

KING COUNTY METRO FARE ENFORCEMENT STANDARD OPERATING PROCEDURES**SOP-TS 102-01 Basic On-Board Coach Inspections PAGE 1 of 2**

Effective: 1/24/2014

Supersedes: KCM FE SOP-TS-102-01 dated 5/1/2013

Issuing Office: KING COUNTY METRO TRANSIT SECURITY DIVISION

FARE ENFORCEMENT SOP: BASIC ON-BOARD COACH INSPECTIONS**1.0 PURPOSE:**

This directive establishes the Standard Operating Procedure for Basic On-Board Coach Inspections used by the Fare Enforcement Division of King County Metro. 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 passengers.
- e. **FEO** – Fare Enforcement Officer
- f. **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.
- g. **ORCA Readers** – ORCA card equipment used by customers to tap their ORCA cards before boarding (at selected bus stops/shelters) or onboard coaches.
- h. **POP** – Proof of Payment

4.0 AUTHORITY:

Fare Inspections are authorized by King County Metro Board Policy and the Revised Code of Washington (RCW).

- a. **RCW 7.80.040** – Enforcement Officer defined.
- b. **RCW 7.80.050** – Notice of Infraction.
- c. **RCW 7.80.060** – Person Receiving Notice-Identification and Detention.
- d. **RCW 35.58.585** – Fare Payment-Fines and Penalties Established-Enforcement
- e. **RCW 35.58.580** – Fare Payment-Proof of Payment-Civil Infractions
- f. **RCW 35.58.590** – Fare Payment-Prosecution for Theft, Trespass, or other Charges

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5.0 BASIC ON-BOARD INSPECTIONS - FEO Responsibilities

- a. FEOs shall work in teams consisting of at least two members.
- b. FEOs shall randomly board coaches on their assigned line(s) of service throughout the day, noting the time, location boarded, direction, and coach number in their officer's notebook.
- c. Choosing a coach at random for fare inspection is the heart of Metro's Fare Enforcement program. Therefore, FEOs will vary their routine by changing 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.
- d. When a coach stops at a bus stop/shelter, FEOs who are waiting at a bus stop may request customers, who are exiting the bus, to provide Proof of Payment as they exit the coach.
- e. The FEOs will then enter the coach at opposite ends of the coach. They will move throughout the coach in either a clockwise or counter clockwise direction, methodically checking passengers for valid POP. The expectation is that the FEOs will meet in the middle of the coach upon completion of their checks.
- f. When a passenger without valid POP is encountered, the FEO will interrupt fare inspection of other passengers and shall escort the passenger off the coach at the next stop, unless in the FEO's judgment, there are extenuating circumstances (e.g. unaccompanied juveniles-12 years old or younger, parents with young children, disabled persons, or passengers that have an impairment that is evident by their behavior or communication skills, or other circumstances requiring special consideration). The FEOs shall take into consideration the safety and security of the passenger without POP as well as their own when making this decision.
- g. The FEOs shall attempt to accomplish the following during their interview with a customer who has failed to provide valid Proof of Payment,
 - i. Educate the customer regarding Metro's fare payment policy.
 - ii. Request and record personal identification information from the customer (hand written or by photo).

NOTE: FEOs are NEVER to photograph or record information from a passenger'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).

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- iii. Either issue a verbal warning or explain to the customer that he/she will be receiving a Notice of Infraction in the mail.

- h. If the passenger without valid POP paid their fare to the 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 passenger without valid POP refused to purchase fare, the FEOs shall log the incident as a "No Fare Paid" in the DAL. Under no circumstances will an FEO force a passenger to purchase valid fare.

- i. FEOs must maintain an accurate count of the number of passengers checked for POP on each coach. Only passengers who have been checked for POP will be counted. This count will include passengers identified as fare evaders.

- j. 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.

- i. When the check of the entire coach is complete, the FEOs shall exit the coach at the next stop/shelter, and wait for the next coach in either direction. If an FEO decides to ride in the same coach for several stops, each new boarding passenger must be checked for valid POP.

- j. When an FEO sees 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.

- k. FEOs must remember that they can only issue a citation if they personally observe the violation.

- l. When there are multiple disruptions in Fare Box services or other systems that impair the ability of patrons to purchase fares or tap their ORCA cards, no citations or warnings related to those malfunctioning systems will be issued during that period.

6.0 REVIEW:

The KCM Contract Security Coordinator or Delegate will ensure all Directives, Policies, and Procedures are reviewed at least annually to ensure compliance with King County Metro Security Division policy. Directives, Policies, and Procedures will be updated immediately if division procedure changes or when a facility adds or deletes post positions or procedures and duties.

7.0 SUPERSESSION: KCM FE SOP-TS-102-01 dated 5/1/2013

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8.0 EFFECTIVE DATE: 1/24/2014

ISSUING AUTHORITY

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