

RTA

BUS

OPERATOR

HANDBOOK



Effective May 31, 2018

This handbook is the property of the Greater Cleveland Regional Transit Authority. It must be returned to your supervisor upon request or when leaving GCRTA for any reason.

Operators must have this handbook in his/her possession whenever working. Supervisors and instructors may check an operator's handbook at any time to ensure that it is complete. In case of loss or damage, there is a \$25.00 replacement charge.

If this manual is found, please return it to:

The Greater Cleveland Regional Transit Authority
1240 West 6th Street
Cleveland, Ohio 44113-1331
Phone: (216) 566-5100

Name: _____

Employee I.D.: _____

Foreword

As an **RTA** Operator, you are the **RTA**. The Authority was created for one purpose—to respond to the transportation needs of Greater Clevelanders with safe, courteous and quality service. Everyone else is here to provide you with equipment, schedules, information, and other services that will enable you to perform your job to the best of your abilities.

As an **RTA** Operator, you are a professional driver. Every day you are entrusted with a quarter of a million dollar vehicle and are responsible for the safety of our customers and the pedestrians and motorists with whom you share the streets and highways. Other drivers and pedestrians are not always attentive nor do they always understand the difficulties that you might have stopping and maneuvering a 40-foot (45-foot, 60-foot) vehicle.

As an **RTA** Operator, you are an ambassador of Cleveland. Your appearance, behavior, and treatment of customers will shape the public's opinion of the Authority and Greater Cleveland. Be polite and courteous to the public. A simple smile, "Good morning", and "Good-bye" can go a long way. Be helpful and considerate to your customers. Provide them with accurate information or direct them to the proper source.

As an **RTA** Operator, you are our sales force. Every day new people are using our services for the first time. They may become permanent riders if we can provide them with courteous and satisfactory service. Those persons with a choice of transportation will continue to ride with us if service not only meets their needs, but also is a positive, pleasant experience. In a sense, you are a salesperson and must be attuned to your customers' needs. The very nature of your job lends itself to public relations efforts and provides a tremendous opportunity to build strong and positive relationships with the riding public.

The **RTA Bus Operator Handbook** is both a procedures manual and rulebook. It is designed to be an instructive guide to promote safety and efficiency in our day-to-day operations. The subjects covered do not address all possible situations or circumstances that you may encounter, but it attempts to address those situations that you will encounter often.

It is the responsibility of each operator to read and understand the policies, procedures, and regulations outlined in this book. All operators are provided with a copy of this handbook and they must have it with them while on duty. This book, along with the Employee Handbook, the Conditions of Employment, the Merit System Rules, and other supplementary policies serve as our operating guidelines.

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SECTION 100: Procedures, Rules, and Reminders

101 Effective

This Operator Handbook is effective February 28, 2017.

102 Conflicts

Conflicts between this handbook and other RTA policies or procedures should be resolved by considering directives in the following order:

- (1) Federal, State, and local laws, ordinances, and rules.
- (2) Collective Bargaining Agreement
- (3) Personnel Policies and Procedures Manual
- (4) This Handbook

103 Accountability and Adherence

Operators will be held accountable for adherence to new or modified rules and procedures, reminders, and Special Orders. It is the Operators responsibility to review all material posted on the official District Bulletin Board.

104 Administrative Procedures

- 104.1 Administrative Procedures are issued by the General Manager or Deputy General Managers and are applicable to all RTA employees.
- 104.2 Changes to Administrative Procedures will be issued to each employee or posted on the official District Bulletin Board.
- 104.3 In the event of conflict between rules in this handbook and an Administrative Procedure, the Administrative Procedure will govern.

105 Rules

- 105.1 Rules are issued by the Operations Division and govern the conduct of Bus Operators.
- 105.2 Changes to rules will be issued to each employee or posted on the official District Bulletin Board.

106 Bulletins

- 106.1 Bulletins are issued to inform Operators of changes to fares, special events, and provide other information to Operators.
- 106.2 Bulletins will be posted on the official District Bulletin Board.

107 Reminders

- 107.1 Reminders are issued to call Operators' attention to rules, procedures, or special circumstances.
- 107.2 Reminders will be posted on the official District Bulletin Board.

SECTION 200: Preparing For Work

201 Appearance

201.1 Uniform

- A. Any time you are in uniform, you represent the Authority. You should be neat, well groomed and conduct yourself in a professional manner. While in uniform, whether on duty, before or after work, during a break or spread period, be careful where you appear and what you might be doing. The following situations are not appropriate while in uniform.
 1. Appearing in establishments which primarily serve alcoholic beverages or drinking alcoholic beverages.
 2. Speaking to any media representative on any subject as the public may conclude that you are representing the RTA's view.
- B. Operators will not be permitted to work while out of uniform. You must always report to work properly dressed and properly equipped.
- C. The regulation uniform consists of the following:
 1. Shirts
 - a. Shirts must be worn tucked into trousers or skirts.
 - b. Operator long sleeve uniform shirt/blouse
 - (1) Buttoned at the neck
 - (2) Worn with regulation tie or Uniform Turtleneck
 - c. Operator short sleeve uniform shirt/blouse
 - (1) Opened at the collar.
 - (2) When wearing a short sleeve shirt/blouse, items worn beneath the shirt may not be protrude below the shirtsleeves
 - (3) Only white items may be worn beneath the shirt if they are visible at the neck
 - d. Tuxedo Shirt
 - May be worn by Trolley Ambassadors while operating Trolleys
 - e. Blue uniform turtleneck
 - (1) The turtleneck shirt may be only worn under a regulation long-sleeve shirt/blouse in lieu of a tie.
 - (2) The turtleneck shirt may not be worn beneath the short sleeve shirt/blouse.

2. Uniform trousers or Skirt
 - Skirt must fall below the knee
3. Shoes
 - a. Black, dark brown, dark burgundy (cordovan), or navy blue, smooth leather shoes.
 - b. Soles and heels over one (1) inch are not permitted. Heels are to be measured from the inside.
 - c. Shoes must be closed. Open toe, open back, and shoes with perforations may not be worn.
 - d. Athletic shoes are not permitted.
4. Solid black or solid white socks, or plain skin-tone hosiery
5. Uniform Blazer (optional)
 - May only be worn over long sleeve uniform shirt/blouse
6. Uniform vest (optional)
 - May only be worn over a long or short sleeve uniform shirt/blouse
7. Uniform baseball jacket, wind shirt, sweater, topcoat, or sweater vest (optional)
 - a. May be worn over a long or short sleeve uniform shirt/blouse.
 - b. Liner may not be worn without jacket
 - c. Reversible jacket must be worn with navy side out when operating a bus.
8. Uniform trouper cap, baseball caps (winter and summer), or knit hats (optional.)
 - a. Hats must be worn as designed.
 - b. Baseball cap must be worn with the visor in front, level with the bottom of the cap and not bent upward.
9. Yellow Rain Coat
 - a. The yellow rain coat may not be worn while operating a bus.
 - b. The rain coat may be worn over uniform when outside.

D. Alterations

1. Operators should select uniform items that are sized appropriately and complement the Operator's appearance
2. If you are unsure of proper sizes, measurement services are available at the uniform vendor's location.

3. Alterations may be made to uniform items when necessary to obtain proper fit.
 - E. Uniform items may not be modified in any other manner.
- 201.2 Jewelry
- Jewelry, personal decorations, and other non-essential accessories shall not be worn while on duty, except:
- A. Items issued or authorized by RTA,
 - B. Earrings that do not extend beyond the earlobe,
 - C. Hand rings, provided they do not impair Operator performance.
- 201.3 Hair/Nails
- A. Hair must be neat and well groomed while on duty. Extreme or eccentric hairstyles shall not be permitted.
 - B. Hair adornments shall not be worn or displayed in the hair while on duty.
 - C. Nails must be clean and maintained at a reasonable length that does not impair Operator performance. Extreme or eccentric styles shall not be permitted.
- 201.4 Sunglasses
- Sunglasses may be worn during sunny days. A neutral gray lens is recommended.
- 201.5 Reasonable Accommodation
- It is the Authority's policy to make reasonable accommodations for an employee's religious beliefs and/or disabilities. Any Operator seeking a dress code exemption should contact the Manager of Equal Opportunity and ADA in the Legal Division.

202 Personal Equipment

- 202.1 All operators are required to have the following equipment in their possession at all times when on duty:
- A. Valid Commercial Driver's License (CDL).
 - B. A current medical examiner's certificate.
 - C. A timepiece meeting these requirements: (a) not prohibited by RTA, (b) if digital, seconds are shown, not just minutes and hours, (c) if analog, it has a second hand (or "sweep hand"), not just hour hand and minute hand, (d) checked against TransitMaster time at the start of each workshift and re-set if needed to match that time.
 - D. Employee ID card (must be displayed at all times while in service or in any of the Authority's facilities).
 - E. Badge Plate (must be displayed at all times while in service).
 - F. Two (2) complete accident kits.

- G. Fare media Claims Request Forms.
 - H. Manual Day Passes.
 - I. Fare Receipts (manual “proof of payment” slips for out-of county transfers).
 - J. Official RTA “R” Punch.
 - K. Pen or pencil.
 - L. Safety vest issued to the operator by RTA.
 - M. Current Bus Operator Handbook.
 - N. Current Route Maps and Descriptions Book (“Route Book”).
 - O. Ice scraper (winter)
 - P. Lost and Found Forms
- 202.2 Equipment and property issued to employees remain the property of RTA. The loss of any item must be reported immediately and appropriate forms completed.
- 202.3 All GCRTA property must be surrendered upon request to RTA officials. Full restitution must be made for all equipment and property not returned.
- 202.4 The operator’s required equipment and any personal items should be stored in a way that avoids creating a hazard or an unprofessional appearance.

203 Reporting for Work

Operators may be scheduled to start work at their District facility or at a designated relief point.

- 203.1 At the District
- A. Operators will report to the district dispatcher at the scheduled time, receive their schedule paddles and a blank Pre-Trip Inspection/Defect Card, and immediately proceed to the Starter for coach assignment.
 - B. Ask the Starter or check the bus assignment sheet for your assigned coach number and the lane where it is parked. The Starter’s assignment is final; do not attempt to negotiate a different coach
 - C. After receiving the coach assignment, proceed directly to the assigned coach
 - D. Upon entering coach conduct the pre-trip inspection (*see section 204*)
 - E. Place employee I.D. number plate in holder. The employee I.D. number plate must always be displayed while in service.
 - F. Set the block number sign.

G. Set the destination signs to indicate the starting point for the first trip.

H. Adjust the driver's seat for comfort and safety.

I. Adjust all mirrors (3 interior and 2 exterior) for proper vision.

1. Adjust the right side mirror utilizing the mirror adjustment tool

2. Do not stand on the bus bumper.

J. Before leaving the District, log on to TransitMaster. (see section 205)

K. All vehicles must make safety stops before leaving or entering garages.

L. Operators must pay special attention to their pullout times.

Operators may not depart their Districts late.

Anytime the operator is delayed at pull out, he/she is responsible for contacting Service Quality for instructions before pulling out of the garage.

M. If the coach is suitable for service, pull out of the garage.

203.2 At other locations

Sometimes you will start your work at a designated relief point. A relief point may be either midway or at the end of a line.

A. The operator is responsible for reporting at the relief point in same manner as reporting at the district (uniform, personal equipment, on time, etc.) Personal equipment includes your RTA safety vest, which must be worn whenever you are performing your duties outside the coach. See sections 201 and 202.

B. The operator is responsible for checking the coach to ensure that all equipment is in operating order including radio, farebox, destination signs and any other required equipment.

1. The relief operator should check the exterior of the coach for damage. "FRESH" damage must be reported immediately to Service Quality.

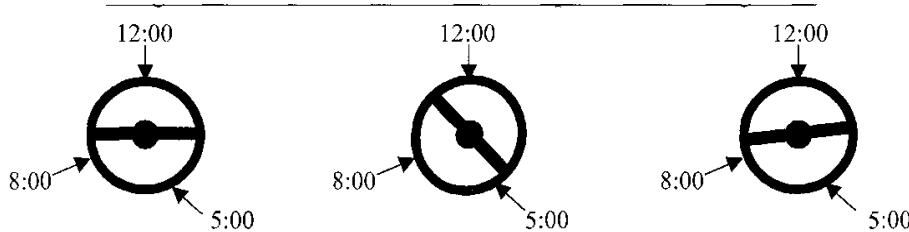
2. While walking around the coach checking for fresh damage, the operator should also look and smell for signs of a defect. Fluid leaks, burning smells, low tires, smoke from the tires and smoke from the engine are examples of defects to look for. If a defect is noticed report it to Service Quality immediately. If you are not sure of something, ask questions of the operator you relieved, Mobile Repair or Service Quality before continuing in service. Once the issue is reported, follow the instructions that Service Quality gives you.

- 3. The relief operator shall cycle the wheelchair lift/ramp and complete the “Wheelchair cycled by” block on the Pre-Trip Inspection/Defect Card.
 - 4. The relief operator shall complete the “Operated in Regular Service by” Block on the Pre-Trip Inspection/Defect Card.
 - 5. The relief operator shall logon to the radio and farebox (see section 203.1J).
- 203.3 Failure to report at the scheduled time and location will result in being charged with a **MISS**. The Operator that you were scheduled to relieve may be instructed to continue in service.
- 203.4 If the relief operator is at the relief point at the scheduled time and the coach does not arrive within five minutes of the scheduled arrival time, the relief operator must notify Service Quality of the situation by telephone or radio from another coach.

204 Pre-Trip Inspection

- 204.1 Before leaving the District conduct the pre-trip inspection and complete the *Pre-Trip Inspection/Defect Card*.
 - A. Enter the Coach number, Block and Date at the top and the bottom.
 - B. Turn on the interior or operator lights.
 - C. Turn master control switch to “Day/Run”
 - D. Check that the gear selector is in the neutral position and parking brake engaged.
 - E. Check each item on the pre-trip inspection form and mark each item as either “**OK**” or defective “**DF**”.
 - F. Complete the **Behind the Wheel Check**.
 - G. Complete the **Interior Check**— Check interior for defects and lost articles from the previous day.
 - H. Front Exterior inspection.
 - I. Rear Exterior inspection.
 - J. Conduct **Body Damage** inspection.
 - 1. Previous body damage shall be indicated on the bottom coach diagram.
 - 2. The completed lower portion, “Pre-Trip Inspection Body Damage” shall be torn off and deposited in the Pre-trip Inspection box located in the Starter’s area.
- 204.2 Check the Pedestrian Alert Turning System.
 - A. Listen for the message: "Caution! Look both ways! Pedestrians! Bus is approaching! Bus is approaching!"

- B. Straighten front wheels and mark 12 o'clock position on steering wheel



NOTE: Steering 12 o'clock is always **in** the same position when the front wheels are straight regardless of the actual steering wheel orientation. Some steering wheels may not be true when wheels are straight (see above)

- C. Left Turn: Turn steering wheel counter clockwise from 12 o'clock to approximately 8 o'clock; bus should talk.
 - D. Straighten front wheels and mark 12 o'clock position on steering wheel (see above).
 - E. Right Turn: Turn steering wheel clockwise from 12 o'clock to approximately 5 o'clock; bus should talk.
- 204.3 Cycle the wheelchair lift/ramp before leaving the District to verify that it is ready for service
- A. Defective ramps can be deployed manually. Note if the ramp will not deploy automatically in the wheelchair lift section.
 - B. Defective lifts (MCI) cannot be deployed manually. Notify the Starter immediately to obtain a replacement coach.
- 204.4 Check the status light of the Mobile CCTV
- 204.5 If any shaded item is defective, **do not pull the coach out**.
- A. Secure the coach (emergency brake on, gear selector in neutral, lights, door air and engine off).
 - B. Return to the Starter for instructions and the assignment of another coach that was previously prepared for service.
- 204.6 Sign "***Pre-trip completed by***" line with your badge number prior to pulling out of the district.
- 204.7 The card remains with the coach until it pulls into the district.

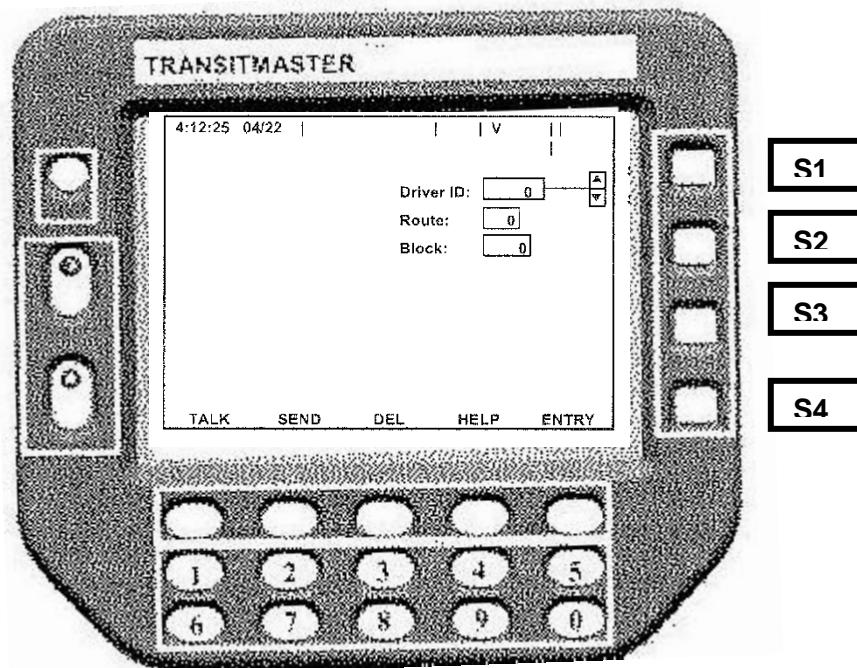
205 TransitMaster

- 205.1 You must log on completely at the beginning of your run. If you do not log on, a driver violation message is automatically sent to the service quality operator after the vehicle moves a short distance. **LOGON REQUIRED** displays on the MDT. **LOGON VIOLATION** displays on the service quality coordinator's computer.

205.2 Normal Logon

A. Enter your Driver ID:

1. If necessary, press **S1** until the indicator points to driver ID to enter the six digits of your driver ID.
2. If necessary, press the **DEL** (delete) button to correct an entry. The right-most character is deleted.
3. If you press more than the maximum number of characters allowed (i.e., 6 digits), the driver ID area returns to a single digit. Repeat until your driver ID is correct.



B. Press S2 to enter to move the indicator to **Mode**.

1. Your name should appear on the MDT screen.
2. Unless otherwise instructed, **Mode** shall remain **0**.

C. Press S2 to enter your block number

1. Enter your block number by using the numeric entry keys (0-9 under the function buttons to enter your 4 digit block number.

D. When all the information is correct, press **SEND** to send the information to Service Quality. Your name will disappear when the **SEND** button is pressed. Messages will appear on the screen indicating the progress of your logon such as **SENDING LOGON DATA**, **WAITING FOR VALIDATION**, **VALIDATION TIMEOUT**, and **LOGON MSG NOT DELIVERED**.

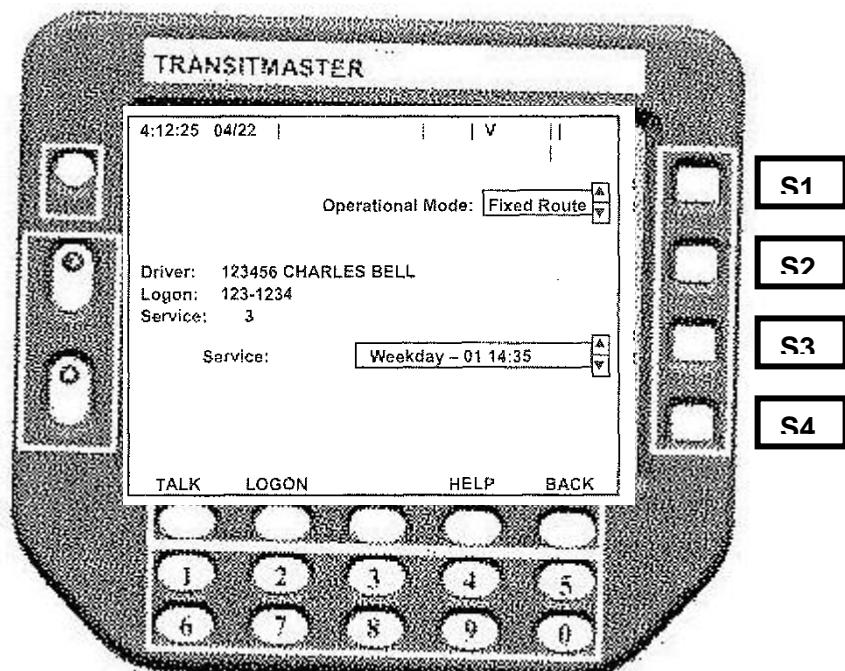
E. If VALIDATION TIMEOUT or LOGON MSG NOT DELIVERED is displayed, press **SEND** once more.

- F. When your logon data is accurate and the system acknowledges your logon, allow sufficient time for the main screen to appear. Once logon is successful, you cannot return to the Entry or Logon screen without first logging out.

205.3 Manual Logon

If you are unable to logon to the MDT you must logon manually. A manual logon is not validated.

- A. Press **MANUAL LOGON** to use the Manual Logon screen.
- B. Use select buttons **S1** and **S2** to choose operational mode **Fixed Route**.
- C. Use select buttons **S3** and **S4** to choose the correct schedule and start time.



- D. If the Driver ID and logon identifying information are missing, press **BACK** and enter driver ID and logon identifying information.
- E. Once all information is entered correctly, press **LOGON** to complete the manual logon and access the main screen. Once logon is successful, you cannot return to the Entry or Logon screen without first logging out.

206 Farebox

- 206.1 Your logon to TransitMaster should also log you onto the farebox.
- 206.2 Manual Logon
 - If TransitMaster does not complete the farebox logon then you must manually logon the farebox.
 - A. Enter your badge number.
 - B. Enter the fare set.
 - C. Enter the route GFI code noted on your paddle. The farebox will not allow invalid codes.
 - D. Enter block number.
 - E. Enter direction.
 - F. Issue a **BIKE** card by pressing **key 9** to verify that the correct entries were made.

207 Air Conditioner Operation.

- 207.1 The climate control switch is to be kept in the ON position at all times unless there is a defect.
- 207.2 Should the unit fail, a light will alert the operator.
- 207.3 Vent hatches on the roof are to be kept closed at all times unless permission to open them is given by Service Quality.
- 207.4 When the air conditioner is on, customers should be advised to keep the windows closed.
- 207.5 Anytime an air conditioning system is found defective on any series coach, a defect card will be made out by the operator and reported upon pulling into the garage.

208 Interior Lights

Interior lights are to be turned on in all vehicles between dusk and dawn.

209 Object Detection System

- 209.1 Some RTA vehicles are equipped with an Object Detection System. The Object Detection System is designed specifically for transit vehicles to assist operators during close proximity maneuvers performed every day. It is an assist to reinforce normal, safe, driving habits and to help operators avoid objects in their most critical blind spots along the sides of the vehicle.
- 209.2 The ODS has different modes based upon vehicle speed. The sensors detect objects in 3 different zones – FAR (4 feet); MID (3 feet); NEAR (2 feet).

- 209.3 The BLUE lights are status lights. They are always “ON” if the system is operational.
- 209.4 AMBER lights
- Flashing Slowly -- object is within the FAR (4 feet) zone.
 - Flashing Fast -- object is within the MID (3 feet) zone.
 - Solid -- object is within the NEAR (2 feet) zone. You have very little maneuvering room with your mirror and bumper overhang.
- 209.5 Urban Fast Mode
- 25 mph, the ODS is TURN SIGNAL activated.
 - An audible signal and SOLID AMBER lights are activated when the bus cannot safely move more than ½ a lane in that direction.
- 209.6 Highway Mode
- 55 mph
 - Audible signal and SOLID AMBER lights when the turn signal is activated and a lane change would be unsafe with objects adjacent to the vehicle.
- 209.7 If another vehicle is approaching 25 to 20 MPH faster than your speed, the system might not detect the approaching vehicle.

210 Cameras

- 210.1 Coaches are equipped with interior and exterior video cameras. The cameras are continuously recording. The recordings are reviewed during investigations of accidents, passenger accident claims, customer service issues, and crimes.
- 210.2 Monitor camera status lights and report malfunctions to Service Quality and make a notation on the defect card.
- 210.3 Press the incident button (flat round green button) whenever you are involved in an accident, advised of a passenger accident, or are involved in a customer dispute.

SECTION 300: While in Service

301 Supervision of Operations

Once you leave the District facility, the Service Quality Department is responsible for supervising your activities and providing direction to you during emergencies, special situations, accidents, and whenever modifications to schedules or routes are required.

302 Laws, Regulations, and Rules

- 302.1 Operators are required to comply with all Federal, State and Local laws, as well as the regulations of the Greater Cleveland Regional Transit Authority.
- 302.2 All coaches are equipped with safety belts for Operators. Operators must properly use the safety belts at all times when operating the coach.
- 302.3 The bus doors must be closed whenever the bus is moving, including when operating over a grade crossing.

303 Seat Belts

- 303.1 Operators must wear both shoulder and lap seatbelts at all times when operating a coach.
- 303.2 Operators may not tie knots, utilize buckles, or modify the seatbelt in any other fashion.
- 303.3 Seat belt extenders are available if you require one.

304 Speed Limits

- 304.1 Operators shall not exceed the posted speed limits at any time.
- 304.2 While operating inside of an RTA Facility, the maximum speed limit is 4 MPH, and headlights must be on.

305 Cell Phones, Tablets, Radios, I-Pods And Other Distractions

- 305.1 The use of cell phones, radios, I-pods, tablets, and other similar devices while operating a RTA vehicle is strictly prohibited.
- 305.2 Headsets, blue-tooth, other cordless, and hands-free devices, whether attached to a prohibited device or not, may not be utilized or visible.
- 305.3 Prohibited devices must be stored away from the Operator in the Operator's storage compartment or otherwise outside of the Operator's compartment.
- 305.4 **Violation of Section 305.1, 305.2, or 305.3 will not be tolerated and will result in discharge.**
- 305.5 All other types of distracted driving, including but not limited to eating, drinking, and unnecessary talking with persons inside or outside the vehicle, are prohibited and may result in discharge.

306 Right Turn on Red

Right turns on red lights are prohibited.

307 School Buses

- 307.1 Operators must observe driving regulations pertaining to school buses.
- 307.2 When encountering any school bus stopped for the purpose of boarding or alighting students, the operator will stop at least ten (10) feet from the rear of the school bus and will not proceed until the school bus resumes motion or until signaled by the school bus operator to proceed.
- 307.3 When approaching a school bus which is stopped for the purpose of receiving or discharging students and is headed in the opposite direction on any roadway having less than four (4) traffic lanes, the operator will stop at least ten (10) feet from the front of the school bus and will not proceed until the school bus resumes motion or until signaled by the school bus operator to proceed.
- 307.4 The requirement to stop applies whether or not the school bus operator has activated the visual signals on the school bus.

308 Operating on Schedule

- 308.1 Operators are required to adhere to their schedules. Our customers rely on our published schedules to plan their trips, i.e. what time to arrive at a bus stop; which trip to take to ensure that they will make all transfer connections and arrive at their destinations on time.
- 308.2 Official Time
 - A. The RTA has designated the time on the TransitMaster Mobile Data Terminal (MDT) on-board the bus as our official time.
 - B. Operators should set their watches to this time.
 - C. If the MDT on a bus is not operating, notify Service Quality. Service Quality will provide the current official time. Operators must follow-up by noting the failure on the defect card.
- 308.3 Daylight Saving Time

Daylight Saving Time is observed from the second Sunday in March until the first Sunday in November.

 - A. On the second Sunday in March, Operators will advance their watches one hour at 2 AM from 2 AM to 3 AM. Operators in service at 2 AM will be issued a revised schedule for the night.
 - B. On the first Sunday in November, Operators will set back their watches one hour at 2 AM from 2 AM to 1 AM. Operators in service at 2 AM will be issued a revised schedule for the night.
- 308.4 Operators must observe all time points unless noted on their running boards (paddles) as for information only or for the arrival time at the terminal stop.

- A. Although there are circumstances that may cause an operator to operate late, there are no situations that warrant a bus operating early. Buses may not depart a time point earlier than the scheduled time. Operators are expected to pace their progress so as to arrive at each time point approximately on schedule.
 - B. When reading schedules all times are departure times as follows:
 1. Times for a terminal stop are estimated arrival times
 2. If a schedule indicates two times at the same location, the first time is the estimated arrival time and the second the departure time from that stop.
- 308.5 Allowances will be made for operating late due to heavy traffic, unusual loads, temporary detours, construction, etc. No allowance will be made for controllable tardiness, including leaving the end of the line late, unless authorized by Service Quality.
- 308.6 You must notify Service Quality whenever you are running more than 10 minutes late or will fail to start your next trip on time.
- 308.7 If you arrive at a time point more than two minutes ahead of the departure time (other than at the terminal location or after exiting the freeway downtown), report the situation to Service Quality. The Scheduling Section will utilize this information to improve running time estimates.

309 Layover (Recovery)

- 309.1 In order to ensure on-time operation, time is scheduled at most terminal locations between the scheduled arrival of a bus and its departure.
- 309.2 Operators are expected to leave terminals on time. Layover time is primarily to recover from late arrivals and depart at the scheduled departure time.
- 309.3 While on layover, the operator will:
- A. Change destination sign reading for the next trip.
 - B. Walk through the coach in order to pick up any loose papers, lost articles, etc.
 - C. Close all windows on coaches when heat or air conditioning is operating.
 - D. Utilize layover time to re-check operation of heaters, defrosters, wipers, etc., and make out defect cards, if necessary.

- 309.4 Layovers typically are at the first bus stop of a trip. Since the seats in a coach are more comfortable than the seats in a passenger shelter, operators should lay over at the boarding location and **invite customers to sit inside the coach** throughout the layover period. Exception: do not invite passengers to board your coach until your coach is the next one expected to depart on your route.
- 309.5 If an operator needs to leave the coach to address personal matters, he/she must first contact Service Quality.
- A. The Operator shall select **FR Operator Assistance** and then select **Off coach for comfort stop** on the MDT and wait for authorization from Service Quality to leave the coach.
 - B. If a Code 10 is authorized, the operator must secure the coach (see section 313) before leaving it unattended. Immediately after returning to the coach, the operator must invite customers to board as described in Section 309.4, above.
- 309.6 The bus engine must be shut off if required by the most recent Operations bulletin on this subject. Operators should stay current with the operations bulletins governing shutting off engines during layovers.
- 309.7 Never leave coach locked with passengers on board. Leave the doors open.

310 Pull-out and Pull-in

- 310.1 All RTA coaches are to be operated in service on pullout and pull-in trips. Operators must pick up and drop off customers on pullout and pull-in trips whenever this can be done safely.
- 310.2 Set the destination sign for your first stop on pullout.
- 310.3 Set the destination sign for the designated location near the District on pull-in.

311 Service Delays

- 311.1 When a line is delayed or a route obstructed, it is the responsibility of the Service Quality Department to supervise both the maintenance of service while the problem is being corrected, and the return to scheduled service after the problem has been corrected.

- 311.2 Reroutes
- A. If an operator encounters high water, a fire, downed power lines, or any other obstruction which blocks the regular route, call Service Quality for instructions.
 - B. Service Quality or a supervisor on the scene will give rerouting instructions.
 - C. If a police or fire official on the scene has given the operator instructions, his/her instructions should be followed. However, the operator must immediately report the situation to Service Quality.
 - D. Operators must keep customers informed of reroutes and must make courtesy stops at safe stopping locations while on re-route.
- 311.3 Line Spacing/Moving Up Or Moving Back
- A. The operator may receive instructions from Service Quality and/or a supervisor on the scene.
 - B. A gap in the line due to a breakdown, weather, etc., causes unequal distributions of customer loads and/or customers to miss connections to other lines. Moving coaches up and/or back on the schedule alleviates this situation.
 - C. This technique is used primarily for short delays during both rush and non-rush hours.
- 311.4 Trading Coaches / Use Of Coach From Another Line
- A. An operator may receive instructions from Service Quality and/or the supervisor on the scene. If the operator is unfamiliar with the line or with the problem, he/she should make it known at the earliest opportunity.
 - B. When there has been a long delay in service due to a breakdown, weather, defective coach, etc., a coach may be taken off an intersecting or parallel line (if more than one line uses the same terminal) and instructed to operate on the delayed route.
 - C. When trading coaches, the operator will change all signage before reaching the designated swap location.
- 311.5 Turning
- A. Turning a coach is done when a block has been delayed and scheduled recovery time at its terminal is not sufficient to enable the block to regain proper spacing in the line.
 - B. The operator will receive instructions from Service Quality and/or a supervisor on the scene.
 - C. Operators may never short turn a coach without permission from Service Quality even if no passengers remain on the coach.

- 311.6 Meet Crews
- A. If a coach is running later than its recovery time due to breakdown, weather, etc., Service Quality may arrange for another coach to leave the terminal stop on the scheduled time.
 - B. When you observe the coach that you are meeting, switch coaches and complete your scheduled trip. The operator assigned the "meet" will contact Service Quality for instructions.
 - C. The operators involved will maintain radio contact with Service Quality during the meet process.
 - D. The meet crew operator, upon reaching the end of the line, will contact Service Quality for any further instructions.
 - E. If the meet crew operator fails to make the meet, he/she should notify Service Quality at which time he/she may be instructed to complete the trip.
- 311.7 In all cases of line adjustment, the operator will receive instructions from Service Quality and/or a supervisor on the scene. However, this does not preclude the operator from making suggestions, especially in situations where there is no supervisor on the scene. Schedule adjustments are not to be made by the operator without authorization from Service Quality.

312 Mechanical Problems While In Service

- 312.1 If a defect is discovered, the operator must notify Service Quality immediately, either by radio or telephone for instructions.
- 312.2 In the case of a steady (over 30 seconds) or constantly flickering **hot engine** light, the operator will immediately park the coach, turn off the engine, notify Service Quality and inform them of the situation. Service Quality will send a supervisor or service vehicle to check the coach and instruct the operator. Do not restart the engine until instructed by the supervisor or mechanic. Restarting the engine may cause serious damage to the engine.
- 312.3 If a coach must be taken out of service due to a defect, place the coach in as safe a location as possible and, **wearing your safety vest**, deploy warning devices as follows:
- A. On a two lane road carrying traffic in both directions or on an undivided highway, place warning devices within ten feet of the front or rear corners to mark the location of the vehicle and 100 feet behind and ahead of the vehicle, on the shoulder or In the lane the vehicle is stopped in.
 - B. Back beyond any hill, curve, or other obstruction that prevents other drivers from seeing the vehicle within 500 feet.
 - C. If you must stop on or by a one-way or divided highway, place warning devices 10 feet, 100 feet, and 200 feet behind the coach towards the approaching traffic.

- D. When putting out the triangles, hold them between yourself and the oncoming traffic for your own safety (so that other drivers will see you).
- 312.4 Depending on the nature of the defect, the operator is responsible for performing the following functions:
- A. Recycle kneelers.
 - B. Release rear door interlock.
 - C. Close rear door manually.
 - D. Set emergency brake.
 - E. Place gear selector in neutral.
 - F. Release air from door.
 - G. Close door.
 - H. Reset emergency trip button.
 - I. Use fire extinguisher if necessary.
- 312.5 When a coach is out of service, the operator will secure the coach and remain with it until mechanical assistance or a replacement bus arrives.
- 312.6 The operator may be required to operate a coach with an operational defect to a designated location, or to the District for replacement. When instructed to do so, the operator should be aware of the defect and exercise extreme caution.
- 312.7 When a coach is out of service, the operator may be instructed to operate a replacement coach.
- A. Prior to vehicle replacement, complete the defect card.
 - B. If replacement occurs at the district, notify the Starter or the Dispatcher of the problem upon arrival.
 - C. Upon vehicle replacement, contact Service Quality for instructions.
 - D. The operator will notify Service Quality upon resuming service.
- 312.8 Responsibilities to Customers
- A. The operator will announce to customers in a loud, clear voice the nature of the problem and the expected length of delay. In the case of a long delay (more than 10 minutes), make follow-up announcements.
 - B. If the breakdown requires that customers change coaches, the operator will:
 1. Announce to customers that they should remain on disabled coach (except in case of fire, fumes, etc.) until the following coach arrives.
 2. Assist and direct customers in boarding the following coach.

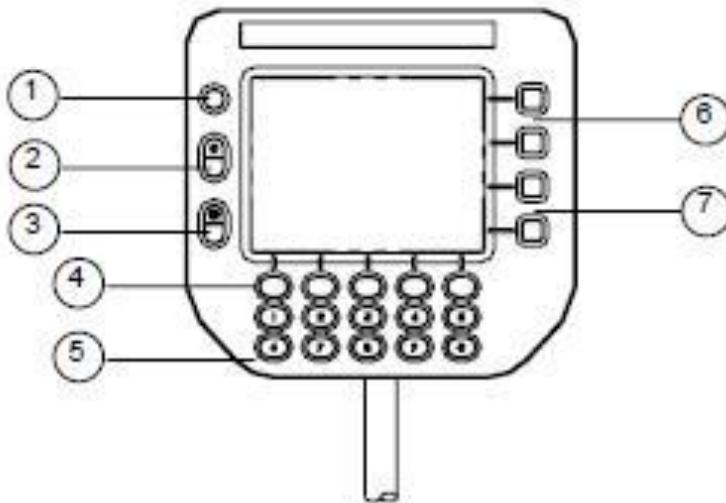
3. When transferring customers who have paid a fare, they must be issued a courtesy pass in order to complete their trip.
- 312.9 Documenting defects
- A. A coach with any type of malfunction cannot be repaired if it is not reported. All defects must be documented on the defect card.
 - B. The problem should be clearly stated so as to enable the mechanic to know what to look for.
 - C. Upon pulling into the garage, the operator should notify the Starter that the coach has a defect so that the coach can be parked in the defect lane.
 - D. The operator is urged to follow up on all defects with the Transportation Manager or Bus Equipment Manager.
 - E. If the operator receives a warning or citation from a police officer for operating a coach with a defect, the operator must report the defect via the normal procedures and immediately notify Service Quality or the Transportation Manager that a citation or warning has been issued. All citations that have been issued must be submitted to the Transportation Manager.

313 Leaving the Coach

- 313.1 If you need to leave the coach for any reason, obtain permission from Service Quality by sending a text message from the MDT.
- 313.2 Anytime a coach is left unattended, the operator is responsible for securing it. You will secure the coach by setting:
- A. Emergency brakes on.
 - B. Gear selector in neutral.
 - C. Door air off.
 - D. Engine off.
 - E. Proper signs displayed.
 - F. Wheels turned in toward curb (parked downhill) or away from the curb (parked uphill).
 - G. Secure the farebox by swiping your GFI logon card.
 - H. Remove personal effects.
- 313.3 Advise Service Quality when you return to the coach by sending a text message from the MDT.

314 Radio Communications

- 314.1 The radio is a valuable, effective tool to assist you in providing the highest quality service to the public. All radio and telephone communications to or from RTA facilities or vehicles are subject to monitoring and/or recording.



1	Overt emergency message button	Press to send a message to dispatch indicating an emergency situation
2	Contrast control	Increase or decrease display contrast
3	Brightness control	Increase or decrease display brightness
4	Function buttons	Each button corresponds to legend displayed directly above each button
5	Numeric keypad	For entering numeric data, such as Vehicle Operator number
6	Select buttons 1 and 2	Controls function displayed directly to the left of these buttons
7	Select buttons 3 and 4	Controls function displayed directly to the left of these buttons

314.2 Operators must be logged into the TransitMaster system whenever on a coach. (See Section 205 for additional information).

Logging In

NOTE: If you are not logged into your radio, the Control Center will have difficulty sending you messages and receiving alarms.

1. At initial/main page screen, locate “LOGIN” on bottom right of screen and press button below.
2. Enter your Badge# in to LOGIN BOX. Press “DEL” to erase any mistakes.
3. Scroll down with Select button 1 and enter “00” for mode or leave it blank.

4. Scroll down with Select button 1 and enter BLOCK NUMBER.
5. Press “SEND” when all information is complete. “WAITING FOR VALIDATION” will appear on screen.
6. Main page will re-appear when login is complete.

314.3 Contacting Service Quality

A. Canned Message - Primary Method of Communication

Sending a Canned Message

1. Press “MSG” or “RCVD MSG” on the main screen
2. Press “CANNED MSG” button
3. Select the proper CAT Category
4. Select the proper message (Sub Category)
5. Press “XMIT MSG”

Receiving a message

1. If you hear a series of “beeps”, the Control Center is sending you a message or wants to talk with you.
 - Long beeps = Service Quality is sending you a message
 - Short beeps = Service Quality wants to talk with you
2. Press button under “MSG” on the main screen.
3. Pull over, park the coach, and read the message.
4. Use Select buttons 1 and 2 to review messages.
5. Either “SAVE” or “ERASE” the message

B. Radio (Voice) Communication – Secondary Method of Communication

NOTE: Many times the Service Quality Coordinators are handling multiple problems. By sending the appropriate text message, the coordinator can determine the priority of your difficulty compared to other messages that are being received. Utilization of **RTT** or **PRTT** does not provide any information as to the nature of your call. The coordinators do not know if you might require immediate assistance or if you are reporting that a bicycle has boarded. It is understood that the coordinators may require additional information from you that will require them to place a voice call to you. Please be patient when waiting for a reply as the coordinators may be dealing with someone else’s emergency.

1. Press button under “TALK” on the main screen.
2. Press button under “RTT” to speak with the Service Quality, or
 - a. Press button under “PRTT” for minor disturbances or an accident with no injuries.
 - b. State your Block #, Coach #, Location, Direction and nature of the call

3. After you receive an acknowledgement tone, press the button on the handset to talk with the Service Quality. **Release** the button to listen.
4. Press “MAIN” to return to the main screen.

(NOTE: Some buses are equipped with a PA system, which can be activated with the button under “PA”. Press button on handset to talk over PA.)

Volume Control – Driver’s Speaker

1. Press button under “TALK” on the main screen.
2. Pressing Select buttons 3 and 4 will raise and lower the volume of the driver’s speaker.

C. Overt Alarm – for situations that require Emergency Responders (police, fire truck, EMS)

1. Press **Overt** Emergency Message button at the top left-side of the TransitMaster Display Head.
2. The Emergency Message page will appear
3. Scroll, using Select buttons 1 and 2, to select the proper message.
4. Press button under “XMIT MSG.”
5. **REMEMBER:** After pressing the Overt or Emergency Alarm (EA) button, you must press RTT or PRTT to clear the emergency from the TransitMaster system.

D. Covert Alarm – Immediate Emergency

1. Familiarize yourself with the location of the Covert Alarm button on your particular vehicle, which will be partially hidden and separate from the Radio Control Panel.
2. Use this system when you or your passengers are in danger
3. The Covert Alarm opens a hidden microphone on the bus so Service Quality can hear you.
4. Covert is one-way communication. No voice communication or messages can be sent to the Control Center.
5. Dispatch will issue instructions on resetting the radio system when it is in Covert Alarm. (*For additional information See Section 603.1B*).

314.4 Logging Out

- A. From the main screen press the **MORE** button.
- B. Press **LOG OUT**.
- C. Press **CNFRM LG OUT**.
- D. You are now logged out.
- E. Another operator may log in or you may now turn off the vehicle.
- F. If you do not wish to log out, you may hit cancel.

- 314.5 Avoiding Common Radio Problems
- A. Be sure to hang the Handset up properly. If the handset is not hung up properly, it may cause radio issues
 - B. When talking with Service Quality, be sure to release the button after talking. If you hold the button down, you cannot receive voice communication
 - C. To clear a Covert alarm, do not turn off the battery to reset. To clear the Overt Alarm, press “RTT” or “PRTT”
- 314.6 Operators should contact Service Quality for any of the following:
- A. To obtain any operating information.
 - B. To obtain information when requested by a customer.
 - C. To obtain permission to leave the coach unattended.
 - D. To report missing targets, other RTA property damage, and unusual or unsafe road conditions. Follow up with the District Dispatcher.
- 314.7 In the event of operator illness, notify Service Quality as soon as possible to give location and receive instructions.
- 314.8 The emergency alarm is to be used only in life threatening situations. (See Section 603.1B).

SECTION 400: Operating Safely

Operating safely is our highest priority. Operators must maintain control of their vehicles and operate defensively as trained.

401 Defensive Driving

- 401.1 Operators are required to operate in a safe, defensive manner exercising due care and attention, to treat vehicles with respect, and to extend normal road courtesies. The object of defensive driving is to save lives, money and time, in spite of the conditions around you and the actions of others.
- 401.2 In order to operate in a safe defensive manner, the operator must be fully focused and undistracted; therefore, operators must not engage in extended, non-service related conversations with customers, other employees, or relatives. In addition, no one is permitted to visit or otherwise loiter around the operator's cabin while in service.
- 401.3 Following Another Vehicle
When following another vehicle, Operators are to maintain the correct following distance (4 second rule or one coach length [40 ft.] for every 10 mph). Adjustments must be made by increasing the following distances when road surfaces are wet, icy or affected by other environmental conditions.
- 401.4 Help the driver following you by:
 - A. Signaling your intention to stop, providing sufficient time for the other driver to anticipate your actions.
 - B. Slow down gradually; avoiding sudden stops.
 - C. Stop smoothly.
- 401.5 Watch out for vehicles approaching you from the opposite direction.
 - A. Keep to the right; avoid driving next to center lane.
 - B. On narrow streets, stop and allow other vehicles to proceed.
- 401.6 When turning, utilize the 0-0, 5-3, or 10-3 turning procedure to prevent turning corners too sharply; proceeding slowly using the standard push-pull method not exceeding 5 MPH.
- 401.7 When turning left, do not cut in front of vehicle from the opposite direction.
 - A. Remain alert for vehicle(s) turning left in front of you.
 - B. Keep wheels straight and foot on the brakes while waiting to turn left.
- 401.8 When approaching intersections, driveways, and alleys.
 - A. Cover brakes.
 - B. Look left, and then look right and left again.

- C. Proceed through at a safe speed, and always be prepared to stop.
 - D. Expect the unexpected.
 - E. Do not enter intersection if it is not clear.
- 401.9 Exercise caution when being passed by another vehicle.
- A. Slow down; stop if necessary.
 - B. Move to the right if safe.
 - C. Be prepared to stop. Assume that the passing vehicle may cut in sharply in front of you.
 - D. Always keep the right side closed to discourage vehicles from trying to pass on the right side.
 - E. When stopped in the curb lane at an intersection proceed through with extreme caution, anticipating that the vehicle to your left may make a right turn in front of you.
- 401.10 When passing other vehicles.
- A. Exercise extreme caution.
 - B. Be sure the passing lane is clear both ahead and behind.
 - C. Maintain a 3-foot clearance between your coach and vehicle you are passing.
 - D. Return to the right lane after checking clearance. Remember the pivot point. Close off right side as soon as possible.
 - E. Never pass a moving vehicle at an intersection.
 - F. Never attempt to avoid slow traffic or pass a vehicle on the right by driving on the shoulder.
- 401.11 Changing Lanes.
- A. Unless otherwise directed, all coaches must be operated in the far right curb lane at all times.
 - B. Never change lanes within an intersection.
- 401.12 If an obstruction exists:
- A. Check left side mirror to see if the lane you intend to move into is clear.
 - B. Maintain a 3-foot clearance while passing the obstruction.
 - C. Monitor the coach pivot point and right side mirror for proper clearance before returning to the driving lane. Close off the right side as soon as possible.

- 401.13 Fixed Objects:
- A. Be alert to fire plugs, poles, shelters, trees, signs, etc., near the roadway. Often fixed objects are not straight and may lean into the roadway.
 - B. Maintain a 3-foot clearance from all objects and the curb; do not forget that the right side mirror projects from the coach.

402 Avoid Collisions

A collision can result in extensive liability for the RTA and is avoidable. In order to avoid an accident, the following procedures must be adhered to:

- 402.1 When passing a standing coach:
 - A. Do not exceed a speed of 15 MPH;
 - B. Sound the horn as you approach the rear of the other coach;
 - C. Maintain a 3-foot clearance at all times.
 - D. Do not pass if you will be proceeding directly into a bus stop.
- 402.2 When meeting an oncoming coach in a very narrow or congested area, turn lights on and stop.
 - A. Maintain a 3-foot clearance when possible; avoid mirror contact.
 - B. If not possible:
 1. One coach shall signal the other to proceed by turning off headlights;
 2. The oncoming coach shall proceed forward at a speed of no more than 3 MPH until it clears;
 3. The standing coach will not proceed until the oncoming coach has passed.
- 402.3 When following an RTA vehicle:
 - A. Maintain a following distance of no less than two coach lengths for every 10 MPH, or
 - B. Exercise the 4-second rule (whichever is practical according to the environmental and traffic conditions).
- 402.4 When approaching a standing coach at a bus stop:
 - A. Proceed at a speed of no more than 5 MPH within a distance of 100 feet;
 - B. Stop not less than one-half (1/2) coach length behind the standing coach.
 - C. Do not pull in bumper to bumper.

403 Pedestrians

- 403.1 Before moving coaches, operators are required to:
- A. Survey the area in front of the coach from right to left before proceeding.
 - B. Permit pedestrians who are in the crosswalk, or in the street, to complete the crossing. Pedestrians always have the right-of-way.
 - C. Yield the right-of-way to pedestrians **at all times.**
- 403.2 When approaching an intersection:
- A. Observe the number of pedestrians at each corner.
 - B. Do not move early in anticipation of a green light.
- 403.3 Prior to turning:
- A. **If the Pedestrian Alert Turning System is defective.**
Blow your horn. Operators of Trolleys and BRT vehicles should use bells or gongs.
 - B. Turn should be slow and gradual with a speed not to exceed 10 MPH.
 - C. Stop at the crosswalk.
 - D. Rock and Roll in your seat to view all areas and eliminate blind spots.
 - E. Look both ways along the crosswalk for pedestrians, before your vehicle enters the crosswalk.
 - F. Enter the crosswalk.
 - G. Make a 90-degree (or hard left hand turn) instead of a soft (or 45 degree turn) so that there is a better line of sight.

Be aware of Pedestrians		
Position of Pedestrian	Possible Action of Pedestrian	Defensive Action by Operator
Pedestrian Ahead	Walk or stand in front of a moving or standing bus.	Look in all directions before moving the bus. Slow down or stop to permit the pedestrian to cross.
Pedestrian Behind	Stand or walk behind a standing or backing bus.	Only back the coach when a spotter is available. Look in all directions before backing the bus. Always allow pedestrians to get in the clear before moving.
Pedestrian Alongside	Standing or walk in the overhang area.	Warn pedestrians in overhang area. Stop, allow pedestrians to clear. Proceed with caution.
Boarding or Alighting	Approach or leave bus without watching where they step.	Stop where it is safe for passengers to board or alight.
	Attempt to board or alight while the bus is in motion.	Open doors only after making a complete stop. Wait for doors to close before moving the bus.
	Is not clear of closing door.	Be sure that passengers are clear of the doors before closing them. Observe the rear door utilizing your inside and outside mirrors.
On Board	Standing or walking without holding on the seat or railings.	Start gradually, stop smoothly, and make smooth turns.
	Put arms or elbows out of the window.	Maintain sufficient clearance with fixed objects. Use the PA system to advise passengers that they should not put arms or elbows out of the window.
	Place packages where other may trip over them.	Request passengers to move bundles or packages.

404 Railroad Crossings

- 404.1 Stop the coach at least 15 feet before crossing all railroad tracks.
- 404.2 Turn on hazard signals.
- 404.3 Look and listen in both directions along the track for an approaching train and for signals indicating the approach of a train.

- 404.4 Before proceeding across the tracks, open the door and a window to listen and see that the tracks are clear. If all is clear, close the door and window. Do not operate the coach with the door open.
- 404.5 Proceed only if there is sufficient room on the other side of the tracks for the entire length of your vehicle to clear the tracks. Never stop a vehicle on railroad tracks.
- 404.6 Keep both hands on the steering wheel as the vehicle crosses the tracks.
- 404.7 When completely clear of the tracks, deactivate the hazard signals.
- 404.8 Do not drive through, around, or under any crossing gate or barrier at a railroad crossing while the gate or barrier is closed or is being opened or closed unless signaled by a law enforcement officer or flag person that it is permissible to do so. (ORC 4511.62(B))

405 Expressway Operation

- 405.1 Entering the expressway:
 - A. Look carefully, watch for an opening and merge smoothly into the flow of traffic;
 - B. Exercise the 4-second rule.
- 405.2 Keep to the right, as close to the shoulder as possible—do not lane hop.
- 405.3 Leaving the expressway:
 - A. Get in proper lane, avoid cutting across traffic;
 - B. Decelerate evenly.

406 Bicycles

Although bicyclists are required to follow all of the rules of the road, they sometimes operate in unpredictable ways. You are a professional bus operator and must anticipate the actions of bicyclists and other drivers. Provide an extra “cushion of safety” when operating near a bicyclist. Contests between buses and bicycles can result in significant injury to the bicyclist.

- 406.1 When passing a bicycle on your right:
 - A. Signal audibly to the bicycle being overtaken.
 - B. Leave a safe distance, but not less than (3) three feet.
 - C. Maintain that distance until safely past the overtaken bicycle.
- 406.2 When approaching a passenger stop:
 - A. Do not try to pass a bicycle and pull up to a stop.
 - B. Let the bicycle continue ahead of the coach, slowing down to allow the bicyclist to pass.
 - C. Don’t race a bicycle to a stop.

- 406.3 When leaving a passenger stop, check for bicyclists on your left.
- 406.4 Be extra vigilant at the following locations where Operators have encountered bicyclists who were not aware that the bike lane was ending and resulted in bus/bicycle incidents:
- A. Adelbert and Euclid EB
 - B. E. 22nd and Euclid WB
 - C. E. 24th and Euclid WB
 - D. 30th and Euclid WB
 - E. E. 55th and Euclid WB/NB
 - F. E. Blvd. and Euclid WB
 - G. North Park and Lee Rd. SB/EB
 - H. Dellwood and Lee Rd.
- 406.5 Designated Bike Lanes
- A. Many designated bike lanes have been established on major streets.
 - B. Do not operate within the designated bike lane except:
 1. When making right turns at designated locations
 2. When making a passenger stop at a designated passenger stop location.
 - C. Bicycle lanes may not continue across intersections requiring bicyclists to move into the general traffic lane. They may not be aware that the lane is ending, resulting in their moving into your lane without checking for gaps in traffic.

407 Passenger Stops

- 407.1 Berth coach parallel to curb, or parked vehicles, within one foot of the curb when possible.
- 407.2 Maintain a fixed observance of the rear-front door closing to prevent door-closing accidents; equally distribute vision over the front door and rearview mirrors.
- 407.3 In the event that there is an obstruction at a designated passenger stop, select the closest safe place to board and discharge customers.
- 407.4 Courtesy Stops:
- A. Operators may be asked to stop to discharge a passenger at locations not designated as a stop.
 - B. Operators may make the undesignated stop provided:
 1. The bus can be completely parallel and adjacent to the curb at the requested location.

2. The bus will not be within or block any intersection, crosswalk, or commercial driveway.
3. The requested location provides a flat surface to alight to.

408 Backing the Coach

- 408.1 Operators may never operate the coach in reverse without a spotter insuring that the movement is safe.
- 408.2 Spotters shall be employees of RTA or police officers
- 408.3 This rule is effective inside a district facility, at a transit center or loop, and on the street.

409 Winter Operations

- 409.1 Keep the windshield free of accumulated snow and ice.
- 409.2 Inspect the step areas and use the ice scraper to clear accumulated snow and ice to avoid passenger injuries.
- 409.3 Operating on Snow or Ice - Avoid Skidding:
 - A. Operate at a controlled speed, remembering that you will require 8 to 10 times the normal stopping distance.
 - B. Do not speed into turns.
 - C. Do not try to stop too quickly.
 - D. Slow down or stop before starting down a hill. Survey the scene.
 - E. If skidding, turn wheels in the direction that the rear of the vehicle is skidding in.
- 409.4 Keep control of yourself; do not panic.
- 409.5 When in doubt, call Service Quality.

410 Operating In Exclusive Bus Lanes

- 410.1 When operating in exclusive bus lanes:
 - A. Comply with the transit signal indications shown in Section 411.5 below whenever those signals govern the lane you are using.
 - B. Be aware of other vehicles operating in the bus lanes. Vehicles are permitted to enter the bus lanes to make right turns and to enter parking/loading zones.
 - C. Bus operators encountering parked vehicles in the bus lane should carefully move into the general traffic lane and return to the bus lane when clear of the parked vehicle. The operator should report the parked vehicle to Service Quality who will notify Transit Police.
 - D. Buses not required to stop within the limits of the bus lane should utilize the general traffic lane to avoid delaying the boarding and alighting of customers on other buses. Care should be taken to enter the bus only/right turn lane sufficiently ahead of the

intersection before making a right turn to avoid conflict with buses within the bus lane.

- 410.2 Stopping for Customers:
- A. Make every effort to board customers only at designated stopping locations. The first bus must stop at the 1st Bus marker, a second bus at the 2nd Bus marker. Always pull up to the marker, which might not be located in front of the shelter. In the event that there are more than two buses, operators should wait as far back from the bus loading zone as possible until they can pull up to the 1st or 2nd Bus markers before allowing customers to board. The purpose of this procedure is to minimize the amount of time that buses are in queue trying to clear a traffic signal cycle. During rush hours, at least two buses need to proceed through each traffic signal cycle.
 - B. After stopping to board customers at the 2nd Bus marker, operators generally should not stop again at the 1st Bus marker to receive additional customers unless stopped by a red stop signal.
 - C. An operator should exercise his/her good judgment. He/she will encounter situations where he/she should make a special additional stop either outside of the designated stops or stopping at the 1st Bus marker having already stopped at the 2nd Bus marker. The operator should try to accommodate customers signaling to board, particularly if the customer is elderly, a child, or disabled, when operating on a route with infrequent service, or if you are operating the last bus of the day.
 - D. During the AM rush period (6:00 - 9:00 a.m.), inbound buses may allow customers to alight at any safe location when stopped behind other buses (see section 407.4 above.).

411 HealthLine Operations

- 411.1 The HealthLine is a Bus Rapid Transit (BRT) line operating between Stokes/Windermere Station and Public Square along Euclid Avenue. From the Stokes/Windermere Station to East 107th Street (Stokes Blvd.), the HealthLine Rapid Transit Vehicles (RTVs) operate in the curb lanes, stopping only at BRT stations. At East 107th Street, the RTVs move into the exclusive, dedicated median lanes constructed on Euclid Avenue, stopping only at BRT stations.
- 411.2 Conventional 40-foot buses on selected routes may be assigned by management to operate in the BRT lanes and stop at the BRT stations.

- 411.3 Speed
- A. Vehicles must operate within the dedicated BRT lanes at reasonable speeds depending on traffic, road, and weather conditions.
 - B. Vehicle speed may not exceed 35 MPH.
 - C. When traveling through an intersection, vehicle speed may not exceed 25 MPH.
- 411.4 Take extra precautions approaching intersections with general traffic left turn lanes. Watch for traffic on the right of the vehicle. Cover the brake when approaching the intersection and while operating through the intersection. Be prepared to stop.
- 411.5 Traffic Signals for Transit Vehicles
- A. When you encounter the special transit signals shown below, you must observe those signals. The standard Red/Yellow/Green signals are for all other traffic.



- 411.6 Stopping at Curbside Stations
- A. The first bus arriving at a curbside stop must pull up to the head of the stop.
 - B. The second bus arriving at a curbside stop shall pull behind the standing coach allowing twenty feet between coaches. After stopping to board customers at the 2nd Bus location, operators should generally not stop again at that stop to receive additional customers unless stopped by a red stop signal.
 - C. In the event that there are more than two buses arriving at a station, operators must wait until they can pull up into the station boarding area before allowing customers to board.
 - D. Rapid Transit Vehicles (RTV) have doors on both sides of the coach. Always insure that only right side doors are opened at curbside stations.
- 411.7 Stopping at Median Stations

Between East 105th Street and Public Square, BRT stations are located adjacent to the center bus lanes. Station platforms are 15

inches high, designed to permit level boarding, which will speed passenger boarding.

A. Approaching the station:

1. Remember right and left side mirrors will overhang the platform.
2. As you approach the station, be aware of passengers standing on the tactile warning strip.
3. Blow your horn as you approach.

B. Station Assist Lines:

1. Approach Assist Lines have been installed at Median BRT stations.
2. As you approach a station, visually line the hub of your steering wheel up with the assist line which will guide you to the proper approach to the station.

C. Docking Assist System:

1. RTVs are equipped with a Docking Assist System (DAS). As the RTV approaches the platform, the docking assist system will beep. There are 4 reporting stages or zones. Each one is 3.25 inches wide. The frequencies progress in an ascending fashion as the vehicle approaches the platform. The final zone is composed of four (4) successive beeps of the final tone. The last 4 beeps inform the operator that Guide Wheel impact is imminent and that the bus has reached the final stage of the approach warning – prior to contact.
2. The DAS will also assist leaving the platform. By gradually causing the tones to progress by steering the bus carefully, an operator can gently pull away from the platform and reduce the problem of swing-out.

D. Docking Arm:

1. It is desirable for all buses operating in the BRT lanes to be equipped with docking arms. The docking arms are designed to guide the bus through the station areas in order to meet ADA gap requirements and to prevent body damage to the vehicle.
2. In the event of a docking arm failure, notify Service Quality immediately and operate as instructed.
3. When operating a bus not equipped with a docking arm:
 - a. As you approach the platform make sure that the rear of the coach has cleared by staying slightly to the left and checking in your mirror.
 - b. Align the center of the horn button with the left (outer) guideline, which will position the coach approximately 3 inches from the platform.

E. Exercise extreme caution when entering and exiting the platform. If you make contact with any portion of the platform you will be charged with an accident.

F. Gap

1. Federal ADA regulations do not permit a gap between the platform and the vehicle greater than 3 inches. If the gap between the platform and the coach is larger than 3 inches upon stopping, deploy the ramp. Remind passengers to watch their step. Use only the front door to board or alight passengers.
2. Should a wheelchair customer wish to board and the gap exceeds 3 inches, deploy the ramp and/or bridge plates. If the ramp does not lie flat onto the platform then you must step down onto the platform so that the wheelchair may board.
3. Always pull forward to the most forward designated berthing location for your type of vehicle. Do not open the doors outside of the designated locations. The vehicle floor is 15 inches above the pavement, and may cause a passenger fall if the door is off the platform.

G. Rapid Transit Vehicles have doors on both sides of the coach. Always insure that only right side doors are opened at right side stations and only left side door opened at left side stations.

411.8 Blockage of BRT roadway

- A. If you encounter any blockage of the BRT roadway, immediately contact Service Quality for instructions.
- B. If you are unable to contact Service Quality within two minutes, proceed around the blockage in the manner described in *section 411.9*.

411.9 Entering and Leaving the BRT Roadway

- A. BRT vehicles scheduled to operate on the BRT roadway may not leave the BRT roadway except:
 1. All westbound BRT vehicles will enter the BRT roadway at East 107th Street (after the Stokes Blvd. station).
 2. Westbound HealthLine RTVs will remain in the BRT roadway to the terminus at Public Square.
 3. All eastbound BRT vehicles will leave the BRT roadway at E 107th Street (just before the Stokes Blvd. station).
- B. When leaving the BRT roadway:
 1. Proceed only when the proper BRT traffic signal is displayed.
 2. Ensure that there is no moving traffic to your right. Remember, other drivers will not expect you to be leaving the bus lanes.

3. If possible, make your maneuver at an intersection. You will not need to cross the rumble strip divider.
4. Do not cross into the opposing BRT lane unless directed by a Service Quality Supervisor or police officer on-site.

411.10 Vehicles or People on BRT right-of-way

- A. Unauthorized vehicles(s) on BRT right-of-way:
 1. Be aware that other vehicles may improperly enter the BRT right-of-way to avoid construction, illegally/double parked cars, and trucks loading/unloading in the general traffic lanes.
 2. Immediately notify Service Quality of the location and description of the unauthorized vehicles(s) on the right-of-way.
 3. Follow the instructions received from Service Quality.
 4. Complete report upon returning to district.
- B. Unauthorized Person(s) on BRT right-of-way:
 1. Immediately notify Service Quality of the location and description of the unauthorized person(s) on the alignment.
 2. Follow the instructions received from Service Quality.
 3. Complete report upon returning to district.
- C. Unauthorized maintenance on BRT right-of-way or in BRT Stations:
 1. Maintenance will be required along the BRT right-of-way and in stations.
 2. All Operators will be notified of any maintenance that may interfere with BRT operations.
 3. If you encounter any work within the right-of-way that you are not aware of, immediately contact Service Quality.
- D. Authorized Maintenance
 1. You will be advised of any maintenance that will interfere with BRT operations.
 2. Service Quality will notify Operators of any required reroutes including instructions if BRT vehicles must exit and/or reenter the BRT lanes because of maintenance work.
 3. All employees and outside contractors working within the BRT roadway or stations shall wear appropriate reflective safety vests.
 4. Workmen shall deploy warning signs or other devices ahead of the area where they are working.
 5. If you discover any violations of these safety regulations, contact Service Quality immediately.

411.11 Emergency Vehicles

When approached by an emergency vehicle (Police, fire, or ambulance), stop and remain until the emergency vehicle passes.

411.12 **Bicycles**

Be aware of bicyclists operating in the adjacent bike lane, particularly when entering and leaving the median BRT lane at E. 107th Street.
(See section 406)

SECTION 500: Serving Our Customers

501 Be A Captain Of Courtesy

- 501.1 Always greet your customers and be pleasant; a pleasant beginning makes for a pleasant ending.
- 501.2 Be polite and answer customers' questions to the best of your ability.
- 501.3 Make sure customers board and alight safely.
- 501.4 If the automated announcement system is not operating properly, call out all stops in a loud, clear voice.
- 501.5 If the coach breaks down, the operator will inform the customers of the situation and safely assist them onto the following coach.(see section 312.8)
- 501.6 When moving or stopping the coach do so as smoothly as possible to avoid customer falls.

502 Not Just A Source, But A Resource

- 502.1 The operator should have sufficient familiarity with routes so as to be able to answer customers' questions regarding various points of interest, major business establishments, etc., along the route. If the operator cannot answer a particular question, he/she should call Service Quality or ask an available supervisor for assistance.
- 502.2 If the operator cannot answer a customer's question and the radio is not working, the operator should politely explain this to the customer.
- 502.3 The operator is responsible for carrying public timetables for the line being operated. Current timetables and RTA's Safety Tips should be placed in the "take-one" boxes. Safety Tips can be obtained from the Starter or the dispatcher.
- 502.4 Operators should actively distribute revised timetables to customers during the week before the new schedules go into effect.
- 502.5 Destination signs are the first and most basic level of communication with potential customers; the operator is responsible for making sure destination signs are properly displayed.
- 502.6 The operator is responsible for keeping customers informed of service changes as such information becomes available. This responsibility may include distributing handouts or, notifying customers verbally in the case of a delay or emergency reroute.
- 502.7 Providing information assists customers in using RTA. Other sources of RTA information include:
 - A. www.rideRTA.com
 - B. RTAnswerline (Telephone Information Center): (216) 621-9500
 - C. Paratransit Trip Scheduling Line: (216) 781-1110
 - D. Transit Police: (216) 566-5163

503 Waiting for Customers

In order to balance the needs of arriving customers, and minimize delays to customers already onboard vehicles, Bus Operators shall operate as follows unless directed otherwise:

503.1 Transferring Customers:

- A. Be conscious of coach to train/coach connections. When a train or another coach is approaching an intersection, the operator should wait to see if customers alighting from that train/coach wish to board his/her coach. The other operator may signal you to wait by flashing the headlights.
- B. If a connecting bus or train is within the Transfer Zone, all operators should wait for connecting customers. The Transfer Zone is the bus area at a Light Rail Station, Park-N-Ride Lot, Transit Center, or within/adjacent to the stop on the intersecting route.
- C. If a Bus or Rail Operator is aware of a regularly scheduled connecting service but the connecting bus or rail car is not yet in view, the following applies:
 1. If the headway on the Bus or Rail Operator's line is twelve (12) minutes or less, the Operator must not wait for the connecting line.
 2. If the headway on the Bus or Rail Operator's line is greater than twelve (12) minutes, the Operator may wait up to two (2) minutes beyond his/her scheduled departure time. Once the Rail or Bus trip is more than two (2) minutes behind schedule, Bus and Rail Operators shall not wait for connecting services unless the connecting vehicle has arrived and is within the area described in (B).
- D. Hold Lights
 1. Bus hold lights are two-light traffic signals strategically located at various bus and rail service connection points (see item **Error! Reference source not found.**). The purpose of the signal is to facilitate transfers between trains and buses by alerting Bus Operators that a connecting train is arriving. The top light signals a train entering the station eastbound and the bottom light signals a train entering westbound.
 2. Bus Operators scheduled to depart Red Line Rapid Stations where Bus Hold Lights are operational must wait for trains as indicated by the Bus Hold Light indication.
 3. As a train approaches the station, the signal associated with the direction of the train changes from a flashing signal to a solid signal and will remain solid (approximately 2 minutes) until the train leaves the station.

4. When encountering a bus hold light, operators are required to:
 - a. Make the scheduled stop and observe the indication of the signal.
 - b. If either signal is solid, indicating an arriving train, the operator must wait until the signal resumes flashing before proceeding.
 - c. If both signals are solid, or one becomes solid as or after the other begins to flash, the indication is inbound trains from both directions, the operator must wait until both signals resume flashing before proceeding.
 - d. If at any time either signal light stays solid for more than 2 minutes or is not lit, the operator should notify Service Quality.

503.2 Non-Transferring Customers

Operators scheduled to depart RTA facilities including Rapid Stations, Park-N-Ride Lots, or Transit Centers and who observe non-transferring customers wishing to board their vehicle should operate as follows:

- A. If the headway on the Operator's line is twelve (12) minutes or less, the Operator must wait for customers to board who are in the immediate boarding area. Do not wait for customers who are not ready to board your coach.
- B. If the headway on the Operator's line is greater than twelve (12) minutes, and the Operator observes customers in the vicinity of the boarding area, the Operator should signal to the late arriving customer that the vehicle is scheduled to depart by moving a short distance, sounding the gong, horn, or other signal. The Operator shall then wait for customers who indicate their intention to board.

504 Passengers with Bicycles

- 504.1 Passengers with bicycles may utilize all RTA services except Downtown Trolleys and Paratransit coaches.
- 504.2 Regular 40-foot and MCI coaches:
 - A. Coaches are equipped with bicycle racks accommodating three bicycles.
 - B. Passengers must place and remove bicycles from the bike rack themselves.
 - C. Passengers may place a bicycle in the bike rack at any stop provided space is available.
 - D. Use these procedures when providing service to bicyclists:
 1. Whenever any person is in front of the coach, placing or removing a bike from the bike rack;
 - a. Depress and hold the service brake pedal

- b. Set the parking brake
- c. Put coach in neutral
- 2. As the bicyclist boards, ask where they intend to alight.
- 3. Issue the customer a **BIKE** pass from the farebox by pressing key 9, and ask them to return the **BIKE** pass to you before exiting the bus to remind you to that they will be removing the bike at the next stop.



- 4. After servicing the bicyclist's boarding stop and passengers are clear of the area in front of the coach;
 - a. Depress and hold the service brake pedal
 - b. Put coach in gear
 - c. Release the parking brake
 - d. Resume service
- 5. When a bicyclist is alighting;
 - a. Depress and hold the service brake pedal
 - b. Set the parking brake
 - c. Put coach in neutral
- 6. After servicing the bicyclist's alighting stop and passengers are clear of the area in front of the coach;
 - a. Depress and hold the service brake pedal
 - b. Put coach in gear
 - c. Release the parking brake
 - d. Resume service

504.3 Rapid Transit Vehicles operating along the HealthLine:

- A. Rapid Transit Vehicles are not equipped with bike racks on the front of the coach.
 - B. Passengers may board the RTV with their bicycle.
 - C. A maximum of two bicycles may be boarded.
 - D. Passengers with bicycles should enter at the rear door and stand with their bicycle in the designated location. Bicycles must not block the aisle.
- 504.4 Trolleys
Bicycles cannot be carried on the Downtown Trolleys.
- 504.5 Operators boarding customers with bicycles must notify Service Quality via a text message on the MDT. A "**bicycle-boarded**" message can be sent by selecting message **Category 13, Message #0**
- 504.6 If a passenger with a bicycle wants to ride when space is not available on the rack, advise them that they must wait for the next coach.
- 504.7 Passengers may never board a coach with a bicycle except on Rapid Transit Vehicles.
- 504.8 Be aware that customers may step in front of your coach to place/remove a bicycle in the rack.

505 Standing Room Only

- 505.1 As the coach fills, remind passengers not to occupy seats with packages, handbags, or other items so that other passengers can be seated.
- 505.2 When the aisle becomes crowded with standing passengers ask customers to:
- A. Move toward the rear of the coach to provide space for additional customers to board.
 - B. Stand behind the standee line to provide better visibility both inside and outside of the coach.
- 505.3 When an operator believes that he/she cannot safely board additional customers due to over-crowding, he/she should notify Service Quality and await instructions.
- 505.4 Inform or remind customers to observe the priority seating policies for the elderly and persons with disabilities.
- 505.5 RTA employees must always give up their seats to standing customers.

506 "Customers, Please Be Advised"

- 506.1 Customers are prohibited from smoking, eating, drinking any kind of beverage, or using illegal drugs while riding RTA.

- 506.2 While riding RTA, customers are prohibited from using audio devices that may disturb other customers.
- 506.3 Customers are prohibited from boarding RTA vehicles with flammable substances.
- 506.4 Customers are prohibited from boarding RTA coaches with bicycles except Rapid Transit Vehicles (see section 504.3), uncollapsed strollers, or any large object that may block the aisle or cause injury to others.
- 506.5 Customers must be wearing shirts and shoes (skates and/or any type of roller blades are not permitted).
- 506.6 When a customer's behavior is in violation of RTA's operating procedures, the operator is to use his/her discretion in directing the customer into compliance, up to and including, contacting Service Quality or Transit Police; Physical contact with a passenger (except in self-defense) is never an option.
- 506.7 In the event that a passenger disturbance impacts on the safety of other customers, the operator shall stop the coach, evacuate the customers, if necessary, and request assistance from Transit Police by utilizing the Overt button on the radio or summoning an available police officer or supervisor.
- 506.8 If any customer disturbance results in a customer being removed from the coach, the loss of a trip or a delay of more than three (3) minutes, the operator shall complete an incident report.
- 506.9 Loitering is not permitted on RTA property. Employees observing the people loitering should notify Service Quality or Transit Police.
- 506.10 Any act of vandalism, i.e., defacing or otherwise destroying RTA property, is prohibited. Any employee witnessing such acts should notify Service Quality or Transit Police immediately.

507 Young Customers

Students and adolescent persons are sometimes our most challenging customers. They are, however, a part of the riding public and future taxpayers. In dealing with adolescents, the above procedures apply; however, the operator should keep the following hints in mind:

- 507.1 Stay Calm! Be Cool! Remember, you're the adult.
- 507.2 Be very patient. Remember adolescence is a time of change often characterized by emotional instability and the testing of limits.
- 507.3 Remember to maintain your dignity and professionalism. Do not allow yourself to be lured into an argument or altercation.
- 507.4 Try to diffuse potentially volatile situations before they escalate. Remember, "An ounce of prevention is worth a pound of cure!"
- 507.5 Remember that a sense of humor is extremely valuable.

- 507.6 Handle adolescents with the same respect and courtesy that you afford adults. They will live up to it.
- 507.7 Be clear and firm, but polite.
- 507.8 Certain minor problems may be more easily ignored, such as loud talking and laughing.
- 507.9 Under no circumstances should you tolerate physical or verbal abuse of other customers or yourself. Contact Service Quality or Transit Police as soon as possible.

508 Children in Strollers

- 508.1 Only folded baby carriages and strollers are permitted on the bus.
- 508.2 The stroller/baby carriage must be kept out of the aisle and stairwells.
- 508.3 Operators should explain to customers that children cannot ride in a stroller or a carriage while on the bus for reasons of safety – the child must be removed from the carriage/stroller. If the child is too small to sit safely in a bus seat, the customer must hold the child.
- 508.4 This section (“Children in Strollers”) is not applicable to a child using an ADA mobility device.

509 Employees As Customers

- 509.1 Employees taking advantage of their “Free Ride” benefit are nonetheless customers. As such, they should be afforded all the privileges and courtesies afforded paying customers under the following guidelines:
- 509.2 Employees must present their ID card when riding as customers, including while in uniform.
- 509.3 Employees must not occupy seats to the exclusion of paying customers.
- 509.4 Employees riding as customers, or while on RTA property, must conduct themselves in a responsible manner and must not engage in conversation with employees on duty except when necessary to the safe provision of service.

510 Fare Collection

- 510.1 It is the responsibility of Operators to collect and properly record fares, both cash and non-cash.
- 510.2 It is the operator’s responsibility to follow the procedures in the most recently revised fare collection training module available from by the Training Department.
- 510.3 It is the operator’s responsibility to know the fare structure.
(See Appendix II)
- 510.4 It is the operator’s responsibility to follow the guidance of all applicable fare-related bulletins and fare structure updates. In case of any conflict

between any documents (including this Bus Operator Handbook), the document with the most recent date must be followed.

- 510.5 If a customer is unfamiliar with the fare, the operator must explain the fare structure in a helpful manner.
- 510.6 The operator must make an honest attempt to collect fares.
- A. When a customer does not and/or refuses to pay a fare, the operator must stay calm and remain in control of the situation as he/she challenges for fare. The operator should stay in control of the situation, making it clear that not paying a fare is unacceptable and advising the customer of the consequences of his/her behavior.
 - B. It is important to remember that everyone should pay and be asked to pay the appropriate fare. Refusing to pay, or not paying a fare, to any degree is a crime, and therefore unacceptable. However, each situation is different and the operator must be prepared to use his/her judgment in assessing each unique set of circumstances and choosing the most appropriate course of action. It is also important to remember that we are attempting to build long-term relationships with our customers and being too rigid may prove to be “penny-wise and pound-foolish.”
 - C. In preparing to respond, the operator should consider mitigating factors such as if the customer is elderly or a minor or rides regularly and has rarely been short on his/her fare. Under these circumstances, the operator should show lenience but still make it clear that a fare is due. The operator may use language like:
“I understand that you’ve lost your purse and since you ordinarily pay as expected, you can ride today and pay tomorrow.”
 - D. If the customer is a repeat offender or seems insincere, the operator may respond accordingly:
 1. “Sir/Ma’am, if you do not pay the fare, you’ll be asked to leave the coach.”
 2. “I understand, but I cannot allow you to board without paying a fare.”
 - E. If the customer seems agitated or belligerent, or the operator feels threatened, he/she may respond as follows:
 1. “If you do not pay the fare or leave the coach, Transit Police will come and remove you from the coach.”
 - F. Depending upon the recurrent nature or severity/volatility of the situation, the operator may immediately call Service Quality and request assistance or stop an available supervisor or police officer and request assistance.
 - G. Remember that ultimatums indicate that the verbal exchange or discussion is over. They present the customer with a choice and describe the specific consequences of a failure to act affirmatively.

They are expressed in an “if, then” or “either, or” fashion e.g., “If you don’t pay, [then] the police will remove you.” The use of ultimatums is an important and powerful technique; however, they are only effective when the consequences are real. Therefore, you should only use ultimatums when you are prepared to follow through on the consequences and if you choose to deliver an ultimatum, it is important that you remember to discontinue the conversation.

- H. Physical contact, outside of self-defense, is never an option.
- I. The operator should never force a minor, elderly individual or person with a disability to leave the coach, but contact Service Quality or stop an available supervisor or police officer and request assistance.

510.7 Farebox Operation

- A. See Section 206 for logon procedures.
- B. Prior to beginning each trip, if TransitMaster is not working, the operator shall input the route GFI code as noted on the paddle, and the trip direction.
- C. The GFI Odyssey farebox is a validating farebox. The farebox will display the value of coins and bills inserted to the operator and passenger.
- D. Customers must put all cash fares in the farebox. Operators must not receive or handle cash from passengers.
- E. Operators should assist passengers having difficulty inserting prepaid fare media (passes and farecards).
- F. Operators must record every passenger on the farebox, both cash and non-cash, including passengers with incompatible fare media such as employees, police in uniform, and students with U-passes not compatible with the farebox. **No passenger is exempt from being recorded on the farebox.**
- G. Operators must press the appropriate key for each transaction.

510.8 Issuing All Day Passes

- A. All-day passes shall only be issued upon payment of the appropriate fare by pressing the appropriate key for that type of pass.
- B. The farebox will not issue an **ALL DAY pass** unless the entire appropriate fare is deposited.
- C. If a passenger does not insert the full fare, press the “**MISC FARE**” key to clear the display and advise the passenger as noted in section 510.6 above.
- D. In the event of farebox failure and the passenger has deposited the proper fare for a Day Pass, issue a manual emergency day pass.

- 510.9 Overpayments
- A. When a rider overpays a cash fare and requests a refund, Operators must inform the rider, "RTA is an EXACT FARE system and cash refunds are only made for amounts of \$4.50 or more as courtesy to its riders."
 - B. If the refund amount is more than \$4.50, the Operator will issue a "**Change Card**" from the farebox by pressing ***D**. The change card will show the amount to be refunded.
 - C. Instruct the customer to take the Change Card to the Customer Service Center in the Tower City Rotunda, 50 Public Square to obtain a refund.
- 510.10 Farebox Failures
- A. Inoperable Trim unit.
 1. Contact Service Quality immediately to report the defect and obtain a log number.
 2. Operators will issue All-Day passes when the TRIM unit is defective.
 - a. Manual Farecard transfers/All-Day Passes are dated monthly and will change each month to deter fraud.
 - b. Operators will punch the following prior to issuing to the passenger:
 - (1) Type: Punch the type of All-Day pass purchased.
 - (2) Date: Punch the day of the month when issued (number boxes 1-31).
 - (3) Time Issued – Properly indicate the time ISSUED, 1 – 12, AM or PM and 15-minute increment.
 - B. Farebox not returning farecard
If a passenger inserted fare media into the farebox and it was not returned:
 1. Follow all procedures concerning jammed or malfunctioning TRIM unit.
 2. If the customer requires the fare media to continue the trip, issue a Manual All-Day Pass.
 3. If fare media is captured by a trim unit or farebox, the Operator must issue a completed Fare Media Claim Request form to the customer, and inform the customer they should call the number on the form within 8 hours to initiate their claim.
 4. If the Operator does not have any Fare Media Claim Request forms and replacements cannot be obtained in a timely manner, the Operator shall contact Service Quality and follow the instructions received.

- C. RTA is not responsible for fare media which is lost on board vehicles, at rail stations, or elsewhere.
- D. Do not issue Fare Media Claims Request forms for change & vending machine problems. Only issue Fare Media Claim Request forms for passes or farecards that are lost in the farebox or trim. If a customer has lost something in a fare vending machine, instruct the customer to contact RTA using the phone number displayed on the machine.
- E. ***Do not send a customer to the Customer Service Center without a Fare Media Claim Request form.***

- 510.11 Expired/Invalid Fare Media
- A. Invalid Farecards, including Student Farecards.
 - 1. Ask the customer to allow you to examine the farecard
 - 2. Has the card been tampered with?
 - 3. Are there any rides left on the card. (how many)
 - B. Expired fare media:
 - 1. Ask the customer to allow you to examine the farecard
 - 2. Monthly and Seven-Day Passes:
 - a. Monthly Passes expire at midnight on the last day of the month
 - b. Seven-Day Passes expire at 3:00 AM on the date indicated on the Pass.
 - 3. All-day Passes expire:
 - a. If issued before 9:30 PM at 3:00 AM, the day following the day of issue.
 - b. If issued at 9:30 PM or later, at 3:00 AM the second day following the day of issue.
 - 4. Five-trip farecards:
 - a. Customers may transfer to another RTA route for 2½ hours after boarding the first vehicle without additional charge.
 - b. After the 2½ hour period, an additional ride will be deducted from the card.
 - c. If all of the rides on the card have been used, the card will read "**Transfer Only**". Allow the passenger to board if it is before the time indicated on the farecard,
 - d. If all of the rides on the card have been used, the farecard will have "**NO RIDES**" printed down the side of the card after it has been inserted into the farebox. Do not allow the passenger to board without the payment of fare.

C. Outdated Fare Media

- All RTA fare media is encoded with the latest date that the fare instrument can be used. The farecard or pass may have rides remaining but will be rejected by the farebox. Explain the situation to the customer and ask the customer to use another farecard/pass/ or deposit the fare. Advise the customer that refunds for date-expired fare media are not available.
- D. If the situation becomes confrontational after explaining why the inserted fare media was invalid, expired, or outdated, proceed to act as noted in *section 510.6 above*.
- E. Additional information and graphics are provided in the “Damaged Fare Media Policy” available from the Training Department.

510.12 Fare Receipts (also called “proof-of-payment slips”):

- A. 20 fare receipts are included with the manual All-Day passes. These documents also must be punched before distribution.
- B. Fare receipts are to be issued to passengers requiring a document for use on another transit agency’s service or as proof that a cash fare was paid on GCRTA.
- C. Fare Receipts are NOT valid for use as a fare on any GCRTA services.
- D. Fare Receipts are dated monthly and will change each month to deter fraud.

511 Americans with Disabilities Act (ADA)

- 511.1 The Americans with Disabilities Act requires RTA and all transportation providers to accommodate persons with disabilities. The following measures are required by the ADA rules. Failure to comply could subject RTA to fines and/or loss of grant funding. Employees failing to follow these requirements will be subject to discipline up to and including termination.
- 511.2 If the automated announcement system is not operating, the Operator must announce all stops in a loud and clear voice. When requested, operators must announce to waiting passengers the route and destination of the bus.
- 511.3 Kneeling Buses
- A. All buses are equipped with a kneeling feature that lowers the bus entry.
- B. Operators are required to utilize the kneeling feature whenever requested by a passenger.

C. Bus Rapid Transit

Do not kneel the bus when stopped at a median station (E. 105th St. to Public Square) — the doors will not clear the platform.

511.4 Lifts/Ramps

- A. All RTA buses are equipped with either a lift or ramp to facilitate boarding of customers with disabilities.
- B. Any passenger can request that a ramp or lift be deployed to assist their boarding/alighting. Passengers are not required to be utilizing wheel chairs in order to request the use of the lift or ramp.
- C. Ramp Equipped Vehicle.
 1. Set the wheelchair ramp switch to the “UP” position and hold it there until the ramp is fully deployed.
 2. If the ramp fails to deploy, leave the switch in the “UP” position and manually deploy the ramp.
 3. After the passenger is boarded, return the ramp to its stored position by setting the ramp master switch in the “DOWN” position. Activate the wheelchair ramp switch until the buzzer sounds and the telltale goes off.
 4. Do not move the coach with the ramp in the deployed position.
- D. Rapid Transit Vehicle
 1. Curbside station

Deploy the ramp, which will allow passengers to enter the right front door.
 2. Right side median station
 - a. If the gap between the platform and the vehicle exceeds three inches, deploy the ramp and/or bridge plates to allow passengers to board.
 - b. If the ramp fails to deploy, manually operate the ramp
 - c. If bridge plates fail to deploy, utilize the portable bridge plate
 3. Left side median station
 - a. If the gap between the platform and the vehicle exceeds three inches, deploy the bridge plates to allow passenger to board.
 - b. If the bridge plates fail to deploy, utilize the portable bridge plate.
 4. If the bridge plates fail and will not retract, utilize the stowing tool located behind the operator compartment and follow the instructions located there.

- E. Lift equipped vehicle (MCI)
 - 1. Ask customers boarding in wheelchairs to board facing outward, away from the vehicle.
 - 2. If the customer declines to face outward, the operator must board him/her facing inward, toward the vehicle. Notify Service Quality of the customer's refusal.
- F. Notify Service Quality via a MDT text message that a customer in a wheelchair has boarded.

511.5 Service Animals

- A. The ADA defines **Service Animals** as dogs **and other animals** that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, **or performing other duties**.
- B. Service animals must be permitted to board your vehicle or enter any RTA facility. Customers are **not** required to carry any documentation to show that the animal is a service animal.
- C. Identifying Service Animals:
If a customer is accompanied by an animal that is not in a small container the operator should respond as follows:
 - 1. "Excuse me sir or ma'am, is that a service animal?"
 - 2. If the customer indicates that the animal is a service animal, he or she should be allowed to board with the animal.
 - 3. If the customer does not identify the animal as a **Service Animal**, the animal is a pet. (see section 512 below)
- D. Service animals may not occupy a seat and may not remain in the aisle. Ask the customer to place the service animal in the area under their seat.
- E. Service animals must remain under the customer's control and may not pose a direct threat to the safety or health of drivers or other riders. For example, a rider with a service dog is responsible for ensuring that the dog does not snap or lunge at the driver or other riders. Conversely, a dog that barks occasionally would not likely pose a direct threat.

511.6 Securement Devices

- A. All RTA buses are equipped with two wheelchair securement devices.
- B. Operators should offer to assist wheelchair passengers with securing wheelchairs including use of seat and shoulder belts.

- C. Passengers who refuse the use of the securement devices may ride.
- D. Operators should advise the passenger to lock the wheelchair wheels.
- E. Notify Service Quality via text message that the passenger refused to use securement devices.

512 Pets

- 512.1 If the customer indicates the animal is a **service animal**, the provisions of this section do not apply. Refer instead to Section 511.5.
- 512.2 Large pets (over 25 pounds) may not board your vehicle.
- 512.3 Small Pets
 - A. Customers may travel with small pets (weighing 25 pounds or less) if the pet is in a carrier.
 - B. The small pet must remain in the carrier and under the customers' control at all times.
 - C. Pet carriers may not occupy a seat and may not remain in the aisle. Ask the customer place the pet carrier in the area under their seat.

513 Elevator Failures at Rapid Stations

When operating to Rail station with a known failed elevator:

- 513.1 Inform boarding customers and customers already on the bus the status of the elevator at the Rail Station.
- 513.2 Advise Service Quality of customers' travel needs if customers require the use of the elevator to permit alternative travel arrangements to be made.

514 Lost And Found

- 514.1 Operators should check the coach at the end of each half trip for lost articles.
- 514.2 Except as provided in Section 514.3, any item found by the operator or turned in to the operator shall be turned in to the dispatcher at the end of the run. Operators being relieved on the road should make all the proper arrangements to get the item to the district in a timely manner.
- 514.3 If a valuable article (for example, purse, wallet, money, phone, PDA, computer, briefcase) is found, the operator must notify Service Quality immediately (code "99") and must follow the instructions given by Service Quality.
- 514.4 A lost and found tag must be filled out completely for each article found.
- 514.5 If a customer claims a valuable article while it is in possession of the operator, do not return the item to the customer unless you have obtained all three of the items below:

- A. Permission from Service Quality or a Supervisor to return the item.
 - B. Proper identification of the claimant and the article.
 - C. A signed receipt for the article.
- 514.6 Perishable items turned in at the district will be destroyed daily.

SECTION 600: Accidents/Incidents/Emergencies

601 Accidents

- 601.1 Protect your passengers, yourself, and the coach.
- A. Stop and secure the coach.
 - B. Assess the situation for severity/danger level.
 - C. Evacuate the coach if a life-threatening condition exists (see section 604 below.)
 - D. Check for fire (In case of fire, See section 603.1E – Smoke or Fire.)
 - E. Check passengers to determine any need for medical assistance.
 1. If medical assistance is required, request medical assistance by pressing the 911 (overt) alarm button on the MDT **Message #1–RTA Accident–EMS Required** or calling Transit Police at 216-566-5163.
 - (1) Advise the 911 Dispatcher of the exact location of the situation and provide details.
 - (2) Obtain the names of injured persons.
 - F. If emergency assistance is not required, notify Service Quality via the MDT **Category 1: Service Quality Assistance Required - Message #0–RTA Accident–No Injury**.
 - G. Follow instructions issued by Service Quality, Transit Police, and RTA Supervisory personnel.
 - H. Notify Service Quality giving the block number coach number, location, direction, and information regarding injuries.
 - I. Protect customers and yourself from any hazards created by the accident.
 - J. Deploy warning devices (see section 312.3)
 - K. Do not move the coach until instructed by the police, Service Quality, RTA Safety Officer, or other authorized RTA official or supervisor.
- 601.2 Communicate and Obtain information
- A. Inform customers of the accident, what actions have been taken, and how they will be affected.
 - B. Write down license number, color, make, and model of any other vehicles involved.
 - C. Distribute witness cards to customers. The operator should always have two complete accident kits in his/her possession. (Section 202.1F) Obtaining the names of as many customers as possible is very important in the event legal action is taken against the RTA and/or the person operating the coach.

- D. Obtain the information about other vehicles involved including:
 - 1. The names, driver's license numbers, and addresses of the operator(s)
 - 2. Names of other occupants
 - 3. Names of street witnesses
 - 4. Your assessment of damage to the vehicles
 - 5. If police are on the scene, write down the employee I.D. number(s) of police on the scene and the number of the police, ambulance, and/or fire unit vehicle(s)
- E. Give the police and/or other driver(s) only the following information:
 - 1. Name
 - 2. Employee I.D.
 - 3. Commercial Driver's License (CDL) number
 - 4. Coach number
 - 5. RTA's name, address and telephone number
- F. The operator should never admit guilt.
- G. The operator should not give a signature (except for a traffic citation) or make any statement to anyone other than a properly identified RTA representative. (See Section C.) If the operator is required to fill out a report, he/she must notify Service Quality.
- H. If the police take an operator's license, he/she should request the location of the police department and the officer's employee I.D. number.
- I. If a citation is issued as a result of the accident, the operator should include this information in his accident/incident report and inform his Transportation Manager of the nature of the citation.
- J. If the operator is arrested, he/she should notify Service Quality and secure the coach before leaving it unattended. If unable to contact Service Quality, ask the police officer to do so.
- K. The operator should not move the coach until a representative of the Service Quality or Safety Department arrives and directs him/her to do so. If, prior to the arrival of an RTA Officer, the operator is directed by the municipal police to move the coach to a specific location, he/she should comply. However, if the direction is not specific i.e., "move the coach, or clear this intersection," the operator should move the coach to the nearest safe location and notify Service Quality.

601.3 Accident Information

- A. When an operator is involved in an accident certain information is considered privileged and must only be communicated by

telephone or in person to authorized, properly identified, RTA representatives only. No statements are to be given to the police.

B. Privileged information includes:

1. Orientation of vehicles
2. speed of vehicles
3. General conditions
4. Names/addresses of injured
5. Names/addresses of victims
6. Names of owner, driver, and all occupants of other vehicles.
7. Description and license number of and damage to other vehicle(s)
8. Any other information describing injuries, damage to property, etc.

C. Authorized RTA representatives include:

1. Service Quality Coordinator
2. Service Quality Supervisors
3. District Directors and Transportation Managers
4. Claims and Safety Department representatives
5. RTA Executives
6. Transit Police Officers

D. In communicating information about an accident or incident:

1. Speak in a voice that cannot be overheard when giving details to Service Quality (telephone only) or other authorized personnel.
2. Do not criticize RTA's equipment or rules.
3. Never say that you will contact anyone directly regarding damages or injuries.

601.4 Accident Reports

When an accident occurs involving a coach, it is a potential source of legal action. Whether or not certain accidents actually result in liability costs to RTA depends on RTA's having a good defense against unwarranted claims. A good defense begins with a complete, factual, and accurate report by the operator involved including the names of customers and others on the scene to substantiate the facts.

A. An accident or incident report must be completed:

1. When accidents involve other vehicle(s) or object(s).
2. For accidents/incidents involving customer(s) or pedestrian(s).

3. When a passenger falls or makes contact with anything inside the coach.
 4. For customer disturbances (fights, illness, ejections, etc.).
 5. When fire extinguishers are used.
 6. For broken windows (Collision Report); diagrammed when requested.
 7. When the emergency alarm is used for any reason.
 8. For any other incident that could result in a legal claim against RTA.
- B. Upon completion of his/her assignment, the operator must report to the district and complete the appropriate written report (accident or incident/witness, (See section 601.4—Accident Reports). The report must be completed before the close of that working day.
- C. Immediately after completing the report, the operator must submit the report to the Transportation Manager or his designee.
- D. If the manager is unavailable at that time, report to the Transportation Manager no later than the next working day.
- E. The operator must fully cooperate with the RTA Safety investigators.

601.5 Witness reports

1. If an operator witnesses any action that might impact RTA, he/she must complete a witness report.
2. If witness to a collision type accident involving a vehicle or object, a written report should be made.
3. If witness to a serious incident (vehicle striking pedestrian, etc.) or crime, Service Quality should be notified immediately and a written witness report made upon return to the district.
4. The witness report will be made on the incident report form.
5. All reports should be completed by the end of the Operator's day. The operator must see the District Director or Transportation Manager by no later than the close of the next business day.

601.6 Post-Accident Drug and Alcohol Testing

- A. Following an accident, you may be required by Federal law and/or RTA policy to be tested for drugs and alcohol.
- B. Do not leave the scene of the accident until released by the RTA supervisor investigating the accident or transported to the drug and alcohol testing facility.

- C. If you are injured and are transported to the hospital by the emergency response personnel, you must contact Service Quality immediately upon your release from the hospital in accordance with the Authority's policy on post-accident drug and alcohol testing. Failure to do so will result in disciplinary action.

602 Severe Weather

602.1 Floods

- A. Notify Service Quality of situation (A.S.A.P.)
- B. DO NOT DRIVE INTO FLOODED AREAS!!!
- C. Be aware of streams, canals, drainage channels, and other areas known to flood suddenly. Flash floods can occur in these areas with or without such typical signs as rain clouds or heavy rain.
- D. Know community evacuation routes. Use only routes recommended by local authorities.
- E. If floodwaters begin to rise around your vehicle, abandon it and move to higher ground, if you can do so safely. You and your vehicle can be quickly swept away as floodwaters rise.
- F. Recognize areas where floodwaters have receded, possibly weakening roads which could collapse under the weight of the vehicle.

602.2 Severe Thunderstorms

- A. Notify Service Quality of the situation.
- B. Stay inside the vehicle. Remember you and your passengers are much safer inside the vehicle than outside.
- C. Pull the vehicle to the curb or to the shoulder of the roadway and turn emergency flashers on until heavy rain subsides.
- D. If on the highway and a bridge or overpass is nearby, attempt to move over to the shoulder of the roadway, and stop under it.

602.3 Tornadoes

- A. Take notice of severe changes in the weather patterns.
- B. Watch for tornado warning signs:
 - 1. Dark, often greenish clouds (a phenomenon caused by hail).
 - 2. Wall cloud (an isolated lowering of the base of a thunderstorm).
 - 3. Cloud of debris.
 - 4. Large hail.
 - 5. Funnel cloud (a visible rotating extension of the cloud base).
 - 6. Roaring noise.

- C. Notify Service Quality of the situation.
- D. In a vehicle, do not attempt to outrun a tornado in urban or congested areas.
- E. Try to drive to the closest sturdy shelter.
- F. If your vehicle is hit by flying debris while you are driving, pull over and park.
- G. Leave the vehicle immediately and move yourself and your passengers to a safe shelter. The lowest floor of a sturdy nearby building would be best. When in the building, stay away from windows and open spaces.
- H. If driving in open country, drive at a right angle away from the tornado's path. If you can safely get noticeably lower than the level of the roadway, get yourself and your passengers out of the vehicle. Have everyone lie flat, direct people to protect their head and stay low to the ground.
- I. Do not get under an overpass or bridge. You are safer in a low, flat location.
- J. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

602.4 Earthquakes

- A. Notify Service Quality of the situation.
- B. Move out from underneath bridges or other overhead structures.
- C. Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Remain inside your vehicle until the shaking is over.
- D. Proceed cautiously once the earthquake has stopped, watching for road and bridge damage.
- E. Do not unload your passengers if there is any doubt about the continued safety of those passengers in doing so.

602.5 Blizzards

If you are unable to continue to operate your coach due to impassable roads or low visibility:

- A. Notify Service Quality of situation.
- B. Remain in vehicle. Do not leave the coach unattended unless directed by Service Quality, Police, or other emergency personnel.
- C. If possible, pull off the roadway.
- D. Set hazard lights to flash.

- E. Run the engine and heater about ten minutes each hour to keep warm. While the engine is running, slightly open a window and keep the exhaust pipe free of snow to minimize carbon monoxide risk. Be careful not to run vehicle battery down.
- F. At night, turn on vehicle interior lights so crews or rescuers can locate you.

603 Other Emergencies

603.1 On Your Coach

- A. Violent and disruptive passengers.
- B. When the operator believes use of the radio will place him/her in danger and Transit Police are required, utilize the **Emergency Alarm** to notify Transit Police. Depressing the Emergency Alarm will enable Transit Police to hear all conversations in the Operator's compartment. You can enhance this communication with the Police Dispatcher by speaking to your assailant in a manner that indicates the problem, e.g. "Don't shoot", "Please don't hit me", etc.
- C. When Transit Police are needed but the Operator does not feel endangered, press the **911 (overt) alarm** button on the MDT (***Disturbance on Bus–Transit Police Required***) when the situation requires an immediate response such as robbery, sexual imposition/rape, or disorderly conduct.
- D. For any other situation that requires Transit Police assistance, e.g. fare evader, sleeper on board, etc. press the 911 (overt) alarm button (***Transit Police Required–Other***).
- E. Smoke or Fire

In the event of smoke or fire on your coach, use the following procedures:

1. Bus Rapid Transit —Stop and remain in the busway lane.
2. All other locations — pull over to the curb lane, away from other vehicles and buildings, if possible.
3. Evacuate passengers through the door furthest away from the fire. If doors are inoperable or the fire is blocking the exit through the doors, evacuate passengers through the windows. Move the passengers to a safe location, approximately 300 feet away from the bus. When operating a Rapid Transit Vehicle in the busway, determine if exiting should be from the left side, right side or both based on the location of the fire and/or the traffic in adjacent lanes. Insure that passengers do not walk into the path of oncoming vehicles.

4. Contact Transit Police by pressing the **911 (overt) alarm** button on the MDT (***Fire on Vehicle***) or via landline at 216-566-5163. Advise the 911 Dispatcher of the exact location of the situation and provide details.
5. Notify Service Quality of the situation.
6. Shut off master control switch.
7. If fire is small, use your fire extinguisher to put it out by spraying at the base of the fire.
8. Attempt to keep people away from the bus.
9. Follow instructions issued by Service Quality or RTA Supervisory personnel.

F. Sick or Injured Passenger

1. Determine the nature of the passenger's illness if possible.
2. Contact Transit Police by pressing the **911 (overt) alarm** button on the MDT (***Passenger/Operator Sick-EMS Required***) or via landline at 216-566-5163. Advise the 911 Dispatcher of the exact location of the situation and provide details.
3. Follow the instructions of the Transit Police Dispatcher who may ask you to wait for assistance or proceed to a particular location.
4. Notify Service Quality of the situation.
5. Passengers may be asked to transfer to another coach. Operators will assist passengers as described in section 312.8B.

603.2 Along a Route or at a Station

A. Fire

1. Contact Transit Police by pressing the **911 (overt) alarm** button on the MDT (***Fire***) or via landline at 216-566-5163. Advise the 911 Dispatcher of the exact location of the situation and provide details.
2. Notify Service Quality of the situation. If unable to notify Transit Police and Service Quality, the Operator/Employee must use judgment in protecting the passengers, the interests of GCRTA and minimizing the inconvenience to the public.
3. Certain situations may require evacuation of the area prior to the arrival of emergency responders (e.g. vehicle unable to proceed away from the area in danger.) If an evacuation is necessary, Operators will follow the procedures described in section 603.1E.3.

- B. Illness or injury of person – not an RTA passenger, employee, or as the result of an accident involving an RTA vehicle:

Contact Transit Police by pressing the **911 (overt) alarm** button on the MDT (**Non-RTA Related – EMS Required**) or via landline at 216-566-5163. Advise the 911 Dispatcher of the exact location of the situation and provide details.

- C. Other emergencies.

The operator will immediately notify Service Quality upon encountering any other emergency.

604 Bus Evacuation Procedures

One of the most important responsibilities for a bus operator is determining when and how to evacuate passengers from a transit vehicle either because of fire or the risk of fire or because the bus is inoperable in a dangerous location. You may also need to evacuate the bus in the event of a terrorist attack. A bomb discovered on any of our vehicles would result in a need to safely evacuate all vehicles in the fleet to check for secondary explosives. The evacuation can be complicated when passengers are either injured or have a disability. Further, particularly in fire situations, the evacuation must take place as rapidly as possible.

604.1 DO EVACUATE the vehicle if any of the following conditions exist:

- A. The vehicle is in a dangerous location and cannot be moved.
- B. You see fire or see or smell smoke.
- C. You see leaking fuel coming from or underneath the vehicle.
- D. The bus is stopped on a railroad at Grade Crossing. Evacuate passengers to the near side of the crossing in the direction of the train, and away from the tracks.
- E. Any other conditions that would make it safer for the passengers to evacuate the vehicle than to remain on the bus.

604.2 Do Not Evacuate the Vehicle

- A. If a live electrical wire is on a bus, remain inside your vehicle and DO NOT EVACUATE PASSENGERS until the wires are cut or removed from the bus and you are advised that power is off.
- B. ONLY EVACUATE the vehicle for safety reasons when it is necessary to do so.

- 604.3 Once a decision to evacuate is made, speed of evacuation is essential, especially with threat of fire.
- A. Calmly tell your passengers what you are going to do, tell them which exit(s) to use and where you want them to wait, stressing that they must stay clear of the bus and clear of traffic hazards.
 - B. Assess the condition of passengers to be evacuated and what assistance will be required.
 - C. Ask for assistance from passengers in evacuating passengers who are injured or have a disability, which would prevent self-evacuation.
 - D. Make sure all passengers assemble in a safe location well away from the vehicle.
 - E. When evacuating passengers with disabilities that are in wheelchairs, slide passengers out of their chairs, and slide or carry them and any injured, disabled or unconscious passengers down the aisle and out the door.
 - F. Sliding of disabled, injured or unconscious passengers should be done by bending at your knees and grasping and pulling underneath the armpits of the passenger.
 - G. If the doors of the vehicle are blocked or nonfunctioning, evacuate any disabled, injured or unconscious passenger by getting them through emergency exit windows or roof hatches as the situation, vehicle position and vehicle configuration may dictate, preferably using assistance that may be available outside the vehicle.
 - H. Await emergency responder arrival and follow their direction.
 - I. Complete required forms and documentation.

SECTION 700: Completing your day

Operators may be scheduled to complete their work at the District facility or be relieved by another operator at a designated relief point.

701 At A Designated Relief Point

- 701.1 Logoff the radio.
- 701.2 Logoff the farebox.
- 701.3 Remove badge nameplate and secure all personal belongings.
- 701.4 Inform relief operator of any defects, reroutes, and special instructions.
- 701.5 Failure to be relieved
 - A. If the relief operator is not at the relief point at the scheduled relief time, the operator being relieved must immediately notify Service Quality at which time he/she may be instructed to make one additional complete round trip.
 - B. If after completing the compulsory round trip there is no relief at the relief point after fulfilling the obligation of making one complete round trip, the operator will contact Service Quality for instructions.
 - C. The operator will not leave the coach until the relief operator is present on the coach and will be responsible for the coach until proper relief is made or until the coach is parked in the garage.

702 At the District Facility

- 702.1 When returning to the district, the operator must use the proper pull-in route, display the proper signs, and pick up and discharge customers. Never display a Garage or Not in Service sign.
- 702.2 Discharge all customers before entering the District.
- 702.3 All vehicles will make safety stops before entering or leaving garages.
- 702.4 All vehicles operating within, leaving or entering garages will operate with headlights on and at no more than 4 miles per hour.
- 702.5 The pre-trip inspection/defect card must be completed indicating all vehicle defects and returned to the employee designated by the Equipment Manager.
- 702.6 The operator will first stop the coach at the yellow lines, and then secure it.
- 702.7 Prior to leaving the coach the operator will
 - A. Close all windows.
 - B. Inspect the interior of the coach, including the operator's area for debris and/or lost articles.

- C. Logoff the radio.
 - D. Logoff the farebox.
 - E. Remove badge nameplate, personal belongings, paddle, and tools.
- 702.8 The operator will turn in paddle, time card, and cardboard signs to the dispatcher or as instructed by the Transportation Manager.

703 Completing Your Day Late

- 703.1 From time-to-time you will be unable to complete your work day as scheduled due to a number of situations that you may encounter. As a result, you may be entitled to additional compensation.
- 703.2 Prior to leaving the coach, issue a **Bike** card from the farebox by pressing **Key 9**. The card will indicate the date, time, and coach number.
- 703.3 Complete **Overtime Justification Form 73-482A** (See Appendix II)
 - A. Describe in detail why additional time was required to complete your run such as:
 1. "My relief did not arrive on time and I completed an additional round trip."
 2. "I was involved in an accident and was instructed to remain with the coach"
 3. "Traffic was unusually heavy because of"
 4. Weather
 5. Accident on highway
 6. Other
 7. "The scheduled run time is insufficient"
 8. "Heavy passenger load"
 - B. When did the extra work start? (Typically the time your run is scheduled to be complete.)
 - C. When did the extra work end? (This should be the time stamped on the Bike card.)
 - D. Record the block number, coach number, and run number for the work requiring additional work time.
 - E. Check **yes** or **no** if the run you were operating was your regular assigned run.
 - F. Check **yes** or **no** if you completed a Schedule/Route recommendation form.
 - G. Print your name and badge number.
 - H. Sign and date the form.

- 703.4 Staple a schedule/route recommendation form if you were late due to:
- A. Insufficient running time
 - B. Heavy passenger loads
 - C. Staple the Bike card to the form
 - D. Submit the completed form to the Dispatcher
 - E. Stamp the form at the dispatcher's time clock
 - F. Hand the completed form(s) to the Dispatcher no later than the earlier of the end of your next shift or the end of the pay period.
- 703.5 Extra time payments will only be paid as required by the CBA for time actually worked. They will not be made for time such as:
- A. Returning to the District after being relieved on the street
 - B. Any time after you leave the bus and you have no further assignment.
- 703.6 All overtime payments will be made in accordance ***with CBA Part II, Article 8, Section 2.***

SECTION 800: Work And Schedule Procedures

801 Scheduled Absences

801.1 Vacations

A. Banked Vacation

1. Employees wishing to bank vacation or use banked vacation time must declare their intention no later than November 1 of the year prior to the vacation year. (**CBA Part I, Art. 14, Sect. 14**).
2. Utilization of banked vacation that was not requested prior to November 1, 2010, generally cannot be taken. The District Director may approve the withdrawing banked vacation after November 1st only if there are exceptional circumstances.
3. Operators who have been granted Family Medical Leave will utilize both regular and banked vacation hours in accordance with the RTA Administrative Procedures.

B. Vacation Pick

1. A vacation pick will be held in December of each year in accordance with **Part I, Article 14** of the **Collective Bargaining Agreement (CBA)**.
2. All regular vacation and banked vacation that was requested prior to November 1, must be picked at the vacation pick.
3. Operators may not bank vacation time at the pick or any time after November 1 prior to the vacation year.
4. Operators may not leave days or weeks or vacation unselected to use in the event that vacation slots might become available later in the year.

C. Single day vacations

1. Employees eligible for paid vacation days may elect, at the time of the vacation pick, to set aside 80 hours of vacation to be used in single day increments. (**CBA Part I, Art. 14, Sect. 9**)
2. A maximum of four (4) single days of vacation may be picked in the same week.
3. A Single Day Vacation cannot be taken on a regular off day.
4. Operators may not select Single Day Vacations coinciding with their Regular Day Off as scheduled during the winter pick period.
5. If, as a result of a quarterly pick, Operators who have picked single day vacation days that now fall on their regular day off, the single day vacation will be cancelled and must be rescheduled to an open single day vacation slot no later than the effective date of the new pick.

D. Change in vacation dates

1. Requests to change a scheduled vacation shall be made in writing at least 3 days in advance of the scheduled vacation.
2. The operator must identify the date they want to cancel and the date they want to substitute.
3. All requests for changes in vacations must be approved by the District Director or Transportation Manager. If the request is denied, the employee will keep the original Day/Week picked.
4. Each Operator may request only four individual changes to picked single day/week vacation throughout the year.
5. In the event that an Operator's previously picked or approved vacation is scheduled at a time that the Operator has called off sick but has not yet returned to work:
 - a. The Operator will keep his/her scheduled vacation.
 - b. The Operator will be paid vacation pay for that time provided the Operator has unused vacation time available.
 - c. The Operator's sick absence will continue until the Operator notifies the District that he/she will be returning to work and meets all required return to work conditions. Operators expecting to return to work at the end of their scheduled vacation must call themselves back to work prior to 11:00 AM the day before they are returning to work.
 - d. The absence will be counted a single occurrence for the purposes of the RTA attendance policy.

E. Operators requesting/taking vacation must ensure that they have sufficient hours remaining in their account. **Unpaid vacation is prohibited.** Projected vacation hours provided at pick time are only estimated and therefore subject to change. The actual vacation earned will be determined by approximately the first week of February of the vacation year. Operators utilizing vacation time due to FMLA absences may find that insufficient vacation hours remain even though vacation days and/or weeks had been selected during the vacation pick. Prior to taking vacations, always check to make sure vacation hours are available.

801.2 Personal Holidays

- A. Operators who have completed their probationary period receive holiday pay for two (2) personal holidays each contractual year (August 1–July 31).
- B. The dates of the employee's two (2) personal holidays shall be mutually agreed to by the Operator and his Transportation Manager five (5) days in advance and scheduled so as not to interfere with the normal operations of the Authority.

- C. At least three (3) Employees at each district will be approved for utilizing personal holidays on the same day if requested.
- D. Transportation Managers will authorize utilization of personal holidays in the order that requests are received.
- E. Personal holidays cannot be observed on the same day as any contractual holiday or vacation day.
- F. Operators will receive eight (8) hours holiday pay at the Operator's respective straight time rate.
- G. Personal holidays must be used within the year granted or they shall be lost.

801.3 Birthday Holiday

- A. Birthday holidays must be taken on the employee's birthday. Employees with a scheduled off day will be paid 8 hours straight time for the holiday.
- B. In accordance with Part I, Article 15, Section 4 of the Collective Bargaining Agreement, the Birthday Holiday will not be paid if the Operator fails to work the last day he/she is scheduled work before his/her Birthday Holiday or the first day scheduled to work following the Birthday Holiday.
- C. If an Operator is regularly scheduled to work on Saturday and/or Sunday, the Operator will observe his/her birthday on the Saturday or Sunday that the birthday occurs. If the employee is required to work on that day, the employee would receive time and a half for the hours worked in accordance with the holiday and overtime provisions of the contract.
- D. If an Operator is not regularly scheduled to work Saturday and/or Sunday, the Operator will observe a Birthday that falls on a Saturday, on the preceding Friday and a Birthday that falls on Sunday, on the following Monday. If the employee is required to work on the Saturday or Sunday that their Birthday occurs, the employee will receive time and a half for the hours worked in accordance with the holiday and overtime provisions of the contract.

801.4 Holidays

- A. Holiday allowances will not be paid to Operators who are:
 1. Absent the last day he/she is scheduled to work preceding the holiday or the first day he/she is scheduled to work following the holiday. An Operator is considered to have an absence if he/she is absent for more than two hours of their previously scheduled assignment.
 2. Operators who work on a holiday will receive the holiday allowance without regard to any absences on the schedule workday prior to or following the holiday.

3. Scheduled to work on a holiday and do not work.
4. Have a **Miss** on the holiday, unless they work a full regular assignment, a full run, or the equivalent of a full day's work.

B. Picking holiday assignments

1. Full Time Operators
 - a. All full-time Operators who normally work on the day of the holiday are required to submit holiday work choices on-line. Operators may select **HOLIDAY OFF** as one of their choices. Operators failing to submit choices may be assigned to be off or to work not selected by other Operators.
 - b. All work will be divided into two classes:
 - (1) AM Class -- work reporting before 11:00 AM
 - (2) PM Class -- work reporting after 11:00 AM.
 - (3) Operators may only select work from the class of their normal assignment, i.e., if an operator's normal assignment for the day is an owl, AM straight, or swing run, the operator must pick in the AM class; if an operator's normal assignment for the day is a PM straight, he must pick in the PM class.
 - c. Operators will not be permitted to select any work that violates the eight-hour rule either before or after their assignment for the holiday.
 - d. Operators failing to submit a Holiday Pick Slip will have an assignment or **HOLIDAY OFF** selected for them by his/her Union Representative and/or the Dispatcher.
 - e. The Giro system will assign work or **HOLIDAY OFF** in accordance with seniority and the Operator's expressed preferences:
 - f. In the event that all choices submitted by an Operator have already been assigned, the Union Representative and/or the Dispatcher conducting the pick will select an assignment similar to the submitted choices.
2. Part-Time operators may also indicate their willingness to work and will be assigned work as needed.
3. Operators who are not normally scheduled to work on the day of the holiday wishing to work on the holiday shall submit a request in writing to the Transportation Manager no later than the time provided in the holiday pick announcement. By making a request to work on the holiday, it is understood that more Operators will be given the opportunity to select **HOLIDAY OFF** and the request to work cannot be withdrawn. RDO Operators

will be assigned any work remaining within their AM or PM class after all Operators who normally work on the day of the holiday have been assigned. Failure to report for a holiday assignment will be subject to all miss and AWOL rules.

802 Unscheduled Absences

802.1 Misses

- A. You are responsible for reporting to work at the scheduled time. Our customers depend on us to operate on time. Traffic congestion, delays in service, car problems generally cannot excuse the failure to report for work on time.
- B. Failure to report to work at the scheduled time and place without notification and authorization is a **Miss (CBA Part II, Article 13)**
- C. To avoid being charged with a **Miss**, Operators who will be unable to report to work at their scheduled time must notify the Dispatcher at least 90 minutes prior to the scheduled report time.
- D. Operators failing to notify the Dispatcher at least 90 minutes prior to the scheduled report time and charged with a **Miss** must advise the District Dispatcher as to the cause of the **Miss** by appearing in person (late) or by telephone within four hours of the scheduled report time or the Operator will also automatically be considered absent without leave (AWOL.)
- E. Operators accumulating eight misses will be subject to discharge.
- F. A miss will be removed from an Operator's record for every time the Operator reports for 30 scheduled workdays without a miss.
- G. Operators arriving after their report time may be assigned work if it is available. Operators working on a day that they missed will be paid only for time worked.
- H. Operators who missed may be given another assignment or may be required to report at 2:00 PM the same day. Employees that are charged with a **Miss** will only be paid for time actually worked.

802.2 Sick Leave

- A. Sick leave may be utilized when the Operator is unable to work due to a non-occupational illness or injury.
- B. Paid Sick Leave
 - 1. Operators accrue 1.538 hours of paid sick leave for each payroll period that the Operator is in active status (40 hours per year.)
 - 2. Paid sick leave will be paid starting with the first scheduled work day, or portion of a day, that the Operator is unable to work due to a non-occupational illness or injury.
 - 3. Fractional days of sick leave will be charged to an Operator's account in full hourly increments.

C. Unpaid Sick Leave

1. Operators suffering a non-occupational illness or injury without sick leave balances may request unpaid leave.
 - a. All rules, contract provisions, policies, and procedures concerning the use of sick leave apply.
 - b. Unless the Operator has been granted FMLA, requests for Personal Holiday, or changes in vacation days will not be granted

D. Returning to Work

1. Operators returning to work after being absent for an illness or injury must notify the Dispatcher prior to 11:00 AM on the day before their return to work.
2. Operators absent for more than three consecutively scheduled workdays must provide their Transportation Manager with a medical release authorizing their return to full duty signed by a licensed medical professional prior to returning to work.
3. Operators absent for more than three consecutively scheduled workdays for non-work related injuries or illness are required to provide written medical documentation directly to Medical Services within fifteen (15) calendar days of the first day of absence.
4. Operators may be required to provide medical documentation for shorter periods of absence if the frequency of absences is excessive, follow a pattern such as immediately before or after a scheduled off day, holiday, or vacation day, or occur following the denial of other authorized leaves such as personal holiday, change in single day vacation, etc.

802.3 Absent Without Leave (AWOL)

- A. An Operator will be Absent Without Leave (AWOL) whenever the employee has not received prior approval for an absence from his Transportation Manager except
 1. If the operator notifies the Dispatcher within the appropriate time period (see section 802.1) that he is unable to work due to illness or injury
 2. The need for Bereavement Leave arises unexpectedly and the Operator notifies the Dispatcher within the appropriate time period (see section 802.1) that he is unable to work.
- B. Operators AWOL for three consecutive scheduled workdays may result in immediate discharge.

802.4 Jury Duty Leave

- A. Jury Duty Leave with full pay shall be granted to any employee who is summoned for jury duty by a court of competent jurisdiction. The

employee shall provide the Transportation Manager or District Director a copy of the summons for jury duty as soon as the summons is received.

- B. Leave will only be granted when the Jury Duty interferes with the Operator's scheduled assignment. Leave will not be granted when Jury Duty for days that the Operator is not expected to report for jury duty.
- C. Jury Duty benefit payments will not be made for Jury Duty occurring on the Operator's regular day off.
- D. Any compensation or reimbursement for jury duty when such duty is performed during the employee's normal working hours will be turned over to the Director of Accounting who, upon receipt of same, will issue the Operator appropriate compensation.

802.5 Medical and Dental Appointments

- A. Operators shall make every effort to schedule Medical and dental appointments at times or on days that the Operator is not scheduled to work.
- B. If an Operator is unable to schedule an appointment when he/she is not scheduled to work, the appointment time may be classified as "*sick time*", provided that the Operator notifies his Transportation Manager 48-hour advance and is able to produce verification of keeping the appointment.
- C. In the case of an emergency incident where 48-hour notice is not possible, an absence may be classified as "*sick time*" when appropriate documentation of the medical emergency is provided to Occupational Health.

802.6 Family And Medical Leave Act

- A. Family and Medical Leave (FMLA) will be administered in conformance with the ***Personnel Policies and Procedures Manual, Section 1300.09.***
- B. An eligible Operator will be granted FMLA leave under the following circumstances:
 1. A serious health condition that makes the employee unable to perform any one of the essential functions of the employee's position.
 2. The birth of a child, and to care for that newborn child.
 3. The placement of a child for adoption or foster care.
 4. To care for a spouse, child or parent with a serious health condition including situations where because of a serious health condition, the family member is unable to care for his/ her own basic medical, hygienic or nutritional needs or safety, or is unable to transport himself/ herself to the doctor. It also

includes providing psychological comfort and reassurance to a family member with a serious health condition.

5. To care for a covered service member with a serious illness or injury incurred in the line of duty on active duty.
6. To support any “qualified exigency” arising out of the fact that a covered military member is on active duty or called to active duty status.

C. Applying for Leave:

1. The employee must immediately notify his/her supervisor as soon as it has been determined the absence will exceed three (3) days. An employee may obtain the required Leave of Absence and Instruction Packet from his/her supervisor and/or Occupational Health. It is the employee’s responsibility to obtain the necessary medical documentation from the physician to support the he medical necessity to take a leave of absence.
2. FMLA will automatically be applied to all employees utilizing Workers’ Compensation and Short Term Disability who meet the FMLA qualifying criteria.
3. When an employee plans to take leave under this policy for elective surgery, pregnancy or medical treatment(s), the employee must give the Authority 30 days notice. An employee undergoing medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruptions to the Authority’s operation. In accordance with the federal regulations, when the 30-day notice is not practicable an employee must notify the Authority of the need for leave within one or two business days.
4. In order to preserve confidentiality regarding the employee’s medical condition or that of a family member, all required medical documentation will be provided to Occupational Health and Workers’ Compensation/ Risk Management personnel only. All FMLA and Extended Disability medical certification will be sent directly to Occupational Health; Short Term Disability claims and Workers’ Compensation medical documentation will be sent directly to the Workers’ Compensation/ Risk Management Department.
5. Failure to submit medical certification within fifteen (15) days to substantiate the absence, may delay the effective date of approval for leave of absence.

D. Intermittent Leave

1. Operators may be approved for leave taken in separate blocks of time due to a single illness or injury, rather than for one continuous period of time, and may include periods of leave from an hour or more to several weeks

2. Uses of paid leave balances are limited to a minimum of one hour for intermittent leave time
 3. Operators requiring intermittent FMLA must attempt to schedule their leave so as not to disrupt the Authority's work operation. GCRTA may assign the Operator to an available position with equivalent pay and benefits that better accommodates the Operator's intermittent leave schedule. GCRTA will consider contractual requirements when making such assignments.
 4. Operators granted Intermittent FMLA leave must notify the Dispatcher of his/her expected absence as far in advance as possible but in no case less than 90 minutes prior to his report time as required by *Section 802.1—Misses*. Operators failing to notify the Dispatcher prior to 90 minutes will be charged with a miss
- E. Absences not approved under FMLA will be counted as occurrences under the Attendance Policy.

802.7 Bereavement Leave

- A. Operators requiring leave because a death must notify the Dispatcher as soon as they are aware of the need for the leave.
- B. Full-time employee, non-probationary employees shall be entitled to receive paid leave for three (3) working days for bereavement purposes because of the death of:
 1. Employee's spouse
 2. Son
 3. Daughter
 4. Father
 5. Mother
 6. Stepfather
 7. Stepmother
 8. Brother
 9. Sister
 10. Father-in-law
 11. Mother-in-law
 12. Stepson
 13. Stepdaughter
- C. Full-time employee, non-probationary employees shall be entitled to receive paid leave for one (1) working day for bereavement purposes because of the death of a grandparent.
- D. Bereavement Leave days must be taken:

1. Consecutively
 2. Include the day of the funeral
 3. Completed within ten (10) days after the death.
- E. Bereavement pay shall not be paid for any period of time that an employee is receiving vacation pay, holiday pay, or sick-time pay.
- F. Unpaid bereavement leave may be granted by the Operator's District Director or Transportation Manager when:
1. Additional time off is needed for bereavement
 2. The absence is due because of the death of an individual not listed above
 3. The Operator is not entitled to paid bereavement leave.
- G. Operators may utilize available vacation or personal holidays if approved by the Operator's District Director or Transportation Manager.
- H. Operators will be required to furnish proof of relationship to the deceased, the date of death, and the day of the funeral.

802.8 Court Leave

- A. Court Leave with full pay shall be granted to any Operator who is subpoenaed to appear before any court, Commission, board or other legally constituted body authorized by law to compel the attendance of witnesses, where the matter is work related.
- B. Any Operator who is appearing before a court or other legally constituted body in a matter in which he/she is a party may be granted vacation time or other leave of absence without pay for purposes of attending the hearing. Such instances would include but not be limited to, criminal or civil cases, traffic court, divorce proceedings, custody, or appearing as directed as parent or guardian of juveniles.
- C. The Operator must notify the RTA of the need to appear in court upon receiving a court notice by submitting the court notification to the Transportation Manager.
- D. Leave will only be granted when the court appearance interferes with the Operator's scheduled assignment. Leave will not be granted if Operator can work all or part of his assignment before or after the required court appearance.
- E. Any compensation or reimbursement for court attendance compelled by subpoena, when such duty is performed during the employee's normal working hours, will be turned over to the Director of Accounting who, upon receipt of same, will issue the employee's appropriate compensation.

803 Employee Attendance

- 803.1 The RTA Attendance Policy is applicable to Operators (***Personnel Policies And Procedures Manual, Section 1400.01***)
- 803.2 Operators will be subject to Positive Discipline as noted in the Attendance Policy
- 803.3 Absences
- A. An absence is the failure to be present for work as scheduled.
 - B. A half-absence occurrence is a period of time equal to or greater than two hours but less than one-half of the employee's straight time shift, (i.e. up to a maximum of 4 hours and 59 minutes for employees on a 4/10 schedule). Any time equal to or greater than half of an employee's straight time shift will be considered a full absence occurrence.
 - C. Absences for one or more consecutive scheduled workdays will be counted as one absence occurrence.
 - D. Absences approved under the FMLA, Temporary Total Compensation under Ohio Workers' Compensation law or authorized leaves under bereavement, military, union leave or jury duty will not be counted as absence occurrences.
- 803.4 Tardy/Leave Early
- A. Operators are expected to be available for work for all scheduled hours (***Attendance Policy 5.5.***) All absences of less than two hours must receive prior authorization from the District Director, Transportation Manager or Designee or will be considered as an AWOL occurrence.
 - B. A tardy is defined as a late arrival to work of less than two hours
 - C. Leaving early is defined as any absence during the scheduled shift or workday of less than two hours.
 - D. If tardiness and leaving early occur on the same day, they will be treated as two separate incidents.
 - E. Incidents of tardiness and leaving early will be added together for the total occurrences during a rolling twelve-month period, counted separately from absences.
 - F. When an employee works without a tardy or a leaving early incident for a period of thirty days, one tardy/leaving early incident shall be removed from his/her record. The thirty day period shall be days actually worked.
- 803.5 Trends
- A. A trend is a reoccurring pattern of absences, tardies, leaving early, or other attendance performance problems established over time. Examples include an employee whose absences regularly occur

around weekends, holidays, or paydays, or who leaves early on the same day for several weeks

- 803.6 Positive Discipline
- A. Operators accumulating six absence occurrences within a rolling twelve-month period will be coached.
 - B. Operators accumulating six tardy/leaving early occurrences within a rolling twelve-month period will be coached.
 - C. Operators accumulating six absence occurrences for a third time during a rolling twelve month period will receive formal discipline.
 - D. Operators accumulating six tardy/leaving early occurrences for a third time during a rolling twelve month period will receive formal discipline.
 - E. Operators accumulating seven absence occurrences for a second time during a rolling twelve-month period will receive formal discipline.
 - F. Operators accumulating seven tardy/leaving early occurrences for a second time during a rolling twelve-month period will receive formal discipline.
 - G. Operators accumulating eight absence occurrences within a rolling twelve-month period will receive formal discipline.
 - H. Operators accumulating eight tardy/leaving early occurrences within a rolling twelve-month period will receive formal discipline.
 - I. Operators whose absence occurrences and/or tardy/leaving early occurrences establish a trend will receive formal discipline. An appropriate time period, not to exceed three years, will be used to determine a trend.
 - J. Any other failure to meet the standards defined in "The Desired Employee Performance" section may warrant coaching or formal discipline.

804 Extra and Unscheduled Work

- 804.1 In order to be properly paid for all time worked, it is necessary that work done be properly reported.
- 804.2 The operator is required to fill out an overtime slip:
- A. When any deviation from or addition to the operator's picked run occurs, or
 - B. When any work other than a scheduled or assigned run is performed.
 - C. The operator will fill out the top portion of the overtime sheet detailing the work done and the beginning and ending hours, and the bottom portion including name, employee I.D. number, worked run (if complete run was worked), date and district.

- D. An overtime slip submitted in an untimely manner will result in a delay of pay.
- 804.3 The dispatcher will verify extra work and then enter the information into the computer.

805 Refusal To Work

- 805.1 An operator who refuses to work an assignment on his/her regular workday will be subject to discharge.
- 805.2 In the event of an emergency requiring an operator to work an assignment other than his/her regular run, or an additional assignment at the completion of the regular one, the operator is expected to assist for the duration of the emergency.

806 Extra Board

- 806.1 Extra Board assignments are posted in the District by 3:00 PM the day prior to the scheduled assignment.
- 806.2 Extra Board assignments will be in accordance with the ***Collective Bargaining Agreement.***
- 806.3 Extra Operators
 - A. Extra Operators are those who selected the Extra Board as their picked assignment.
 - B. It is the responsibility of an Extra Operator to obtain his assignment after 3:00 PM for the following day.
- 806.4 Additional Extra Operators
 - A. Full-time Operators wishing to work on their day(s) off shall indicate which off days they will be available for extra work at the time of the pick.
 - B. Operators who have indicated their availability to work on their off-days at the time of the pick and wish to have their names removed from the list for the remainder of the pick or a portion of the pick must give notice **in writing** to the Transportation Manager no later than 11:00 AM the day before the day that the Operator wishes to cancel his request to work.
 - C. It is the responsibility Operators who have indicated their availability to work on their off-days to check the posted work list after 3:00 PM on the day before a day that he has indicated that he would be available for work to learn if he has been scheduled to work the following day.
 - D. All rules concerning absences, misses, failure to report for, and work as assigned are applicable to Operators who have indicated their availability to work on their off-days if scheduled to work on such an off-day.

SECTION 900: Other Procedures

901 Paydays

- 901.1 Operators are paid every other Thursday.
- 901.2 An operator must show his/her RTA ID card, as well as a valid CDL when requested to receive his/her paycheck.
- 901.3 All employees are encouraged to take advantage of Direct Deposit. With Direct Deposit, your pay is deposited directly into your designated checking or savings account, which is especially convenient when you are away from work.
- 901.4 If an operator is unable to appear in person to pick up his/her paycheck, he/she may authorize another person to pick up the check. The person picking up the check must identify him/her and present the operator's employee I.D. plus a signed document authorizing the release.

902 Parking at RTA Facilities

- 902.1 Parking space is designated for employee use at most RTA facilities. Some spaces are reserved; unauthorized use of these spaces may lead to disciplinary action in accordance with Positive Discipline.
- 902.2 Employees wishing to park at GCRTA facilities must obtain a vehicle identification sticker from his/her Transportation Manager and display and display the permit while parked.
- 902.3 Any employee abusing the parking program may have his/her privileges revoked.
- 902.4 Vehicles that are illegally parked at any RTA facility causing a safety hazard, hampering entrance or exit, in a space reserved for the physically challenged without proper ID, in a fire lane or in a fashion that disrupts normal operations may be ticketed and/or towed or the operator may be disciplined in accordance with Positive Discipline.

903 Unauthorized Visitors

- 903.1 No one is permitted in any part of the Authority's facilities, except on official business.
- 903.2 Operators are not permitted to supervise children while working.
- 903.3 The employee lounge is for employee use only. It is not to be used as a visiting or waiting area for unauthorized persons.
- 903.4 Any unauthorized persons will be asked to leave by the District Director or his/her designee.
- 903.5 Police assistance will be requested if unauthorized person(s) refuse to leave when asked by the District Director or his/her designee.

904 Reporting to the District Director or Transportation Manager

- 904.1 The Transportation Manager and/or District Director may need to see an operator for any number of reasons. Operators will be advised to see the Transportation Manager or Director by one or more of the following methods:
- A. Posting at the district
 - B. Operator self-serve web site
 - C. Telephone message to phone number on file
 - D. Text message to the MDT
- 904.2 Operators are required to report the Transportation Manager within 3 days after being notified.
- 904.3 Failure to report
- A. If the operator fails to report within the three day period, a supervisor will be assigned to notify the operator that he/she must see the Transportation Manager within 24 hours.
 - B. If the operator fails to report within 24 hours after having been personally notified, he/she will be removed from service for his/her next working day and remanded to the Transportation Manager's office or that of his/her designee. The operator will be asked to submit a written statement explaining why he/she failed to report. Absent a reasonable explanation formal discipline may be warranted.

905 Soliciting

Any unauthorized canvassing, soliciting, circulating petitions, or the collection of money from employees on RTA property for any purpose is prohibited.

906 Sexual Harassment Policy

The Greater Cleveland Regional Transit Authority strongly will not tolerate any form of sexual harassment in the workplace, including the actions of non-employees. Prompt disciplinary action will be taken against any employee, engaging in such offensive and unlawful behaviors. The Authority strongly recommends and encourages each operator to know this policy and conduct him/herself in accordance with the guidelines contained therein; ignorance of the policy is no excuse and no defense.

907 Substance Abuse Testing

- 907.1 In accordance with the regulations issued by the Federal Transportation Administration (FTA), the Authority is required to perform random drug and alcohol testing on all safety-sensitive employees.
- 907.2 Employees involved in accidents may be required to be tested for drug and alcohol use as indicated in the Authority's Drug and Alcohol policy.

908 Awards and Recognition Programs

The Authority's motto is "Quality Service: Every Customer, Every Day!" It is an expression of the vision and what we value most. Operators who esteem themselves as consummate professionals and customer service representatives and display overall excellence may be recognized for their exemplary performance through the Employee Awards Program.

909 Positive Discipline

909.1 The RTA has established a Positive Discipline system. The system is designed to inform employees of deficiencies in their performance and to take corrective actions.

909.2 Dischargeable Offenses

Certain infractions reflect such an extreme disregard for the Authority, its customers or its employees that they warrant immediate discharge; however, the Authority recognizes the very serious nature and severe ramifications that a misapplication or misconstruction of policy in this area could cause, either for the employee or itself. Therefore, the Authority is committed to fully investigating and examining the facts surrounding any of the following occurrences before prescribing discipline. These offenses are as follows:

- A. Falsification of official documents or other important information.
- B. Fraudulently collecting compensation or benefits from the Authority.
- C. Theft.
- D. Unauthorized possession or use of explosives, firearms, or other deadly weapons, as defined by the Ohio Revised Code section 2923.11, on GCRTA property.
- E. Use of overt force, such as shoving, pushing, striking of any blows in any manner or fashion against another employee, supervisor, management personnel or such actions against members of the public while in the course and scope of employment or at any time while on company property. The only exception shall be where it is clearly established that the employee acted in self-defense.
- F. Conviction of, or a plea of guilty or no contest to, a felony if the employee's violation of the law causes the employee to be absent from work or if the felony is job related or has an adverse effect upon the employer/employee relationship or brings injury or harm or disrepute to the Authority.
- G. Interfering with, disrupting or attempting to disrupt the operation of the Authority by promoting, encouraging, or participating in an illegal work stoppage.
- H. Intentional destruction, willful damage, misuse, and/or sabotage of property belonging to the GCRTA, other employees, or the public.

- I. Violation of the GCRTA regulation and/or safety rules or engaging in conduct that impose a risk of harm or results in harm to persons or property (e.g. accidents).
- J. Insubordination to supervisors or other authorized members of the GCRTA management after the employee has been warned that continual refusal may result in discharge.
- K. Acts of immoral, disorderly, or abusive conduct, which exceed community standards and lead to harm to the Authority.
- L. Failure to notify the Authority immediately of an accident.
- M. Absent without authorization or approved leave (AWOL) for three (3) days (i.e. shift or work assignment).
- N. As provided or in the Drug and Alcohol Policy.

910 Traffic Citations

- 910.1 The operator is responsible for any fines incurred due to violation of traffic regulations (speeding, failure to stop for signals, etc.).
- 910.2 If the operator is arrested and the coach is left unattended, Service Quality should be notified and the coach secured. If the operator is unable to call, the police should be requested to do so.
- 910.3 Immediately after receiving a citation, the operator shall notify the Transportation Manager and complete a ***Notification of Employee Motor Vehicle Violation (Form 72-1240)*** and turn it in to the dispatcher. Failure to properly notify could lead to discharge.
- 910.4 Traffic cameras
 - A. Upon receipt of a traffic camera citation, the district will identify the operator based on the details of the citation.
 - B. The affidavit on the reverse side of the citation will be completed with the operator's name, driver's license number, and mailing address and returned to the City of Cleveland.
 - C. Two copies of the citation will be sent to the district, which will provide one copy of the City's violation form to the identified employee with instructions to pay the fine by the due date specified by the City or request a hearing.
 - D. The City of Cleveland will send another notification of the violation to the operator.
 - E. It is the employee's responsibility to pay the fine by the specified due date or timely request a hearing with the Cleveland Parking Violations Bureau to contest the citation.
 - F. If the operator fails to pay the citation by the deadline date, RTA becomes responsible for paying it.

G. Employees who fail to pay these traffic violation fines prior to the specified due date will be subject to disciplinary action, up to and including discharge.

911 Contact Information

- 911.1 You are responsible to inform the Human Relations Department and your Transportation manager of any change in home address.
- 911.2 You must provide your Transportation Manager with a current telephone contact number and inform him of any change.

912 Commercial Driver's License

- 912.1 Operators are required to maintain a valid Commercial Driver's License in accordance with **Section 202.1A** of the ***Bus Operators' Handbook*** and **Section 600.08** of the ***Personnel Policies and Procedures***.
- 912.2 Prior to the expiration date of your Commercial Driver's License, you are required to present the renewed license to the Dispatcher, so that records can be updated.
- 912.3 Failure to present the renewed license prior to the expiration date of your license will result in the removal of all of your assignments later than the expiration date. You will not be permitted to work until records are updated.
- 912.4 You are required to notify Ohio BMV of any change of address. Failure to receive notification from the BMV of the loss or suspension of your CDC will not excuse a failure to notify RTA of the loss or suspension of your CDL.

913 Physical Examination

- 913.1 It is the Operator's responsibility to maintain a current medical certificate indicating that the Operator meets Commercial Driver's License medical requirements in accordance with **Section 202.1B** of the ***Bus Operators' Handbook*** and **Section 600.06** of the ***Personnel Policies and Procedures***.
- 913.2 Prior to the expiration date of your medical certificate, you must schedule the physical examination and obtain an updated certificate.
- 913.3 You are required to present the updated medical certificate to the Dispatcher, so that records can be updated.
- 913.4 Failure to present the updated medical certificate prior to the expiration date of the certificate will result in the removal of all of your assignments later than the expiration date. You will not be permitted to work until records are updated.

Appendix I Fares as of August 6, 2017

A. Regular RTA Fares as of August 6, 2017

Single- Ride Cash Fares		
Trolley	Free	
Senior/Disabled ¹	\$1.25	Passengers depositing the single-ride cash fare or purchasing a single-ride farecard to be used on a proof-of-payment service are entitled to a single-vehicle ride. Passengers wishing to transfer to another RTA service should purchase a day pass or utilize a 5-ride, 7-day, or monthly farecard/pass. Passengers purchasing a single-ride will not be provided a free transfer.
Student ²	\$1.75	
Bus/Rapid	\$2.50	
Park-n-Ride Bus ³	\$2.75	
Paratransit	\$2.75	
Out-of-County	\$3.75	

Farecards- 5 Trip		
Bus/Rapid	\$12.50	
Senior/Disabled ¹	\$6.25	Except on Paratransit, one trip will be deducted for each use except when boarding another vehicle traveling in any direction within 2 hours and 30 minutes of boarding the initial vehicle or validating the farecard for use on a proof of payment service.
Student ²	\$8.75	
Park-n-Ride Bus ³	\$13.75	
Paratransit	\$13.75	

7-Day Passes		
Bus/Rapid	\$25.00	7-Day Passes expire at 3:00 AM, 7 days after initialization.
Park-N-Ride ³	\$27.50	
Senior/Disabled ¹	\$12.50	
Paratransit	\$30.00	

Monthly Passes		
Bus\Rapid	\$95.00	
Park-N-Ride ³	\$105.00	Monthly passes are valid only for the month printed on the front of the pass.
Senior/Disabled ¹	\$48.00	
Paratransit	\$110.00	

All Day Passes		
Individual	\$5.50	
Senior/Disabled ¹	\$2.75	All-Day Individual passes may be purchased at the farebox and are issued by the trim units. All-Day passes are valid for unlimited rides for one passenger on all routes and services (exception: only a Paratransit all-day pass is valid on Paratransit) until the expiration printed on the pass. All-Day passes initialized prior to 9:30PM are valid until 3:00AM on the following morning. All-Day passes initialized after 9:30PM will be valid until 3:00AM on the second day after initialization.
Student ²	\$4.50	
Children age 6-12 ⁴	\$2.75	
Children under age 6 ⁴	Free	
Paratransit	\$7.50	

¹ See Appendix I, C., 1 -- Senior/Disabled Half Fares

² Students in grades K though 12.

³ Park-N-Ride fares apply to the following routes:

#246 Westlake Park-N-Ride
#263 North Olmsted Park-N-Ride
#251 Strongsville Park-N-Ride

⁴ A maximum of three children when accompanied by a fare-paying adult.

B. Farecards and passes are valid as indicated below as of August 6, 2017:

	Bus Rapid	Park-N-Ride Bus	Paratransit	#251 boarding/alighting in Medina County
Bus/Rapid Farecard	Valid	with \$0.25 cash deposit	Not Valid	with \$1.25 cash deposit
Park-N-Ride Farecard	Valid	Valid	Not Valid	with \$1.00 cash deposit
Senior/Disabled Farecard	Valid	Valid	Not Valid	Valid
Student Farecard	Valid	Valid	Not Valid	with \$1.00 cash deposit
Bus/Rapid 7-Day or Monthly Pass	Valid	with \$0.25 cash deposit	Not Valid	with \$1.25 cash deposit
Park-N-Ride 7-Day or Monthly Pass	Valid	Valid	Not Valid	with \$1.00 cash deposit
Day Pass	Valid	Valid	Not Valid	with \$1.00 cash deposit
Senior/Disabled/Child 7-Day, Monthly, or Day-Pass	Valid	Valid	Not Valid	Valid
U-Pass	Valid	Valid	Valid	Valid
All Paratransit cards	Valid	Valid	Valid	with \$1.00 cash deposit

C. Special Fares

1. Senior/Disabled Half Fares

Senior/Disabled fares shall be honored whenever the passenger displays one of the following:

- a. GCRTA Senior or Disabled ID
- b. State issued driver's license with picture and a date of birth earlier than the current month and day, and the year 1949.
- c. State issued Identification Card with picture and a date of birth earlier than the current month and day, and the year 1949.
- d. Medicare card
 - (i) Medicare cards are issued to
 - persons over 65 years of age
 - Persons with some disabilities
 - (ii) You may request a passenger presenting a Medicare card to also present a photo ID to verify that the Medicare card belongs to the passenger presenting the card.

2. Children

Three children under six years of age may ride free with an adult paying the appropriate fare.

3. RTA Employees and Retirees

- a. Employees and retirees displaying a valid RTA ID may ride without payment of fare.
- b. Employees must vacate seats if other passengers are standing.

4. Police Officers

Only duly appointed, regular, full-time Municipal or State Highway Patrol Officers, when in uniform, are permitted to ride free.

5. Military Personnel

Military personnel, when in uniform, are permitted to ride free.

6. Firefighters, EMS, and other public employees must pay the appropriate fare.

D. Out-of-County Transfers

GCRTA will accept transfers from the following agencies for a single-vehicle continuing trip.

1. Laketran

- Accept Laketran transfers at any Downtown stop
- Routes #30/39/39F at Shoregate Shopping Center
- Route #28 at East 276th St.
- Route #94 at Richmond Hospital

2. Akron Metro

- Route #77 at Brecksville Rd.
- At any stop Downtown or at the VA Medical Center University Circle

3. SARTA

- At any stop Downtown or at the VA Medical Center University Circle

4. PARTA

- Southgate Transit Center
- At any stop Downtown or at the VA Medical Center University Circle

5. Brunswick

- Route #451 at Laurel Square
- Passengers boarding outside of Cuyahoga County must pay the \$1.00 out-of-county surcharge in addition to presenting a transfer

6. Medina

- Route #251 at Laurel Square or along Pearl Road in Medina County
- Routes #51/251 at the Strongsville Park-n-Ride and south of there.
- Passengers boarding outside of Cuyahoga County must pay the \$1.00 out-of-county surcharge in addition to presenting a transfer

E. Cleveland Metropolitan School District (CMSD) Student Passes

A new Operations Bulletin will be issued each school year with the rules for accepting CMSD student passes.

F. U-Passes

Several colleges in the Cleveland area have issued their students RTA U-passes.

1. U-Passes are valid for travel on all RTA services.
2. U-Pass holders are not subject to out-of-county surcharges.
3. A new Operations Bulletin will be issued each school year with the rules for accepting U-Passes.

Appendix II Overtime Justification Form

Attach Courtesy
Card Here

RTA Overtime Justification Form

Form: 73-482A
Revised: 1/15/08

Why was overtime required? Please describe in detail.			
Record start and end of overtime period.			
Start:			
End:			
Time Stamp:			
Was a Schedule/Route Recommendation Form Completed? <input type="checkbox"/> Y <input type="checkbox"/> N			
Block Number	Coach Number	Run	Picked Run? <input type="checkbox"/> Y <input type="checkbox"/> N
Printed Name / ID Number		Signature / Date	
Supervisor Approved and Recorded:		Date:	

Appendix III Key Telephone Numbers

Transit Police Dispatch
(216) 566-5163

**Service Quality - Central
Communications**
(216) 566-5135

**RTAnswerline - Telephone
Information Center**
(216) 621-9500

**RTA Employee Assistance
Program - Moore Counseling &
Mediation Services**
(216) 404-1900