

**MANUAL OF INSTRUCTION
OPERATING RULES
AND DISCIPLINE CODE**

TRANSPORTATION DEPARTMENT

**KANSAS CITY AREA
TRANSPORTATION AUTHORITY**

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ORGANIZATION

The Kansas City Area Transportation Authority consists of two distinct organizational divisions. They are the Metro Division and Share-A-Fare.

It is the employment policy and practice of the Kansas City Area Transportation Authority to recruit and to hire employees without discrimination because of race, color, creed or religion, national origin, sex, or because such applicant is between forty (40) and seventy (70) years of age, and to treat all employees equally with respect to compensation, opportunities for advancement, including upgrading, promotion and transfer, and all other terms and conditions of employment.

The Metro is more often judged favorably or unfavorably by the character and performance of its employees than by any other single thing. The Metro is interested in aiding you, as its representative, in doing the best possible job of rendering safe, efficient and courteous service to the riding public. This manual is presented to you as a guide in the proper performance of your duties.

When you accept a position with the Metro, you assume certain responsibilities which are essential to the proper performance of your job. This acceptance is regarded as an assurance of your willingness to conform to the Metro's rules and regulations, to render the Metro efficient and faithful service, and to be loyal to its interests.

FOREWORD

The Kansas City Area Transportation Authority depends entirely upon the passengers and taxpayers in Kansas City and other communities we serve to pay our wages and salaries buy our fuel and keep our buses running. What the passengers and taxpayers think of the ATA depends almost entirely on you. You are the critical link in the operation of the ATA. The passengers and the public do not see the mechanic, payroll clerk or the schedule maker; they see **you** -- the bus operator.

METRO OPERATOR'S MANUAL

This book is the property of the Kansas City Area Transportation Authority. It must be returned to the Authority upon request or when leaving service.

IMPORTANT TELEPHONE NUMBERS

Dispatcher's Office.....	346-0243
Radio Dispatcher.....	346-0242
Main Office (M-F: 8 a.m. - 5 p.m.).....	346-0200
Metro Information.....	221-0660
MetroFlex.....	346-0346
Share-A-Fare.....	346-0810
Kansas City Trolley.....	221-3399
KCK "The Bus".....	371-6402
Johnson County Transit.....	541-8450
KCMO Fire Department.....	274-1806
KCMO Fire Department (Emergency Only).....	911
KCMO Police Department.....	234-5000
KCMO Police Department (Emergency Only).....	911
KCKS Police Department.....	573-6015
Independence Police Department.....	325-7300
NKC Police Department.....	274-6013
Gladstone Police Department.....	436-2200
Riverside Police Department.....	741-1191
Leawood Police Department.....	642-7700
Missouri Highway Patrol.....	524-1407
Kansas Highway Patrol.....	782-8100
Amalgamated Transit Union Office (ATU).....	471-0928
Heritage Federal Credit Union.....	421-5560
Missouri License Suspensions.....	(314) 751-4600
Kansas License Suspensions.....	(913) 296-3671
Weather Forecast.....	384-6600
Transportation Pay Phone #1.....	421-8749

1. Where You Fit In

As an employee, you are the most important asset of the Kansas City Area Transportation Authority. The entire staff, with special efforts from the Transportation Department, is here to provide you with equipment, schedules, information and other services that will enable you to perform your job well. In return, we expect you to be responsible for the safety and welfare of the general public and conduct yourself in a professional manner at all times while on duty.

2. Passengers and Passenger Service

PASSENGERS are the most important persons in our business. PASSENGERS are not dependent on us--we are dependent on them. PASSENGERS are not an interruption of our work--they are the purpose of it. We are not doing them a favor by serving them--they are doing us a favor by giving us the opportunity to serve them.

PASSENGERS are not a cold statistic--they are human beings with feelings and emotions and with biases and prejudices, likes and dislikes.

PASSENGERS are not someone with whom to argue or to match wits or even try to outsmart; no one ever won an argument with a passenger.

PASSENGERS are people who bring their wants. It is our job to handle their requirements so pleasantly, pleasingly and helpfully that they will ride with us again and again and remain our customers.

3. Job Description

a. Qualifications:

- (1) Must possess and maintain from their state of residence a valid Class B Commercial Driver's License with air brake and passenger endorsement.
- (2) Must be 25 years of age or older.
- (3) Must pass the physical examination for drivers as prescribed in the Federal Motor Carrier Safety Regulations.
- (4) Must be able to demonstrate an ability to read, understand, retain and recite information in training manuals, bulletins and standard operating procedures.
- (5) Must have a pleasant personality and have the ability to deal with the public daily.

b. Duties:

- (1) Consistently report to work in a timely manner.
- (2) Operate a city transit bus safely, with proficiency, and in a reliable manner.
- (3) Remain with bus until properly relieved.
- (4) Responsible for maintaining a safe atmosphere on the

bus and abiding by all laws.

- (5) Be able to properly punch transfers and to check that the proper fare has been deposited.
- (6) Treat people courteously in the scope of the job in order to maintain good public relations.
- (7) Must have a good appearance.
- (8) Must have proper equipment at all times when operating bus, including a dependable watch.
- (9) Must be honest in dealings with customers, co-workers and supervisors.

4. Knowledge of Rules

- a. All employees whose duties are prescribed by these rules will be furnished with a copy.
- b. **Employment by the Authority binds the employee to familiarity and compliance with all rules and regulations, and ignorance thereof will not be accepted as an excuse for negligence or omission of duty.**
- c. In addition to these rules, special orders may be issued from time to time. Such orders, when issued by proper authority, whether in conflict with these rules or not, must be obeyed while in force.
- d. The bulletin board must be examined daily for special orders and information.
- e. If in doubt as to the exact meaning of any rule or bulletin, check with a department supervisor.
- f. Whenever an operator has been off duty for any reason, check with an instructor and read whatever bulletins were posted during the absence.

5. Operator's Responsibilities

The operator is in charge of the bus and of the passengers and is held responsible:

- a. For the safe operation of the vehicle.
- b. For the safety and convenience of the passengers.
- c. For courteous dealings with our customers.
- d. For the running of the bus according to the schedule.
- e. For the proper setting of the route, destination and block signs.
- f. For the proper collection of fares.
- g. For the communication of accurate information on transit service.
- h. For honest dealings with passengers and co-workers.
- i. For proper lighting of the bus.
- j. For proper ventilation, including opening or closing windows while in service.
- k. For cleaning of seats found to be dirty when bus is in service.
- l. For announcing stops according to procedure.

6. Suggestions and Criticisms

An employee who has a criticism or suggestion to make in connection with our schedules, facilities, management policies, or anything else that apparently needs investigation, should bring such information to the attention of a department supervisor who will relay it to the proper person for evaluation. **Such matters should not be discussed with the public.**

7. Operator Record

A confidential and detailed record of work performance for every operator is kept in the Transportation Department and the Human Resources Department. This record includes, among other things, the following:

- a. Attendance records
- b. Complaints and commendations
- c. Violations
- d. Accidents and incidents
- e. Personal performance and health

A department supervisor will be glad to discuss any operator's record at any reasonable time. Operators are encouraged to review their personnel record during their annual review.

SECTION II - POLICIES AND PROCEDURES

1. Change of Address/Phone Number

Employees shall be responsible for keeping the dispatch office advised of their correct address and telephone number.

2. Personal Appearance

The appearance code is designed to provide a consistent standard relating to appearance and grooming. In addition to wearing the proper uniform, a neat and well-groomed appearance is also vital to your effectiveness and acceptance by the public as a professional operator. Please read these requirements carefully to avoid any misunderstanding, as compliance will be mandatory.

a. Appearance Code:

Uniforms must be kept clean, neat, correct in design, in good condition, and must be of official specifications, whether worn on or off duty. Operators will maintain a clean and neat appearance, including hands, fingernails,

etc. Hair, sideburns, mustaches and beards must be neat, clean, trimmed and present a groomed appearance and the length and/or bulk shall not be excessive. All supervisory personnel will be responsible for insuring that drivers meet the uniform and appearance code as stated above.

3. Uniform and Supplies

- a. **Winter uniform** shall consist of jacket, shirt, tie, winter trousers, cap and badge and shall be worn as a complete uniform whenever you report for duty or during the time you are on duty, until daylight savings time ends the last of October. For severe cold weather, additional jackets or coats may be worn **over** the uniform jacket. If the outer jacket is removed while on duty, the long-sleeved shirt must be worn with collar buttoned and tie snug.
- b. **Summer uniform** shall consist of a short-sleeved shirt, summer trousers, cap and badge and shall be worn when daylight savings time begins around the first of April. Summer shirts may be worn with top button only opened at the neck and without a tie. (If a long-sleeved shirt is worn during the summer uniform period, the tie must be worn snug and the collar buttoned.) Female operators may substitute summer culottes and dark blue knee socks for the summer trousers.
- c. **Uniform cap** - Employee's have the option of wearing the cap or not wearing the cap when driving. However, if any type of head gear or head cover is worn while on duty, it must be the specified uniform cap and none other. As an option, an operator may wear a dark blue baseball cap with standard Metro logo patch. Operators are asked to refrain from wearing pins, braids or other decorations on the cap. An additional optional cap is available for female operators similar to the Navy Wave cap.
- d. **Belt** - black or brown, solid color, buckle of your choosing. Buckles displaying profane or indecent acts or words shall not be worn.
- e. **Shoes** - black or brown, solid color, **polished** and in good condition. In the interest of safety, soles may not exceed one-half inch in thickness and heels may not exceed one inch at the back, including thickness of the sole. Open-toe, open-heel or canvas tennis shoes are not permissible.
- f. **Optional Dress** - A sleeveless navy V-neck sweater may be worn. If worn during the winter uniform period, a necktie must also be worn. Uniform options include long-sleeved or short-sleeved oxford cloth shirts, culottes, a wool-blend summer trouser, polyester summer trouser,

Wave-type cap (for females), and four necktie options (navy, red/blue, blue/gray and female crossover styles).

Approved accessories may be purchased by operators that have a sufficient supply of standard-issue uniform garments in good condition. Approved accessories include winter jackets and coats, belts, socks and shoes.

- g. **Exceptions** - Operators who have encountered delays in receiving their uniform issue must meet the requirements for shoes, belt, cap (if worn), shirt and tie (where applicable) and appearance. The jacket, shirt and trousers, while they are on duty, must be dark, solid-color materials, as close to the regulation uniform as is practical.
- h. **Uniform expense** - The expense of the initial uniform is paid by the employee, with a uniform allowance effective after one year of continuous service.
 - (1) A uniform order work sheet should be completed and turned in to the dispatcher to obtain a uniform order.
 - (2) No allowances will be allowed to accumulate.
 - (3) Employees will be provided with a one-time, once-a-year uniform order.

Operators who desire additional uniform items that exceed the Authority-paid uniform allowance will be responsible for the transaction and cost of those items. The KCATA will be responsible for alteration costs of the following items: waist alteration, pant length alteration and shirt taper alteration. The cost of all other alterations will be the responsibility of the employee. Employees who require "made-to-measure" uniforms, because some of the required garments fall outside of standard sizes, should notify Transportation Department officials by filing a Form #288.

- (1) Part-time operators shall receive a uniform allowance after 1,040 hours of work.
- i. **Supplies While Operating a Bus** - Each operator shall have the following items in their possession while operating a bus in revenue service:
 - (1) Reliable Watch - Each operator is required to carry a reliable watch and check its accuracy with the clock in the dispatch office each day before operating a bus in service.
 - (2) Transfer Punch - authorized punch only
 - (3) Block Schedule
 - (4) Accident Report Envelopes
 - (5) Customer Courtesy Cards
 - (6) Pocket Schedules
 - (7) Window Cards, if necessary

- (8) Route Guide/Book
- (9) Transfers

4. Licenses

Each bus operator shall be required to have in his/her possession any licenses which may be required by law. It is the responsibility of the bus operator to keep these licenses current and valid. Operators can avoid disqualifying themselves from duty due to license problems by following a few simple precautions:

- Be aware of your license expiration date. Renew your license two weeks before expiration without a renewal notice and sooner with a renewal notice.
- Keep the license bureau promptly informed of any address change. Forms are available from the license bureau office to change your address.
- On the proper form available from the dispatcher, report all suspensions, all traffic ticket convictions and all transit-related traffic ticket citations.
- Immediately see the Safety Manager, Safety Officer or Superintendent with any license problem.

(Refer to bulletin listing most current CDL requirements)

5. Discipline/Personal Conduct

The Authority expects its employees to be courteous and treat fellow employees and patrons with respect. Only through full cooperation and total working efforts can the Authority prosper. As employees of a public agency, each of us has the obligation to conduct ourselves in a manner befitting the public's trust. The following actions toward any of our customers, supervisors, agents or employees will not be tolerated and are subject to suspension or discharge.

- Employees who are careless with the safety of themselves or others in the performance of their duties
- Discourteousness
- Dishonesty
- Improper handling of passenger revenue
- Conduct unbecoming an employee
- Violation of rules
- Willful neglect
- Making false reports or statements
- Concealing facts concerning matters under investigation
- Failure to report an accident
- Failure to make the proper efforts to procure witnesses

a. Language and Conduct

Each employee should remember that his or her conduct reflects on every other employee of the Authority. Therefore, employees should conduct themselves in a respectful and civil manner. By law, we are obligated to keep the workplace free of religious bias. Therefore, employees on duty will not make comments to passengers or co-workers supporting or rejecting any religious belief.

Boisterous actions or profane language is not permitted or tolerated.

b. **Gambling, Horseplay, Fighting and Firearms**

Gambling (including bets, unauthorized lotteries and raffles), horseplay (throwing missiles, tripping, etc.), loud profanity and fighting while on duty or on Authority property are prohibited at all times. Possession of a firearm is prohibited while on duty or on Authority property and is cause for discharge.

c. **Arrest**

All cases of arrest of employees or citations for traffic violations while operating Authority equipment must be promptly reported in writing to a department supervisor.

Conviction of a felony or any misdemeanor or municipal ordinance violation bringing discredit upon one's self, fellow employees or the Authority will be considered sufficient cause for discharge.

d. **Use of Intoxicants and Tobacco**

Employees may not indulge in intoxicating beverages while on duty, nor for a period of eight hours prior to going on duty. Additionally, by federal regulation, a commercial motor vehicle operator may have no measurable amount of alcohol in their system when reporting for work. Also, by federal regulation, commercial motor vehicle operators will be presumed under the influence of alcohol at or above a level of .04% blood-alcohol content. The carrying of intoxicants or illegal drugs while on duty, or on Authority premises, is prohibited at all times. **Employees who violate these rules will be subject to dismissal.**

Operators should not drive a bus when using prescription or other medicine which interferes with their ability to safely operate a bus. Report the use of any medication with a warning about use while operating machinery or driving.

Operating employees directly involved in any serious accident such as collision of buses, bus and person, a serious collision with a vehicle or a fixed object, may be required to be hospitalized for medical attention, a physical examination and/or blood and urinalysis test.

Employees suspected while on duty of being under the

influence of alcohol or who have taken illegal drugs or have abused prescription or over-the-counter medication may be required to take a blood and urinalysis test as stated above. Those who refuse to do so will be subject to discipline under the rules stated above.

The use of chewing or smoking tobacco is prohibited while operating a bus. Smoking is permitted at layover points when off the bus. On Authority property, smoking is permitted in designated areas only.

e. Personal Debts

The Authority cannot be involved in any way with the extension of credit to its employees by others. Wages earned by an employee must be paid to that employee unless authorized by legal authority to do otherwise.

f. Dishonesty

The misappropriation of money, fares, or property belonging to the Authority will result in the suspension or dismissal of the employee concerned. This misappropriation of Authority money extends to the fraudulent or misrepresented application for sick pay, medical health benefits, disability benefits, premium payments, or worker's compensation benefits.

g. Moral Conduct

Employees on duty, either on Authority vehicle or property, will not participate in petting, caressing, sexually exposing themselves to passengers or any other sexual activity. Making lewd or suggestive remarks to passengers or soliciting addresses and telephone numbers is prohibited. Violators will be subject to discipline; and depending upon the circumstances, may be discharged. **Sexual harassment with respect to passengers and co-workers will not be tolerated.**

6. Violations

Violations of rules or instructions shall be considered cause for discipline. The use of abusive language, disobedience or negligence of duty shall also be considered cause for discipline. Discipline may be administered by supervisory personnel, managers, superintendents, the Director of Transportation and their superiors. Operators are expected to observe all directions of maintenance personnel and all orders from maintenance supervisory personnel. If an operator disagrees with an instruction or order from any Authority supervisor, they should follow that instruction or order and later complain to the Superintendent of Transportation. Failure to comply with orders will be cause for insubordination.

Discipline may be administered in the form of verbal cautions,

reprimands, written warnings, suspensions from duty or dismissal from employment.

7. Illness, Injury and Physical Exams

When ill, the dispatcher must be notified as soon as possible. A day operator reporting off the sick list must report either in person or by telephone by 3:00 p.m. of the day before returning to work. A night operator calling in sick will have until 9:00 a.m. the following morning to report off the sick list. If night operator does not report off the sick list at that time, the time reverts back to the 3:00 p.m. the day before returning to work. In no case is it permissible for an operator to ask to be placed on the sick list and at the same time ask to be taken off the sick list for the following day.

When an employee has been hospitalized or off duty requiring medical care, the Metro may require a physical examination by the Authority doctor to determine the ability of the employee to return to work. Employees are subject to a physical examination and other medical tests as deemed necessary to assure fitness to perform their assigned duties. All cases of accident or injury to an employee while on duty must be reported promptly in writing on an accident report form to the dispatcher.

If an employee is injured between the hours of 8:00 a.m. and 5:00 p.m., they are to pick up a doctor's slip from the office and will be sent to the Authority doctor. The doctor will give them a slip to return to the ATA. This slip tells the Authority of the status of the injury, whether able or unable to work. If the employee is injured between 5:00 p.m. and 8:00 a.m., they will be taken to a designated medical facility. They will be instructed to see the Authority's doctor the first thing the next morning. Again, the employee will pick up a slip from the ATA office and return the slip from the doctor's office. Should a person be injured over the weekend, he/she will be sent to the designated medical facility and then the Authority's doctor the first thing Monday morning. **The employee must see the Authority's doctor.** Any problems with care received as a result of an on-the-job injury should be reported to the department supervisor responsible for OJIs or the Superintendent. Employees who feign illness in order to absent themselves from their duties risk termination of their employment.

8. Probationary Period

Bus operators will begin probationary period at time of completion of training and receiving their badges. This time is a trial period in which the new operator is observed to determine if he/she is qualified to continue as a permanent employee. The probationary period for part-time operators shall be three hundred

fifty (350) working hours.

9. Annual Review

Each year on the anniversary of employment, operators will be reviewed by the Superintendent or his designee. Items observed are:

- a. Safety
- b. Customer relations
- c. Attendance
- d. Other violations

Employees are counseled if their work record is not satisfactory in order to bring the record up to an acceptable standard.

10. Leave of Absense

In accordance with the Union Agreement, operators off 30 days or more are required to submit in writing a request for a leave of absence, as well as each 30 days thereafter if the leave is extended. Detailed reports from operators on leave of absence from their doctors will from time to time be required. Leaves other than medical will be reviewed by Authority officials.

11. Resignation

If you wish to resign from employment with the ATA, notify the Superintendent at least two weeks prior to leaving.

12. Employee's Transportation Pass

Each employee will be furnished with an employee's transportation pass. The employee will be held responsible for its proper use according to the rules printed on the pass. The loss of the pass must be reported immediately to the dispatcher. There is a \$10.00 charge for replacement. Bus operators in uniform, displaying their identification badge, will be permitted to ride without showing the pass. An employee riding in uniform, or on an employee's transportation pass, should not occupy a seat if a fare-paying passenger is forced to stand. Relatives who are not eligible for a transportation pass must pay the required fare to ride Authority vehicles.

13. Employment or Activities in Other Capacities

The Authority will not retain any employee whose outside employment, instructional courses, or other activities interfere with or affect the performance of his/her normal duties, or are a violation of the law. Consideration will be given to part-time operators who communicate their work availability in advance to the dispatchers.

14. Lockers

Lockers are maintained for the operator's use and may be assigned to employees from time to time. The Authority reserves the right to inspect lockers at any time. Food (other than lunches), flammables, firearms or other weapons, intoxicants, narcotics or other harmful drugs must not be stored in these lockers at any time. The Authority will not assume responsibility for loss of any articles kept in lockers or the removal of locks from lockers. Whenever a locker is inspected, the employee involved or a union representative will be given an opportunity to be present, if circumstances reasonably permit. Failure to permit an inspection or to otherwise fail to cooperate with an inspection procedure will be cause for discipline or discharge as circumstances warrant.

15. Advertising on the Buses

Bus operators must not permit the placing or distribution of any advertising matter in Authority vehicles except advertising authorized by a representative of the Authority or the contracted advertising company.

16. Unauthorized Personnel on Authority Property

In the interest of safety, unauthorized personnel are forbidden in the garage area. Additionally, persons other than employees and authorized visitors are prohibited from entering any work area on the facility. Children of employees will not be left unattended at any time at any location of the facility.

17. Restroom, Eating and Drinking Water Facilities

There are restroom and drinking water facilities designated for each route. Each operator should know where these facilities are and not make stops at other points on the route, except in an emergency. A list of the restroom facilities is available at the dispatch office or vicinity. Keep all restroom facilities used as clean and sanitary as possible.

In the interest of safety, eating and drinking cannot be permitted while the bus is in operation. Keep your driving area free of cups and papers. The dashboard and side window area should be kept free of all articles which either limit visibility or appear unsightly from outside the bus.

18. Extra Board

The extra board should be read every day since it contains the following information:

- a. A list of all extra operators and the time that each extra operator is assigned to report for duty

- b. The revolving work list
- c. The route and run to which an operator is assigned
- d. The time he/she is to report for duty (a "show-up" assignment)
- e. Special notices

The extra board will be prepared and posted in the operators' room by 5:30 p.m. daily. Extra operators going off duty before the extra board is posted are responsible for determining their assignment for the following day by contacting the dispatcher.

19. Lost Articles

Operators must check their buses at each layover for lost articles. Articles found on the bus must be tagged with a lost article tag and turned in to the dispatcher. If an article is found by a passenger and turned over to the operator, the operator should obtain the name and address of the finder and note that information on the lost article tag. If the passenger refuses to release the article they have found, try to obtain their name and address, then make a written report of the incident and give it to the dispatcher or Superintendent.

When a lost article contains money, the money should be counted in the presence of the person turning the article over to the operator and a note made of the amount on the lost article tag.

20. Solicitation

Soliciting money or public support by employees for political, religious, social or other causes while on duty or on Authority property or in uniform is not permitted without the written consent of the department head. Operators must not allow anyone to solicit from or otherwise disturb passengers, or allow unauthorized materials to be distributed or displayed on Authority property or vehicles.

SECTION III - REPORTING FOR WORK

1. Procedure

Operators report to the dispatcher in uniform and ready for work no later than pay sign-on time. Extra operators must report to the dispatcher at such time as directed or shown on the extra board. Having reported for duty, they must not absent themselves without permission from the dispatcher.

2. Tardiness - (See Absenteeism Policy)

3. Miss - (See Absenteeism Policy)

4. Absence - (See Absenteeism Policy)

5. On-Line Relief

- a. Operators relieving another operator must be in full uniform and at the designated relief point before his/her run is due in order to make the scheduled relief. Operators who are being relieved should be sure to inform their relief operator of any reroutes or information that might be helpful for them to know.
- b. Operators scheduled to be relieved and finding no relief operator when arriving at the scheduled relief point should contact the radio dispatcher immediately. The operator will then be required to take the bus to the end of the line and return to the relief point. If no relief operator is then available, contact the radio dispatcher again for instructions. Operators who fail to relieve at the scheduled time will not receive pay until they do relieve, unless the delay is due to circumstances beyond the operator's control.

SECTION IV - BUS OPERATING PROCEDURES

1. Pre-Trip Inspection

Operators shall not operate any bus unless they have first satisfied themselves that the following items and accessories are in good working order:

- a. Lighting and reflectors
- b. Service and hand brakes
- c. Air gauge
- d. Horn
- e. Windshield wipers
- f. Rear vision mirrors
- g. Tires
- h. Steering mechanism
- i. Check coolant level - towels in garage
- j. Check for dirty seats - towels in dispatch
- k. Fire extinguisher
- l. Wheelchair lift and securement equipment
- m. Overhead route sign
- n. Side route sign
- o. Window destination sign
- p. Farebox
- q. Radio
- r. Kneeling feature
- s. P.A. system

During your tour of duty, all damage and/or mechanical defects must be reported on a B.O. Card or to the radio dispatcher if the vehicle is unsafe to operate.

2. Heating and Air Conditioning

a. Coach Heating System

The heating system on the ATA coaches is completely automatic once the system has been turned on. However, there are some variations in how the heat is turned on on different series of coaches. The following is a list of our coaches and what is necessary to activate the heating system on each type of coach.

100's- The Ventilation Toggle Switch must be placed in the "blower" position. The water temperature must be 120 degrees before the heat will come on. The heat and air conditioning are controlled by a toggle switch located to the left of the operator.

S-Series - The defroster has four outlets which supply air to the windshield. The defroster's three speeds are controlled by the fan control switch. The switch is located on the dash to the right of the driver. The driver's heater controls are located in the front dash panel to the right of the driver. Turn the switch to the heat setting and set fan switch to desired speed. For passenger heating, the controls are located on the console to the left of the driver. Turn the switch to the "on" position and turn the select switch to the heat setting.

700's- On this type of coach, the heat and air conditioning are controlled by a toggle switch.

900's- On this type of coach, the heat, fresh air
8900's vents and air conditioning are controlled by
9000's a four-position switch. Operation of the
9300's heating and air conditioning is completely automatic. The driver has no control other than that provided by the control switch mounted on the left-hand switch panel. The defroster heater fan switch is designed to control operation of the windshield defroster and driver's heater fan separate from the climate control system. The driver's heater blower is controlled with the "DEF/HTR FAN" switch on the left-hand switch panel. The temperature control knob is located on a recessed panel to the left of the operator's seat.

Operator's window and passenger windows should be closed when air conditioning system is in operation.

b. Coach Air Conditioning System

In order to insure the proper functioning of the air conditioning equipment on our buses, operators should follow these steps:

- (1) Turn on air conditioning control switch.
- (2) If air conditioning doesn't come on, shut off engine with the air conditioning switch still in the "on" position. Re-start engine; air conditioning should come on.
- (3) If this procedure, Steps (1)-(3), doesn't work, please contact the radio dispatcher.
- (4) The 900- and 8900-series have special features:
 - (a) The A/C will not turn on if the temperature is below 74° inside the bus.
 - (b) The A/C will not turn on if the bus is in "fast idle."
- (5) For 900-, 8900- and 9000- and 9300-series buses, the fast idle should be used at all times during layovers.
- (6) Turn off the A/C system at layovers if at the layover point for five minutes or more. If the hot engine light comes on at a layover point, turn off the A/C and rev the engine in neutral to engage the engine fan. If the hot engine light remains on, follow the procedures for dealing with a hot engine.
- (7) Close the windows of your bus at layover points. Passengers may open a window to get moving air, but the A/C system will have to work even harder to cool the inside of the bus.

3. Destination Signs

When starting a trip, make sure that the route and all destination signs are correctly displayed. This is a necessity for your passengers and a convenience for you. Most buses are equipped with side route signs on the door (curb) side of the bus. Side and front overhead signs should always display the same route. The front window destination sign should read the appropriate destination for each trip. Codes for the electronic route signs can be found in the route book. **NOTE:** When entering the downtown district northbound, make sure your southbound destination is changed by Truman Road. When entering downtown from the north, change the destination sign for northbound trips at 8th Street.

4. Farebox Out of Order

In the event your farebox becomes inoperable, you should report the matter to the radio dispatcher. You must first contact the

dispatcher before placing the farebox in the bypass mode.

5. Operator's Vehicle Report, Form #750

Operators will report any defects of the bus to supervisor or radio dispatcher when necessary to have bus removed from service. A Bad Order (BO) Card provided for that purpose is to be filled out and left on the transfer tray of the bus. The front paper copy of the Bad Order Card should be placed in one of the deposit boxes marked "BO Card Receipts." One deposit box is located near the dispatcher's window and the other box is located at the guard shack. Make sure the problem with the bus is written in detail so as to assist the Maintenance Department in making repairs. Operators must not attempt to make mechanical repairs on the buses.

6. Air Pressure

The air pressure on these vehicles is very important. Besides the brake and air suspension system, other parts of the vehicle depend upon air pressure for their operation (doors and windshield wipers in particular). During warm-up, the LOW AIR telltale will light and buzzer will sound until air pressure is built up to sixty (60) pounds. Do not move the bus until air pressure is at least 100 pounds for safe braking and a buildup of air suspension. Do not use over one-third throttle to build up air pressure.

If during the operation of the telltale, LOW AIR lights and buzzer sound indicating low air pressure, stop the bus as quickly as possible to determine and correct the cause of low pressure before proceeding. If the pressure does not hold, contact the radio dispatcher. The operator must be constantly alert for low air pressure when windshield wipers are being operated. If wipers cause air pressure to drop, the operator must slow them down or stop them, if necessary.

7. Use of Transmission

Air Shift Toggle Switch - 700-series buses forward and reverse operations and neutral (for starting, fast idle and parking) are obtained by positioning the Air Shift Toggle Switch located on the instrument panel.

Electronic Range Selector Switch - All other buses have three forward gear selections (1, 2 and D). For most normal driving, the selector should be placed in "2". Also, on slick streets, the selector should be placed in "2" if travelling less than 45 mph. The "2" range may also be used to minimize rough shifts or for long downgrades as long as the coach speed does not exceed 45 mph.

Do not put the bus transmission in neutral when negotiating a skid. Coasting in neutral can damage the transmission. Use the stab-braking technique to help deal with skids.

Also, do not use the accelerator to hold the bus on an upgrade while stopped for a stop sign or stop light. This practice can also damage the transmission. Use the brake to hold the bus, and use the heel and toe procedure to start forward.

IMPORTANT: The coach should not be moved when the indicated air pressure is below 100 p.s.i. Shift into position only with the engine at slow idle and with the vehicle stopped.

NOTE: When switching from forward to reverse or reverse to forward, it is necessary to move the switch to neutral, release pressure from the switch and then continue movement to desired position. If the indicator light fails to show that the desired gear has been engaged, then it is necessary to repeat the process. If, after several tries, difficulty is still encountered, report the condition immediately to the radio dispatcher.

IMPORTANT: Safety demands that control lever be placed into "N" (neutral) notch **BEFORE** driver leaves seat; otherwise, the bus will move if accelerator pedal is accidentally touched. Always place control lever in "N" before stopping engine and set hand brake effectively.

8. Racing Engine

The operator **MUST NOT** race the engine at any time. Immediately after starting, the engine should idle for one minute to circulate the oil and build up oil pressure. After one minute, **NEVER** use more than one-third throttle, but use a brisk idling speed. Under no circumstances will the operator place a block on the accelerator to race the engine for the purpose of warming it up while he leaves the bus. This practice is strictly forbidden.

9. Engine Oil Pressure

Engine oil pressure gauge is mounted on the gauge panel in front of operator. If oil pressure falls below a safe operating condition, the RED LOW OIL telltale will light and the buzzer will sound.

Should the oil pressure telltale light come on and the buzzer sound, the operator must stop the engine at once. He must examine the ground under the engine to see if the oil is leaking. If oil is leaking or warning lights come on, the operator must contact the radio dispatcher for instructions. The operator is responsible for any equipment damage caused by the operation of a bus with insufficient oil or low oil pressure. The 8900-, 9000- and 9300- series buses will shut the engine off in a low oil condition. Use the engine override switch to keep the engine running long enough (30 seconds maximum) to safely get out of traffic.

10. Overheating of Engine

If the engine begins to overheat, the operator must stop the bus as soon as possible in a safe manner. The bus will "shut down" a short time after the warning light comes on. Turn off the air conditioner immediately. Notify the dispatcher that you have a hot engine. With the transmission in neutral and the parking brake set, "REV" the engine. This will engage the fan and help cool the engine. If after 3-5 minutes the hot light is still on, shut down the engine and recontact the dispatcher. Wait for instructions. Notify your passengers of the situation and apologize for the inconvenience.

Low water is the main cause for engines overheating. All operators should check the coolant level every time a bus is pulled out from the garage. Coolant hoses are located on the east end of each track/lane. To check the coolant, use the following procedure:

- a. Locate the surge tank filler on the left rear side of the bus.
- b. Open the compartment cover and activate the pressure relief valve. Always stand back from the filler assembly so that you will not be injured by any hot liquid or escaping gases if pressure is built up in the coolant tank.
- c. Open the filler cap by unhooking the safety catch. The cap will then open easily.
- d. Determine the level of the coolant. The coolant level should be up to the bottom of the opening. If liquid drains from the filler assembly when the cap is open, there is adequate coolant.
- e. To add coolant, place the hose in the filler neck and open the valve by pressing the end of the hose. Allow the tank to fill until the fluid begins to drain back out of the filler assembly.
- f. Make sure to close the cap properly and close the compartment cover.

If the engine should start losing power, laboring, or start knocking, the operator must stop at once and contact the radio dispatcher for instructions.

11. Low Battery

In the event the generator is not charging, the telltale will light and the buzzer will sound. When the telltale buzzer sounds, the operator must contact the radio dispatcher at once. When attempting to start a bus, all lights should be turned out except marker lights. Make certain the shift lever is in neutral.

12. Pullout

Operators are to be on their bus 10 minutes before scheduled pull-out to complete a thorough pre-trip inspection and prepare the bus for passenger service. No vehicle can leave the garage without a pre-trip inspection. If, for any reason, the vehicle is not suitable for service, notify the dispatcher immediately. All buses should leave the garage as scheduled. If you pull out late for any reason, the radio dispatcher must be notified.

13. Speed in Yards

All operators must exercise extreme caution when driving in and out of the garage. The maximum operating speed on the garage lots is 10 mph, and operators must be alert for other vehicles and pedestrians at all times in an effort to prevent accidents.

Operators should never drive a bus into the garage lot with passengers on board, except when instructed by a supervisor or radio dispatcher. KCATA employees travelling to work may be transported through the farebox island and into the garage.

14. Leaving or Driving on Garage Lots

Turn emergency blinker lights on while pulling out. Do not move a bus when a mechanic is working on the underside of it or when there is someone close enough to the bus who could possibly be injured. If it is dark, switch on body lights when pulling out. Pull out slowly--do not speed. Stay in center of bus lane when driving into the lot or when driving off the lot. If buses are blocking you, see that they are moved sufficiently before attempting to pull out. During the hours of darkness, body lights must be on. This applies to all buses operating off garage lots.

15. Schedule Adherence

All operators are required to have an accurate knowledge of the schedules, running time and timepoints on the runs they operate. Unless there is a legitimate delay, operators are required to leave the garage and ends of line at scheduled time. Buses are not to be operated ahead of schedule unless directed to do so by a supervisor. When schedules are delayed for any cause, the operator is required to make a reasonable and safe effort to make up lost time. **SAFETY COMES FIRST.** Report any delay of ten (10) minutes or more to the radio dispatcher.

16. Bus Maneuvering

Right turns should be made from the traffic lane as near the right-hand curb as possible in the manner in which you have been instructed. Do not swing wide enough for an automobile to get on your right side. Adequate room should be allowed when making a right turn so that the right rear wheel of the bus does not ride

the curb, nor the right side of the bus scrape against poles and fire plugs. Left-hand turns should be made from the traffic lane nearest the center line of the street when possible. Left-hand turns off of one-way streets should be made in a manner similar to right turns by protecting the left side. The law states that the turn indicator lights must be used not less than 100 feet before the vehicle turns. Turn indicators should be used when changing from one lane to the other and when pulling from the curb after making a stop.

17. Care of Tires

The operator should be careful in pulling to the curb or in making turns to avoid striking the curb with the tires. A hard lick against a concrete curbing or steel sewer top will cause severe and expensive damage to tires and often throws passengers. Careful driving habits will prevent this needless expense.

The operator should avoid running over objects in the streets that might damage the tires. Report any hazardous street conditions to the radio dispatcher. Skilled operation will add many thousands of miles to the tires.

The operator must not operate his bus when tires are not adequately inflated.

18. Traffic Laws

Each operator is responsible for the operation of his/her bus according to the traffic rules and regulations of the communities served by ATA, as well as the rules and regulations of the states of Kansas and Missouri. Become fully acquainted with these rules and regulations and operate your bus accordingly.

19. Traffic Citations

We endeavor to work in harmony with police officers. Respect and obey their orders at all times. Rude or uncooperative attitudes with police officers will not be tolerated under any circumstances. If requested to sign a traffic ticket, do so -- this signing does not indicate that you have made an admission of guilt. Operators who receive traffic tickets while operating a bus will be responsible for the ticket if it stems from their own actions and not as the result of a work assignment. Complete the proper form(s) for tickets received on the bus or ticket convictions in any vehicle.

20. Hazardous Conditions or Situations

a. Wet and Slippery Streets

Be very careful when driving on wet or slippery streets. Speeds must be reduced and following distances increased. Care must be taken to apply brakes gradually to prevent

skidding. If the bus begins to slide, use the stab-braking techniques to regain rolling traction. In rainy weather, operators must be careful in adjusting the speed of the windshield wipers to avoid running the air pressure down. **REMINDER:** Safety comes first; schedule comes second.

b. **Operating Through Water**

Drive the bus very slowly through standing water to prevent damage to the equipment. The vehicle must not be driven through water deep enough to reach any part of the engine. Brakes should be tested immediately after operating through deep water to check for water in the brake drums.

21. Special Driving Situations

a. **Railroad Crossings**

When approaching a railroad crossing, whether main line or spur track, the operator must make a complete stop not less than 10 feet and not more than 50 feet from the nearest rail. The operator must stop, look and listen to assure that no train is approaching from either direction before crossing.

b. **Emergency Vehicles**

When you see or hear any emergency vehicles approaching, safely stop your bus until all emergency vehicles have passed. Pull to the curb and leave the street clear, if at all possible.

c. **Schools**

In the event an operator comes upon a school bus headed in either direction and the school bus is loading or discharging passengers, the operator must immediately bring his/her bus to a full and complete stop. No traffic, including transit buses, may pass or overtake a school bus when the school bus stop arm is extended. Before passing the school bus, the transit bus operator must not proceed until the school bus passengers are at a place of safety and he/she is sure it is safe to proceed.

d. **Funerals**

Buses must never be operated so as to cut in or any way interfere with a funeral procession, unless directed by the police or Authority supervisor to do so.

e. **Parades and Running Events**

Buses must never be operated so as to cut in or any way interfere with a parade or running event. When a parade or running event delays or blocks your travel, contact the radio dispatcher for instructions.

22. Blocking Intersections

Before entering an intersection, an operator should observe the traffic conditions; and if there is not sufficient room to cross the street without blocking traffic, then he/she should wait on the near side until traffic has cleared.

23. Bus Pushing

Operators are instructed not to push one bus with another except in cases of extreme emergency, on instruction from a supervisor or while on pusher bus during snowstorm.

24. Safety Stops

Safety stops will be made when entering and leaving garage area and at the crosswalk in the middle of Building #2.

25. Backing the Bus While in Street Operation

By maintaining adequate following and stopping distances, there should never be a need to back up a bus in street operation. Should an operator find his/herself in a backing situation, they will contact the radio dispatcher to request the assistance of a district supervisor. Only with the supervisor present will an operator back up a bus in street operation. Backing will be accomplished by the direction of the district supervisor with the bus operator displaying the four-way hazard flashers and sounding the horn while in reverse gear.

26. Starting and Stopping

The operator must start the bus smoothly without jerks or sudden changes in acceleration in order to avoid throwing or injuring passengers. The transmission is fully automatic. The gears shift automatically as the bus speed increases. To execute smooth stops, let up slightly on the brake pedal just prior to stopping, then depress the brake to come to a smooth, complete stop.

When there are passengers standing in the aisle or walking to a seat, the operator must be careful not to make a sudden start or stop.

27. Engine Emergency Stop

The EMERGENCY STOP switch is used **only** as an emergency measure in the event the engine fails to stop when MASTER CONTROL switch is placed in OFF position, or when ENGINE CONTROL switch is pressed down. Do not use the EMERGENCY STOP for normal stopping of the engine.

28. Safety - Operating While Ill or Fatigued

An Authority vehicle shall not be driven by any employee if the ability or alertness of the employee is so impaired through fatigue, illness or any other cause that would create a safety hazard.

29. Use of Horns and Seat Belts

Horns on the buses are to be used only when necessary, as continuous use of these warnings lessen their effect. Unnecessary use of the horn only adds to the traffic noise and irritates people.

All Authority vehicles are equipped with seat belts for additional safety to the driver in the event of an accident. Each employee is required to utilize this safety device.

30. Attention to Duty

An operator must not permit anything to divert his/her attention from the safe and proper performance of his/her duty. Holding unnecessary conversation, looking backward, reading, lounging with one foot off the floor, eating or drinking, adjusting equipment, changing destination signs, writing on Bad Order Cards, etc. while the bus is in motion are all prohibited. These activities cause uneasiness to passengers and are likely to lead to an accident. Use layover time at the end of the line for these activities.

31. Leaving the Bus While in Service

Operators are not to leave the bus on the line while in service except in cases of emergency. If passengers are waiting to board, the operator must serve them before leaving the bus. The bus must be curbed. On a level or downhill grade, the wheels should be turned all the way to the full right locking position when parking on the right curb line. For uphill grades, the steering needs to be turned to the full left position when parking on the right side of the street. The front tire needs to contact the curb to take full advantage of this technique. On buses with power steering and the engine running, back the steering off full lock by one turn. This will prevent the steering box from overheating. All buses, including power steering, may be curbed at full-lock steering with the engine off.

After curbing the bus, the transmission should be placed in neutral. For buses with mechanical hand-operated brakes, care must be taken to pull the brake handle up as far as possible. For buses with air-operated parking brakes, it is important to listen for the brake application as the lever is pulled upwards.

The warning or hazard flashers need to be displayed to inform motorists that the bus is parked. If the bus is standing in a residential area for over two minutes, then the engine should be

shut off as well.

UNDER NO CIRCUMSTANCES IS THE REAR DOOR INTERLOCK TO BE USED IN PLACE OF THE PARKING BRAKE.

32. Safety Eyeglasses in Vehicle Maintenance

The vehicle maintenance department has designated walkways and areas where safety glasses are and are not required. In required areas, all individuals, including bus operators, must wear safety eyewear to be present in those areas. Operators without safety glasses in maintenance areas must adhere to these safety restrictions.

33. Safety Procedures for Road Calls

The vehicle maintenance department has safety procedures for use by mechanics when working on a bus on the road. The intent of these procedures is to increase the safety of Metro personnel. Be prepared to assist or cooperate in insuring the safety of yourself and your fellow employee. You may be asked to move the bus to a level location and out of traffic. The mechanic will check the bus parking brake and transmission selector before chocking the wheels. Safety cones will also be set out to protect the area. You may be asked to shut off the bus engine so the mechanic can safely work on the bus. Be prepared to get off the bus and be watchful for the mechanic if the mechanic needs to get underneath the bus. Cooperating with the procedures will make the road call safer.

34. Pedestrians

Yield the right-of-way to pedestrians crossing the street, regardless of whether it is a marked crosswalk or in the center of the block where there is no crosswalk. When a pedestrian is crossing the street, drive with caution and practice defensive driving habits. The horn should be used to warn pedestrians who are standing at the curb or in a safety zone, but not to frighten or hurry those who are already crossing.

35. Fire Extinguishers/Fires or Hazardous Materials of Any Kind

Each bus is equipped with an A-B-C-rated Dry Chemical Fire Extinguisher. Know where the fire extinguisher is located on each bus. Before using a bus fire extinguisher, the safety of the passengers must be the first consideration. Bring the bus to an immediate stop and shut off the motor. Evacuate the passengers out of, and away from, the coach. Call the radio dispatcher. After locating the fire source, use the fire extinguisher only if safe to do so. Approach no closer than 15 feet with the extinguisher. Pull the pin and aim at the base of the fire. Do not discharge the extinguisher into the path of the wind or against a surface where the extinguishing agent may bounce back. With short 2-3 second bursts, sweep the agent across the base of the fire. Once the

fire goes out, be prepared for re-ignition or re-flash several minutes after the fire initially goes out. If the fire re-ignites, follow the same procedures to extinguish it.

Report any use of the fire extinguisher on a Vehicle Report Card so it will be properly recharged and ready for use again.

36. Charters

Carefully read the charter order prior to departing for your bus. Ask the dispatcher for assistance if you have any questions about the routing or special instructions. Thoroughly pre-trip your bus prior to departing the garage. Operators, while working charters, will be required to stay on their vehicle unless they are authorized to leave the bus by supervisor or charter representative. After arriving at the destination point, inform the chartering parties where you will park the bus if it is not the same place you have unloaded the group. At the conclusion of each charter movement, operators will fill out completely a charter trip sheet and turn it in to the dispatcher.

37. Passenger Counts and Passenger Surveys

Federal funding requirements mandate passenger counts. Especially important are the random trip counts. For these counts, you will be asked to sign off (#, then *) on your farebox to start the count and again sign off at the end of the count. This added sign-off procedure allows for the storing of fare transaction information during the period of the count.

Other types of surveys include transfer counts, passenger counts, maximum load point checks and passenger surveys. All of these activities help the Metro better understand the use of our service and the needs of our customers, the bus passengers. When you are asked to help with a count, make sure you understand the instructions provided. Contact any supervisor if you have questions about a survey or count.

38. Returning Buses to the Garage

When returning bus to the garage, operator will observe the following procedures:

- a. Pull up to the farebox island; have the farebox probed, the cash box pulled, and receive instructions on where to park.
- b. Park bus safely. When enroute to the garage from the farebox island, watch out for other buses in the adjacent lane and at the top of the ramp. Observe points of close clearance when turning. Drive up to the doorway and enter on the assigned track/lane. In cold weather, close the door unless another bus is directly behind. Do not change lanes. Watch for pedestrian traffic and stop at the center crosswalk before proceeding forward. Be

careful so as not to collide with the bus in front.

- c. Turn off all accessories first; set the parking brake; return gear shift lever or toggle switch to neutral; and, finally, shut down the engine prior to leaving the bus.
- d. All doors and windows must be closed to minimize soot accumulation. **No passengers, except employees, are to enter the property on the bus.**
- e. Exit the garage only in the designated walkways. Do not walk across the lanes. Falls are more likely to occur when crossing lanes/tracks due to fluids that accumulate there.

39. Garage Signs

Buses enroute to garage from end of lines shall carry a "Garage" sign and, being still in revenue service, are required to pick up passengers who wish to ride. A "Charter" sign will not be used enroute to garage unless specifically noted on schedule.

SECTION V - PASSENGER SERVICE

1. Courtesy to Passengers

Customer relations are one of the most important parts of our job at the KCATA. When we talk about good customer relations, we are not only talking about avoiding complaints, we are also talking about providing good service, being helpful to our customers and just being nice to the people we come in contact with daily.

Working with the public can be very demanding. The bus operator's role and expectations differ from that of the expectations of the passengers. The operator is at work; the passenger is not. The operator knows the rules; the passenger may not. As a professional driver, you have a lot more responsibility, including thinking before reacting.

Relations and communications with passengers can be classified into four types:

a. Respectful Communications

Most contacts with passengers fall into this category. Treating people in a courteous manner as we would like to be treated is the trait of respectful communication. A friendly greeting as a customer boards, or even just a nod and a smile welcomes each person to our service. Problems with passengers handled in a respectful professional manner show that the operator is in control, rather than the passenger. Most problems arise from misunderstanding, so it is important to inform rather than criticize a customer.

b. Let It Go

For minor infractions or random comments by customers, it sometimes makes sense to say and do nothing, rather than to enter into an argument. No one ever really wins an argument with a customer. This technique cannot be used in every situation.

c. **Give Orders**

Orders should only be given to passengers in accident or emergency situations when the customers look to the bus operator for direction.

d. **Act Without Discussion**

Only in cases of passenger safety is it appropriate to act without discussion.

Good customer relations retain riders and encourage new customers. Good customer relations improve the image of our service and make each operator's job a little easier.

2. Passenger Complaints

Each complaint received by management will be investigated in order to improve service quality. Those complaints controllable by a bus operator identify problems in the Transportation Department's delivery of transit service. Skillful and diplomatic efforts to deal with customers will greatly reduce the number of controllable complaints.

An operator does not have to reveal their name to a passenger. However, **an operator must give his/her badge number promptly** and courteously when requested by passengers or others.

3. Providing Information

Operators must familiarize themselves with the routes in the Metro system. A general knowledge of the metropolitan Kansas City area is required. However, a detailed knowledge of street locations, transfer points, important public or private business establishments and other places of interest on the route to which the operator is assigned is indispensable in order for the operator to be able to give intelligent answers to passengers' questions. If you do not know the answer to a passenger's question, refer him/her to the Metro Information Center and give him/her a schedule with the telephone number on it. **Announce all stops and transfer connections clearly and distinctly according to Federal ADA requirements.** These helpful announcements are reassuring to passengers and make them more confident of your skills as an operator.

4. Special Passengers

Bus operators should be alert for the special needs of passengers. Mobility disabilities of customers may require the operator to use the lift mechanism or kneeling feature (8900s and 9000s) to assist

with boarding. Always ask a passenger if they need assistance prior to acting.

"Hidden disabilities" can inadvertently lead to problems unless we look for them. Diminished hearing, an inability to speak, illiteracy, no knowledge of English, or diminished mental capacity are conditions not readily apparent when a passenger boards the bus. Many times, the confusion, frustration and anger that passengers display arise from our inability to identify these "hidden disabilities."

The operator should **wait to move the bus** until persons with mobility disabilities, pregnant women, passengers carrying babies, passengers with arms full of packages, and any other passengers who appear incapable of seating themselves while the bus is in motion are seated.

5. Free Transportation

Free transportation is offered to the following groups:

- a. Employees in full uniform displaying their badge or presenting an Authority pass.
- b. Police Department employees in full uniform representing a city or county within the seven-county jurisdiction. This includes "civilian" employees who are in full uniform only. There is no need to differentiate between uniformed commissioned officers and uniformed civilian employees in extending the free ride privilege. Non-uniformed detectives can ride free if they display their badge. This also includes Jackson County correction officers in full uniform. (Private detective agency and security guard employees are required to pay the regular fare.)
- c. School crossing guards are allowed the free ride privilege while they are in uniform.
- d. Fire Department employees in full uniform representing a city or county within the KCATA's seven-county jurisdiction.
- e. Postal employees with mail pouches.
- f. Children five years of age and under (under age 6) when accompanied by a fare-paying passenger.

6. Loading and Unloading Passengers

The operator must always be alert for prospective passengers. A bus must stop at regularly designated stopping points to receive or discharge passengers, where possible. These points are designated by bus stop and/or bus zone signs. The front end of the bus should not be allowed to obstruct a crosswalk, while keeping the bus within the limits of the zone.

Operators should stop to allow passengers to board, even when the bus is away from a designated stop area. Operators must use good

judgment to insure that all stops are made safely. Care should be taken to insure that the passenger's safety is not jeopardized by autos passing between the bus and the curb. The bus should not be stopped in a manner that blocks an intersection. The Authority will stand behind operators who receive traffic citations while following this procedure, using good judgment.

This same latitude does not extend to stops which allow passengers to alight. Passengers should only get off the bus at designated stops. If the stop is in poor condition (crumbled curb, sinkholes, snowbanks, pools of water, etc.), it may be necessary to discharge passengers at a safer place.

In outlying areas where bus stops are not designated, the operator shall stop at street intersections upon hand signal. Where street intersections are widely spaced, stops on hand signal should be made at safe boarding and/or alighting areas and passengers should be encouraged to use them. For safety and convenience, passenger stops will be made at **any** street intersection on routes between 7:00 p.m. and 6:00 a.m. Unless otherwise ordered, buses should be pulled to the curb for boarding or alighting passengers. If the stop cannot be made at the curb, stop far enough away from the curb so that the passenger can step onto the street and then onto the curb. Never stop in a position that will induce a passenger to **leap** from the bus to the curb, or from the curb to the bus.

The bus must never start moving or be operated with the doors open, and the doors must not be opened prior to bringing the bus to a complete stop.

7. Waiting for Passengers

All operators must be alert for connecting buses at transfer points. If it is possible to make a connection without undue delay, this connection must be made. Do not leave a transfer point if a connecting bus is approaching and is in sight. The attractiveness of our service is very much lessened if a bus is driven away from a connection and people are left standing to wait for the next bus.

In order to provide better connections at all transfer points and accommodate our passengers, every bus operating in service shall pull into the bus loading zone at the transfer point and come to a complete stop. Drivers shall look in both directions for approaching buses and shall not proceed until passengers from connecting buses have had the opportunity to transfer. These rules are particularly important during night service and on weekends. Make extra effort to make transfer points on time that are marked "T" on your block schedule.

8. Carrying Passengers Beyond Destination

When a passenger has been carried beyond their destination, the operator should apologize to the passenger, regardless of whose

fault it was, and must not argue as to whether the buzzer was sounded or as to whether or not it was heard. The important thing is that the passenger was carried by their stop, not whose fault it was.

If passenger has been carried by their stop for more than a block or two, it is permissible for the operator to issue them a transfer acceptable on a bus going back towards their destination.

9. Express Buses

Sometimes passengers board an express bus without realizing it and will later signal for a stop not scheduled for express buses. Inform the passenger that this is an express bus and the next stop will be ___(name of street)__. Operators can avoid most of this by announcing that the bus is an express bus at the time passenger's board.

An operator on an express bus when leaving a stop should announce, "Next stop will be ___(name of street)___." This will inform a passenger who has boarded the bus by mistake where the next stop will be made and will give them time to request a transfer if he/she desires to ride back to their stop which the express bus could not make.

10. Passing Up Passengers

Our vehicles are operated to carry passengers. There should be no excuse for passing them up. **Passengers may be passed only after the operator receives instructions to do so by a member of ATA supervisory staff.** Buses carrying the destination of "Garage" on out-route to the line or in-routes from the line will pick up passengers.

11. Problems with Passengers

The vast majority of interactions with passengers are uneventful. Occasionally a problem will develop because a passenger does not understand a situation, the passenger is offended, or the passenger just does not want to cooperate.

The key to handling these situations is to treat the passenger the way that you would like to be treated. When a confrontation begins, whether a fare dispute, an ordinance violation, etc., assume that the person does not know the procedure and explain the situation. Then ask for their cooperation. Be willing to compromise or give the benefit of the doubt in a first-time dispute.

If the passenger chooses to be uncooperative, make a service stop, open the doors, and request that the passenger comply or leave the bus. Always give the passenger a choice. If the passenger refuses to comply, contact the dispatcher.

12. Police Assistance

An operator should not request police assistance unless he/she is prepared to sign a police complaint. The police, in most cases, cannot eject a passenger unless they make an arrest based on a signed complaint. A subpoena will be issued to you and an occurrence report should be written, including the court date information.

On rare occasions, a passenger will threaten (assault) an operator. The operator should make a service stop, open the doors, and request that the passenger stop the threats or leave the bus. A "10-50" (request for supervisor) or a "10-40" (request for police) call should be made to the dispatcher, if appropriate. Refer to the radio procedures section for greater details. Do not use the silent alarm unless you are in physical danger.

You have a right to defend yourself. If you are struck (battered) by a passenger, you are legally allowed to use sufficient force to repel the attack. Once the passenger disengages from the attack, you are not allowed to chase them to "get even" or "to get the last lick." If the passenger remains on the bus, the dispatcher should be notified. The main concern for your safety and the safety of your passengers is to get the problem off the bus. Keep the doors open in any passenger confrontation.

In the case where a weapon is involved, comply with any demands. If possible, use the radio handset, otherwise use the silent alarm. Try to look at the face of the passenger to remember identifying details. If the passenger leaves the bus before the police arrive, contact the dispatcher.

Report all incidents.

13. Packages and Baggage

Articles, baggage, packages or bicycles which, because of their size would restrict free movement of passengers or are dangerous or offensive to other passengers, are not permitted on the buses.

Any article or package that is permitted on the bus must be placed where it will not interfere with the operation of the vehicle or with any other passenger. Operators will not be responsible for any article left on the bus except to see that the proper rules are observed regarding the handling of lost articles.

No one will be permitted to board a bus with gasoline, a gasoline container or automobile batteries.

14. Animals

Dogs, cats, birds or other animals shall not be permitted aboard a bus except under the following conditions:

- a. A service animal such as a seeing-eye dog when properly leashed.
- b. A patrol dog accompanied by a uniformed police patrolman.
- c. If the animal or bird is caged or in a container and

will not be a nuisance or hazard to other passengers.

15. Ill Passenger

If the passenger is unconscious, call #8 requesting police and/or medical assistance. If the passenger is conscious, call #8. Then ask the passenger if they need an ambulance; but tell the passenger if one is called, the passenger is liable for the ambulance call.

16. Friends and Family

Operators, while operating buses, including entering or leaving the Division, are not permitted to have their wives, husbands, boyfriends, girlfriends, children or any other personal acquaintance as guests. This distracts from their driving.

SECTION VI - RADIO OPERATING PROCEDURES

All buses, road supervisor cars and service trucks are equipped with two-way radios. The radio is a vital link in our communications system and one of the most important tools a driver has at their disposal. Handle your radio properly for maximum efficiency and security.

The bus mobile radio system operates on one radio channel for data communications and a separate radio channel for voice communications. Data communications are automatic and require no driver participation. Voice communications are under the control of the dispatcher such that operators can normally only talk with the dispatcher and not with other buses.

1. Start-Up Self Test

- a. Turn on the bus master switch. The power-on indicator lights up and the display indicates all zeros.
- b. The indicator lamps turn on and off in sequence until each lamp is tested.
- c. Each character in the digital display cycles from 0 to 9 and A through F. The route/block and DR ID lamps remain on.
- d. The data head is now ready for route/block and badge number entries.

2. Operator Sign-on Keyboard Entries

- a. Depress the **Code Entry key**. The DR ID lamp goes out and the route/block light remains on.
- b. Key in the route/block number and note the correct digits on the display. Hit the **Clear key** for mistakes and re-key the correct route/block number.
- c. Depress the **Entry Send key**. The route/block number is saved and the route/block light goes out and the DR ID light comes on. The display next shows all zeros or the

- previous badge number entered.
- d. Key in your badge number and note the correct digits on the display. Hit the **Clear key** for mistakes and re-key the correct badge number.
 - e. Depress the **Entry Send key**. The badge number is saved. The DR ID light goes out and the correct time next appears on the display.
 - f. To verify the keyboard entries, depress **Code Entry** once and **Entry Send** twice.

3. Operator Communications

- a. Press the **RTT (Request-to-Talk)** or the **PRTT (Priority Request-to-Talk) key** to call the dispatcher. The **ACK (Acknowledge) lamp** comes on within a few seconds.
- b. When the dispatcher returns the call, the **ACK lamp** goes off; the **call lamp** comes on with a 5-second alert tone. The call must be answered by the operator within 45 seconds or the operator must initiate another request to talk.
- c. Grasp the handset from the cradle and depress the **PTT (Push-to-Talk) switch** on the handset to transmit. The **TX (Transmit) light** comes on during transmission by the operator. Remember, a time-out will occur if the dispatcher's call is not acknowledged within 45 seconds of the tone.
- d. A time-out will occur if the operator transmits for 30 or more continuous seconds. The time-out is indicated by a short tone in the handpiece. This time-out can be avoided by releasing the **PTT button** before 30 seconds elapse. Otherwise, if a time-out occurs, the operator must start over with a request to talk.
- e. When the conversation is over, the handset should be placed in the cradle. The radio switches back to the data channel.

4. Group Calls and All-Calls

For both group and all-calls, the call lamp will light up and a 5-second buzzer will sound. The message will be received over the loudspeaker so the handset remains in the cradle.

5. Time-Outs - Radio Disconnects

- a. **Individual call from dispatcher** - a time-out will occur after 45 seconds if the PTT transmit button is not depressed on the handset.
- b. **Operator talking** - a time-out will occur after 30 seconds of continuous operator radio transmission.
- c. **Operator listening** - a time-out will occur 30 seconds after PTT transmit button on the handset is released.
- d. **Driver entries** - a time-out occurs if the Entry Send key

- is not depressed within 30 seconds.
- e. **Delay-off timer** - the radio will disconnect 30 minutes after the master switch is turned off.

6. Fallback Operation Mode

The fallback operation mode allows voice communications between the dispatcher and bus operators when the data communications fail.

- a. During fallback operations, the characters "Fb" will be shown in the schedule positions of the display.
- b. The clock time will remain in the hours/minutes positions. The ACK and call lamps will not turn on. The TX lamp will not flicker on and off as is customary in the data mode.
- c. To make a call in the fallback mode, remove the handset from the cradle and listen for any communications on the channel. Once the channel is clear, depress the PTT switch on the handset and hail the dispatch using your route/block number. The TX lamp should be on while the PTT switch is depressed.
- d. When the call is complete, return the handset to the cradle.
- e. In the fallback mode, the dispatcher will call buses over the loudspeaker by using route/block numbers. If called, pick up the handset and talk using PTT.

7. Silent Alarm

Know the location of the silent alarm button. If a situation develops on your bus which threatens you or your passengers with physical injury and using your handset is not wise, then press the silent alarm button. Your route/block number, badge number, bus number and location will be transmitted to the dispatcher as an emergency alarm. Keep driving, if necessary, and follow any request of an armed passenger. Use the alarm only if you are not in a position to talk. **The dispatcher cannot call you back after a silent alarm until you depress the RTT or PRTT request-to-talk keys.** If the situation resolves itself, cancel the alarm by a request-to-talk. If at any time you wish to check your silent alarm, first notify the dispatcher, then cancel the alarm after it is activated.

8. Special Radio Codes

If a serious situation exists, threatening physical injury to you and/or your passengers and you can talk momentarily, depress the PRTT key. Then, before the acknowledgement tone would sound, pick up the handset and depress the PTT transmit key and say "10-40 at (location and direction)." If you see

a serious situation developing which a road supervisor can handle, use the "10-50" code and give your location and direction. A road supervisor will be dispatched immediately.

The dispatcher may ask if you can answer "yes or no" questions. If you can answer a question with a brief yes or no response, this will help the dispatcher in determining the extent and nature of the problem.

Especially at night, the dispatcher will trade buses in order to allow you a bus with a working radio.

"10" Code Commonly Used:

10-4	Message received and understood
10-7	Out of service (normally at garage)
10-8	In service (normally leaving garage)
10-40	Emergency - threat of physical injury-- send police
10-50	Emergency - situation on bus requiring a supervisor

9. Radio Reminders

- a. Use the priority request (PRTT) only for accidents or incidents.
- b. Wait briefly after pushing the transmit (PTT) button on the handset before talking.
- c. For voice calls, give the following:
 - Route/block number
 - Bus number
 - Name and badge number
 - Location
 - Direction of travel
 - Reason for call
- d. Wait for a response from the dispatcher before hanging up the handset.
- e. Call the dispatcher each time that a passenger in a wheelchair boards or gets off your bus.
- f. Night operators must check their radios by calling the radio dispatcher at the beginning of their runs. Telephone the radio dispatcher (346-0242) to obtain a bus with a working radio.
- g. In case of fire, evacuate the bus before calling the dispatcher. Call from the bus only if it is safe to do so.
- h. Use the silent alarm ONLY in attack-threatening situations when you cannot talk using PRTT.
- i. To cancel the silent alarm or give additional information, push PRTT or RTT.

SECTION VII - ACCIDENTS

KCATA recognizes that public confidence and support depend upon the safe operation of our coaches, the quality of service and the reliability of the operation. The safe operation of our coaches is KCATA's highest priority. A major accident impacts the confidence and support of the general public. To maintain our system's image, it is necessary to increase efforts to improve the safe operation of the coaches. KCATA also recognizes a good operator is a long-term investment. Operator training should provide a high return in performance. Every reasonable effort will be made to provide the necessary training and encouragement to operators so they may be able to operate the coaches safely.

Avoidable accidents are considered major infractions. Major infractions could result in discharge unless KCATA determines that there are unusual circumstances in which other actions may be appropriate.

Of course, suspension or discharge is not appropriate after every accident. Therefore, avoidable accidents will be divided into three categories: minor accidents, moderate accidents and major accidents. If an operator has a major accident or has accumulated enough points to have reached 24 or more points in a rolling 12-month year, the operator will be subject to discharge. If an operator has a minor/moderate accident or enough points, he/she will receive counselling, ride check, retraining, suspension or discharge depending upon his/her current and past record.

1. Accident Prevention

The standard Accident Prevention Formula is:

"See the hazard;
Understand the defense;
Act in time."

Here is a summary of the major types of vehicular accidents and how they can be prevented:

- a. With vehicle ahead (bus following)
 - (1) Maintain enough stopping distance.
 - (2) Look ahead in traffic.
- b. With vehicle behind (tailgating the bus)
 - (1) Give adequate warning to the vehicle behind you when stopping and keep space between you and the car in front of you.
 - (2) Look ahead to signal, and brake early.
- c. Head-on
 - (1) Slow down and steer to the right.
 - (2) Look ahead for oncoming vehicles.
- d. At intersections
 - (1) Slow when approaching an intersection.
 - (2) Signal your intentions.
- e. While passing

- (1) Look along the line of parked cars.
- (2) Signal your intentions.
- f. While being passed
 - (1) Block the right lane when turning right.
 - (2) Look before pulling out and signal when there is a break in traffic.

2. Preventive Measures for Passenger Accidents

- a. Allow passengers, especially the elderly or overweight, to get a handhold prior to pulling smoothly away from the stop.
- b. Make sure that the stairwells are clear of passengers before closing the doors.
- c. Pull the right front tire of the bus within 18 inches of the curb at a passenger stop.
- d. Keep the bus motionless as passengers get on and off.
- e. Warn passengers when the steps are wet, slick, icy or packed with snow.

3. Accident Procedures

If you become involved in an accident, follow this five-step accident procedure:

a. Look for Injury

Your first duty is to discover if anyone was injured. It is not advisable just to ask passengers if they were injured. Rather, look to see if anyone was injured. If someone claims that they are injured, but they don't look injured, you should assume that they are injured; and you should notify the dispatcher. Do not let anyone on the bus unless there is a reason.

b. Radio the Dispatcher

The second thing to do is advise the dispatcher where you are, that you have had an accident and whether anyone was injured. Do not call an ambulance yourself.

Let the radio dispatcher have that responsibility. If the accident was a minor one, tell the dispatcher that it was minor. The dispatcher will decide whether to notify the police or not.

c. Pass Out "Courtesy" Cards

It is important to get the names of as many of the passengers on your bus as possible if you have an accident. A lot of people are afraid to get involved so they will be reluctant to accept a "courtesy" (witness) card.

Explain to the passengers as you pass out the courtesy cards that it is necessary for you to get their names on

these cards. It is a good idea to close the door as you do this, but do not refuse to let anyone off the bus if they insist on getting off. Pick up the cards as soon as possible.

When you have collected the courtesy cards, place them in the accident envelope, fill in the information on the accident envelope, and keep the envelope to turn in when you return to the garage.

d. Exchange Driver's Information

If you are involved in a vehicle accident, exchange your name and driver's license number with the other driver.

Gather all information (car make, license number, etc.) necessary for your report. It is the operator's responsibility to collect the information needed to complete an accident report. By this time a traffic officer should be there to supervise the accident. Do not volunteer accident information to anyone except company personnel or the police.

e. Fill Out the Proper Accident Report

4. Accident Reports

Whenever an operator is involved in any of the following accidents or alleged accidents, they should fill out an occurrence report. These occurrences are: vehicular, passenger, pedestrian, fixed object, leaving the roadway, vandalism, or employee injury accidents.

5. Unreported Accidents - Blind Claims

An unreported accident, blind claim, is an allegation by an individual that he/she had an accident on or with an ATA vehicle and no report was made. Many times these are occurrences where the passenger at the time of the incident says he/she is all right and later feels worse.

Anytime a passenger claims injury or an accident is observed, the operator should report the occurrence no matter how slight the injury. If someone approaches the bus and alleges that they had a collision with that bus, then take the information and make a report.

Some of these claims are fraudulent. To protect yourself and the Authority, attempt to secure "courtesy cards" when an alleged situation occurs. Ignoring the problem will later put you in the situation of "your word against theirs."

The basic rule here is: When in doubt, follow the five-step accident procedure and make a report.

SECTION VIII - ATA DISCIPLINE CODE

A discipline code has been developed to standardize types of penalties for various violations and to inform ATA employees of penalties that may be imposed for successive violations of rules and regulations. It should serve as a guide to employees and supervisors involved in disciplinary matters. The code should be regarded as indicative of the various types of violations and not enumerative of the entire range of possible violations. The code should not be considered a hard and fast limitation upon supervisory personnel in dealing with disciplinary matters. Penalties for multiple violations occurring at the time or similar time will be dealt with only after a review by the Director of Transportation. Whenever disciplinary action is contemplated, the supervisor should consider the employee's total record and work history before determining the penalty. It is most important that supervisors review the entire work record and determine whether a particular violation is an isolated instance in an otherwise good work record or is indicative of a continuing pattern of violations.

OVERVIEW OF DISCIPLINE AND EXPECTATIONS

The work rules and policies provide a framework of guidance to accomplish our primary goal of quality transit service. The myriad of rules may seem haphazard. However, these expectations all support one of seven performance areas. Therefore, for a successful and rewarding career with the Metro, an operator should strive to meet objectives in the following areas:

1. Safety
2. Courtesy and Professionalism
3. Reliability
4. Honesty
5. Observing the Law
6. Operating Procedures
7. Meeting Employment Qualifications

The following are work rules and policies which support these objectives but are not all-inclusive:

1. SAFETY

- 1.1 Use, or distribution, or under the influence or possession of narcotics, illegal drugs or alcohol by an employee while on duty or when reporting for duty is prohibited. (Refer to Policy on Substance abuse)

First Offense: Discharge

- 1.2 Use of prescription or over-the-counter medication that impairs driving ability without prior management approval is prohibited. (Refer to Policy on Substance

Abuse)

First Offense: Discharge

1.3 Driving without prescription lenses when required by licensing authority is prohibited.

First Offense: Suspend pending investigation;
subject to discharge

1.4 An operator shall not violate or disregard safety rules or common safety practices. (This includes failure to wear seat belt.)

First Offense: One (1) day suspension, or warn-
ing notice and special instruction
from Safety Officer

Second Offense: Suspend three (3) days

Third Offense: Discharge

1.5 Reckless driving in buses anywhere or on Authority lots in private automobiles or Authority vehicles is prohibited.

First Offense: *Severe suspension

Second Offense: Discharge

1.6 Operators leaving the scene of an accident and failing to follow accident reporting procedures.

First Offense: Suspend pending investigation;
subject to discharge

1.7 Operators will make an accident report on day of accident unless otherwise scheduled by supervisor.

First Offense: Suspend three (3) days

Second Offense: Discharge

1.8 Operators will turn on body lights and dome lights during the hours of darkness and keep them on.

First Offense: Reprimand

Second Offense: Written warning

Third Offense: Suspend three (3) days

Fourth Offense: Discharge

1.9 Operators will not run while on duty or on Authority property, except when fleeing from an attack.

First Offense: Written warning

Second Offense: Suspend one (1) day

Third Offense: Suspend three (3) days

Fourth Offense: Discharge

- **Policy on substance abuse**
- **Accident Discipline Policy/Accident Determination Guidelines** - refer to most recent policy for discipline with respect to preventable, vehicular, passenger and occupational accidents.

2. COURTESY AND PROFESSIONALISM

- 2.1 Insubordination: failure to accept and execute direct instructions from supervisory personnel will not be tolerated.**

First Offense: Suspend three (3) days
Second Offense: Discharge

- 2.2 Operators will not fight on Authority property or while on duty.**

First Offense: Suspend pending investigation;
subject to discharge

- 2.3 Conduct unbecoming an Authority employee, such as threatening, intimidating, coercing fellow employees and passengers, distracting attention of others, shouting, use of profanity will not be tolerated. (This list is not all-inclusive.)**

First Offense: Suspend one (1) day to three (3) days, depending upon severity
Second Offense: Discharge

- 2.4 Operators will not occupy a seat while riding on a pass or in uniform on an Authority vehicle while passengers are standing.**

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

- 2.5 Customer service reports (complaints) when investigation reveals report is valid will result in discipline.**

First Offense: Written warning
Second Offense: Suspend one (1) day to be served in the Training School at the student rate with an Instructor.
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

- 2.6 Operators will give badge number to a passenger upon request.**

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

2.7 Eating, drinking or use of tobacco while the bus is in motion (at places other than ends of lines) is prohibited. Operators may not smoke on bus anywhere.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

2.8 Neat appearance and personal hygiene and compliance with department standards for appearance are expected.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

2.9 Relieving the call of nature on or around Authority vehicles or property, or in any place other than a restroom is prohibited.

First Offense: Discharge

2.10 Littering on or off Authority property, including placing trash, newspaper or personal belongings on dashboard of buses or littering floors is a violation of law and cannot be condoned.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

3. RELIABILITY

3.1 Running one (1) minute or more ahead of schedule or pulling vehicle into garage early is a schedule violation.

First Offense: One (1) minute up to three (3) minutes ahead of schedule: Written warning
First Offense: Four (4) minutes or more ahead of schedule: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Suspend five (5) days
Fourth Offense: Discharge

3.2 Operators will not allow an unauthorized person to operate an Authority vehicle.

First Offense: Discharge

3.3 Leaving the bus at any unauthorized point on the route to transact personal business or purchase food or drink without dispatcher approval is prohibited.

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

3.4 Taking a bus from the garage other than the assigned bus without the approval of a hostler or supervisor is prohibited.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

3.5 Operators will not sleep while on duty without permission.

First Offense: Suspend three (3) days
Second Offense: Discharge

3.6 Operators will supply the Authority with current address and telephone number where employee can be contacted.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

3.7 Operators will properly sign on radio upon leaving garage, when relieving on-line and will answer vehicle radio when radio is operable.

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

3.8 Operators will not exchange work assignments without approval.

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

3.9 Operators will not allow friends or relatives to ride

without permission from or to the garage or round trip on Authority vehicle.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

3.10 Posting or removal of notices or approved signs without prior approval is prohibited.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

3.11 Making solicitations or distributing material on Authority premises without prior approval of the Superintendent is prohibited.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

3.12 Operators will report to Authority officials when notified to do so.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

3.13 Operators who habitually show disregard for work rules and policies as evidenced by serving seven (7) suspension days in a twelve-month period.

Subject to Discharge

-- **Attendance Policy**

4. HONESTY

4.1 Operators will not make any dishonest or misleading written or verbal reports, including sick pay, over-time, etc. (This list is not all-inclusive.)

First Offense: Subject to discharge pending investigation

4.2 Operators will report in writing an arrest that occurred when performing duties as an operator. This report must be made out on day of arrest. (This

includes traffic violations.)

First Offense: Suspend three (3) days
Second Offense: Discharge

- 4.3 Operators will notify radio dispatcher and carry out instruction in case of accident, disabled vehicle, fire or blockade.

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

- 4.4 Operators will not exhibit voluntary neglect in collecting or handling the proper fares and/or transfers (i.e., failure to ask for fare; failure to inspect fare documents).

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

- 4.5 Operators will turn in lost articles found on Authority property.

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

5. OBSERVING THE LAW

- 5.1 Operators will not steal fares or steal from the Authority, employees or passengers.

First Offense: Discharge

- 5.2 Non-accidental damage to Authority property, tools and equipment or property of employees will not be tolerated.

First Offense: Discharge

- 5.3 Carrying or displaying a weapon on Authority property while on duty is prohibited.

First Offense: Discharge

- 5.4 Operators will not promote or induce an illegal work stoppage or slow-down.

First Offense: Discharge

- 5.5 Conviction of a felony or any misdemeanor or municipal ordinance violation bringing discredit upon the

employee, fellow employees or the Authority is prohibited.

First Offense: Suspend pending investigation;
subject to discharge

5.6 Immoral conduct - acts of sexual nature on Authority property or vehicles - is prohibited.

First Offense: Suspend pending investigation;
subject to discharge

5.7 Failure to possess the proper license for an employee's job assignment when reporting for duty, or while on duty. (See Policy Bulletin on driver's license requirements.)

First Offense: *Severe suspension; subject to
discharge
Second Offense: Discharge

[SPECIAL NOTE: After thirty (30) days have passed without the employee obtaining a proper license, (in the event of suspension), he will automatically be discharged.]

5.8 Operators will not play portable radios, tape or disc players or TV on Authority vehicle unless authorized.

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

5.9 Gambling on Authority property is prohibited.

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

5.10 Use of tobacco or smoking in places where tobacco is forbidden is in violation of the law and cannot be condoned.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

-- Policy against sexual harassment
-- Policy against discrimination

6. OPERATING PROCEDURES

6.1 Operators will not pass up passengers (unless

otherwise directed).

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

6.2 Operators will thoroughly complete the proper pre-trip inspection prior to pulling out of the garage.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

6.3 Pulling out of garage late for non-valid reason or intentionally running route late is unacceptable.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

6.4 Operators will remain on duty until properly relieved.

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Discharge

6.5 Operators will not refuse to allow a passenger to board bus at designated stop or at the end of the line while bus is taking layover or on specified loops on certain routes.

First Offense: Written warning
Second Offense: Suspend three (3) days
Third Offense: Discharge

6.6 Operators will follow the proper route (i.e., failure to go to the end of line - cutting short on schedule).

First Offense: Suspend one (1) day
Second Offense: Suspend three (3) days
Third Offense: Suspend five (5) days
Fourth Offense: Discharge

6.7 Operators will display proper signs and block number.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

6.8 Operators will announce major street intersections and

stops as required by the Americans With Disabilities Act, as well as comply with all requirements of the Act as set forth in Policy Bulletin #58-94.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

6.9 Operators will not make any dishonest or misleading written or verbal reports as to the operating condition of a bus.

First Offense: Written warning
Second Offense: Suspend one (1) day
Third Offense: Suspend three (3) days
Fourth Offense: Discharge

*NOTE: Severe suspension is five (5) or more days.

7. MEETING EMPLOYMENT QUALIFICATIONS

- U.S. Department of Transportation
Physical Standards for Motor Carrier Drivers
- Commercial Driver License requirements
- U.S. Citizenship/Alien registration
- Literacy - read schedules and routes, make reports
- Pleasant personality, ability to deal with public
- 25 years of age or older

CONCLUSION

No manual of instruction could possibly cover all acts of improper behavior. Therefore, a lack of knowledge of rules or failure to exercise reasonable judgment will not be an excuse for improper, immature behavior. In addition, any employee engaging in illegal, immoral, indecent, improper, dishonest or offensive acts, although said action is not specifically named in this manual, will be subject to discipline or discharge if, in the opinion of management, such action is deemed necessary.