

**SOUND TRANSIT SECURITY STANDARD OPERATING PROCEDURES  
SOP-SEC 10-02 Proof of Payment Inspection Techniques PAGE 1 of 2**

Effective: 04-01-2017

Supersedes: SSQA – FI – 2.1 08/2009, Second Edition 11/01/2010, Third Edition 03/01/2010, Fourth Edition 12/23/2013, Fifth Edition 01/01/2015

Issuing Office: SECURITY DIVISION-FARE ENFORCEMENT

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## **FARE ENFORCEMENT SOP: PROOF OF PAYMENT INSPECTION TECHNIQUES**

### **1.0 PURPOSE:**

This directive establishes the Standard Operating Procedure regarding proof of payment Inspection Techniques to be used by the Fare Enforcement Division of Sound Transit in the accomplishment of its assigned responsibilities. This SOP defines the basic proof of payment Inspection Techniques. There are numerous other SOPs that specifically address other procedures.

### **2.0 SCOPE:**

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

### **3.0 DEFINITIONS:**

- a. **FEO** – Fare Enforcement Officer
- b. **Fare Media** – Valid proof of fare payment that is approved by Sound Transit and presented by passengers.
- c. **Proof of payment** – Evidence of fare prepayment authorized by a regional transit authority for the use of its facilities.
- d. **DAL** – This is the daily activity log that is completed by all FEOs
- e. **TVM** – Ticket Vending Machine
- f. **ORCA Readers** – The yellow readers where passengers tap their ORCA cards
- g. **ORCA Card** – A plastic card that has an electronic chip that is used for fare payment and proof of fare payment.
- h. **LRV** – Light rail vehicle.
- i. **360 Facility Log** – This is a daily log that records any malfunction of fare media equipment
- j. **LCC** – Link control Center
- k. **Fare Violator** – Passenger without proof of payment
- l. **STPD**- Sound Transit Police Department; King County Sheriff's Office
- m. **Handheld**- Panasonic FZ-X1 device used by officers to check fare and issue infractions.

### **4.0 AUTHORITY:**

Proof of payment inspections are authorized by Sound Transit 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 81.112.210** – Fare Payment-Fines and Penalties Established-Enforcement
- e. **RCW 81.112.220** – Fare Payment-Proof of Payment-Civil Infractions
- f. **RCW 81.112.230** – Fare Payment-Prosecution for Theft, Trespass, or other Charges

### **5.0 FARE INSPECTION TECHNIQUES**

- a. All customers are to be greeted courteously and treated with dignity and respect, including those passengers without valid proof of payment. FEOS will not discriminate based on age, race, religion, gender, physical disability or economic status.
- b. It is vital that every passenger be checked for proof of payment on the train that the FEO is inspecting. Even if it is known from previous experience that a passenger has a valid pass, the

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- FEO must ask the individual to present it each time so not to give the appearance of favoritism.  
(See SOP-SEC 10-01)
- c. Keep track of new passengers boarding and check their proof of payment. If the FEO loses track of whom they have checked, they will switch cars or board a new train.
  - d. Consistency is the key to an effective Fare Inspection Program.
  - e. If a passenger has either no proof of payment or improper proof of payment, the FEO will attempt to identify the person.
  - f. If they provide identification, document their information with the handheld device and issue a warning, citation or theft of services.
  - g. If the passenger has no identification or refuses to present identification they will be asked to verbally identify themselves and to provide corroborating documentation.
    - a. When a customer is unwilling to present identification or otherwise identify themselves, the FEO will contact Sound Transit Police for assistance.
    - b. When a customer is cooperative but is unable to present identification, the FEO may contact Sound Transit Police for assistance.
    - c. If the violator has been contacted by the FEO before, knowledge from that prior contact may be used for proper identification.
  - h. Passengers without proof of payment may be escorted off the train at the next stop and if they have not provided identification, await a police response (**Generally passengers should not be removed from the Sounder**).
  - j. Fraudulent or expired Sound Transit documents will be confiscated. Examples of these as listed below:
    - 1. Forged or fraudulent passes
    - 2. Expired day passes
    - 3. Expired tickets
    - 4. Youth or reduced rate tickets used by passengers not eligible
    - 5. U-passes that are being used by someone other than the pass holder.
    - 6. ORCA Cards with photos that are being used by someone other than the pass holder.  
(Currently this only includes UW, RRFP, or Edmonds Community College ID)
  - k. If a passenger without valid proof of payment refuses to cooperate, it is Sound Transit policy to not physically detain them (see SOP-SEC 4-23 Use of Force).

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**6.0 REVIEW:**

The Director of Public Safety or Delegate will ensure all Directives, Policies, and Procedures are reviewed at least annually to ensure compliance with ST Security Division policy. Directives, Policies, and Procedures will be updated immediately if division procedure changes or when a facility adds or deletes post positions or procedures and duties.

**7.0 SUPERSESSION:** SSQA – FI – 2.1 dated 8/2009, Second Edition 11/01/2010, Third Edition 03/01/2010, Fourth Edition 12/23/2013, Fifth Edition 01/01/2015

**8.0 EFFECTIVE DATE:** 04-01-2017

ISSUING AUTHORITY



Kenneth Cummins  
Director of Public Safety

