login procedures from home.

#### *Facilities:*

Annual preparations for winter weather will begin September 1st and be finalized by October 31st. During this phase, the Director of Facilities and Asset Control shall assign the Plan's single point of responsibility for the implementation of the Plan. Additionally:

- Needed supplies, tools, and equipment will be procured and staged at the locations designated in the Plan
- Maintenance on equipment will be performed to ensure all is in good working condition. Training of staff on the proper use of the equipment will be conducted as needed during this preparation phase
- Facilities Maintenance staff will coordinate response plans and set forth performance expectations with contracted service providers for snow removal and winterization activities
- Roles, responsibilities, and communication protocol will be reviewed with Facilities Maintenance staff to ensure effective response during an event

### Phase 2 Snow Alert (24 Hour Notice)

#### *ST Express:*

On the eve of an approaching event, approximately 24 – 36 hours prior ST Express staff will:

- Monitor KCM weather hotline (206-263-3441)
- Identify the Public Information Officer (PIO) and Customer Service Duty Officer (CSDO) for the event for each of the partners and for Sound Transit
- Contact PIOs and CSDOs early to:
  - exchange personal contact information
  - coordinate route information release time
  - review each route for foreseeable changes
- Warn public to expect unannounced delays in service
- Draft initial Route Information Matrix and issue to Customer Service for web publishing and Call Center reference



- Ensure the ST Express Ops Duty Officer has access to ST email/internal communications by home access or by having an ST issued laptop with him/her at all times

***Facilities:***

Customer Facilities staff will:

- Monitor weather forecast.
- E-mail weather forecasts to Facilities, Security, and Station Agents during periods when freezing temperatures may be expected.
- Alert the Facilities Project Manager as to any forecasted adverse weather conditions that constitutes a reason to activate the plan.
- Maintain and enter data into facilities report log.
- Assess pending situation and activate plan as needed.
- Contact and coordinate with KCLR to ensure appropriate response measures are taken at all Central Link facilities.
- Review their individual responsibilities and ensure that equipment and supplies are ready to implement the plan.

**Phase 3 Snow Alert (8 Hour Notice)**

***ST Express:***

On the eve of an approaching event (approximately 8 hours prior), ST Express Bus Operations Duty Officer will contact partner agencies to review actions expected from Sound Transit.

***Facilities:***

Customer Facilities staff will:

- Continue to monitor weather forecast
- E-mail weather forecasts to Facilities, Security, and Station Agents during periods when freezing temperatures may be expected.
- Activates as needed:
  - **Level One: Frost and/or ice and no snow** - De-icer will be applied to entire platform surface, ADA and pedestrian walkways to a width of 5', and parking lots as needed.
  - **Level Two: "Winter Storm Warning" issued by National Weather Service** - This escalates the status to expected arrival of a significant weather event that has the potential to disrupt our ability to provide service within the next 12 to 24 hours. The Customer Facilities Duty Officer will update Facilities, Security and Station Agents.

**Phase 4 Snow Event**

***ST Express:***

Regardless of its intensity, as inclement weather develops, the following procedures should be followed throughout the duration. The primary objective of ST Operation's staff during the event is to coordinate and consolidate service information from partner agencies and pass that information along to Customer Service, ST PIO and all other necessary personnel in regular updates in a prescribed format. The primary format is the ST Express Service Interruption Form (see attached). This form is an on-going detail of the current status of all ST operated routes. Information contained on it will be directly published to the internet and provided to customer service representatives in order to respond to telephone questions.

- Early morning partner briefings:

- KCM's adverse weather hotline should be consulted at 3:30 AM and re-checked as directed from the previous check-in.
  - CT will issue hourly status reports via email throughout the course of the event.
  - PT will conduct telephone briefings starting at 3:30 AM to review current status and the day's outlook.
- On-going partner briefings:
    - KCM will schedule regular updates via the adverse weather hotline;
    - CT will issue hourly emails throughout the event;
    - PT will schedule conference calls at regular intervals and call in to pinpoint specific issues that require immediate attention.
- **KCM** - When snow is predicted to accumulate greater than 1 inch or is actually falling across all or portions of the service area and temperatures are predicted to be at 34°F or lower, actions that affect ST operations are likely to include:
    - Implementation of snow routes on some or all services.
    - Additional trips cut from service, system wide.
    - All buses are chained.
    - Some routes are cancelled (depending on specific conditions).
    - Service on Routes 555 and 556 is supplemented by chained shuttles between Issaquah and the Issaquah Highlands PNR.
- **CT** - Because of the existence of a weather convergence area in much of CT's service area, weather conditions throughout Snohomish County can be very different from those in the remainder of ST's service area. Therefore, it is not unusual for emergency conditions to exist in CT's service area and nowhere else in the region.
    - Because of the relatively few ST services operated by CT, operating conditions are reviewed on a route by route basis and individual modifications are made as specific conditions warrant. The final decision is made in collaboration with CT, First Transit personnel and ST Express Operations staff.
- **PT** - Upon consultation with Sound Transit Bus Operations personnel, PT will implement a shuttle based service in Seattle for all ST services. This strategy incorporates the use of chained 40' buses operating along normal bus stop locations served by PT operated services with the use of 45' high capacity coaches limited to freeway travel. Passengers are transferred between the two coaches at pre-determined locations.
- All route data should be compiled on the ST Express Service Interruption Form and forwarded to the Customer Service Duty Officer and PIO before 4:00 AM. Check in with the Customer Service Duty Officer via telephone shortly after sending the email to confirm receipt.
  - *If any partner is going to substitute a Sunday schedule, confirm which routing they intend to use; Sunday routing may be different than weekday routing.*
  - *Communication to passengers should include to not only expect delays, but to expect overcrowding. Where practical, passengers should be directed to Sounder services or Link services which will likely not be affected.*
  - *Thinking 24 hours ahead is critical, especially for early morning services. In a bad event early morning pull-outs may be hampered by a lack of operator availability and not by bad road*

*conditions. Craft an appropriate message to explain that roads may have improved, but buses may still not get out on schedule.*

**Facilities:**

Customer Facilities staff will:

- Continue to monitor weather forecast.
- E-mail weather forecasts to Facilities, Security, and Station Agents during periods when freezing temperatures may be expected.
- Implement as needed:
  - **Two inches or less of snow, single day event:**  
Accessible paths will be cleared on platforms and pedestrian walkways, and de-icer applied. For Sounder platforms, a 10 foot pathway is to be cleared including the yellow caution line and welcome mats. All other accessible pathways and pedestrian walkways are to be cleared to a width of 5 feet. Parking lots will be plowed and sanded as needed.
- Manage each facility in the following level of priority:
  - Sounder Stations
    - Boarding Platforms
    - ADA accessible routes
    - Surface Lots
  - Transit Centers (as resources are available): Partner agencies who typically receive field reports may send requests for specific locations to be priorities and Sound Transit will attempt to meet these needs depending on staffing availability.
    - ADA accessible routes
    - Boarding platforms
    - Surface lots
  - Parking Garages
    - ADA accessible routes
    - Boarding platforms
    - Surface lots
  - Union Station
    - ADA accessible routes (including Weller St Bridge)

**Phase 5 Snow Event (Sustained)**

***ST Express:***

- **KCM** - when snow accumulates greater than four inches across the service area and temperatures are predicted to be at 34°F or lower or snow is on the ground county-wide and multiple days of snow on the ground are predicted. Actions that affect ST operations include:
  - KCM operates a significantly reduced level of service on core trunk and life-line routes that includes some ST routes.
  - This may last several days as conditions dictate.
- **PT and CT** – will continue to operate as in Phase 4 without any further pre-planned reductions in service.

- Briefings: Briefing will continue as described in “Phase 4 Snow Event”.

***Facilities:***

For any accumulation of snow, multi-day event:

- Accessible paths will be cleared and maintained on platforms and pedestrian walkways throughout the event.
- De-icer will be applied as snow is cleared. For Sounder platforms, a 10 foot pathway is to be cleared including the yellow caution line and welcome mats. All other Accessible pathways and pedestrian walkways are to be cleared to a width of 5 foot.
- Parking lots will be plowed and sanded throughout the event.
- Special care will be taken to prevent accumulations of ice, e.g. clearing standing water to prevent re-freezing from occurring.

For any combination of snow and/or ice that results in conditions that cannot be mitigated during the event due to inadequate resources and/or excessive risk exposure to staff and the general public Facilities Maintenance will make recommendations for closure of facilities.

**Phase 6 Recovery (Post-Snow Event)**

***ST Express:***

As the event clears ST Express Staff will coordinate a return to service stand-down with all three partner agencies and communicate that strategy to ST Customer Service.

Soon after the event clears and operations return to normal, all three partner agencies will prepare an event review analysis. These reports should be incorporated into ST’s post event lessons learned. This post event analysis establishes a record of how to properly handle future events by building upon past experience.

***Facilities:***

Immediately following a winter weather event, conditions in affected areas will be assessed and appropriately addressed. Obvious hazards will be communicated to the Safety and Security Department. Any damage that impacts service will be communicated to the appropriate department head. During the recovery phase, supplies, tools and equipment will be inspected, repaired, or replenished and returned to its designated staging area in preparation for the next event. Facilities Maintenance staff will debrief and make recommendations for any needed changes to the plan for improved effectiveness.

After the winter season, the assigned Facilities Project Manager will conduct a post season meeting.

Topics covered shall include:

- Lessons learned, updates to the plan and accomplishments
- Restoration efforts including any repairs, clean up, or other forms of response to be coordinated by the Facilities Maintenance Department.



## 5. Sounder Service Interruption Bus Plan

Original date issued: 06/22/2000

### 1.0 Overview

Occasional interruptions of Sounder commuter rail service may occur due to mudslides, accidents, or mechanical problems. The Sounder Duty Officer is responsible for determining the level of response needed for a Sounder service interruption. For Sound Transit's internal communications, that response is categorized into three levels:

Level 1 – Minor Service Delays potentially less than 10 minutes.

Level 2 – Significant Service Delays potentially more than 10 minutes but less than 75 minutes.

Level 3 – Major Service Disruptions potentially more than 75 minutes or severely impacting service schedule.

Partner agencies will typically be contacted for Level 2 and Level 3 service interruptions to a.) be aware of overload potential on existing routes, b.) provide additional service on existing routes, or c.) provide bus bridge services for Sounder passengers.

### 2.0 Responsibilities During a Sounder Service Interruption

#### 2.1 Sounder Duty Officer

When Sound Transit determines a significant service interruption response is required, the Sounder Duty Officer will:

##### 2.1.1 Contact BNSF operations managers to determine:

- The time and location of the incident
- The nature of the incident
- The probable duration of the disruption
- Actions BNSF is taking to resolve the issue
- Nature and extent of injuries (if applicable)
- Emergency response measures and status

2.1.2 Contact the appropriate internal staff through use of Command Post email or Command Post Staff email depending on the level of the event.

2.1.3 Make follow-up phone calls to the duty officers for ST Express Bus, Customer Service, Customer Facilities, and Media Relations, as needed, and to Sound Transit executive leadership, as needed.

#### 2.2 ST Express Duty Officer

The ST Express Bus Duty Officer will ascertain the level of response needed from the partner agencies. The ST Express Bus Duty Officer will then contact the partner agency in whose district the interruption is occurring and will:

- Inform the Communications Center of possible overload conditions on existing routes, or
- The need for addition service on existing routes, or
- The need for a bus bridge

### **2.3 Partner Agency**

The partner agency will inform Sound Transit within twenty minutes of the request whether it will provide any of the service requested.

### **3.0 Bus Bridge Protocol**

In the event that a bus bridge is needed, the ST Express Bus Duty Officer will provide the partner agency's Communications Center staff with the agreed upon information as defined in Attachment A. If the partner agency declines to provide the service or can only partially meet the request, then Sound Transit will contact other agencies for assistance. If a partner agency agrees to provide some or all of the requested service, it will:

- Arrange for its designated lead to meet the Sound Transit and/or BNSF representative at the location of the event
- Provide the name, pager/c-phone number of the partner agency lead and estimated time of arrival to the Sound Transit lead
- Notify its internal customer service and media relations staff
- Contact ST Express Bus Duty Officer if no contact has been made and they think some level of coordination is needed.

All parties understand that the BNSF representative will determine what activities can/cannot occur on BNSF property; the transit partner representative will ensure that all buses meet ADA accessibility requirements and determine where the buses can travel; and the ST Express Duty Officer will facilitate the discussion.

Once the ST Express Bus Duty Officer has determined when and where a bus bridge is possible, Sound Transit, BNSF and partner agency representatives will discuss and agree upon the following:

- Procedure and location for loading passengers onto buses; and
- Route to be used by buses to and from the incident location.

### **3.1 Sound Transit Media Protocol**

The Sound Transit Media Relation's staff (PIO) will:

- Contact the media to provide information about the event requests
- If necessary go to the event scene and be the agency spokesperson
- Contact partner agency's media staff when coordination is needed and/or to discuss information requests
- Use the current media operating procedures
- Coordinate with the Sound Transit designated lead at the scene
- Coordinate with internal customer services staff as needed

### **3.2 Sound Transit Customer Services Protocol**

Sound Transit customer services staff will:

- Issue Rider Alerts
- Update customer information sites
- Coordinate with media staff

### **3.3 Sound Transit Facilities Station Agent Protocol**

Sound Transit station agent supervisors will:

- Communicate with the Customer Facilities Duty and station agents, relaying updates as needed to both station agents and to the Customer Facilities Duty Officer
- Provide additional support to agents on scene as needed

Sound Transit station agents will:

- Communicate changes at the station to the station agent supervisors and to the Customer Facilities Duty Officer
- Inform riders of the situation and continue to provide updates as received
- Assist riders with alternative bus connection services
- Assist in directing partner agencies to bus staging and loading areas
- Direct riders to back-up bus services
- Implement crowd control

### **3.4 Transit Partner Call Protocol**

The partner agency's Communications Center staff is responsible for their internal communications per their procedures. The Partner Transit Agency Contact List is included for their use in the Operations TIG Contacts for ST Express Policies and Procedures.

### **3.5 Incident/Training Debriefing**

After an incident or training, a debriefing may take place where the participants can discuss facts and observations. Sound Transit staff will coordinate and facilitate the debriefing.

### **3.6 Operations TIG Committee**

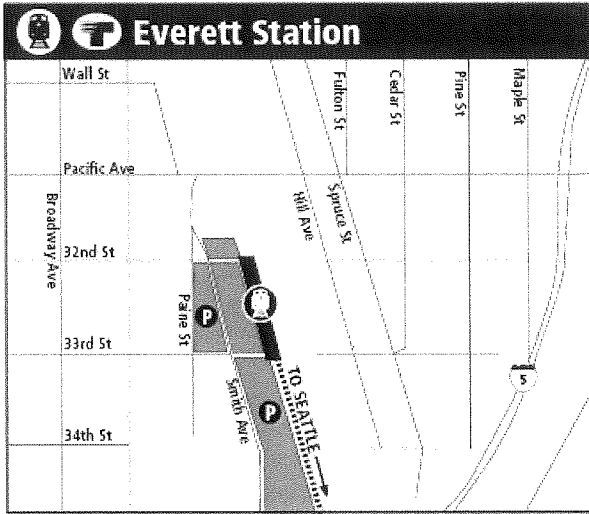
The Operations TIG Committee will review and update the operating procedures as needed.

### **3.7 Information provided by Sound Transit**

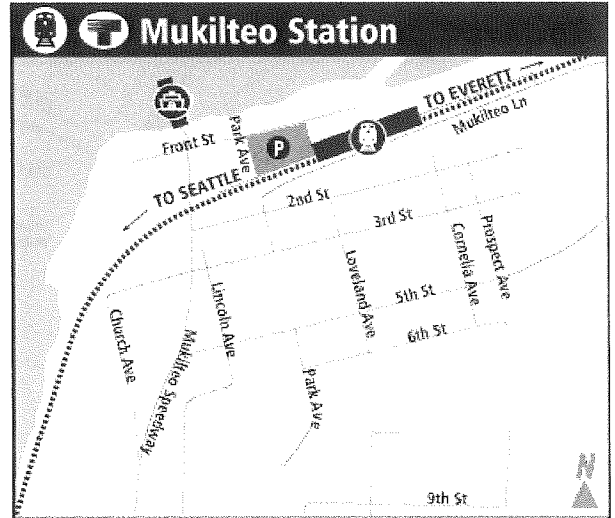
Sound Transit will provide maps and locations of stations to the partner agencies.



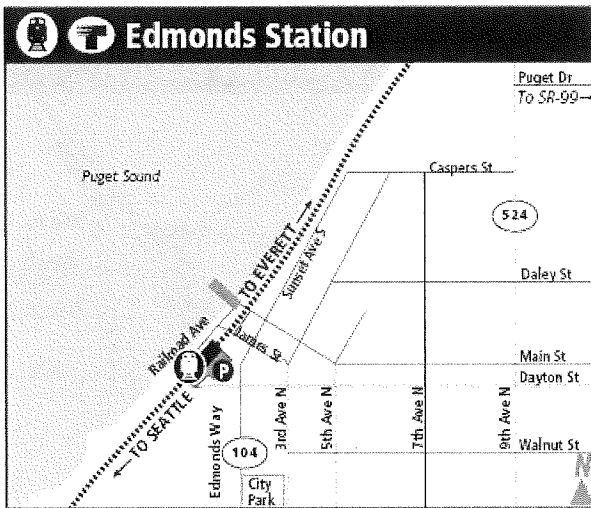
3201 Smith Ave., Everett, WA



920 1<sup>st</sup> Street, Mukilteo, WA



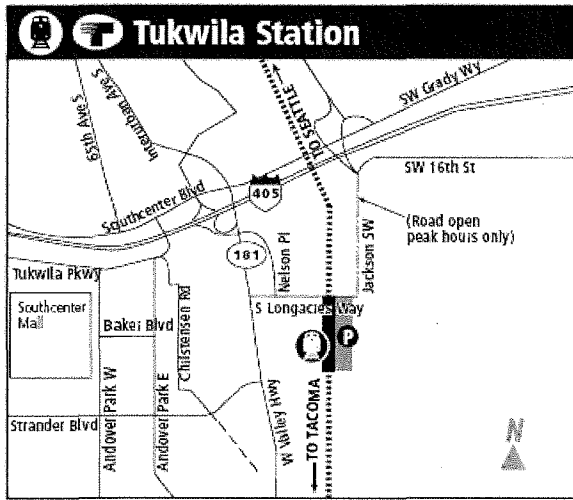
211 Railroad Ave., Edmonds, WA



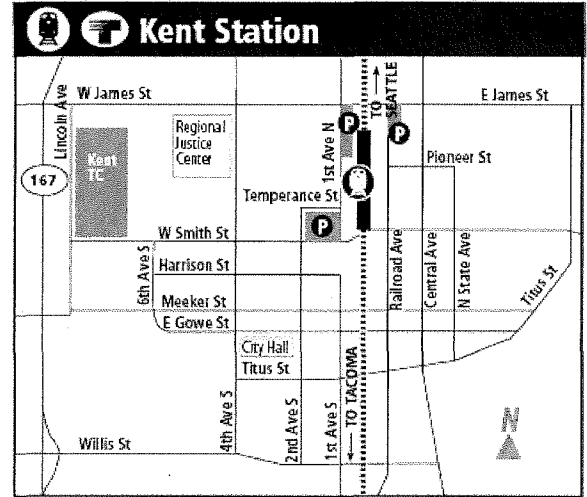
301 South Jackson St., Seattle, WA



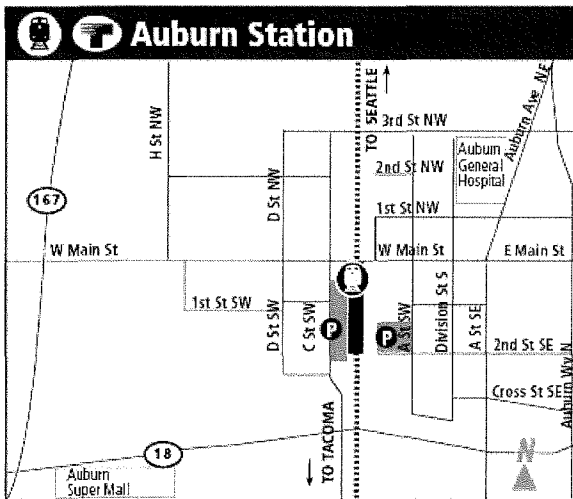
7301 South 158th Street, Tukwila, WA



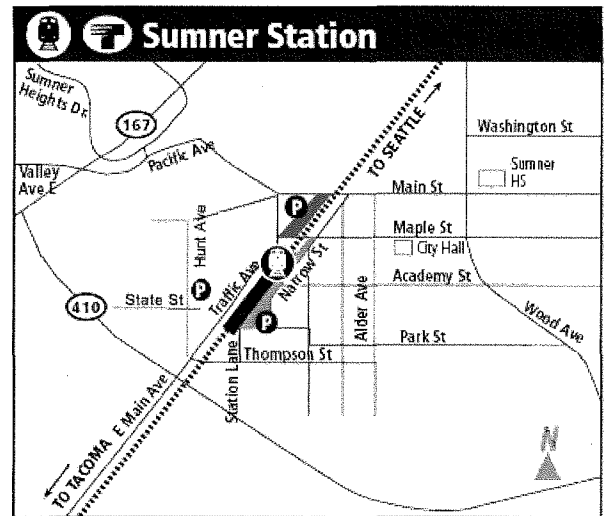
301 Railroad Ave., Kent, WA



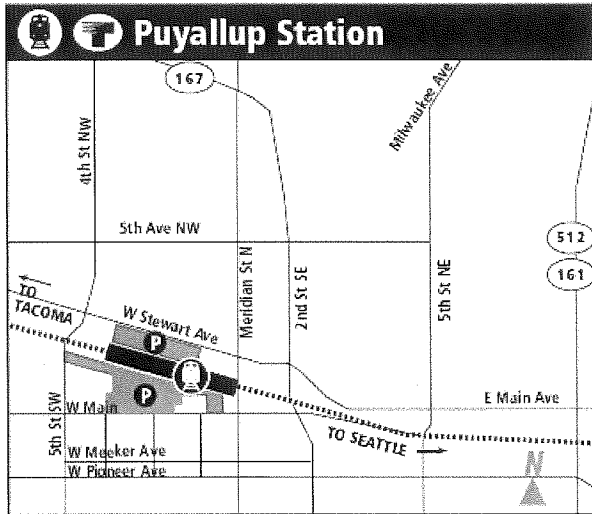
3 A Street SW, Auburn, WA



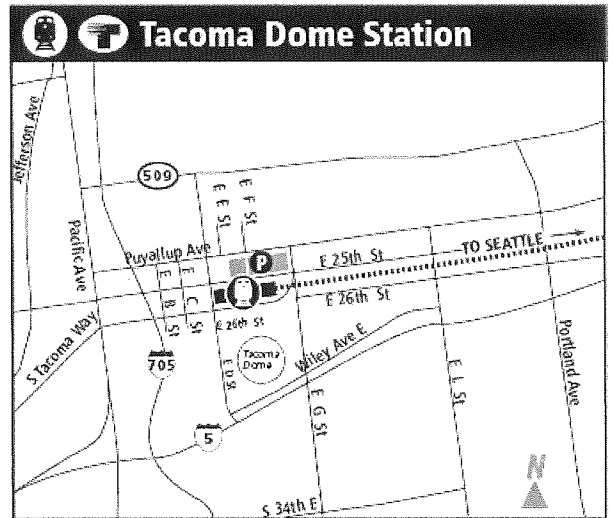
810 Maple Street, Sumner, WA



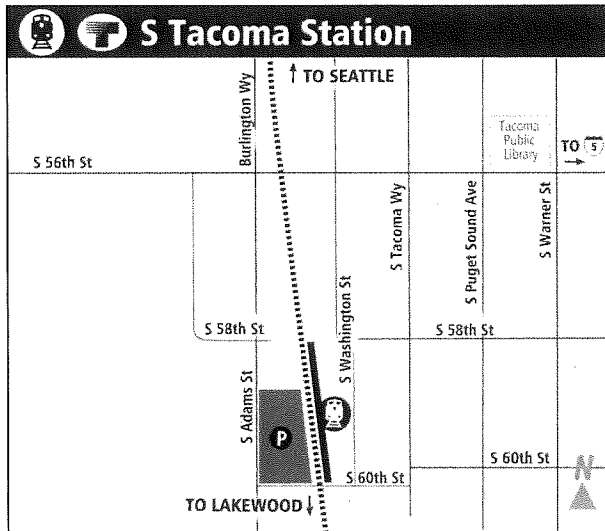
131 West Main Street, Puyallup, WA



424 East 25<sup>th</sup>, Tacoma, WA



5650 S. Washington St., Tacoma



11424 Pacific Highway SW, Lakewood



**Attachment A: Information about Service Request**

**The following information will be provided to the partner agency Communications Center by Sound Transit when requesting services:**

1. Nature of the incident (accident, flood, mechanical trouble, etc):
2. Location of the incident (cross streets if available):
3. Approximate number of passengers needing transportation:
4. Name of the person making the request and the call back number:
5. Name of the contact person at the scene, c-phone number and where the person will be:

***Optional Information:***

1. Location to where the customers are to be transported?
2. Any special instructions for the partner agency:
3. Locations where customers might be besides the incident scene:

Time of the call: \_\_\_\_\_ Date: \_\_\_\_\_

Person taking call: \_\_\_\_\_



# Customer Service

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## ST Express Policies and Procedures

Approved by TIG Steering Committee June 23, 2015

  
\_\_\_\_\_  
Executive Director of Operations

7/1/15  
\_\_\_\_\_  
Date

These ST Express Policies and Procedures are reviewed and updated by the *Customer Service* Transit Integration Group. There are two other documented ST Express Policies and Procedures: Operations and Fares.



## Revision History

**Background:** ST Express Policies and Procedures were formerly 14 separate documents, which made tracking changes and making and approving updates to all 14 documents cumbersome. In January 2014 they were combined into three separate documents according to their ownership TIG subcommittee. The former policies and procedures became major section headings or chapters in the table of contents for Operations and Customer Service documents. Fares had just one policy and procedure and it became its own stand alone document. The matrix below shows the new document organization:

Old Format			New Format	
#	Name	Subcommittee	Name	Subcommittee
1	Customer Comment Process	Customer Service	Operations 1. Emergencies 2. General Operating 3. New Procedures/ Revisions/Review 4. Adverse Weather/Snow Plan 5. Sounder Service interruption	Operations
2	Emergencies	Operations		
3	Fares	Fares		
4	General Operating	Operations		
5	Interagency Correspondence	Customer Service		
6	Lost and Found	Customer Service		
7	TTY or TDD Calls	Customer Service		
8	Transfers OBSOLETE	Fares		
9	888 Rider Information	Customer Service		
10	Free Ride Tickets	Customer Service		
11	New Procedure/Revisions	Operations		
12	Publication Review and Distribution Process	Customer Service		
13	Adverse Weather/Snow Plan	Operations		
14	Sounder Service Interruption Bus Plan	Operations	Customer Service 1. Customer Comment Processing 2. Interagency Correspondence 3. Lost and found 4. TTY or TDD Calls 5. 888 Rider Information 6. Free Ride Tickets 7. Publication Review and Distribution Process	Customer Service
			Fares	Fares

Additionally all staff contact lists that had been embedded in the old policies and procedures were moved to a separate document – one for Operations and one for Customer Service (there were no contact lists for Fares). Contact lists can be updated on an added as needed basis along with the TIG rosters and do not need formal review or approval.

Version	Date Revised	Nature of Change
0	January 2014	See background above. Policy 10 Free Ride Tickets was rewritten for clarity but the policy itself did not change.
1	June 2015	Updates to Section 3 Lost and Found. Sat., Sun., and holiday info will be available by 1 p.m. instead of noon next service day. KCM matrix was updated to reflect current practice.





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# 1. Customer Comment Processing

Original date issued: 08/18/1999

Sound Transit customer comments received by participating agencies will be processed using the following guidelines. This process shall be applied to all commendations, complaints, and service requests received regarding any route, trip, or facility operated or supported by Sound Transit. The trip/route or facility may be operated or maintained by Community Transit, Everett Transit, King County Metro, or Pierce Transit. This process is applicable to all forms of communication: telephone calls, e-mails, letters, faxes, and in-person contacts.

Any customer comment received by a partner agency that requires a policy decision or an explanation from Sound Transit will be forwarded to the Sound Transit Customer Services Supervisor. Sound Transit will respond to all policy questions. If the partner agency is uncertain whether the question requires a response from Sound Transit, the partner agency will contact the Customer Services Supervisor to discuss the issue. When Sound Transit responds to a comment forwarded by a partner agency, a copy of the response will be sent to that partner agency.

Please refer to 2. Interagency Correspondence for additional information.

## Routine Comments

These are non-emergency issues such as commendations, discourteous conduct, late operation, shelter location, and litter at a zone.

1. The agency follows existing agency procedures when processing comments expressed about a route, trip, or facility operated or maintained by the agency receiving the comment and routine comments regarding federally mandated accommodations such as stop announcement or lift operations.
2. The agency includes the item in its monthly report to Sound Transit.

## Interagency Comments

These are routine comments received by one participating agency that are applicable to another participating agency (i.e. Pierce Transit receives a call regarding ST Route 550, a route operated by King County Metro for Sound Transit).

1. Politely explain that a different agency is responsible for the service and offer the toll-free phone number for a connection to that service.
2. If the caller insists that the information be taken, regardless of agency, send an email or complete an Interagency Transmittal Form with available information and email to the appropriate agency, identified in Partner Agency Contacts list.

Obtaining and relaying accurate information in a timely manner is essential to the success of this process. Agencies will provide information as it is/was relayed to them by the customer or person making the contact. It is incumbent upon the responsible (receiving) agency to re-verify the information relayed to them.

### **Urgent/Red Flag Comments**

These are time sensitive or critical concerns expressed by a customer such as the report of an employee, while on duty, using or suspected of being under the influence of drugs or alcohol; the report of a threat from a driver toward a passenger; or the report of an assault by a driver toward a passenger.

ADA related comments require contact within 24 hours. These are comments from a customer with a disability regarding harassment, action by the operator such as routinely being passed up or accessible equipment not working.

Due to the nature of urgent/red flag comments, follow existing agency procedures and inform the Sound Transit contact listed below. For ADA issues contact Michael Miller or his designee within 24 hours from the receipt at the agency. These time sensitive or critical concerns require immediate notification.

### **Disability Civil Rights Complaints**

In the event a partner agency receives a formal disability-related civil rights complaint about Sound Transit services or facilities from a local, state or federal agency, the partner agency will immediately contact Sound Transit. If the complaint is solely about Sound Transit services or facilities, Sound Transit will take the lead in responding to such complaints. The partner agency will participate by investigating the complaint and providing Sound Transit with a detailed response to the allegations. If the complaint involves services provided by both the partner agency and Sound Transit, both agencies will work cooperatively to investigate and provide a formal response (joint or separate, as appropriate) to the civil rights agency.

### **Risk Management Comments**

These are comments involving a claim for damage or injury. Follow existing agency procedures and inform the Sound Transit contact as soon as possible.

## 2. Interagency Correspondence

Original date issued: 08/18/1999

Correspondence received and/or generated by Sound Transit and/or partner agencies will be processed using the following guidelines. This process shall be applied when a written acknowledgment to a letter, e-mail message, or fax is required or appropriate.

### E-Mail Message and Letter Responses

Sound Transit and partner agency staffs are expected to respond to customers by email or letter, when appropriate, as soon as possible but no longer than 10 days from the receipt at the agency. If a customer response letter cannot be sent within the 10 day period, the response time can be extended using an interim response (letter) to the customer.

King County Metro will respond within 21 days from the receipt at the agency, but will attempt to respond to customer comments at their earliest opportunity. If a customer response letter cannot be sent within the 21 day period, the response time can be extended using an interim response (letter) to the customer.

When responding to customer concerns, Sound Transit and partner agency staff may choose to use the generic response, offer a routine or specialized response, or refer the e-mail/letter to a Sound Transit point of contact for response, as appropriate.

- When a definitive answer to a customer concern is not required or may not be available for an extended period of time, the generic response may be used to assure the customer their concern has been documented and that appropriate action is/will be taken. For example, a customer has sent an e-mail commending an employee or expressing concern about a future plan and the question may not be immediately answerable.
- If the generic response is used as an interim reply, ensure that the need for a follow-up reply is noted in your tracking system and forwarded to the customer in a timely manner.
- In some cases, providing a routine or specialized response may be appropriate. When doing so, follow existing agency guidelines and coordinate the response between agencies, as required, using the attached sample Interagency Transmittal Form as a guide for essential details to include.
- If the receiving agency is unable to provide a response and/or a response directly from Sound Transit staff or a partner agency is deemed appropriate, forward the e-mail requiring a response to the appropriate agency including essential details noted on the attached sample Interagency Transmittal Form.
- When e-mail is received from an official (i.e. member of County Council), process the concern following current agency guidelines. If it appears that several persons (internal or external to your agency) have been copied on the e-mail, inform the others that you are taking the lead and will respond, copying your response to each. Please ensure that your partner agency counterpart(s) is/are informed of the concern as soon as possible.

\* At Sound Transit, specialized letters will be documented in the Sound Transit customer comment tracking database (CRM) and assigned a tracking number, point of contact, etc.

\* The Sound Transit Customer Services Supervisor or Senior Customer Service Representative will assign and monitor due dates for correspondence received by Sound Transit.

Draft letters will be provided to/from internal sources or partner agency using the format/template provided by Sound Transit and e-mailed whenever possible to eliminate unnecessary printing and time delays. See the attached example for a typical response.

Upon approval, final letter will be signed by partner agency on behalf of Sound Transit. To avoid confusion, responses should indicate that, as a partner agency, you are responding on behalf of Sound Transit. Sound Transit will receive copy.

**Routine letters** are sent to customers in response to a letter, telephone call, e-mail, or fax that addresses non-sensitive routine items. The coordination of the response with another agency is not required for routine letters, but the customer has indicated that a formal response is expected. Use the above guidelines for preparing and finalizing these letters.

**Specialized letters** are sent to customers in response to a letter, telephone call, e-mail, or fax, and internal or external coordination is required to complete the reply. These letters will usually address, but are not limited to, sensitive, urgent, and non-routine items, and the writer has indicated that a formal response is expected. Use the above guidelines for preparing and finalizing these letters.

SAMPLE Interagency Transmittal Form

Below is a sample form for recording and transmitting customer comments on Sound Transit Service and Facilities.

Click or tab to the shaded areas to enter all available details received from the caller.

The customer's address and/or phone number are essential, as additional information may be required.

From: (check one)

Community Transit	<input type="checkbox"/>
Everett Transit	<input type="checkbox"/>
Kitsap Transit	<input type="checkbox"/>
Metro Transit	<input type="checkbox"/>
Pierce Transit	<input type="checkbox"/>
Sound Transit	<input type="checkbox"/>
WSF	<input type="checkbox"/>

To: (check one)

Community Transit	<input type="checkbox"/>
Everett Transit	<input type="checkbox"/>
Kitsap Transit	<input type="checkbox"/>
Metro Transit	<input type="checkbox"/>
Pierce Transit	<input type="checkbox"/>
Sound Transit	<input type="checkbox"/>
WSF	<input type="checkbox"/>

Received

Comment Taken By			
Date of Contact			
Time of Contact			
Via:(check one)	Telephone	Letter	In Person
	<input type="checkbox"/>	<input type="checkbox"/>	
	Fax	Email	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	

Customer Information

Name			
Address			
City		State/ZIP	
Phone (home)			
Phone (work)			
E-mail			
FAX			

Incident Details

Incident Date	
Incident Time	
Incident Location	
Direction of Travel (Caller)	
Direction of Travel (Bus)	
Route #	
Vehicle #	
Driver Description	
Reply Requested (Y/N)	

Customer's Statement

--





### 3. Lost and Found

Original date issued: 08/18/1999

Lost and found items for Sound Transit ST Express bus service will be managed regionally and all partner agencies will handle Sound Transit lost and found items in their usual manner. Sound Transit is responsible for handling items found on Sounder commuter rail. However, King County Metro will update the Lost and Found database daily for items found on Central Link trains and Pierce Transit will handle items found on Tacoma Link light rail per the Tacoma Dome Station Agreement. Items found at bus platforms of joint facilities such as Sounder Stations (Sumner, Puyallup, Auburn and Kent) and the Federal Way Transit Center may be handled by the local agency.

Each partner agency will update their lost and found data per agency guidelines. Note that Community Transit does not use a database for lost and found items. The information for Saturday, Sunday and holidays will be available by 1 p.m. on the next service day.

#### General Procedure – St Express Bus

A customer who has lost an item contacts an agency.

If the item the customer lost was on ST Express Bus service provided by another agency, the agency taking the call provides contact information for the other agency to the customer, including the location, hours of service and telephone number. See the Customer Service Contacts list for Lost and Found Routing Contacts.

At times, the agencies may agree, due to the circumstances, that they will assist in the retrieving of the item and will determine what those arrangements will be.

#### Procedures for Emergencies or for Items of Significant Value

During the regular business hours of a partner agency you are trying to contact, do the following:

- First step: Call the partner agency contact listed on the Lost and Found Routing matrix above.
- Second step: If unable to reach the partner agency contact, call the partner agency Communications Center whose number is listed on the following page.
- The agencies will make arrangements for the item exchange with the customer and provide whatever assistance they deem necessary.

#### Partner Agency Communications/Control Center/Dispatch Phone Numbers

It is agreed among the partner agencies that the Communications Center contact numbers are confidential and for internal use only. They are not to be given out to non-agency staff.

<u>Agency</u>	<u>Telephone Number</u>
Community Transit Communications Control Center	(425) 348-7155
Everett Transit Scheduler's Office	(425) 257-8984 or pager (425) 388-2137 (after hours emergency calls to ET Route Inspector)

Pierce Transit Communications Center  
 King County Metro Communications Center

(253) 581-8109  
 (206) 684-1705

5. The agency will make arrangements for the item exchange for the customer and provide whatever assistance they deem necessary.

In order to provide customers with basic lost and found process information for a partner agency, the following matrix is provided as an overview of partner agencies Lost and Found processes.

**Lost and Found Matrix**

<b>Process</b>	<b>CT</b>	<b>KCM</b>	<b>PT</b>
Questions for caller	<ul style="list-style-type: none"> <li>when did loss occur</li> <li>route number</li> <li>time and day</li> <li>where customer sat on bus</li> </ul>	<ul style="list-style-type: none"> <li>when did loss occur</li> <li>what route</li> <li>valuable or non-valuable</li> <li>if valuable, where customer was sitting</li> </ul>	<ul style="list-style-type: none"> <li>when did loss occur</li> <li>time/day</li> <li>what route</li> <li>where customer sat on bus</li> </ul>
Regular	<ul style="list-style-type: none"> <li>customer to arrange pick-up or</li> <li>send postage to CT and CT will mail the item</li> <li>RideStore, 20110 46<sup>th</sup> Ave W, Lynnwood, weekdays from 7 a.m. – 6 p.m., p.m. (425) 348-2350</li> </ul>	<ul style="list-style-type: none"> <li>customer can pick up or</li> <li>trace bus for customer to meet</li> <li>King Street Center, 201 S. Jackson St. weekdays 8:30 a.m.-4:30 p.m., Mon-Fri. Closed 1-2 p.m. for lunch (206)553-3000</li> </ul>	<ul style="list-style-type: none"> <li>customer pick up</li> <li>trace bus for customer to meet</li> <li>Bus Shop Tacoma Dome Station from 7:00 a.m. to 6 p.m. (253)581-8000, listen for Lost and Found Option</li> </ul>
Emergency <ul style="list-style-type: none"> <li>During Business Hours</li> </ul>	<ul style="list-style-type: none"> <li>CSR will arrange to have a supervisor get item back to customer ASAP</li> </ul>	<ul style="list-style-type: none"> <li>CSR contacts Control Center, who will contact the driver to locate the item</li> <li>customer has option of meeting bus and obtaining the item from the driver or waiting until the next day and picking it up</li> <li>Routine or emergency calls to Customer Information Office @ (206)553-3000</li> </ul>	<ul style="list-style-type: none"> <li>contact dispatch (24 hr dispatch access)</li> </ul>

Bikes	<ul style="list-style-type: none"> <li>• Bikes are held for 10 days then taken to Sheriff</li> </ul>	<ul style="list-style-type: none"> <li>• Bikes are sent to surplus, which holds them for 10 calendar days and then gives them to various charities</li> </ul>	<ul style="list-style-type: none"> <li>• Bikes lost on the bus are turned in to our headquarters location 3701 96<sup>th</sup> St. SW Lakewood. After fourteen days, bikes are donated. The Property Room is open from 8 am to 4:30 pm on weekdays.</li> </ul>
Retention Policy	<ul style="list-style-type: none"> <li>• 30 days; then to Sheriff for additional 60 days</li> </ul>	<ul style="list-style-type: none"> <li>• 14 calendar days</li> </ul>	<ul style="list-style-type: none"> <li>• 14 days for non-valuable items</li> <li>• 28 days for valuable</li> <li>• prescription glasses and cell phones are donated to various charities.</li> </ul>

### **General Procedure – Sounder Commuter Rail**

1. Sounder lost and found items will be managed internally by the Sound Transit. Security officers on board the trains receive found items from the conductor and Amtrak cleaning crews. The items are logged and held for 10 days at the ST Security Dispatch Office, Union Station Concourse, 401 S. Jackson Street.
2. A customer who has lost an item contacts the ST Customer Service Office. Questions to ask the caller include:
  - When did the loss occur?
  - What train/time of day/direction of travel?
  - Seattle-Tacoma service or Seattle-Everett service?
  - Valuable or non-valuable item and description?
  - Where was customer sitting?
3. Sound Transit staff makes determination whether item was lost on Sounder train or bus and directs caller appropriately.
  - Customer Service Assistant may contact the Security Office to inquire if Sounder item has been received.
4. In special emergencies, other arrangements may be possible. The Customer Service Assistant may:
  - Arrange to have Sound Transit Security Officer, transit partner supervisor, conductor or staff get item back to customer ASAP, or
  - Contact BNSF/Amtrak to obtain item.

### **General Procedure – Central Link Light Rail**

Central Link lost and found items will be managed by King County Metro Transit. Items are held at the King Street Center, 201 S. Jackson St., Seattle.

### **General Procedure – Tacoma Link Light Rail**

Tacoma Link lost and found items will be managed by Pierce Transit. Security officers or Link operators will drop items off at Tacoma Dome Station. Items are held at the PT Bus Shop, 505 E. 25<sup>th</sup> Street, Tacoma..

#### 4. TTY or TDD Calls

Original date issued: 08/18/1999

Per agreement in the Customer Services Committee of the Transit Integration Group, TTY or TDD calls may be routed and responded to by partner agencies for the ST Express regional routes that agency operates on behalf of Sound Transit.

Sound Transit's rider information number for hearing-impaired callers shall be TTY Relay: 711.

Sound Transit business hours are Monday-Friday, 7:00 a.m. -7:00 p.m. Messages received after business hours will be returned the next business day.

Agency	Phone
Community Transit	TTY 711/(425) 353-7433
King County Metro	TTY 711/(206) 553-3000
Pierce Transit	TTY 711/(253)-581-8000



## 5. 888 Rider Information

Original date issued: 08/18/1999

Per Agreement in the Customer Service Committee of the Transit Integration Group, toll free rider information calls will be routed and responded to by partner agencies for the ST Express regional routes that agency operates on behalf of Sound Transit. The toll free number shall be (888) 889-6368.

ST Express call routing

Sound Transit's main menu option for ST Express shall direct callers to the appropriate transit partner as follows:

Thank you for calling the ST Express customer service line.

- If you ride buses – or your trip starts in – Snohomish County – press 1.
- If you ride buses – or your trip starts in – King County – press 2.
- If you ride buses – or your trip starts in – Pierce County – press 3.
- Press 9 to return to the main menu.





## **6. Free Ride Tickets**

Original date issued: 06/08/2001

### **Purpose**

For both marketing promotions and customer service resolution, partner agencies may from time to time distribute Free Ride Tickets.

Free ride tickets are an important part of the effort to promote the benefits of travel using the seamless transit system. Partner transit agencies may distribute them to businesses for their Commute Challenges. Sound Transit will develop joint opportunities with partner transit agencies to increase awareness of local bus, ST Express bus, Sounder commuter rail and Central Link light rail services.

Free Ride Tickets are also an important part of settling complaints, appeasing disgruntled customers and assisting customers who may have been inconvenienced due to a service interruption.

### **Types of Free Ride Tickets**

There are three types of Sound Transit Free Ride Tickets. All tickets are void after December 31 of the calendar year in which they are issued, and they are valid only for the service mode specified on the ticket:

- ST Express free ride ticket is valid for one trip on regular ST Express with no zone or time restrictions.
- Central Link free ride ticket is valid for one round trip only on the date entered on the ticket.
- Sounder free ride ticket is valid for one round trip only on the date entered on the ticket.

### **Procedures for Annual Free Ride Ticket Distribution**

1. By the end of the third quarter of each year, agencies will be asked to count the number of Sound Transit Free Ride Tickets they have on hand as part of an effort to estimate their usage rate for that year.
2. The Sound Transit Customer Service Manager will determine the number of ST Express, Central Link and Sounder free ride tickets that will be distributed to each of the partner agencies for marketing promotions and customer service functions throughout the following year.
3. Sound Transit will contact the Marketing Department of King County Metro to order the free ride tickets. Artwork will be provided by Sound Transit, and King County Metro will be responsible for producing the tickets. King County Metro will bill Sound Transit for the cost to produce the tickets.
4. Members of the Customer Service Transit Integration Group (TIG) will appoint one representative from each agency to be responsible for receiving the tickets. That list is updated on an as-needed basis. (See "Free Ride Tickets – Contacts to Receive Annual Ticket Allotment" in the Customer Service Contact list.)
5. Sound Transit's Customer Service designated representative will arrange for delivery of the tickets to each agency representative.
6. The person receiving the tickets will also be responsible for distributing them to the appropriate people in their agency and making subsequent requests for tickets should it be necessary.

5. If the initial annual allotment of Free Ride Tickets runs out, additional tickets may be distributed to the agencies upon request in accordance with the procedures listed below.

### **Procedures For Requesting Tickets After Initial Allotment**

1. Once the initial allotment has been used, requests for additional free ride tickets, may be made using Sound Transit's Free Ride Tickets Request Form (Attached).
2. Because there is no guarantee a request will be granted, requestors should submit appropriate paperwork 8 to 10 days prior to the date needed. Requests submitted after 2:00 p.m. will be logged in as received the following day.
3. The ST Senior Customer Services Representative will be responsible for ensuring that the request form and supporting documentation are complete when submitted for review.
4. The tickets are fare media and will not be sent by mail. The ST Senior Customer Service Representative will arrange with the requestor ticket pick-up.

### **Appeal Process**

Sound Transit reserves the right to refuse to issue Free Ride Tickets. Staff will review all requests, and Sound Transit's Customer Service Supervisor will notify the requestor if the agency is not able to fulfill the request.

1. If a request is denied and the requestor wants to appeal the decision, the requestor must contact the Sound Transit Customer Services Manager.
2. The Customer Service Manager will review the request and notify the requestor of the final decision.

### **Roles and Responsibilities**

Sound Transit will be responsible for tracking the distribution of tickets.

Partner agencies will be responsible for tracking their allotment of tickets including reason for distribution of tickets

Partner agencies are required to destroy tickets received through the fare box.

### **Expiration**

One week following the expiration date, Dec. 31, undistributed tickets should be counted and destroyed by the recipient agency. Undistributed tickets counts should be forwarded to Sound Transit's Senior Customer Service Representative via email.

REQUEST FORM

# FREE RIDE TICKETS

**Today's Date:** \_\_\_\_\_ **Date needed:** \_\_\_\_\_

**Your Name:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**Agency:** \_\_\_\_\_ **Dept:** \_\_\_\_\_

**Event & location (if applicable):** \_\_\_\_\_

**Type and Number of Free Ride Tickets Requested:**

- ST Express bus** # \_\_\_\_\_
- Central Link light rail** # \_\_\_\_\_
- Sounder commuter rail** # \_\_\_\_\_

**Purpose/Use (please check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> <b>Customer relations</b>               | <input type="checkbox"/> <b>Employer outreach</b>               |
| <input type="checkbox"/> <b>Marketing/Promotion</b>              | <input type="checkbox"/> <b>Outreach/transit training</b>       |
| <input type="checkbox"/> <b>Operations &amp; service related</b> | <input type="checkbox"/> <b>Ticket vending machines/refunds</b> |
| <input type="checkbox"/> <b>ORCA</b>                             | <input type="checkbox"/> <b>Emergencies/natural disasters</b>   |

**Other (please specify):**  
\_\_\_\_\_

- Forward this completed form to Sound Transit's Senior Customer Service Representative or Supervisor for authorization at: [main@soundtransit.org](mailto:main@soundtransit.org).
- Allow a minimum of 8 - 10 workdays for authorization and processing.

Contact Sound Transit's Customer Service office a minimum of two (2) days prior to the date you need the tickets to arrange for picking them up. (Tickets cannot be sent through interoffice mail.)



## 7. Publication Review and Distribution Process

Original date issued: 06/27/2007

Sound Transit and the partner agencies produce rider information to post at facilities, on board vehicles and online. This procedure outlines the steps to produce accurate and timely information through the review, production and posting process. This process is applicable to production, review and distribution of service information, promotional material, changeable information at bus stops, coach posters and online rider information.

### Production Schedule

For the production of the Ride the Wave Guide, it is imperative that Sound Transit receives the final bus schedules 12 weeks prior to service change. The Sound Transit Rider Information Coordinator will forward (via email) the delivery date to the designated personnel of the appropriate agency, in the Customer Service Contacts for ST Express Policies and Procedures under Production Schedule Contacts. Partner agencies should either confirm or arrange a mutually agreed upon alternate delivery date. Failure to receive the bus schedule in a timely manner compromises the ability to meet the production schedule for Sound Transit publications.

### Review Process

Sound Transit and the partner agencies will review publications containing service information and/or references to their agency's service. Review will be conducted in a timely manner to meet identified production and posting timelines. The production timeline, identifying routine documents for Sound Transit service, will be provided to partner agencies annually with review deadlines included. The timeline is a working document that includes Ride the Wave Guide, service change brochure, rider alerts, holiday and promotional materials. The timeline also includes posting assignments clarifying who will post and/or distribute materials. Unanticipated rider information such as bus stop signs to identify closure due to an accident or construction will be handled by the partner agencies as needed, with the opportunity for Sound Transit review. Sound Transit must approve the final language of the alert.

### Naming Convention

Naming convention will be followed when referring to Sound Transit or partner agency services. Rider information materials will be reviewed as identified in **REVIEW PROCESS** (above). Bus stop flags and map convention may be modified upon review, due to space constraints.

Agency	Service
Sound Transit	Sound Transit, ST logo, <a href="http://www.soundtransit.org">www.soundtransit.org</a>
	ST Express regional bus, ST Express bus, ST Express, ST 586, bus icon
	Sounder commuter rail, Sounder train, Sounder, commuter rail icon
	Central Link light rail, Central Link, Link, light rail icon
	Tacoma Link light rail, Tacoma Link, Link, light rail icon
Community Transit	Community Transit, CT logo, <a href="http://www.communitytransit.org">www.communitytransit.org</a>
King County Metro	King County Metro Transit, King County Metro, Metro Transit, Metro, Metro logo, RapidRide, RapidRide A Line, A Line, Metro Online <a href="http://www.kingcounty.gov/metro">www.kingcounty.gov/metro</a>
Pierce Transit	Pierce Transit, PT logo, BusPLUS, <a href="http://www.piercetransit.org">www.piercetransit.org</a>

Signage convention for Sound Transit facilities is defined in the Sound Transit Signage and Design Manual.

**Distribution**

The partner agencies distribute Sound Transit's rider information materials at facilities, on board vehicles and at public outlets. Sound Transit will review the list of public outlets annually and update, if applicable, with each partner agency.



# Fares

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## ST Express Policies and Procedures

Approved by TIG Steering Committee May 2014

  
\_\_\_\_\_  
Executive Director of Operations

6-12-14  
\_\_\_\_\_  
Date

These ST Express Policies and Procedures are reviewed and updated by the *Fares* Transit Integration Group. There are two other documented ST Express Policies and Procedures: Operations and Customer Service.





## Revision History

**Background:** ST Express Policies and Procedures were formerly 14 separate documents, which made tracking changes and making and approving updates to all 14 documents cumbersome. In January 2014 they were combined into three separate documents according to their ownership TIG subcommittee. The former policies and procedures became major section headings or chapters in the table of contents for Operations and Customer Service documents. Fares had just one policy and procedure and it became its own stand alone document. The matrix below shows the new document organization:

Old Format			New Format	
#	Name	Subcommittee	Name	Subcommittee
1	Customer Comment Process	Customer Service	Operations 1. Emergencies 2. General Operating 3. New Procedures/ Revisions/Review 4. Adverse Weather/Snow Plan 5. Sounder Service interruption	Operations
2	Emergencies	Operations		
3	Fares	Fares		
4	General Operating	Operations		
5	Interagency Correspondence	Customer Service		
6	Lost and Found	Customer Service		
7	TTY or TDD Calls	Customer Service		
8	Transfers OBSOLETE	Fares	Customer Service 1. Customer Comment Processing 2. Interagency Correspondence 3. Lost and found 4. TTY or TDD Calls 5. 888 Rider Information 6. Free Ride Tickets 7. Publication Review and Distribution Process	Customer Service
9	888 Rider Information	Customer Service		
10	Free Ride Tickets	Customer Service		
11	New Procedure/Revisions	Operations		
12	Publication Review and Distribution Process	Customer Service		
13	Adverse Weather/Snow Plan	Operations		
14	Sounder Service Interruption Bus Plan	Operations		
			Fares	Fares

Additionally all staff contact lists that had been embedded in the old policies and procedures were moved to a separate document – one for Operations and one for Customer Service (there were no contact lists for Fares). Contact lists can be updated on an added as needed basis along with the TIG rosters and do not need formal review or approval.

Version	Date Revised	Nature of Change
0	January 2014	See background above.
1	February 2014	Minor change adding school pass program to Youth Fares.



## FARE STRUCTURE

ST Express fare structure is determined by two factors: 1) customer category and 2) whether a trip spans a single county or multiple counties.

There is no peak/off-peak or time-based fare criteria for ST Express fares.

### Customer Category

Children:	age 0-5 (ride free with paying passenger)
Youth:	age 6 to 18, or as qualified through a school pass program
Adult:	age 19 to 64
Senior/Disabled:	age 65 or older, or qualifying condition*

\*Age 65 or older, or qualifying condition. Rider must have a valid Regional Reduced Fare Permit to show eligibility for the Senior/Disabled Fare.

### Single County or Multiple Counties

The Sound Transit service area covers three counties

- Snohomish County
- King County
- Pierce County

Fares are determined by travel within a county or across county lines. See Exhibit A for map illustrating county boundaries.

### ST Express Bus Fares

The table below shows the required cash fare for single county and multi-county bus trips for each customer category:

Customer Category	One-county fare (within one county)	Multi-county fare (across county line[s])
Children	Free	Free
Youth	\$1.25	\$2.50
Adult	\$2.50	\$3.50
Senior/Disabled*	\$0.75	\$1.50

\* Requires Regional Reduced Fare Permit.

## FARE MEDIA

All ST Express buses accept cash, ORCA cards, customized ORCA ID cards and all Sound Transit issued fare media. Sound Transit accepts some partner agency tickets on routes operated by those partners.

Please refer to Attachments 1-3 for graphical representation of the fare media accepted by each partner agency.

### Customized ORCA ID Cards

At present there are three kinds of customized ORCA ID cards: King County, the Ed Pass (for Edmonds Community College) and the Husky Card (for University of Washington). All three passes include a photo on the card, and the photo must match the person presenting the ID.

### Regional Reduced Fare Permits (RRFP)

To receive a reduced fare, a person must have a Regional Reduced Fare Permit. RRFP cards can function as ORCA cards that allow for reduced fare payment when they have the ORCA logo on them and are loaded with either a pass or an e-purse. The RRFP can be non-ORCA cards and function as permits only, not valid fare, but will allow the holder to pay reduced cash fare.

Medicare cards no longer serve as permits for reduced fare.

Additionally a person with a RRFP may have one personal care attendant (PCA) ride for free with them. The reduced-fare passenger must have an RRFP with "PCA" on the card. A RRFP ORCA card with PCA on it is used for both the disabled person and the PCA. The PCA must get on and off with the reduced-fare passenger.

See Exhibit B for a full description of various RRFP permits and functionality.

### Partner Agency Tickets

Sound Transit accepts some tickets issued by partner agencies on routes operated by those agencies. This includes juror tickets, but excludes special, non-retail tickets such as promotional tickets. Sound Transit accepts the following until further notice:

- **King County Metro Tickets.** Valid only on ST Express buses operated by King County Metro and on those services Pierce Transit operates in King County that were formally operated by KCM. see Attachment 2
- **Community Transit Tickets.** Valid only on ST Express buses operated by Community Transit. see Attachment 3

### Non-valid Partner agency tickets

KCM Vanpool Passes, KCM's Family Plan, and other non-ST agency-specific fare payment are no longer valid toward payment of fare on Sound Transit service.

Partner Agency tickets have no value on Sounder commuter rail or on Central Link light rail.

## **Free Ride Tickets and Complimentary Day Passes**

Sound Transit has:

- One way ST Express tickets
- Complimentary Day Passes for Sounder, Link or ST Express (single mode only). See Attachment 1-3
- All ST Service Day Pass (inclusive of Link, Sounder, and ST Express)

Sound Transit produces free ride/complimentary tickets and passes and distributes them to customers and partner agencies. Agency staff will track and distribute the free ride tickets to appropriate staff and customers. For more information on how Free Ride Tickets are handled, see Customer Service ST Express Policies and Procedures, Section 6.

Free Ride Tickets are distributed for the following agency purposes:

- Transit promotional and marketing campaigns
- Educational outreach and transit training activities
- Demonstration of transit services and facility tours hosted by Sound Transit or local transit agencies
- Customer complaint resolution

## **Sound Transit Bulk Pass Sales Program**

Sound Transit Day Passes are presently sold in bulk to anyone who purchases 20 passes or more. Passes sold include ST Express day pass and All Sound Transit Service Pass. They can be dated, or sold to the customer who fills in date before distribution.

## **Law Enforcement Officers**

All law enforcement/peace officers ride free in uniform, with badge and/or identification. (Includes Washington general authority or federal law enforcement agencies).

## **Animals On Board**

Service animals are allowed on Sound Transit buses and trains. Pets may ride if they are carried in small containers. Both service animal and pets ride free. For more information about animals on board Sound Transit services, see Operations ST Express Policies and Procedures, Section 2.

## **Ticket Vending Machines (TVM's)**

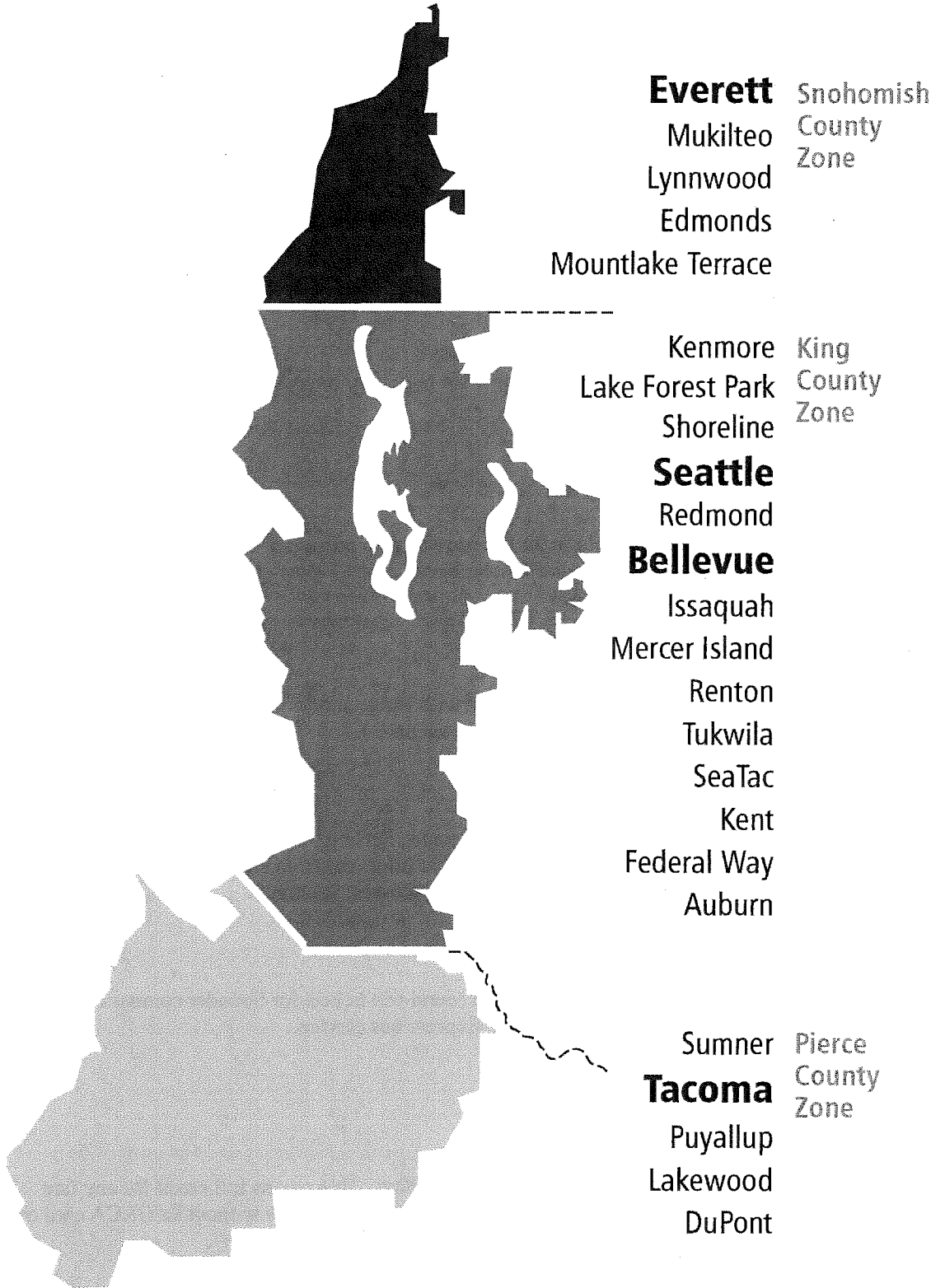
Ticket vending machines currently issue single-trip and round-trip tickets for Sounder commuter rail and Link light rail only. These tickets are not valid on ST Express bus service.

## **Transfers**

Sound Transit no longer issues or accepts paper transfers.

Customers using an ORCA card have a two hour transfer window. This means full credit for any fare paid will be applied toward any other fare payment for two hours. Customers without an ORCA card or other pre-paid fare media must pay for each trip with cash, at the farebox.

**Exhibit A**  
**County Boundaries**



## Exhibit B

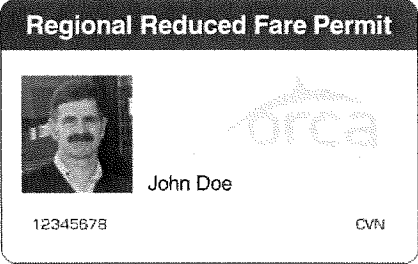
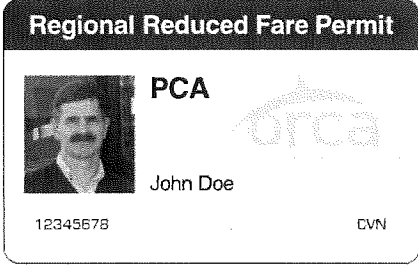
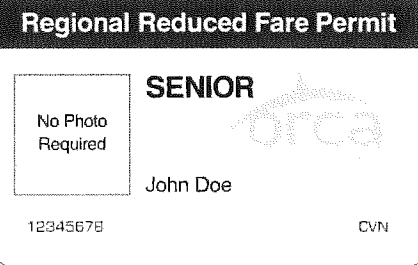
### Regional Reduced Fare Permits (RRFP)

#### ORCA cards: Senior, Disabled, Temporary and Personal Care Assistant

RRFP cards function as ORCA cards and permits allowing for reduced cash fare payment (minimum of 50% discount.)

Forms and criteria for eligibility can be obtained at:

<http://www.soundtransit.org/Fares-and-Passes/Types-of-fares/Regional-Reduced-Fare-Permit>

	<p><b>RRFP ORCA Card - Disabled Riders under 65, (Plastic with RFID chip)</b>          If used as an ORCA card can be loaded with:</p> <ul style="list-style-type: none"> <li>• pass or</li> <li>• e-purse</li> </ul> <p>To obtain this card the rider must visit a customer service center to verify eligibility.</p>
	<p><b>RRFP ORCA Card - Personal Care Attendant (w/PCA text)</b>          One card with "PCA" on card is used for the both disabled person and their personal care attendant:</p> <ul style="list-style-type: none"> <li>• The disabled rider must have a pass or e-purse value on card, or ticket</li> </ul> <p>The personal care attendant (PCA) can ride for free with fare-paying card holder. The PCA must get on and off with the reduced-fare passenger.          To obtain this card the rider must visit a customer service center to verify eligibility.</p>
	<p><b>Senior RRFP</b>          Available to those 65+ riders.          Can be loaded with:</p> <ul style="list-style-type: none"> <li>• pass or</li> <li>• e-purse</li> </ul> <p>Senior RRFPs can be obtained either in person or by mail. Pictures are not required for the Senior RRFP.</p>

	<p><b>Temporary RRF</b>  For these temporarily disabled.  Note expiration date.  Can be loaded with:</p> <ul style="list-style-type: none"> <li>• pass or</li> <li>• e-purse</li> </ul> <p>To obtain this card the rider must visit a customer service center to verify eligibility.</p>
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**Non-ORCA RRF Cards**

**Senior or Disabled permit, and Legacy/Older RRF Permits**

	<p><b>Senior or Disabled – permit only</b>  These will be a valid “permit” for 65+ or disabled riders, entitling the permit holder to a minimum of 50% fare discount.  <b>Permit only.</b> Not valid as fare.</p>
	<p><b>Older Non-ORCA Sr or Disabled permit</b>  These will be valid “permit” for 65+ or disabled riders, entitling the permit holder to a minimum of 50% fare discount.  <b>Permit only.</b> All passes have expired. Not valid as fare.</p>

Additional media accepted by PT, CT, KCM operated ST Express, see Attachments 1- 3



# ST Express Bus Fare Media

Pierce Transit



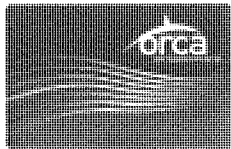
**Pierce Transit operated ST Express buses** - Following fare media accepted on ST Express buses operated by Pierce Transit. All law enforcement/peace officers ride free in uniform or with badge or ID. (Includes Washington general authority or federal law enforcement agency). Medicare cards no longer accepted as proof for reduced fare payment.

**Pierce Transit operated ST routes: 560, 566/567, 574, 577/578, 586, 590, 592, 593/594, and 595/596**

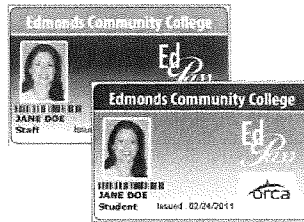
**Acceptable fare media:**



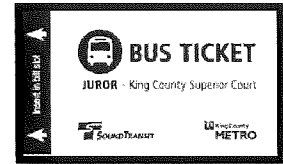
**Cash**  
Insert at farebox



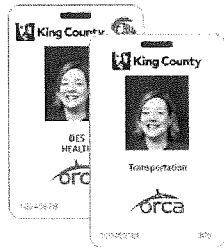
**ORCA**  
Tap at card reader



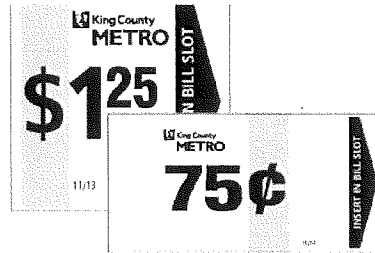
**\*EdPass/ ORCA card**  
See notes - Tap at card reader



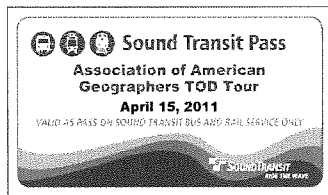
**KCM Juror Tkt (farebox)**  
(Rt 560,566/567, 577/578 only)



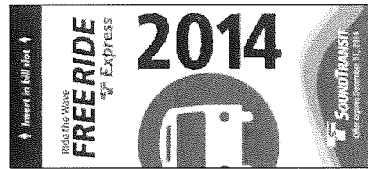
**KCM COMBO ID & ORCA Cards**  
Tap at card reader



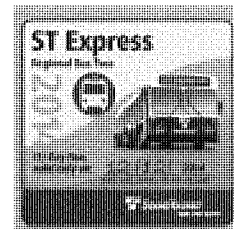
**KCM Tkt**  
(Rt 560, 566/567, 577/578 only)  
Insert at farebox



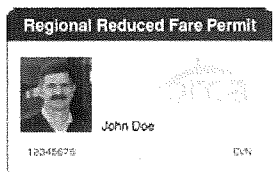
**ST All Service Pass**  
Paper flash pass



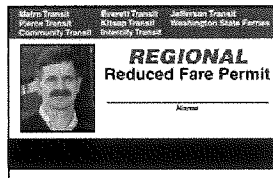
**ST Express Bus One Way Tkt**  
Insert at farebox



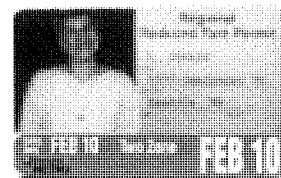
**ST Express Day Pass**  
Paper Flash pass



**RRFP permit & ORCA card**  
**Disabled, Sr, PCA, Temp**  
Tap card or show as permit  
No Photo Req'd for 65+, Srs



**Non-ORCA RRFP**  
**Permit- Not valid fare**  
Show as permit



**Older RRFP Permit**  
**All pass stickers expired**  
**Not valid fare**  
Show as permit

**Not accepted:** Transfers from any agency, or tickets from ET or CT

Revised 1/2014 update janine sawyer


Please NOTE:

- An Access pass is available only on an ORCA card.
- \*The EdPass/ORCA functions as an ORCA card, although it is loaded with a CT passport good only on CT buses and DART paratransit. E-purse value or a separate monthly pass can be added on the card so it can be used on other transit agency services.
- UW media is listed on a separate sheet.

Ride Free Area ended as of September 29, 2012 and riders will need to pay as they enter the bus.

Starting in 2014 the ST/KCM Human Services combo ticket will no longer be issued. It will be replaced by a Human Services Link only day-pass.

# ST Express Bus Fare Media



King County Metro

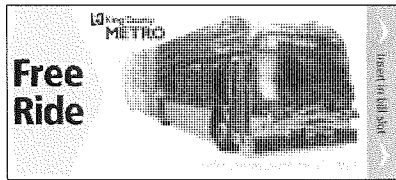
**King County Metro operated ST Express buses** - Following are fare media accepted on ST Express buses operated by King County Metro. All law enforcement/peace officers ride free in uniform or with badge or ID. (Includes Washington general authority or federal law enforcement agency). As of 6/11, Medicare cards no longer accepted as proof for reduced fare payment.

**King County Metro operated ST Express routes: 522, 540, 542, 545, 550, 554, 555, 556**

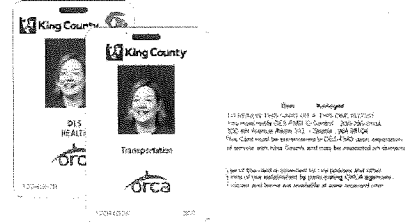
**Acceptable fare media:**



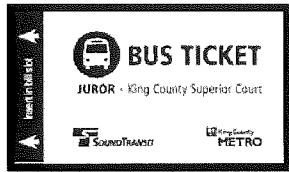
**Cash**  
Insert at farebox



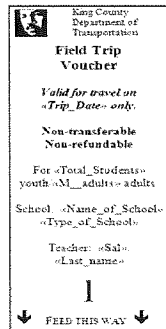
**KCM Ride Free Ticket**  
Insert at farebox (yellow=foil)



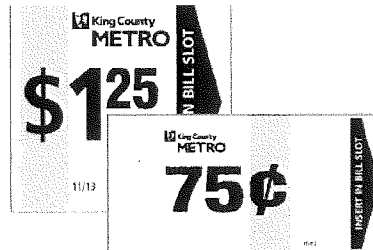
**KCM ID & ORCA Cards**  
Tap at card reader



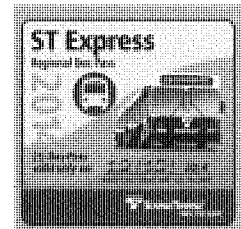
**King County Juror Ticket(s)**  
Insert at farebox



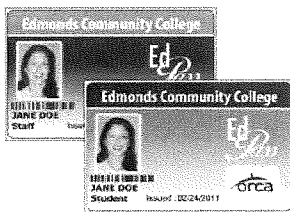
**Group Field Trip**  
Insert at farebox



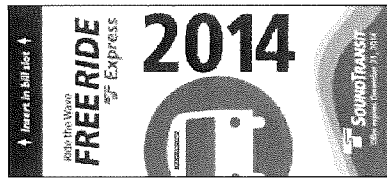
**KCM Tickets**  
Insert at farebox (yellow=foil)



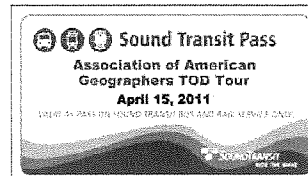
**ST Express Day Pass**  
Paper Flash pass



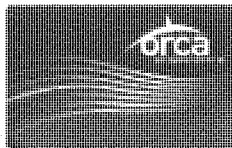
**EdPass for Edmonds CC**  
Same as ORCA Card: Tap at card reader



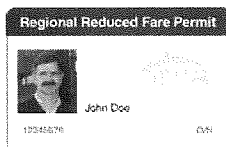
**ST Express Free Ride Tkt**  
Insert at farebox



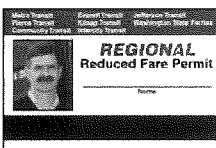
**ST All Service Pass**  
Paper Flash pass



**ORCA CardRRFP & ORCA Card**  
Tap at card reader



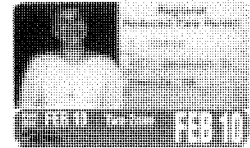
**Disabled, Sr, PCA, Temp**  
Tap card or show as permit  
No Photo Req'd for 65+, Srs.



**\*Non-ORCA RRFP Permit- Not valid fare**



**\*Non-ORCA Temp RRFP Sticker= expiration date**



**\*Legacy RRFP Permit All pass stickers expired**

\*Above cards are not valid fare – Show as permit only

Please note:

- The EdPass/ORCA functions as an ORCA card, although it is loaded with a CT passport good only on CT buses and DART paratransit. E-purse value or a separate monthly pass can be added on the card so it can be used on other transit agency services.
- UW media is listed on a separate sheet.

Ride Free Area ended as of September 29, 2012 and riders will need to pay as they enter the bus.

Starting in 2014 the ST/KCM Human Services combo ticket will no longer be issued. It will be replaced by a Human Services Link only day-pass.

# ST Express Bus Fare Media



Community Transit

**Community Transit operated ST Express buses** - Following are fare media accepted on ST Express buses operated by Community Transit. All law enforcement/peace officers ride free in uniform or with badge or ID. (Includes Washington general authority or federal law enforcement agency). Medicare cards no longer accepted as proof for reduced fare payment. As of 9/29/12, the Ride Free Area will end.

**Community Transit operated routes: 510, 511, 512, 513, 532, 535.**

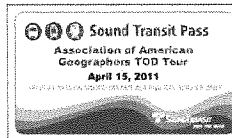
**Acceptable fare media:**



**Cash**  
Insert at farebox



**ORCA**  
Tap at card reader



**ST All Service Pass**  
Paper Flash Pass



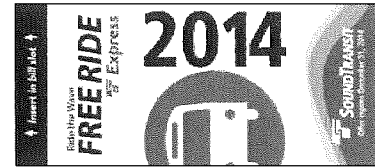
**ST Express Day Pass**  
Paper Flash Pass



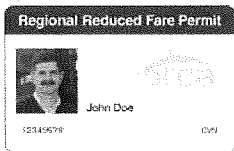
**CT TKTs (multi-color)**  
Insert at farebox



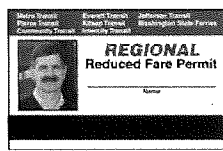
**CT Human Services TKT**  
Insert at farebox



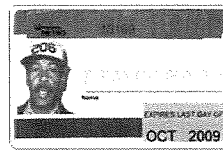
**ST Express Free Ride Tkt**  
Insert at farebox



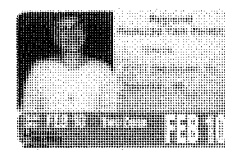
**RRFP & ORCA Card**  
**Disabled, Senior Temp or PCA**  
Tap card or show as permit  
No Photo Req'd for 65+, Srs.



**\*Non-ORCA RRFP Permit- Not valid fare**

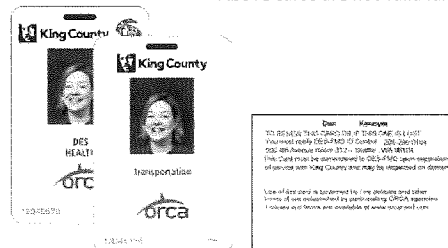


**\*Legacy Non-ORCA RRFP Sticker= expiration date**



**\*Legacy Non-ORCA RRFP All pass stickers expired**

\* Above cards are not valid fare - permit only



**KCM ID & ORCA Cards**  
Paper Flash pass

**Not accepted:** Transfers from any agency, or Tickets from ET or PT

Revised 1/2014 janine sawyer

Please Note:

- An Access pass is now available only on an ORCA card.
- The EdPass/ORCA\* functions as an ORCA card, although it is loaded with a CT passport good only on CT buses and DART paratransit. E-purse value or a separate monthly pass can be added on the card so it can be used on other transit agency services.
- UW media is listed on a separate sheet.

Ride Free Area ended as of September 29, 2012 and riders will need to pay as they enter the bus.

Starting in 2014 the ST/KCM Human Services combo ticket will no longer be issued. It will be replaced by a Human Services Link only day-pass.