

**KING COUNTY METRO FARE ENFORCEMENT - STANDARD OPERATING PROCEDURES****SOP-TS 102-02 Fare Inspection Techniques PAGE 1 of 2**

Effective: 05/01/2013

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Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

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**FARE ENFORCEMENT SOP: FARE INSPECTION TECHNIQUES****1.0 PURPOSE:**

This directive establishes the Standard Operating Procedure for Fare Inspection Techniques to be used by members of the Fare Enforcement Group of the King County Metro Transit Security Division in the accomplishment of their assigned duties and responsibilities. This SOP defines basic Fare Inspection Techniques. There are numerous other SOPs that specifically address other procedures.

**2.0 SCOPE:**

This directive applies to all King County Metro Fare Enforcement Officers.

**3.0 DEFINITIONS:**

- a. **Coach** – Any Rapid Ride vehicle where FEOs have legal authority to enforce the RCWs relating to KC Metro's Fare Payment Policy.
- b. **DAL** – Daily Activity Log maintained and completed by all FEOs.
- c. **Fare Box** – Payment station on board coaches.
- d. **Fare Media** – Valid fare that is approved by King County Metro and presented by customers.
- e. **FEO** – Fare Enforcement Officer
- f. **NOI** – Notice of Infraction
- g. **ORCA Card** – A plastic card imbedded with an electronic chip that allows customers to pay fare on buses and trains in the Puget Sound region.
- h. **ORCA Readers** – ORCA card equipment used by customers to tap their ORCA cards before boarding (at selected bus stops/shelters) or onboard coaches.
- i. **POP** – Proof of Payment

**4.0 AUTHORITY:**

KC Metro's authority to establish a Fare Enforcement Program and the legal authority of its' FEOs is derived from the Revised Code of Washington (RCW) – a compilation of all Washington State permanent laws now in force. The RCWs that apply to Metro's Fare Enforcement Operations are listed below.

- a. RCW 7.80.040 – Enforcement Officer defined

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- b. RCW 7.80.050 – Notice of Infraction - Issuance. service, filing
- c. RCW 7.80.060 – Person Receiving Notice - Identification and Detention.
- d. RCW 35.58.580 – Fare Payment - Proof of Payment - Civil Infractions
- e. RCW 35.58.585 – Fare Payment - Fines and Penalties Established – Enforcement
- f. RCW 35.58.590 – Fare Payment - Prosecution for Theft, Trespass, or other Charges

#### **4.0 FARE INSPECTION TECHNIQUES:**

##### **a. Coach Inspections**

- i. Choosing a coach at random for fare inspection is the heart of Metro's Fare Enforcement program.
- ii. Therefore, FEOs will vary their routine by changing coaches and their direction of travel frequently in an effort to vary the order and the times of inspections, particularly when assigned to the same line of service on consecutive days.

##### **b. Customer Treatment**

- i. It is the policy of King County Metro to prevent discrimination by treating every passenger with respect and dignity including those passengers without valid fare. FEOs will not discriminate based on Age, Race, Religion, Gender, Physical Disability or Economic Status. The success of the Fare Inspection Program is dependent upon a fair and consistent approach by all FEOs when contacting passengers.
- ii. All customers are to be greeted in a friendly, courteous manner.
- iii. All customers to be treated equally. Therefore, every customer on the coach that the FEOs are inspecting shall be contacted for POP. Exceptions to this policy are situations where the FEOs need to interrupt the inspection process to deal with a customer without POP, a security related issue, or other extraordinary circumstances.
- iv. Even if it is known from previous experience that a customer has a valid pass, the FEO must ask the individual to produce it each time so as not to give the appearance of favoritism (See: SOP-TS 102-01).
- v. Consistency is the key to a smooth Fare Inspection Program.

##### **b. Contacting A Customer For Proof Of Payment**

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- i. FEOs shall politely request customers to provide their POP in a manner consistent with Section 5.a.i. above.
    - 1.) If the customer presents valid POP, the FEO shall thank the customer, break contact, and resume fare inspection duties.
    - 2.) If the customer does not present valid POP, the FEO shall follow the steps outlined in Section 5.c. below.
  - ii. FEOs shall never sit down during contact with a passenger without valid POP. If the passenger without valid POP stands up or is standing, the FEOs shall use Officer Safety Techniques to position themselves for their own safety during the contact.
  - iii. When FEOs see a passenger(s) suddenly leave the coach upon seeing the FEOs about to board, the FEOs may remain at the stop/shelter and check this passenger for valid fare.
- c. Customers without valid POP
- i. Determine why the customer does not have valid POP.
    - 1.) If the customer has a legitimate reason for not having valid POP due disruptions in Fare Box services or other systems that impair the ability of patrons to purchase fares or tap their ORCA cards, the customer will not be issued a warning or a NOI.
    - 2.) Customers that claim to have purchased valid fare, but failed to request or accept a transfer from the driver will be directed to go back to the driver to request the transfer. If they refuse to do so, then they are in violation of 35.58.580(b) Failure to display.
      - 1.) If a customer has an ORCA card with a monthly/yearly pass but has not tapped, they may be left on coach as long as they agree to tap their ORCA card upon the FEO's request, but otherwise handled as not providing proof of payment.
      - 2.) Fraudulent, misused, or expired King County Metro documents (including King County ORCA) shall be confiscated. Examples of these as listed below:
        - a.) Forged or fraudulent passes or tickets
        - b.) Expired day passes

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- c.) Expired tickets (ex: Human Service Passes, Trolley Passes, any other KCM Approved media)
    - d.) Youth or reduced fare tickets used by customers not eligible
    - e.) Expired bus transfers being presented as valid fare
    - f.) U-passes that are expired or used by someone other than the pass holder
    - g.) Use of a picture identification based ORCA card by another person (e.g. U-pass with picture ID, King County Employee card with picture ID)
  - 3.) If the customer does not have a legitimate reason for not having valid POP, proceed as outlined below.
- ii. Dealing with customers without a legitimate reason for not having POP.
  - 1.) When customer without valid POP is encountered, the FEO will interrupt fare inspection of other customers and escort the customer off the coach at the next stop to conduct their interview – unless, in the FEO's judgment, there are extenuating circumstances.
    - a.) Examples of extenuating circumstances include the following.
      - i.) Unaccompanied juveniles-12 years old or younger
      - ii.) Parents with young children
      - iii.) Disabled persons
      - iv.) Customers with an impairment that is evidenced by their behavior or communication skills.
      - v.) Other circumstances requiring special consideration.
    - b.) The FEO shall take into consideration the safety and security of the customer without POP as well as their own when making the decision to conduct their interview on-board or off-board the coach.
  - 2.) The FEO shall attempt to accomplish the following during their interview with a customer who has failed to provide valid Proof of Payment.
    - a.) Educate the customer regarding Metro's fare payment policy.
    - b.) Request and record personal identification information from the customer (hand written or by photo).

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- a.) To properly identify a customer the FEO needs to document their first, last and middle name, date of birth, physical attributes (e.g. sex, race, height, weight, eye color and hair color), and current address.
- b.) If they provide ID, the FEO shall document their information by hand or take a digital photo of the ID (this will capture the identification information for entry into the warning log or for issuance of a Notice of Infraction).
- c.) State or Federal picture identification cards are ideal, but not always available. If the customer provides the FEO with their identifying information and has evidence to corroborate that information (e.g. library card, phone bill, etc.) the FEO may choose to accept the information that they have provided as valid.

**NOTE: FEOs are NEVER to photograph or record information from a customer's credit card /credit card number or Social Security card. Other forms of acceptable ID are: State ID, Passport, Shelter Card, School ID, etc. (see SOPs TS 102-03 and TS 102-04).**

- d.) It is recommended that the FEO maintain control of their identification until the contact is complete. The fare evader is less likely to flee if you are in possession of their identification card.
- v.) If the customer has no ID or refuses to present ID they will be asked to verbally identify themselves. If the FEO feels that the customer is not being honest in the information they are providing, a request for police assistance in obtaining or verifying the identity of the evader will be transmitted over the FEO's issued King County Radio.
- vi.) If the customer without valid POP paid their fare via fare box or ORCA reader after the inspection was conducted, the FEOs will log the incident as "Fare Paid Upon Contract" in their DAL. If the customer without valid POP refused to purchase fare, the FEOs shall log the incident as a "No Fare Paid" in the DAL. **Under no**

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**circumstances will an FEO force a customer to purchase valid fare.**

- c.) The FEO shall issue either a verbal warning or explain to the customer that he/she will be receiving a Notice of Infraction in the mail.
  - i.) If the customer has no prior record of being contacted, the FEO will advise the customer that this contact will be recorded as a warning, unless the FEO has determined that there was an obvious intent to defraud.
  - ii.) If the FEO has ample evidence to prove fare evasion and has decided the customer will receive a Notice of Infraction, the FEO may inform the customer that they will be receiving a Notice of Infraction in the mail.
  - iii.) If the customer is not known as a habitual evader and the FEO needs to do more follow up to determine their history, the FEO shall advise the customer that they may receive a Notice of Infraction in the mail.
  - vii.) If the FEO has checked the FE Contact Log through the SMC and knows that the customer has been previously contacted, the FEO shall inform the customer that they will be receiving a Notice of Infraction in the mail.
- d. Every customer contact that involves a fare violation will result in a warning, a citation, or theft of services charge, except as noted below. (See: SOP-TS 102-05 Multiple Citation Evaders)
  - i. The customer has a legitimate reason for not having valid POP due disruptions in Fare Box services or other systems that impair the ability of patrons to purchase fares or tap their ORCA cards.
  - ii. The customer claims to have purchased valid fare, but failed to request or accept a transfer from the driver. This customer will be directed to go back to the driver to request the transfer. If the customer refuses to do so or the driver does not provide them with a transfer, then they are in violation of RCW 35.58.580(b) Failure to display.
- e. Keep track of new customers boarding and check their fares. If the FEO loses track of whom they have checked, then switch coaches at the next stop.

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- f. If a customer without valid fare refuses to cooperate, it is King County Metro policy to not physically detain them (see: SOP-TS 100-01 Use of Force).

**6.0 REVIEW:**

The King County Metro Contract Security Coordinator or Delegate will ensure that all Fare Enforcement Group directives, policies and procedures are reviewed at least annually to ensure compliance with King County Metro policy. Directives, policies, and procedures will be updated immediately if changes to King County Metro policy require immediate implementation.

**7.0 SUPERSESSION:** FE MANUAL 7/2012, Third Edition

**8.0 EFFECTIVE DATE:** 05/01/2013

ISSUING AUTHORITY

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