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HANDBOOK PURPOSE AND SCOPE

It is not possible for the Regional Transit System (RTS) to describe every circumstance and situation encountered while operating a bus. However, this Handbook does provide a model for the decision-making process in the primary areas of responsibility: safety, courtesy, and reliability.

This Handbook outlines the policies that govern operating rules, procedures, and performance standards in bus operations for RTS. These regulations may be amended or changed by Departmental Notices or memos. Such notices or memos will be posted on the bulletin board next to the Control Center. Suggestions or changes to this Handbook, especially with regard to safety or service improvement, are highly encouraged and should be submitted through a Team Supervisor or through the Operations Manager.

Other documents covering RTS employees include, but are not limited to, the Labor Agreement between the City of Gainesville and the Amalgamated Transit Union and the City of Gainesville Policies and Procedures.

I. OPERATIONAL DECISIONS

RTS is a City of Gainesville Department created to service the citizens of Gainesville's urbanized and non-urbanized areas. As such, it is critical that we maintain compliance with all Federal, State and local laws. RTS has developed the policies and guidelines contained in this document to assist you in doing your job within these laws.

A "service model" has been developed to address the three primary service areas: safety, courtesy, and reliability. It should be noted that these service areas are interrelated and individually affected by your decisions.

1. SAFETY

Safety is defined as the "ability to secure from harm or danger; free from injury." "Safety" is discussed throughout this Handbook in various sections. However, to better address safety incidents, a priority order has been developed to assist the decision-making process.

2. COURTESY

Courtesy is defined as "being considerate and polite towards others." Once safety is taken care of, or if safety is not an issue, your second consideration is courtesy (being considerate and polite). Ask yourself if you are being considerate and polite when interacting with the following: passengers, coworkers, motorists and the public.

3. RELIABILITY

Reliability is defined as "capable of being relied on; dependable." The reliability of our transit system, coupled with the safe and courteous service provided, has resulted in growth in terms of passenger ridership. In the decision-making process related to reliability, attention should be focused on two primary areas: schedule adherence/transit system functioning and the Regional Transit System's public image.

- After you have taken care of safety and courtesy, your third consideration is system reliability (dependability and reliability).

4. DECISION- MAKING

Decision-making is a mental process, making a conscious choice about an event that combines facts about a given situation with acquired knowledge. As each service area is discussed, be aware that decisions are based upon the professional training you have received and your experience as a Transit Operator.

The Transit Operator's decision model is: safety, courtesy, and reliability.

a. Safety

Is my personal safety at risk? Each employee must initiate preventative measures to ensure personal safety. This can be done by recognizing potential hazards and preempting occurrences of personal injury. When identifying a potentially unsafe condition, notify the Control Center directly and/or contact the Safety Supervisor. In incidents that require an immediate response, contact the Control Center. Remember that your personal safety is necessary in order to ensure that other safety factors can be dealt with.

Is the safety of my passengers at risk? Transit Operators are designated by the USDOT as holding safety-sensitive positions. Therefore, you are expected to act with care for your passengers' safety, exercise professional driving skills and follow the established policies emphasized in your training.

Is the safety of the public at risk? Transit Operators have a duty to act responsibly to enhance the safety and welfare of the public. You must follow traffic laws, be a courteous, defensive driver and assist in the reporting of crimes, accidents and injuries involving the public at large.

Is the safety of my equipment at risk? The readiness and safety of the equipment begins with the pre-trip inspection. Details on the conduct of this inspection and safe driving techniques are contained in this Handbook. It is your responsibility to ensure that the "Vehicle Condition Report" indicates that your assigned bus has been cleared for operation. In the event there is a question about the readiness of the bus, a maintenance employee's assistance must be requested.

Is the organization's safety at risk? To promote the safest work environment, it is necessary for all employees to take note of and report any hazardous condition that may exist on the Regional Transit System's property. This not only benefits the employees, but safeguards the public as well. As previously mentioned, immediately notify the Control Center or Safety Supervisor of any potentially unsafe condition.

Decision Making Situation:

The following situation occurred and an Operator properly applied the decision-making steps contained in the safety service model.

When a passenger boarded the bus, the Operator observed that the individual matched the description of a person wanted by the Sheriff's Department. The Operator further noticed the passenger had what appeared to be a gun in his back waistband. The first decision made by the Operator was to take no action that would endanger him by bringing attention to the person. The next decision was to inform Control Center of the situation. Upon arrival of law enforcement officers, the Operator pulled to a usual stop and opened both doors to give the subject an avenue of escape. This was a decision that protected the safety of both the Operator and his passengers. The Operator then left the bus as if he were at a time checkpoint, walked to the rear of the bus and described the suspect to the officers as well as his location on the bus and pointed out that he might be armed. After being taken off the bus, the suspect began to resist and attempted to grab his gun. The Operator ordered a passenger attempting to leave the bus to remain onboard and pulled the bus away from the scene. A short distance from the incident, the Operator hailed a police unit to assist the other officers. The armed suspect was subsequently restrained and placed in custody. The decisions made in this situation followed the safety service model outlined above.

b. Courtesy

Once safety is assured, focus should be on courtesy. As in the safety service model, courtesy has precedence in the decision-making process. Therefore, look at each level of consideration and remember to treat each customer as if he/she is the most important person in the world because, in a sense, he/she is.

Am I being courteous to my passengers? In any service-oriented organization, courtesy is critical in achieving success. As public ambassadors, your high personal standards and commitment to excellence reflect the Regional Transit System's core values. Individually, this image is reflected by your personal appearance, a courteous manner, and dedication to customer service. As each passenger boards the bus, he/she forms an opinion of you and the Regional Transit System. This opinion can, in many instances, have a positive effect on a situation depending upon how these professional qualities are viewed.

Am I being attentive to the needs of a single passenger? Personal interaction on a one-on-one basis is the most challenging public relations service you will perform. Body language, manner, speech, and appearance will have a major impact on how the customer perceives your professionalism. In the most difficult of circumstances, a friendly smile and a calm demeanor will defuse potential problems.

Am I being courteous to my coworkers? Respect and courtesy toward fellow employees constitutes the cornerstone of a quality organization. A pleasant and professional environment will create a positive frame of mind that will carry over to customer service.

Am I being courteous to motorists and the public? Less than 1% of customer comments come from motorists or the general public's dissatisfaction with the driving courtesy extended by Transit Operators. This demonstrates the emphasis safety plays in your professional driving skills and clearly exhibits that courtesy is a high priority in the decision-making process.

Decision-Making Situation:

Following is a situation that occurred in the past and will probably happen again in the future.

On the last evening run, an Operator pulls into a stop that has a UF student with a bicycle. The bike rack is full and the Operator has approximately ten passengers on board. Because this is the last bus of the evening and the Operator does not want to strand the UF student, the Operator decides to allow the student to board the bus with the bicycle. The Operator announces that she is boarding the student because it is the last bus of the evening and regrets any inconvenience this may cause. The passenger is asked to place the bike out of the way of the other passengers. Control Center is notified of the action taken.

With this decision, the comfort and inconvenience of the passengers were weighed against the safety and customer service to be extended to the student. The courtesy extended to the passengers by announcing the decision to board the bike and asking for their understanding demonstrated positive customer relations. Control Center was contacted, as procedure requires.

c. **Reliability**

Is my decision adhering to the schedule and efficient operation of the transit system? Although many service models are related, these two areas of the transit system are especially dependent on one another in terms of reliability. The transit system is designed on "clock-faced headways." This means that each intersecting line is dependent on the on-time performance of a connecting route for the system to properly serve its customers. Therefore, decisions about line pacing have a significant impact on the customers' ability to reach their destinations at the time specified in the Schedule Booklet.

Is my behavior presenting a positive public image for RTS? The decisions you make throughout the day will be a direct reflection of your professionalism and will shape the public's perception of every member of the RTS team. It takes an enormous effort to overcome a tarnished image. Each decision you make should be conscious and based on sound judgment.

Decision-Making Situation:

The efficiency of the transit system is impacted by a variety of factors, including road construction, increased ridership, extended detours, etc. In order to provide the best solution to a given situation, the existence of such factors must be reported immediately. Here is an example of how these factors impact a bus schedule.

The opening of a new factory resulted in an unexpected increase in ridership. The Operator on route, on one-hour headway, could not accommodate this increase. In order to provide the necessary service, the Operator notified Control Center, a temporary tripper is sent on route to accommodate the increase.

This decision set in motion a process that not only provided a solution to increased ridership, but also affirmed Regional Transit System's commitment to quality service. If the Operator had not taken action, customer relation problems would have been created for the operator, generating customer complaints and damaging the professional image of the Regional Transit System.

II. PREPARED FOR DUTY

Preparation for work becomes automatic when done daily for months or years. There is a lot to do when preparing for a daily assignment. A clean, neatly pressed uniform must be worn; grooming and appearance must meet Regional Transit System standards; relevant documents must be in your possession; proper equipment, including a proper timepiece, must be carried. ("Proper timepiece" means a reliable wristwatch or pocket watch with second-hand and marked minutes; digital watches are permitted provided they display hours, minutes, and seconds without having to push any buttons.) You must also be physically and mentally sound in order to assure safe operation of the bus for the entire shift. Even after many years working as a Transit Operator, it may be worth the time to review the following as a knowledge check of the latest requirements.

1. ARRIVING AT WORK

In order to provide reliable transit service, you must begin scheduled service on time. This requires that you arrive to work on or before your scheduled starting time, so you can check in and perform the pre-trip requirements.

This issue is so important that the Regional Transit System has a work rule and penalties that apply for failing to be at work on time. Failure to report for work within one minute of the designated time or to report an absence due to illness 45 minutes prior to the report time in the morning and 2 hours prior to the report time in the afternoon is considered tardiness. Penalties for this infraction are included in the work rule section on tardiness. Remember, if you leave late you will arrive late.

2. PHYSICALLY AND MENTALLY FIT

An employee should not operate a Regional Transit System vehicle when fatigue, illness, or any other cause adversely affects his/her ability to safely do so. It is your duty to monitor your health and avoid driving whenever you are not physically or mentally fit to do so.

Certain mental or physical conditions may temporarily or permanently impair your ability to perform the tasks of a Transit Operator. To protect your safety, be alert to those physical states that may adversely affect you and know how to manage them. If such mental or physical health conditions occur, a Regional Transit System representative may relieve you of duty and require a medical examination. Judgment regarding your qualification to perform Transit Operator duties may be based on the results of such an examination. Examinations and conditions may include, but are not limited to, eyesight, hearing, and general illness, fatigue, incapacitation, and drowsiness.

Eyesight conditions may include poor vision, difficulties with glare, or eye diseases such as cataracts and glaucoma. Always wear your prescribed eyewear. Get regular eye examinations. Check mirrors and look around frequently.

Hearing problems may include difficulty in hearing horns, other traffic sounds or emergency vehicles. Be alert to your surroundings, both audible and visual.

Fatigue and drowsiness occur when you find yourself in a cycle of poor eating habits, stressful living, lack of exercise, and poor sleeping habits. Practicing stress management techniques, eating healthy food, exercising regularly and getting a good night's sleep will help you feel less fatigued and drowsy.

To ensure your safety, as well as that of your passengers, the Control Center should be immediately informed about any physical or mental condition that may impair driving.

3. INTERNAL COURTESY

In order for the organization to function successfully as a whole, all employees must work together as a team, assisting each other in carrying out day-to-day responsibilities. Noted below are a few examples that can assist you with your participation at RTS:

- Be responsible.
- Make and keep your commitments. Come to work on time. If you are ill or unable to perform your job safely, properly follow the notification procedures.
- Offer ideas and insights into projects and jobs. Provide help and information freely.
- Offer solutions and ideas when identifying problems. Do not intensify problems by blaming others or by giving incorrect information.

4. FITNESS AND HEALTH

The City provides a variety of Health and Wellness programs to help you improve your quality of life. Programs are designed to help you make healthy eating choices and to provide information about the importance of exercise and preventative health care. The programs provided include Smoking Cessation, Weight Loss Assessments, Health Fairs, and a Preventative Health Care Information Series. If you have any questions related to your health or fitness, contact Employee Health Services at 334-5037. Each employee is responsible for maintaining his or her physical and mental fitness level through exercise and weight management.

5. GROOMING AND APPEARANCE POLICY

Regional Transit System employees have chosen to accept the duties of providing safe, courteous, and reliable public transportation. Collectively, we would like to show our commitment to these responsibilities by projecting a positive, professional image. We understand the community's confidence in our ability is influenced by our appearance. The purpose of the grooming and appearance policy is to provide guidelines that can help inspire confidence and the respect of our customers as well as instill a sense of pride and self worth.

Regional Transit System Appearance Standards:

- All Transit Operators must keep themselves neat and clean. Hair, mustaches and beards are to be neatly groomed.
- Uniforms are to be neat, clean, pressed, in good condition and fit properly. All shirts/blouses must be tucked in and only the top button may be left unbuttoned.
- Unusually heavy or extreme makeup is not permitted.
- Shoes and boots are to be in good repair, polished, and clean.
- Females' hair must be neatly styled, clean, combed and of any natural color. The length or style of hair must not interfere with safe vehicle operations. No extreme or extraordinarily shaped hairstyles are allowed.
- Males' hair must be neatly styled, clean, combed and of any natural color. No extreme or extraordinarily shaped hairstyles are allowed.
- Sideburns may extend to the bottom of the ear.
- Mustaches must be clean and neatly trimmed.
- Beards may extend to three (3) inches in length measured from the chin, and must be clean and neatly trimmed.
- Fingernails must be neatly trimmed and clean.
- Males may wear one post earring of simple design per ear.
- Earrings for females may extend one (1) inch from the ear lobe and be of simple design.
- One ring may be worn on a maximum of two fingers per hand.
- The piercing and decorating of any other visible body part is not acceptable

You must conform to the grooming and appearance standards during work hours. Unannounced inspections are conducted from time to time to monitor conformance and, as necessary, enforce the policy. Any questions regarding the interpretation of these grooming standards should be addressed to your Team Supervisor.

6. AUTHORIZED UNIFORM

One-way customers judge your level of professionalism and pride in the job is by your appearance. It is difficult to create a uniform that appeals to the diverse tastes of everyone in the Transit Operator work force. The current uniform standard was designed using City employees' input to balance the needs of most people who wear it. It is intended to enhance the professional image while using system colors and design.

Uniform items may be ordered only through the Regional Transit System's authorized vendor. Your Team Supervisor will assist with the order and answer any questions about the uniform standard.

All Transit Operators receive an annual clothing allowance that is used to help defray the expense of purchasing uniform items. However, this allowance is not intended to cover all of the annual expenses associated with the uniform. Nonetheless, you are responsible for ensuring that you have an adequate number of uniform items to comply with the uniform standard each workday.

Uniforms must have the prescribed RTS logo. Substitute items purchased at retail outlets are not allowed even though the cut and material might closely resemble the prescribed uniform. If there is a problem in obtaining the correct uniform, discuss it with your Team Supervisor, who may grant a temporary exemption from this requirement.

Shoes or boots must be in good repair. They must be black or brown in color and constructed of a material that can be polished and cleaned. The soles of shoes or boots must ensure proper traction. Shoes or boots must fully enclose the foot; open-toed or open-heeled shoes are not permitted.

Jackets may not be worn while on Regional Transit System time or business unless they conform to the uniform standard. This timeframe includes check-in time, walking to or from the bus, driving a Regional Transit System vehicle, in the Operators' lobby, and during layovers.

7. UNIFORM ALLOWANCE

It is the employee's responsibility to maintain his/her uniforms in what the City deems a presentable condition and replace uniforms as required. The Regional Transit System will provide a uniform allowance to you on a yearly basis for this purpose. The vendor and RTS Administration will jointly administer the allowance.

The Regional Transit System will credit the uniform allowance in accordance with the Labor Agreement to Operators who have completed their training period. At the beginning of each Fiscal year, every regular, extra-board or part-time operator will also receive a credit for uniform purchase and maintenance in accordance with the Labor Agreement.

The Regional Transit System will provide a new uniform for Operators competing in the APTA National Bus Rodeo. The new uniform items will consist of one shirt, one jacket, one pair of trousers, and one pair of shoes.

If you submit notice to terminate employment with the Regional Transit System, your uniform account will be frozen and uniform purchases will not be authorized.

When you have used all of your uniform allowance, payment for uniform items will be your responsibility.

Upon termination of employment with the Regional Transit System you are required to return all uniforms.

8. TRANSIT OPERATOR UNIFORM POLICY

Uniform Requirements

Uniforms must fit properly, be clean, pressed, in good repair and free of spots at all times while representing the Regional Transit System. The Grooming and Appearance Policy (item 5 above) may be referred to for further guidance relative to appearance and neatness.

- Waist Pouches: solid navy or black - not to exceed 8" by 5".
- Shirts/Blouses: shirts and blouses must be tucked into trousers or shorts at all times. The collars may be left unbuttoned.
- Sleeves: long sleeves may be rolled up to a maximum of two turns. Short sleeves cannot be rolled up.
- Shorts: shorts cannot be tailored more than 3 inches above the center of the knee cap and no longer than an inch below the center of the kneecap, measured while standing.
- Skirt length: if worn, skirts must be of modest length and may not be shorter than mid-calf.
- Jackets: new employees may use a dark color jacket while on probation.
- Badges/Pins: the badges/pins listed in this policy are the only type "authorized to be worn" on the uniform. You may wear one each of the RTS authorized pins and badges on the necktie, pocket insert, jacket, sweater vest or cardigan, and a limit of one on each side of the collar.
- Patches: an RTS-approved patch may be affixed to either sleeve just below the shoulder of the uniform shirt or jacket.
- Watch: a functional watch set to RTS Control Center time.

- Name Tag: your City identification card or an RTS-approved nametag must be worn with your picture and name visible at all times.
- Hole punch: Operators should have a hole punch at all times. RTS will provide one (1) hole punch to each operator. If the operator loses his/her hole punch, the operator will be responsible for buying the replacement.

a. Uniform Items Approved for Purchase

The uniform items approved for purchase are:

- Pants – Khaki or Navy
- Skirts – Khaki or Navy
- Polo (Golf-style) Shirts – Khaki or Navy
- Dress Shirts – Khaki or Navy
- Jacket – Navy
- Hats – Khaki or Navy
- Shorts – Khaki or Navy
- Skorts – Khaki or Navy
- Culottes (if available) – Khaki or Navy (Females)

You should try on the items you wish to purchase. When you have made a decision, you will fill out an order form, sign it and be given a copy of the bill of sale. If the cost of the uniform items exceeds the remaining uniform allowance, you will be required to pay the difference. Once purchased, items may only be returned for inferior workmanship.

b. Accessories

- Socks/hosiery: beige, black or navy with pants/trousers. Women may wear neutral, navy or beige hosiery. Only navy or beige ankle or knee high socks may be worn with shorts.
- Footwear: medium or dark brown shoes and black shoes. The shoe must be of a material that can be shined. Shoes or boots must fully enclose the foot; open-toed or open-heeled shoes are not permitted. Heels and soles must be black or brown and cannot exceed two (2) inches in height. Tennis shoes that do not meet the above criteria are not authorized.
- Undergarments: top undergarments/t-shirts must be white if visible and must not show beyond the length of the uniform shirt/blouse sleeve.
- Headgear: RTS approved baseball-style cap with embroidered City logo. Caps are to be worn bill forward at all times while on duty. Caps must be in a serviceable condition.
- Rain Gear: RTS approved.
- RTS pen/pencil holder.

- Authorized pins/patches:
 - RTS name plate
 - RTS Safety Recognition pins
 - APTA Rodeo pins
 - Appreciation Day pins
 - Service Award pins
 - Transit Ambassador pins
 - Customer Service Award pins
 - Rodeo Pins
 - Recognized ATU Emblem, pins, or shoulder patch
 - Patches: RTS approved patches; 1 per uniform, blouses, shirt, or jacket
 - Union Patch: to be worn on right shoulder (if applicable).

9. REQUIRED DOCUMENTS

The following items must be in your possession while operating a Regional Transit System bus:

- Valid Commercial Driver's License (Class A or B) with passenger transport endorsement (P)
- Medical Certificate
- Schedule Booklet
- Appropriate Signs (as required)
- Day Passes
- Vehicle Condition Report
- Detour Information (as required)

10. OUTSIDE EMPLOYMENT

Employees are obligated to secure written approval from their Department Head on the official "Outside Employment or Business Activity" form prior to accepting any outside employment. Employees are further obligated to obtain approval for their Outside Employment each January. This requirement enables the employer to monitor your drive time/recovery time when it is affected by additional employment.

III. SAFETY

1. PRE-TRIP INSPECTION

Before driving a bus, make sure it is safe. During the pre-trip inspection check defects reported by previous drivers. Ensure the following are in good working order before driving:

- Service brakes
- Steering mechanism
- Parking brake
- Lights and reflectors
- Tires
- Horn
- Windshield wiper or wipers
- Rear-vision mirror or mirrors
- Wheels and rims

As you check the outside of the bus, close any open emergency exits. Also close any open access panels (for engine, etc.) before driving. People sometimes damage unattended buses. Always check the interior of the bus before driving to ensure rider safety. Aisles and stairwells must always be clear.

The following parts of your bus must be in safe working condition:

- Each handhold and railing
- Emergency exit handles
- Seats must be safe for riders. All seats must be securely fastened to the bus. Never drive with an open emergency exit door or window.
- The "Emergency Exit" sign on an emergency door must be clearly visible. If there is a red emergency door light, it must work. Turn it on at night or any other time you use your outside lights. You may position some emergency roof hatches in a partly open position for fresh air. Do not leave them open as a regular practice. Keep in mind the bus's higher clearance while driving with them open.
- Make sure your bus has the fire extinguisher and emergency reflectors required by law.
- The bus must also have spare electrical fuses unless equipped with circuit breakers.
- The driver's seat must have a seat belt. Always use it for safety. (Florida Commercial Driver Handbook)

Extra board or standby Operators may be asked to perform a pre-trip inspection on a bus in order to reduce response time for bus exchanges. Whenever a bus exchange or Operator change has been made the pre-trip inspection will be performed at the next end of the line and will include cycling the wheelchair lift.

Pre-trip inspections are the responsibility of the Operator. The items on the Vehicle Condition Report that are your responsibility are: mirrors, door interlock, windshield wipers, horn, fire extinguisher, emergency reflectors, steering mechanism, lights and reflectors, tires, lug nuts, driver seatbelt, air bags, wheelchair lift, PA system, seat/handrails, heating/cooling system, and windows/doors/hatches. Also ensure there are no fluid leaks or loose body panels.

If an item does not pass the Maintenance pre-trip inspection, maintenance personnel will initiate the proper repairs. You will fill out the remaining portions of the Vehicle Condition Report. All discrepancies should be marked and explained on the comment side of the Vehicle Condition Report. Because vehicles are serviced each night, maintenance personnel will check the incoming Vehicle Condition Report for write-ups and/or complaints. When a vehicle has a write-up or complaint, maintenance personnel will initiate the proper repairs.

2. OPERATION WITHIN YARD

Vehicle Operation:

- The yard speed limit is 5 miles per hour.
- A forward-moving bus must yield to buses backing out of stalls.
- Activate 4-way flashers and sound the horn three times before backing.
- Follow the designated directional flow of the yard. Do not drive across bus stalls. Always back out of stalls.
- Always be courteous and never demand the right-of-way.
- Stop at designated "stop" markings, signs, and/or lights.
- Do not drive with engine or other access doors open.
- Do not drive with front doors open.

Vehicle Service Attendants (VSAs) and others working in the yard at night are required to wear reflective vests. This does not include Operators going to and from buses.

3. VEHICLE CONDITION REPORTS (VCR's)

Vehicle Condition Reports are provided in order to comply with federal law and to have a method for drivers to report the condition of a bus. After the pre-trip inspection, indicate presence or absence of defects, sign and note time and date on the card. If the bus becomes defective or damaged while being driven, note the defect in the proper box on the card or give a written description in the remarks section. Remarks should be clear and legible so that the mechanic will be able to understand and solve the problem. Inform your relief operator, if applicable, of any problems that occurred during the shift. Also, inform the Control Center of significant defects or damage that occurred while operating the bus.

4. OPERATOR SEAT ADJUSTMENT

Seat height should be set so your knees bend at a 90-degree angle and your feet are flat on the floor. Seat distance from the foot controls should be set so your toes touch the bottom of the foot controls while seated and your feet are flat on the floor. The seat back should be set so your thighs and torso are at a 90-degree angle when sitting in the seat. To prevent injury it is important to keep your ears, shoulders, and hips in a straight line while sitting in the Operator's seat. Some studies have indicated that you increase your risk of lower back pain when you wear your wallet in your back pocket while driving. Follow this sequence when adjusting the Operator seat:

- Activate the suspension system.
- Adjust seat height.
- Adjust seat distance from controls using seat tracks.
- Adjust seat cushion rake and thigh support.
- Adjust backrest inclination.
- Do not make seat adjustments while the bus is in motion. Do not operate the bus with the pneumatic suspension system fully deflated.

5. SEAT BELT USAGE

Proper seatbelt use is a vital component of our jobs and is required by RTS and City regulation, State law, and is a part of defensive driving practices. Use of seatbelts is required whenever you are operating a bus. The seat belt will protect you from injury in the event of an accident. Also, failure to wear the seat belt could result in you being thrown from the seat and/or losing control of the vehicle when taking sudden evasive action.

RTS policy for Bus Operators and anyone operating any RTS/City vehicle is:

Transit Operators and others operating buses or other city vehicles are required to use a seat belt when they are in the driver's seat and operating the vehicle.

This means that you must properly buckle-up before releasing the parking brake (or taking the vehicle out of park) and putting the vehicle in motion.

For our sedans and vans where seatbelts are provided for all occupants, everyone in the vehicle must fasten their seatbelt prior to moving the vehicle.

There are cases when an Operator may need to stretch their legs or relax between runs. At such times, we strongly encourage you to get out of the seat and step off the bus to fully stretch yourself. This serves the purpose of restoring circulation and relaxing muscles prior to resuming driving duties. If you remain in your seat, you may unfasten the seatbelt, but remember, you must refasten the seatbelt prior to releasing the parking brake and putting the vehicle in motion.

While we are confident that everyone follows this important rule, spot checks by City Safety Inspectors and RTS Supervisors will be conducted on a regular basis. Failure to properly use a seat belt may result in disciplinary action as stated in City Policy 19, Rule 30; "Violation of a Safety Rule or Practice".

6. HAND POSITIONS FOR TURNING THE STEERING WHEEL

Hands are positioned on the steering wheel like the hands on a clock. Keep hands on the steering wheel. Do not place your hands, fingers or thumb inside of the wheel because any abrupt steering wheel movement could cause injury and/or loss of control of the bus. In order to maintain proper control over the bus, keep both hands on the steering wheel while the bus is in motion and do not use the palm of your hand to turn the steering wheel. Keep your back and shoulders against the seat. The shuffle method (or push and pull) of turning and returning the steering wheel is preferred to avoid upper back and arm injuries. In the shuffle method of turning, the steering wheel is grasped with one hand and pulled toward the other hand. That hand holds the steering wheel while the turning hand grasps a new position on the wheel and pulls again.

7. MIRROR ADJUSTMENT

Adjust all inside and outside mirrors for maximum vision. Set the right side external mirror so you can see 200 feet behind the bus plus the right rear portion of the bus in the left side of the mirror (about the rear wheels back or a thumb's width view of the bus). Set the left side external mirror so you can see 200 feet behind the bus plus the left rear portion of the bus in the right side of the mirror (about the rear wheels back or a thumb's width view of the bus). The convex mirrors will give you a wider view of the area or space on either side and to the rear of the bus, but not directly behind it. Convex mirrors are vital to the safe operation of all transit buses because they effectively eliminate most blind spots and should be used consistently to avoid potential problems on the road. Caution: convex mirrors distort the images that you will see in the mirror. Objects appear much smaller and farther away than they actually are. Set interior mirrors

so you can see the rear door, rear doorstep well, and interior passengers, including standees. Do not climb up on a bumper, fence or other objects to adjust mirrors. If the mirror cannot be adjusted from the ground or step well, you should drive the bus to the maintenance area for assistance.

8. DEFENSIVE DRIVING

An easy way to remember some of the important principles of defensive driving is: Recognize, Understand, and Anticipate.

The following are more detailed explanations of Defensive Driving techniques and Safe Driving practices.

a. **Recognize the Hazard**

To drive defensively you must "drive" the vehicle ahead of you, vehicles to each side, and vehicles behind you. You are seated above most traffic, so take advantage of the view. Watch the road ahead as though you were in the driver's seat of the vehicle in front of you. Drive 10-15 seconds ahead of your vehicle. This is approximately one city block. You must look at the traffic well ahead of your vehicle, to the right of your vehicle, left of your vehicle, and behind your vehicle. Check your mirrors and visually scan blind spots every 5-10 seconds. This will keep your head moving and keep you aware of your surroundings. When you are doing this correctly your head will be in a constant state of motion. The blind spots in most buses include: the right front corner adjacent to the front door, the left front area just behind your shoulder, and the rear of your vehicle.

b. **Understand the Defense**

Constant mental review of defenses available to you for various situations you will encounter will keep those defenses in mind and ready to put into action if needed. This will help you anticipate the actions of the driver in front of you.

c. **Anticipate the Response**

Rehearse in your mind what you would do if certain dangerous situations occurred. For example, what would you do if the vehicle in front of you slammed on its brakes? Try to stop? Swerve left (is there traffic)? Turn right (are there parked cars in the way?) etc. This is also called the "What If" game.

d. Space Management

An important part of driving defensively is "space management." Space management is the behavior of being aware of the space around your bus, hazards within that space and taking actions to manage hazards, safe spacing and clearances. The following principles are proven techniques that are critical to your success as a defensive driver. When appropriately utilized, these skills will provide you with a safe "space cushion" in which to operate your vehicle and allow you ample time to react to hazards that frequently arise while operating your bus.

e. Keep a Safe Following Distance

Following distances should be one second of separation for each 10 feet of vehicle length at speeds below 40 mph. At higher speeds, add one additional second for safety. Example: a 40-foot bus at 50 mph should maintain 5 seconds of separation. Apply the 6-second rule in adverse conditions or night driving.

Summary – Five keys

- "Aim High In Steering." - Scan ahead, plan, and react to future problems before they become unavoidable hazards.
- "Get the Big Picture." - See everything you can possibly see ahead, behind, and to the sides of your vehicle.
- "Keep Your Eyes Moving." - Detect the unexpected quickly by using your peripheral and central vision.
- "Leave Yourself An Out." - Know what the space cushion is around your vehicle. It enables you to plan a way out of dangerous situations.
- "Make Sure They See You." - Communicate with people early, make eye contact and/or lightly tap your horn so that other drivers and pedestrians are aware of you and your vehicle.

f. Deceleration Procedures

Scan ahead of your vehicle and behind your vehicle. Slow down--warn drivers behind you when you need to slow down. A few light taps on the brake pedal (enough to flash the brake lights) should warn following drivers. Use the 4-way flashers for times when you are driving very slowly or are stopped. Defenses against head-on collisions include:

Slow down: If somebody suddenly pulls out in front of you, your natural response is to hit the brakes. This is a good response if you have enough distance to stop and you use the brakes correctly. You should brake in a way that will keep your vehicle in a straight line and allow you to turn if it becomes necessary. You should use the controlled braking method described below.

Controlled braking: With this method, apply the brakes as hard as you can without locking the wheels and keep steering wheel movements very small. If you need to make a larger steering adjustment, or if the wheels lock, release the brakes. Reapply the brakes as soon as you can. Stopping is not always the safest thing to do in an emergency. When you do not have enough room to stop, you may have to steer away from what is ahead. Remember, you can almost always turn to miss an obstacle more quickly than you can stop.

Keep both hands on the steering wheel: In order to turn quickly, you must grip the steering wheel firmly with both hands. Make a habit of having both hands on the wheel at all times. Then if there is an emergency, you will be prepared.

g. How to Turn Quickly and Safely

Do not apply the brakes while turning. It is very easy to lock your wheels while turning; if that happens, you will be skidding out of control before you know it. Do not turn any more than needed to clear whatever is in your way. The more sharply you turn, the greater the chances of a skid or rollover. Be prepared to "counter steer" (turn the wheel back in the other direction), once you have passed whatever was in your path. Unless you are prepared to counter steer, you will not be able to do it quickly enough. You should think of emergency steering and counter steering as two parts of one driving action.

Where to Steer: If an oncoming driver has drifted into your lane, a move to your right is best if possible. If that driver realizes what has happened, the natural response will be to return to his or her own lane.

If something is blocking your path, the best thing to do will depend on the situation. If you have been using your mirrors, you will know which lane is empty and can be safely used.

If the shoulder is clear, steering to the right may be best. No one is likely to be driving on the shoulder but someone may be passing you on the left. You will know this if you have been using your mirrors.

If you are blocked on both sides, a move to the right may be best. This way you will not force anyone into an opposing traffic lane and a possible head-on accident. If a stopped vehicle is in front of you, a lane change may be better than running directly into it.

h. Leaving the Road

In some emergencies, you may have to drive off the road. It may be less risky than being in an accident with another vehicle. Most shoulders are strong enough to support the weight of a large vehicle and therefore offer an available escape route. Here are some guidelines if you do leave the road:

If possible, avoid using the brakes until your speed has dropped to about 20 mph, then brake very gently to avoid skidding on a loose surface. Keep one set of wheels on the pavement if possible; this helps to maintain control.

Stay on the shoulder. If the shoulder is clear, stay on it until your vehicle has come to a stop. Signal and check your mirrors before pulling back onto the road.

i. Returning to the Road

If you are forced to return to the road before you can stop, use the following procedures:

Hold the wheel tightly and turn sharply enough to get back on the road safely. Don't try to edge gradually back onto the road. If you do, your tires might grab unexpectedly and you could lose control.

When both front tires are on the paved surface, counter-steer immediately. The two turns should be made as a single "steer-counter-steer" move. (Florida Commercial Driver Handbook)

j. Distractions

You may encounter different distractions while driving. If a customer's condition or behavior is too distracting, stop the bus if it is safe to do so. Do not resume driving until it is safe. If the distraction is severe, call for a Supervisor to remove the customer from the bus before proceeding. Devote full attention to driving and traffic conditions. At times it might be safer to continue driving as a disorderly passenger may create more problems if the bus remains stopped.

k. Intersections

The following defensive driving principles will assist you in driving safely through intersections.

- Know streets, plan ahead and stay alert.
- Obey all laws, traffic signs, and signals. Look for stale green lights.
- Slow for all intersections even if the light is green.
- Be prepared to come to a smooth stop.
- Cover your brake and visually scan for traffic left, right, left on approach and while proceeding through intersections.
- Proceed into an intersection only when the entire length of the bus can clear the intersection to avoid blocking cross traffic or pedestrians.
- After stopping at a sign or signal, delay 2 seconds before proceeding into the intersection.
- When stopping at a crosswalk, you must stop before the first cross walk limit line or stop line.
- Start and end your turn in the correct lane.
- Signal continuously the last 100 feet before turning.

l. Lane Use and Clearance

The following defensive driving principles are helpful in establishing and maintaining proper lane placement and clearance.

- Stay in the right-hand lane unless preparing for a left turn.
- Stay within your lane.
- Do not straddle lane lines.
- Do not drive in a bike lane unless preparing for a right turn 200 feet from intersection.
- Use your directional turn indicators to signal turning and lane changing intentions. You must apply the turn signal at least 100 feet prior to the turn or lane change. You should signal earlier when traffic is heavy and/or your speed is increased.
- Watch and clear fixed objects while pulling into bus zones.
- Allow for 3 feet clearance when passing vehicles, pedestrians or bicyclists.

m. Stopping Distance and Clearance

The following stopping and clearance principle guidelines will help avoid accidents.

- When stopping behind another vehicle, allow enough distance to see the rear tires of the vehicle in front of you. This will allow you to get around the vehicle should it become disabled.
- Stopping distance is reaction time plus braking distance.
- Maintain enough distance between the bus and the vehicle in front to allow for safe stops. Braking distance can be determined using the 4-5-6 second rule. Under ideal conditions at speeds of 40 mph and under, allow 4 seconds of distance between the vehicle in front of you and your bus. Under ideal conditions at speeds over 40 mph, allow 5 seconds of distance between the vehicle in front of you and your bus. During rain, darkness or other times when vision is obscured (including fog) allow 6 seconds of distance between the vehicle in front of you and your bus.

9. WEATHER AND NIGHT DRIVING

Bus operation must be adjusted for weather conditions such as wind, rain and fog. Additional defensive driving techniques must be utilized when driving at night.

a. Wind

Windy conditions may create handling difficulties. Be alert for wind gusts when passing buildings or other obstructions. Attention to proper clearances must be used when driving next to high profile vehicles. Increase scanning when clearing a tunnel or abutment.

b. Rain

Adverse weather conditions can affect visibility, stopping distance, and traction. To avoid hydroplaning, slow down the minute it starts to rain, turn off the retarder (some buses) and increase your following distance. Use the 6-second following rule with the vehicle in front of you. Be careful not to turn your wheel too quickly, be prepared to brake sooner and avoid unnecessary lane changes. Additional attention to customers is required. Increase your scanning for passengers and be courteous to avoid splashing customers at bus stops. When customers board remind them to watch their step. Do not hurry customers on or off the vehicle.

c. Fog

Utilize low beam headlights, reduce speed, and increase following distance. Be prepared to stop quickly as other vehicles may appear suddenly.

d. Night Driving

Maintain your margin of safety, slow down and increase your following distance. Average headlights illuminate about 450 feet of the road in front of you. It takes approximately 350 feet to stop a loaded vehicle on a flat dry road traveling 55 miles per hour. Oncoming headlights can temporarily blind you. Avoid looking directly into oncoming headlights. Look to the right for the white line or the edge of the road to keep you on course. Be cautious of windshield glare from interior lights.

10. COMMON PREVENTABLE ACCIDENTS

Most accidents are preventable by anticipating the incorrect actions of others and adjusting driving to these conditions. At all times, be aware of surrounding traffic and potential hazards near the bus. When a hazard is recognized early and the actions of others are anticipated, actions can be taken in time to prevent accidents by choosing the appropriate defensive action. Over the years, the Regional Transit System has reviewed hundreds of bus accidents. Certain types of accidents occur relatively frequently and can be easily avoided. Here are some tips to help protect your safe driving record.

a. Right Turn

Accidents involving right turns are caused when traffic is able to get between the bus and the right side curb. If the turn is made improperly the rear wheels may climb the curb hitting a pedestrian or fixed object. Also, when the rear of the vehicle swings left during the turn, it may clip a vehicle or pedestrian on the left. Most right-turn accidents are caused when the bus is further than 48 inches from the right curb.

- Always begin your turn from the far right-hand lane.
- Signal 100 to 150 feet before the intersection.
- Stay 3 to 4 feet from the curb. This will protect your right side in a wide lane situation. Leave adequate right side clearance but not enough space for a vehicle to come along your right side. The vehicle code requires that right turns begin and end as close as practical to the right curb.
- When negotiating a turn, turn the steering wheel at an even pace using the shuffle turning method; do not palm the steering wheel.
- Do not exceed 5-10 mph through the turn.

- Use your mirrors to watch for bikes, pedestrians, and other hazards. Be prepared to yield to traffic turning right from the lane on your left side.
- Be attentive to the rear overhang of your bus when in close proximity to vehicles. When making a turn, the rear wheels of your bus follow a path inside the path of the front wheels; this causes two hazards: 1) the right side and the right rear tires can climb the curb to hit a pedestrian or fixed object and 2) the rear overhang swings to your left creating a hazard to vehicles or objects on your left.
- Keep your bus parallel to the right-hand curb.
- Initiate the turn when the center of your right shoulder is centered in the lane you are turning into.
- Complete the turn in the right-hand lane.

b. Left Turn

Accidents involving left turns are caused when traffic moving in the opposite direction stops alongside the rear of the bus and the left turn is too sharp. Check the left-side blind spot before proceeding with the turn.

From a travel lane or left-turn lane:

- Signal 100 feet in advance of the turn.
- Drive the bus out into the center of the intersection.
- Keep the wheels pointed straight ahead until ready to make the left turn.
- Use your left mirror to spot vehicles encroaching on your left.
- Initiate your turn when your left shoulder is in the middle of the lane that you are turning into.
- Turn slowly, using the shuffle method to turn the wheel. Do not "palm" the wheel.
- Complete the turn in the correct lane.
- Be attentive to the rear overhang of your bus when you are in close proximity to vehicles. When you make a turn, the rear wheels of your bus follow a path inside of the path of your front turning wheels; this causes two hazards: 1) the left side of the bus and the left rear tires can walk over a vehicle or pedestrian, and 2) the rear overhang of the bus swings to your right creating a hazard of clipping vehicles or objects on your right.

From multiple left turn lanes:

- Position the bus in the furthest right lane of the multiple left turn lanes.
- Keep the wheels pointed straight ahead until ready to make the left turn.

c. Customer Door Accidents

Shutting customers in the door is usually caused when the Operator looks away from the door while it is closing. Small children are particularly vulnerable because they can unexpectedly dart in or out of the door. Anticipate this while looking into the mirrors. Keep air applied to doors and watch as people exit. Shut off the engine only when doors are already closed and the air is off.

d. Customer Falls

Customers may fall when the bus accelerates while the customer is walking inside the bus. Additionally, customers who are standing or sitting are more often injured by sudden stops that may occur as the bus is leaving a stop. Your foot should be removed from the brake only when it is safe to continue. Yield to all moving vehicles before moving from the stop. For added safety, allow customers to walk to the first handhold before moving the bus. This will provide a secure handhold in the event that the bus is required to make a sudden stop. The best prevention for passenger falls is situational awareness of passengers and surrounding driving conditions.

e. Backing

Backing is the most common accident and is easily preventable. An accident that occurs while backing is charged to the Transit Operator. This means that total responsibility must be taken for all backing maneuvers. The following techniques will assist you in avoiding backing situations:

- Always read the road ahead and position your vehicle so that backing will not be necessary.
- Always leave enough space between your vehicle and the vehicle in front of you in case it is necessary for you to go around. Stopping behind a vehicle so you can see its rear tires will usually give you enough room to go around without backing (e.g., a motorist breaks down in front of you).

When backing your bus cannot be safely done without assistance, call the Control Center and state your situation and location. **DO NOT MOVE YOUR VEHICLE!** If you find yourself in a situation where backing up appears to be necessary, it is important to follow the following precautionary measures:

- Turn on emergency four-way flashers.
- Sound the horn 3 times before backing.

If backing to the right, look in the left mirror first, then in the right mirror. Keep your foot poised over the brake and back slowly so you can easily correct any steering errors before you get too far off course. You can also stop quickly if necessary.

During the entire backing maneuver, continuously scan the mirrors for clearance and possible obstructions around the vehicle. For better vision, back and turn toward the Operator's side whenever possible. Backing toward the right side is very dangerous because you cannot see as well.

Backing maneuvers on surface streets should be avoided unless otherwise instructed by a police officer, fire official, or a Regional Transit System supervisor. In such cases, ask someone to provide assistance.

11. PASSING BICYCLES

People using bicycles and motor driven cycles (mopeds) have the same rights and responsibilities as those driving motor vehicles. Always follow at a safe distance. When overtaking bicycles or mopeds, slow down when approaching and passing, providing 3-4 feet clearance, straddling into the other lane when safe to do so or changing lanes if necessary. If changing lanes and 3-4 feet clearance is not possible, lower your speed and use extreme caution, consider the wind draft your large vehicle creates, and use your right mirror when passing bicyclists. Use extra caution with cyclists at night. Watch for cyclists slipping up on your right side while you are making a right turn. When approaching from the rear, assume the bicyclist is not aware of your presence.

12. ACCELERATING, BRAKING AND STOPPING

Remember the throttle pedal is not an on/off switch. Accelerate slowly and cautiously when starting to move your bus in the base yard, intersection and bus stops. Smooth acceleration provides customer safety and comfort. Driving with two feet (one on the accelerator and one on the brake) is illegal and unsafe. Speed up smoothly and gradually by applying light steady pressure on the throttle pedal so the vehicle does not jerk. When traction is poor (wet roads) accelerate very gradually. If you give the vehicle too much power the drive wheels may spin and you could lose control. If the drive wheels begin to spin,

release your foot from the accelerator. Acceleration techniques that jerk the bus are a common cause of passenger injuries.

When slowing your vehicle down or preparing to stop, brake smoothly by applying even, steady pressure to the brake pedal to ensure customer safety and comfort.

13. CUSTOMER STOPS

It is your responsibility to determine that all customer stops are made safely, without causing injury to customers or incurring damage to the bus. Look ahead to the next bus stop to identify hazardous conditions that may exist. Approach all bus zones slowly, stopping the bus parallel and within 12 inches of the curb.

Ensure both front and rear doors are not blocked by any hazardous objects (e.g., trees, hedges, poles, signs, fire hydrants, bus benches, or construction) that might interfere with the safe boarding or alighting of customers. When approaching a bus stop, stop before reaching the customers to avoid a customer stepping off in front of the bus or losing their footing and falling under the bus.

You are required to stop at all designated stops that are occupied and those where a patron requests to alight.

If there is a bus loading at your next stop, pull in behind it and make sure there are no customers for your bus.

You may need to adjust your stop location due to power poles, newspaper racks, etc. When safe to do so, position the vehicle so that the front door and rear wheel are 12 inches from the curb. If the rear wheel is closer than 12 inches, extra caution must be used due to rear overhang and possible damage to the front steps, depending on vehicle type. Remember to "spot" your bus so customers using front and rear doors can enter and exit safely. Only release doors that provide a clear exit.

Approach bus stops slowly and, if possible, stop short of where children are standing. Children get excited and can dart into the path of your bus. Drive through water slowly to avoid hydroplaning and splashing pedestrians or vehicles.

If you are next to the curb at a red light and the next stop is across the intersection, customers may be allowed to exit or board at your discretion. You must also serve the regular stop.

If you are operating a route with headway greater than 15 minutes you may, when requested, wait beyond the scheduled departure time for customers who

are transferring from a connecting route. If you have transferring passengers, contact the Control Center to request that the connecting bus wait, if necessary. When a customer makes a request in advance for a particular stop, you must acknowledge the request, notify the customer of the major intersection closest to their destination, and inform them to ring the bell when the intersection is announced.

Mirror checks and proper door use during loading and unloading of passengers are critical to prevent injuries. These procedures include:

- Check the right-side mirrors before turning toward curb.
- Come to a complete stop before you open the doors.
- During loading and unloading continually monitor your mirrors, watch passengers, and push door handle to the full forward position (engages interlock), keep your foot applied to the brake while loading and unloading customers. Do not use the rear door interlock brake to hold the bus during customer stops.
- When loading and unloading is completed, do a full mirror check:
 - Right-side mirror for any children, adults or animals that are close to the vehicle.
 - Inside rear-view mirror for any movement around and in the vehicle.
 - DO NOT close the front and rear doors until visual clearance has been established in the stairwell and outside the vehicle.
 - Left-side mirror for a final evaluation of traffic.
 - Prior to moving the vehicle, YOU MUST RECHECK THE RIGHT-SIDE mirror to be positive the area is clear and it is safe to move.

Senior citizens and the physically challenged are provided priority seating in a designated seating area located in the front of the bus. If that area is occupied and a senior citizen or disabled individual requests, you may politely ask the already seated customer if he/she would move to another seat. You cannot insist that these customers move; it is their decision. If the customer refuses to move, you must ensure that the senior citizen or physically challenged person is safely seated in another area before moving the bus into service.

14. TRANSPORTING BICYCLES

If your bus is equipped with a bike rack you will accept bikes until the rack is full. When the rack is full, or if there is no rack, you normally will not permit bikes to be placed in the bus. This policy is to ensure the safety of all passengers. If you are on a final run and a bicyclist requests service when the bike rack is full or there is no rack, call the Control Center.

Passengers should be asked to notify you when they are getting off with their bicycle. The following procedures must be adhered to while loading and unloading bicycles:

- Always set the parking brake and put the bus in neutral when loading or unloading a bicycle.
- When the customer boards, ask what stop he/she wants.
- Ask the customer to alert you when getting off the bus.
- Some customers may not notify you that they are unloading their bicycle. Therefore, pay particular attention to the front of your bus when you have bicycles in the rack.

In the event a passenger desires to place a bike on the rack that may cause a safety hazard, you may refuse service. Your decision could be based on:

- Items placed in containers are not secured properly to the bike and may fall out while in transit.
- Equipment or storage containers on the bicycle are not attached to the bicycle frame in a secure manner.
- Anything that impairs or distracts vision.

If a situation arises that requires clarification of this policy or you wish to abstain from making a decision, call the Control Center immediately.

15. STREET TRAFFIC SIGNS

Be alert at all times for street traffic signs. These signs assist you in your defensive driving by warning you of potential hazards and necessary modifications in your driving to maintain safe operation.

16. RAILROAD CROSSINGS

You must make a complete stop at all railroad crossings when driving a bus in revenue service. Signs regulate railroad crossings. A safe and legal stop at a railroad crossing is made up of the following seven (7) elements:

- Use turn signals or hazard lights 100 feet prior to the railroad crossing.
- Decelerate; pull bus as far to the right as practical to avoid obstructing traffic (do not pull into bike lane).
- Stop the bus not less than 15 or more than 50 feet from the nearest rail of the track, and come to a complete stop.
- If you cannot see clearly down both sides of the track, open the Operator's window or passenger door. Look left, look right, then look left again and listen for the approach of the train. The law does not require routine opening of the door. Do not proceed until you are certain the way is clear. The rule of thumb is that it takes three seconds while you are stopped to perform a proper left, right, left inspection of the railroad tracks.
- Turn on your left indicator light to merge safely, checking the left mirror before moving your bus.

- Keep the left-turn signal or hazard lights on until the rear wheels of the bus have crossed the tracks and the bus is back in the flow of traffic.

NEVER STOP ON THE TRACKS.

No stop is needed where a traffic officer or an official traffic signal is located and directs traffic to proceed.

17. SHUTDOWN PROCEDURE

When preparing to leave the bus at a location anywhere other than the yard, follow this sequence:

- Park parallel and curb the front wheels. When parking uphill, turn front wheels away from the curb and let your vehicle roll back a few inches until the rear of one front wheel gently touches the curb, then set the parking brake. When parking downhill, turn front wheels into the curb or turn wheels toward the right side of the road, then set the parking brake.
- Set parking brake and put the transmission in neutral.
- Shut ventilation off.
- Release air to doors.
- Shut engine off.
- Do a walk-through inspection.
- Turn interior lights off.
- Take all day passes with you.
- Exit the bus, close and/or lock all entry doors.

If the bus is pulled back into the yard:

- Set the parking brake and put the transmission in neutral.
- Shut the ventilation off.
- Release air to the doors.
- Shut engine off.
- Do a walk-through inspection.
- Turn interior lights off.
- Take all day passes with you.
- Exit the bus, close and/or lock all entry doors.

18. VEHICLE EMERGENCIES

a. Fire

If a fire occurs on your bus, the following procedures will help you handle the situation in a professional safe manner:

- Stay calm.
- Stop safely out of traffic and pay attention to your immediate surroundings.
- Secure your vehicle by setting the parking brake, placing your transmission in neutral, and shutting down the engine.
- Evacuate the customers to a safe location no less than 200 feet (5 bus lengths) from your vehicle.
- Evacuate customers in wheelchairs last to keep the aisles clear.
- Call for help. Do not re-enter the bus to use the radio. Call 911 for emergency assistance, and then notify the Control Center as soon as possible (334-2605).

b. Bomb Threat

If a passenger on the bus makes a bomb threat:

- Push the silent alarm.
- If possible, call Control Center to explain the situation, and then follow their instructions exactly.
- Do not harass or attempt to remove from the vehicle the person making the threat.
- Evacuate yourself and your customers from the bus if possible.

If you are informed of a bomb threat from the Control Center, follow Control Center instructions exactly.

- The Control Center will call for your exact location and may give you a specific location to take your bus to.
- Drive to the specified location and secure your vehicle.
- Inform the Control Center upon your arrival at the specified location.
- In the event that there is a bomb threat on your bus, you will be told, "We have received a call that an explosive device has been placed on your bus. Ask everyone to stay 200 feet away from the bus and stand by for a Transit Supervisor."
- Evacuate the bus quickly and calmly to a minimum of 200 feet and wait for assistance.
- Do not return to the bus to use the radio or recover personal belongings until the bus has been checked and cleared.
- Do not return the bus to a terminal or the base until the bus has been checked and cleared.

c. Emergency Exits

All buses are equipped with some type of emergency exit, windows, hatches, or emergency doors. Operating instructions are posted on each bus. It is your duty to learn how to use these emergency exits. The

following summary lists the exits, locations and descriptions for the entire fleet.

Releasing air pressure to front doors on all buses will also provide an additional emergency exit.

FLXBLE: Rear exit door: break glass and pull the arms and push out. Most side windows: lift window panel and push out the window.

Gillig: Rear exit door: break glass and pull the red handle. All side windows: pull the handle and push out.

Nova and GMC: Rear door exit: open the cover of the panel located above the exit door and pull the red handle. Most side windows: pull handles and push out.

Blue Bird: Rear exit door: open the cover of the panel located above the exit door and pull the cable.

19. VEHICLE BREAKDOWN PROCEDURE

If your vehicle becomes disabled, stop in a safe location if possible. Your first responsibility is to protect yourself and your passengers. Try to move as far away from traffic as you can, then:

- Activate emergency flashers.
- Set out triangles 100 feet and 10 feet to the rear of the bus, and 10 feet to the front of the bus.
- Call the Control Center, giving exact location (10-20) including street, cross street, and direction of travel. Give details of the problem and listen carefully for instructions.
- Do not move the vehicle until cleared to do so by a mechanic or supervisor. Even if you are able to restart the vehicle before the mechanic arrives, wait to have it checked out.
- Do not attempt to evacuate the vehicle unless the danger of fire exists; then have your passengers remain in a group as far from the travel lanes as possible. Do not stand in the front or rear of the vehicle while waiting for help to arrive.
- Keep your passengers informed about the situation, reassure them that they will be transported to their destination and they will be more likely to accept a delay.

20. OPERATIONAL AND DRIVING REQUIREMENTS

The Florida Department of Transportation (FDOT) has a rule, chapter 14-90 for all transit systems to comply with regarding equipment and operational safety standards. A copy of this rule can be requested at the Control Center.

21. LOW BEAM HEADLIGHTS

You are required to operate all the Regional Transit System vehicles with low beam headlights ON during daytime operations. Headlights and running lights should be turned OFF during layover time and after shutting down the bus upon return to the yard.

22. HAZARD LIGHTS

Operation of hazard lights (flashers) is permitted or required:

- While approaching, overtaking and passing an accident, hazard, railroad crossing, or at a bus stop that causes the bus to block a lane of traffic.
- When the vehicle is disabled.
- While backing.
- Remember to shut the flashers off before pulling out of the stop.

23. PEDESTRIANS

If a pedestrian occupies a crosswalk, you must come to a complete stop and allow the pedestrian to proceed. Establish eye contact with the pedestrian to be certain they see you. Should the pedestrian signal the go ahead, do not proceed until the pedestrian has safely cleared the bus lane. Intersections are particularly hazardous because of vehicle and pedestrian traffic. Caution and situational awareness should be practiced at all times. Do not give any hand signals or body motions to pedestrians or others to indicate that they may proceed. Always give pedestrians the right of way, and proceed only when you are certain pedestrians will stay clear or have completely cleared the crosswalk. Look in all directions before moving and proceed slowly and cautiously.

24. STREET HAZARDS

Reduce speed when approaching or passing workers in the street, at the site of a street excavation, or when there are any other hazardous conditions. Anticipate and adjust for the narrowing of lane width where barriers are positioned.

IV. CUSTOMER CODE

Customer service is "key" to our success as a public transit agency. It is therefore crucial that you consider yourself as an "active ambassador" of our customer service policies. Remember the final decision of a customer to use our transit system rests upon your ability to provide the safest, most courteous and reliable service possible.

1. CUSTOMER SERVICE

In a typical year, an RTS Transit Operator drives his/her bus over 30,000 miles, through 100,000 intersections, boarding and discharging 70,000 customers and answering countless questions beginning with "How do I get to...?". To be successful in handling the daily circumstances, a professional attitude must be maintained. The following principles of good customer relations can help you.

2. PRACTICE PROFESSIONAL AND COURTEOUS BEHAVIOR

All customers will be treated with courtesy and respect. Make eye contact, smile or use appropriate body language to acknowledge and greet each customer who boards your bus. Answer questions completely and accurately. Provide route and schedule information upon request. Although you may have heard the same question many times, it may be the first time that this customer has asked the question. The Schedule Booklet is available to you or your customers for reference. Be sure that you have a current copy of the Schedule Booklet with you and that you know how to read and explain it to others. You may also refer customer questions concerning routing and schedules to the Bethel Station if you don't have an answer immediately available. Remember the phone number for the Customer Information Center (Bethel Station) and take the time to explain how to get information if you are unable to help. When speaking to customers use a medium volume, an even tone of voice, avoid sarcasm and never embarrass a customer.

a. **Be Pro-Active**

Watch for situations that could lead to a problem or complaint. Often, appropriate action can be taken before a situation escalates into an unpleasant and stressful situation. It is important to take the initiative early. If the situation is out of control, call the Control Center for assistance.

b. **Complaints**

When a customer complains, emotions are likely to be involved, so it is vital to remain calm and avoid taking the complaint personally. It is difficult to judge the importance of the current situation to the customer. Something as simple as missing the previous bus could cause the

customer untold trouble. If you react inappropriately (e.g., joking about the situation, advising them "what you should have done is..." saying "that's your problem," doubting the truth of what was said, faking sympathy or using the wrong tone of voice), the negative feelings experienced by the customer may be intensified.

Anytime a customer makes a comment to Customer Relations about your performance there will be an opportunity to review it. Whether or not the comment is accurate, your response will be documented. Sometimes customers vent their frustrations and anger by claiming you have committed a serious offense and make a claim for damages. Customer allegations that may result in some disciplinary action will be thoroughly investigated to obtain facts to substantiate or contradict the allegation. Therefore, it is important to document situations that may lead to a complaint or claim for damages by filling out an Incident Report and obtaining courtesy cards if appropriate.

c. Priorities

The general non-emergency needs of your customers should be managed on a first-come, first-served basis. The exception to this rule occurs when the need or desire of the individual compromises the needs of all the passengers on board the bus in such a way that could greatly inconvenience or put them at risk of injury.

Examples:

- 1) Customer missed their stop and requested that the Operator go off route to bring them back to their intended stop.
- 2) Operator makes an appropriate bus stop only to have a customer get off the bus and request that the Operator "wait" 2 minutes while he makes a quick pit stop.

Requests of this nature, if accommodated, would negatively impact not only the passengers on board the bus, but the entire system.

RTS serves a very diverse community with customers from various cultural, economic, and social backgrounds. Attitudinal barriers such as racial stereotypes, fear, insensitivity, and insecurity interfere with effective communication and promote misunderstandings with your passengers. This makes it critical to understand the diversity found in our community and practice awareness and sensitivity. Ways to assist in improving communication are as follows:

- Use an adult tone of voice, eye contact, body language, and be attentive to articulation.
- Ask for assistance from other passengers who may speak the language.
- Avoid the use of slang and transit terminology.
- Use good manners, such as "please" and "thank you."

3. ENFORCING RULES

The bus is a public place. Our customers expect to be safe and comfortable while using RTS service. To ensure that the bus service meets the expectations of most of our customers, behaviors by some customers cannot be tolerated. Those who ride the bus expect you to maintain a safe and comfortable environment. To help with this responsibility, give the customer the choice to comply or not comply by restating the consequences.

Ask clarifying questions:

- What are you doing?
- Are you supposed to be doing that?
- What happens when you do that?
- What choice would you like to make?

This method of reasoning and verbal control, when done correctly, usually leads an agitated or aggressive individual into cooperating without intensifying the situation.

In no case should you resort to physical means to enforce a rule. Instead, ask for assistance from the Control Center. You will receive help from a Road Supervisor, and/or a police officer trained and equipped to handle troubled individuals.

4. ITEMS ALLOWED AND NOT ALLOWED ON AN RTS BUS

Items allowed on an RTS Bus:

- Baggage, luggage, and packages.
- Folded baby strollers and carriages.
- Folded carts or beach chairs.
- Folding bicycles, fishing poles (no exposed hooks), and fish buckets (they must be covered).
- Surfboards, skateboards, boogie boards, knee boards, so long as these items are less than 6 feet 6 inches in length. The owner must hold these items.
- A dog or cat in a travel carrier, and seeing-eye dogs or other service animals.

- Medically prescribed oxygen in the possession of a customer and in a container designed for personal use.

Items not allowed on an RTS Bus:

- Sharp objects.
- Any object, because of its size, bulk or the nature of its contents, may cause discomfort or be dangerous or offensive to other customers.
- Explosives of any type, including fireworks.
- Roller skates or roller blades if the customer is wearing them.
- Guns, knives, mace (tear gas), or other weapons. Law enforcement officers are exempt from this rule.
- Animals other than a cat or dog whether in a cage or not (except for service animals).
- Corrosive or hazardous materials (e.g. car battery, acids, paints, gas cans).
- Religious, political, or other solicitation material handed out or made available on a "take one" basis.
- Garbage size trash bags that are foul smelling, leaking, or blocking the aisle.

5. STUDENT CONDUCT

The Regional Transit System transports young people to and from various schools throughout the county. While most youngsters follow acceptable norms of behavior, some do not. In most cases a verbal warning from you is sufficient to correct behavior. In those few instances, when a young person fails to heed a verbal warning, the following options are available:

- If a criminal act has been committed you should radio or signal for police or security assistance immediately.
- If a behavioral infraction has been committed, determine if bus or customer safety is in jeopardy. You may then elect to notify the Control Center, summon a supervisor, or request a law enforcement unit to resolve the conflict. You may also elect to merely report the incident to the Control Center and follow this up with an Incident Report. This report is then forwarded to the law enforcement agency. An officer will make contact with the appropriate school official.
- In the case of particularly dangerous or offensive behavior, the responding supervisor, Police Officer or Deputy Sheriff may elect to deliver the minor immediately to school officials or summon the minor's parent to the scene for resolution of the matter. However, in no instance should any RTS official or employee abandon minors.

6. OFFENSIVE BODY ODOR

The health and comfort of all customers must be considered when a person with strongly offensive body odor is encountered. Such odor may be a symptom of a serious health condition. Nonetheless, customer comfort must be considered before continuing en route when a foul odor exists on the bus. There may have been previous incidents with this passenger. An appropriate description of the person and situation may be helpful when contacting the Control Center.

7. EATING, DRINKING OR SMOKING

Customers are not allowed to consume food or to smoke on the bus. The Regional Transit System is concerned with potentially unsanitary conditions caused by these activities since immediate clean up is not possible. Customers may consume non-alcoholic beverages on board the bus as long as adequate packaging prevents spills (coffee cups with snap or screw on lids, for example).

8. PANHANDLING

Customers are not allowed to beg for money to pay their fare or to solicit donations from other customers after paying the fare. Due to the confined space of the bus, passengers bothered by this behavior are unable to avoid such contact.

9. INTOXICATED CUSTOMERS

Intoxicated customers should not be denied service solely for being intoxicated. By remaining available to those who may have had too much to drink, we protect the public from drunken drivers. However, we must continue to expect reasonable conduct from any inebriated customer for the safety and comfort of the other customers. Ask the Control Center for assistance if there is a problem with a passenger's conduct.

10. RADIOS, CASSETTE AND CD PLAYERS

Customers may use a radio, tape deck, or other audio equipment so long as it is amplified strictly through earphones. The volume must not disturb you or other customers. If necessary, politely ask the customer to lower the volume of the device and explain that the request is for the comfort of the other customers.

11. CUSTOMER CONDUCT POLICY

In order to maintain a consistent, formal method of refusing or suspending service to customers who interfere with the safe operation of RTS vehicles, the following procedures should be followed:

- If a customer engages in disruptive conduct (e.g. profanity), or violates RTS rules, politely explain the rule and ask the customer to comply with it.
- If the customer does not comply, request assistance from the Control Center. Ask the Transit Supervisor to handle the situation. This may include giving the customer a copy of the sheet entitled, "RTS Rules for the Road." This will serve as a warning to the customer that his/her inappropriate behavior must change.
- If a customer engages in illegal activity, is violent or seriously disruptive, creating a danger to him/herself, other passengers, you or the vehicle, immediately notify the Control Center. Gainesville Police Department will be dispatched to remove these customers.
- Special note: service may not be refused to an individual with a disability solely because the disability results in an appearance or involuntary behavior that may offend, annoy, or inconvenience you or other passengers. However, the individual's conduct must be within similar acceptable parameters as that of a Non-ADA (Americans with Disabilities Act) customer.

It is extremely important that an Incident Report be filled out after any negative encounter with a customer. Without Incident Reports, management cannot proceed with implementing the customer conduct policy.

Following three Incident Reports within a 6-month period, the customer will be notified that his/her service will be suspended for a 30-day period.

If you recognize a suspended customer attempting to board the bus, you should immediately request assistance from a Transit Supervisor and he/she will notify the Gainesville Police Department (GPD) or Alachua County Sheriff's Department (ASO).

If a customer physically attacks you, an automatic, immediate suspension of service for 30 days will go into effect and legal action will be filed against the customer. You should request assistance from GPD or ASO immediately to remove the customer.

Customer Relations will oversee the warning and suspension letter process, working with the Control Center and GPD or ASO to ensure that the documentation is complete.

Routine enforcement of this policy does not require you to obtain prior approval from the Control Center. However, if a situation exists where a person below the age of 16 or a mentally disabled person becomes seriously disruptive or threatens the safe operation of the bus, notify the Control Center immediately. When necessary, stop the bus and wait for a Road Supervisor, GPD Officer, or ASO Deputy depending on the nature and severity of the customer's behavior. Under no circumstances should you abandon the person until released by an RTS official or law enforcement agency. Documentation is required; an Incident Report must be completed upon return to the yard.

V. AMERICANS WITH DISABILITIES ACT (ADA) REGULATIONS

1. ANNOUNCEMENTS

ADA mandates that all transfer points, major intersections, destination points, and intervals along a route must be announced so that individuals with visual impairments or other disabilities will be oriented to their location. Additionally, streets and points of interest should be announced when requested by a customer. Failure to call out these locations is a violation of the ADA. Noncompliance with this law is a major infraction and disciplinary action will be based on Policy 19, Rule 13, "Productivity or workmanship not up to required standard of performance." (See Appendix A.)

Minimum required announcements are listed in the ADA Route Sheets (ARS). Operators are to make appropriate announcements as prescribed by these ARS sheets. You may ask for a copy at the Control Center or from the Training Supervisor.

2. COMMUNICATION SKILLS

Providing transportation to individuals with disabilities allows them greater mobility and independence in traveling to work, school, shopping, medical appointments and a variety of important lifestyle destinations. It is important to understand the different types of individuals with disabilities.

There are a variety of communication and instructional techniques to assist you in meeting the special needs of your passengers. These techniques are:

- Establish attentive body language (face the passenger when possible - many individuals rely on reading lips and nonverbal body cues).
- Establish eye contact.
- Be patient.
- Treat individuals with disabilities just as you would treat any other person (e.g., use a normal tone of voice and speak naturally).
- Treat adults as adults.

- Ask questions if you do not understand (individuals who are difficult to understand know they are and prefer you ask for clarification).
- Provide verbal instructive safety guidance when needed, especially to those individuals who utilize assisting devices (e.g., crutches, walkers, canes, and guide/service animals).

Recognize and deal with any attitudinal barriers that may get in the way of effectively communicating and interacting with individuals with disabilities. These barriers may include feelings of insecurity, fear, insensitivity, and the tendency to stereotype. Practice the communication techniques described above and realize that the barriers you feel may be due to lack of understanding and can be overcome through experience.

3. ASSISTING INDIVIDUALS WITH VISUAL DISABILITIES

- Inform the customer of the route number and destination.
- Use your voice as a guide to help the person locate the door, handrail, stairs, and seat.
- Indicate where they are positioned, referencing the closest intersection, traffic light, poles, and fire hydrant so that they will have some sense of direction.
- Do not curb in front of obstacles.

4. FARES

All customers with disabilities ride free on the regular fixed route by showing their ADA card. ADA cards issued by outside agencies are valid for 21 calendar days. ADA cards have also check marks for Personal Care Attendant (PCA). If the cards are checked, the PCA rides free also.

5. SERVICE ANIMALS

Service animals must be permitted to accompany individuals with disabilities. A service animal is any guide dog or other animal trained to work or perform tasks for an individual with a disability, including, but not limited to, individuals with impaired vision or impaired hearing. These service animals may provide minimal protection or perform rescue work; pull a wheelchair; or fetch dropped items.

Owners are not required to pay an additional fare for the animal.

Guide animals and signal/service animals are not required to be muzzled.

Guide, signal and service animals are not required to wear any distinguishing apparel, but may be identified by the following:

- A harness with a handle.
- Backpacks that are navy blue with yellow borders.
- A bright orange leash or collar.
- A tag or explanatory plaque on the animal's collar.

If a guide, signal or service animal is already on the bus, you should inform anyone attempting to board with another guide, signal or service animal that one is already on the bus, permitting the customer to choose to take the next available bus to avoid problems with the animals.

6. MOBILITY DEVICES

In accordance with ADA regulations, transit providers "must permit individuals with disabilities who do not use wheelchairs - including people using canes or walkers and other standees with disabilities who have difficulty using steps - to use a vehicle's lift to enter the vehicle [CFC 37.165 (g)].

7. CYCLING THE LIFT OR RAMP

Cycle the lift prior to pullout, and always fill out a Vehicle Condition Report for operability of the lift prior to pullout.

Upon return to the garage, record any malfunctioning lifts, missing lift keys, broken wheel locks, missing floor restraints, or jammed wheelchair space seats. Be as specific as possible on the Vehicle Condition Report so that the repair can be made quickly.

When you are relieving another Operator in route, cycle the wheelchair lift at the end of the route and advise the Control Center of any malfunctions.

8. WHEELCHAIR PASSENGER BOARDING ASSISTANCE

To ensure the safe transport of riders who use wheelchairs, the Regional Transit System has established certain procedures and policies in the boarding, transporting, and disembarking of wheelchair customers.

BOARDING - Wheelchair customers may be boarded either first or last at your discretion.

Examples of physical barriers individuals with disabilities and/or the elderly may encounter as they board the bus:

- Inability to use high entry steps.
- Difficulty in getting to a seat.
- Inability to grasp the handrails.
- Inability to deposit money in the Farebox.
- Total inability to board the bus due to the stairs.

Loading and unloading passengers must be performed in a safe location. When deploying the lift, ensure that the operation is in a flat area. Do not deploy the lift where trees, telephone poles, fire hydrants, or similar obstacles may jeopardize the safety of passengers.

- Stop the bus 18 inches from the curb with doors clear of obstructions and adequate space for the wheelchair customer to board or alight.
- Do not obstruct bike lanes.
- Secure bus: parking brake on, gear selector in neutral, and fast idle on.
- Deploy lift.

Note: You are solely responsible for lift operations and proper use of the wheelchair security device. You shall assist individuals with disabilities with the use of security device systems and lifts. You must ensure passenger safety during all wheelchair lift cycling.

Ensure proper direction for the wheelchair customer's boarding.

- Customer must be able to maneuver himself/herself into the lift.
- While on the wheelchair lift, it is the Customer's discretion on which direction to face.
- Have the customer engage brakes and/or turn off wheelchair power switch.
- Operate the lift.
- Allow the customer to position the wheelchair so that it is secured in the wheelchair station.

Note: If assistance is required, do not attempt to lift the wheelchair in any way. To prevent physical injury, always roll the chair instead of attempting to pick up or move the wheelchair sideways. If it is necessary to approach the chair from the front, prevent injury to yourself by pushing with your hands placed on the front of the armrest. Maintain a straight back at all times and use your legs to power the push of the wheelchair.

Wheelchairs must meet the following requirements:

- BRAKES - The Americans with Disabilities Act (ADA) states that a transit system CANNOT deny transportation to a person who uses a wheelchair on the grounds that the device cannot be secured to, or satisfactorily by, the vehicle security device system. However, as a matter of operating policy, RTS strongly urges all wheelchair customers to equip their wheelchairs with brakes for safety purposes, especially while the lift is deployed and when placed in the security device aboard the bus.
- BATTERIES - Batteries used to propel wheelchairs must be spill resistant or in a spill resistant container and must be securely attached to the wheelchair.
- Wheelchair users may not bring any prohibited materials on the bus.
- If the wheelchair will fit on the lift, it is appropriate to board the wheelchair.

Secure wheelchair with at least two of the following methods:

- Wheelchair locks.
- Floor tension restraints.
- Retractable tension restraints.
- Seatbelt around customer, back of the wheelchair, or woven through the wheelchair frame.

If the wheelchair can be restrained, it must be secured, regardless of the patron's wishes.

When assisting a passenger to disembark you can help prevent physical injury to yourself and the passenger by placing yourself behind the wheelchair.

To prevent injury, it is suggested that you do some stretches and shoulder rolls before assisting individuals in wheelchairs.

Call the Control Center regarding questions about the wheelchair security device or when you are required to transport a passenger that cannot be properly secured with two of the RTS methods

If a passenger in a wheelchair is causing a disturbance or a hazard, treat the person as you would any other person.

9. INABILITY TO BOARD WHEELCHAIR PASSENGERS

Anytime you are not able to board a wheelchair passenger (except when leapfrogging), do the following:

- Anytime a passenger cannot be boarded, call the Control Center informing them of the location and situation and let the person know why they cannot be picked up.
- Avoid using hand signals when passing customers.
- If the bus is full, enter destination code for "FULL BUS PLEASE WAIT."
- Do not pass stops where passengers are waiting unless you are overloaded and the head sign and/or other required signage has been changed to indicate a "FULL BUS PLEASE WAIT."
- In situations other than overload, stop and tell the customer(s) you cannot board them and why, and that you have communicated this with the Control Center.

Please contact the Control Center regarding any situation not covered by this policy.

10. ACCESSIBLE STOPS

Although some stops may not be fully accessible, every attempt must be made to board a wheelchair customer. In those instances where conditions do not permit boarding at an authorized stop, notify the customer that the stop is not accessible and immediately inform the Control Center. Follow the instructions from the Control Center.

11. EMERGENCY SITUATIONS

If you observe or encounter a disabled person in distress, you should offer assistance and notify the Control Center by pressing the priority button. Remain at the location until further instructions/assistance are received.

If the lift area must be left unattended while in the deployed position, you should advise passengers to avoid the area.

In the event of an emergency that causes a bus to be evacuated, the wheelchair customer should be the last to be evacuated.

VI. ROAD OPERATIONS

From the time you leave the yard until the time you return, tasks are performed with little, if any, supervisory oversight. For most Transit Operators this independence is a source of job satisfaction. Such freedom allows for choice in the manner you complete your duties. Although the work is done independently, there must be a certain amount of continuity in bus operations to ensure adequate levels of quality and avoid customer confusion.

1. SCHEDULE ADHERENCE

You are required to follow the route schedule as closely as possible. Do not go off route without permission from the Control Center. If you inadvertently go off route, notify the Control Center of your situation. All scheduled trips must be completed, unless otherwise instructed. If, however, you find that you are running behind schedule by 10 minutes or more, notify the Control Center of the delay. If you have consistent problems maintaining schedules, a multi-purpose suggestion form should be completed to inform the Control Center and RTS planning. A schedule adjustment or tripper may be necessary to correct the problem. If you bid a run on a route that you have not been qualified on, or on a new route, you are highly encouraged to request route familiarization. This will help prevent lost service and assist you in pacing the route.

2. LAYOVER DECISIONS

Layover time is scheduled to allow you to stage your vehicles to begin service at the published time. After completing staging responsibilities, the extra time may be used for a personal break. When leaving the bus to take a break, the following must be done:

- Pull as far forward in the layover zone as is safely possible. Leave sufficient distance to clear other vehicles. Do not park on pavement that has been striped to indicate a safety zone.
- Curb the wheels prior to setting the parking brake.
- Limit bus noises, especially in areas near churches, hospitals, or residential areas by shutting off the engine promptly upon arriving at a layover zone.
- Never use the rear door interlock as a brake.
- While away from the bus, you should keep in mind that you are on duty and wearing a uniform. Regional Transit System rules must be given consideration in all actions.
- Keep all passes with you when you are away from your bus.
- Be aware of the customers' comfort. Treat them with kindness and consideration by allowing them to board early in inclement or hot weather.

3. BOARDING CUSTOMERS

When boarding passengers, your first consideration should be safety. Adherence to the following guidelines will help you establish and maintain safe operations of your bus:

- Do not board any customers who are unable to stand behind the yellow standee line.
- Ensure that customers have moved as far to the rear as possible and are not seated on the floor or in stairwells.
- A vehicle must not be put in motion until doors are closed. Doors should not be opened until the vehicle is stopped.
- During darkness and whenever otherwise deemed necessary, you should ensure that the interior lighting is sufficient for customers to enter and exit safely.
- You must not allow any person to occupy a position that will interfere with your vision to the front, sides or in the outside rear view mirrors (i.e., they must stand behind the yellow line).
- Children 6 years of age and under must be accompanied by an adult. If a child attempts to board and there is no adult escort, board the child and notify the Control Center immediately for instructions.
- There is no definitive maximum number of standees on local arterials or streets. Operators are to exercise their professional judgment taking into account passenger safety and safe vehicle operation.

4. PASSING CUSTOMERS

When operating regular service, stop for customers at all designated stops. Check all stops for customers. If operating an express service, you may pass stops not designated for express service. Anytime you must pass customers (except when leapfrogging), do the following:

- Anytime a passenger cannot be boarded, call the Control Center.
- Use the priority request button and inform the Control Center of the location and situation.
- Avoid using hand signals when passing customers.
- If the bus is full, enter destination code for "FULL BUS, PLEASE WAIT."
- Do not pass stops where passengers are waiting unless you are overloaded and the head sign and/or other required signage has been changed to indicate a "full bus."
- In situations other than overload, stop and tell the customer(s) you cannot board them and why, and that you have communicated this with the Control Center.

5. TRIPPERS

Trippers are used to increase capacity on overloaded routes. They are most effective when used in conjunction with the regular bus. If a tripper is assigned, adjust the head sign to indicate the destination. This allows customers to board the appropriate bus to reach their destination. The regular Operator must know the destination of the tripper, so that the Operator can hold for continuing customers. Trippers will not operate ahead of schedule. Such operation may give customers the impression that they missed their bus. Tripper buses need to be parked and shut off.

6. RESTROOM STOPS

Information on the availability of restroom facilities along a route is located in the Operator's Room. These facilities are provided at the discretion of the property owner, and any abuse of this privilege may result in use of the facility being lost. Therefore, treat such facilities with respect and remember you are responsible for your actions.

Whenever possible, rest stops should be made at the end of the line and during recovery time. Try to make the stop at a point where there will be a minimum number of customers on board. Park in a designated bus stop and set the emergency brake. Do not make a restroom stop at a stop located in a lane of traffic.

7. BUS EXCHANGE OUTSIDE BASE YARD

Report breakdowns to the Control Center. If the radio unit does not work, immediately go to a telephone. Place a call to the Control Center (334-2605). This includes relief vehicles that break down. If aid does not arrive or a vehicle exchange is not made within 30 minutes after the call contact the Control Center again and apprise them of the situation.

8. WALK-THROUGH INSPECTIONS

At the end of each run, you must check the bus for lost articles and sleeping or intoxicated persons. If you find such persons, contact the Control Center to receive instructions before continuing the run. This practice limits the possibility of customers slipping and falling and presents the best possible image to the riding public (i.e. newspaper on floor). Be certain to perform a walk-through inspection before returning to the yard. While performing the walk-through, the condition of the bus interior should be considered. Any vandalism (graffiti, cut seats, etc.), broken equipment or areas with soil buildup should be noted on the Vehicle Condition Report turned in at the end of the shift.

9. LOST AND FOUND ITEMS

Articles found on the street, in buses, or on Regional Transit System property must be turned in to the Control Center on the date you find them as soon as you finish your work assignments, unless otherwise instructed. Found articles are sent to the Salvation Army or thrift stores after 30 days.

10. FUNERAL PROCESSIONS

Do not drive through or otherwise interrupt a funeral procession, stop the bus at a safe place.

11. REQUIRED REPORTS

Complete and turn in all required reports at the end of each assignment (e.g., Incident Report, Vehicle Condition Report, etc.). Failure to comply is a violation of the Operations Rules/Policies contained in the Bus Operator Performance Standards Policy of this Handbook. You are also required to carry an Accident Reporting Kit whenever driving a Regional Transit System bus.

VII. VEHICLE OPERATIONS

The safety of Operators, passengers and other motorists depends on the sound mechanical condition of the bus. Whenever a mechanical problem is encountered, Operators should be mindful of the concerns of their customers. Action should be taken to minimize customer inconvenience and politely explain the expected duration of the delay. Such courtesy allows the customer to make alternate plans, if required. It is critical that you are aware of the many different bus systems and components and are certain that they are working properly. The following section describes Operator responsibilities and will help with handling some of the mechanical problems that might be encountered.

1. ENGINE IDLING

When building up air pressure, do not accelerate the engine to more than a fast idle. Do not rev the engine after starting it. Do not engage the transmission until the fast idle has been shut off because the fast idle also acts as a brake in some buses.

2. FAREBOX

To properly program the farebox, the # key is used to scroll through the different settings.

1. Fare set: All fareboxes are set to take a dollar.
2. Driver number: This is your Driver number.
3. Route: Enter the route you are assigned.
4. Run: Enter the six digits that identify the day of the week, route, and first or second run.
5. Trip: The trip is to be changed at the line; only on-campus routes are counted after one complete round.

When relieving a driver, remember to put your driver number and run number into the farebox. If you are relieving a driver and you are completing their run, just put your driver number into the farebox and continue to count trips.

Un-jamming the Farebox:

Press the black button. If the fare box is still jammed, press the black button and the "0" button simultaneously. If the fare box is still jammed, call the Control Center.

In addition to proper fare box programming you must also record customers and fares as they enter your bus. Accurate farebox operation and key entries are important for accurate passenger counting. Information gathered from the farebox is used when determining future bus service. When passengers get on your bus please record their boarding and fare payment by pressing the key on your keypad according to the farebox key descriptions in Appendix B.

3. MECHANICAL BREAKDOWNS

When a mechanical breakdown occurs, stop the bus safely and in a safe location. Use the motor guard override to get out of traffic then call the Control Center. Activate the four-way hazard lights during this maneuver and leave them on to warn other motorists. Check for the cause of the breakdown, check the code and report to the Control Center. Give the bus run number and location. If the bus is blocking an intersection, on the freeway, etc. the Control Center will notify the police. If necessary, properly place safety triangles in the roadway.

4. COMMON MECHANICAL PROBLEMS

Some mechanical failures may be corrected by a simple action. Your knowledge in these areas may prevent an unnecessary road call or avoid inconveniencing your customers. However, the maintenance department must resolve most situations. Always keep in mind that safety is extremely important to the

Regional Transit System. Do not take undue risks while trying to correct a mechanical problem. The following will help in deciding which is the best action to take. If you are unsure, contact the Control Center for advice.

a. Wheelchair Lift and Ramp

If the wheelchair lift or ramp will not deploy:

- Re-check all lift operation instructions.
- Be sure that the air pressure for the door is on and the door is fully open.
- With the power switch on, there should be no power steering. This indicates that hydraulic pressure is going to the lift system (in some buses).
- Check for physical damage to the mechanism. If you have any problems with other functions, re-check the operation instructions.
- It may help to shut down all power and start over.

b. Generator Light

If the generator light comes on, determine if the air conditioner blowers are functioning. Advise the Control Center of the light and the blower condition.

The bottom light (yellow) indicates a LOW-charging situation. This is a warning indicator only.

The middle (red) and stop (yellow) light indicate a HIGH alternator charge or a SPIKE situation. Shut the bus down and restart it. If the lights stay on after restarting, notify the Control Center for a bus exchange. If the lights go off, the system has corrected itself.

Both situations must be noted on the Vehicle Condition Report for the maintenance personnel even if the system has corrected itself while on the road.

c. Stop Request

If the chime does not work, make certain the switch is on. With Gillig buses, recycle by opening and closing the front door, or walk to the wheelchair spaces and free the cord tension. In buses that are equipped with a pull cord, check the cord's connection to the small terminal boxes located behind the front and rear doors and behind the Operator's seat. The cord may be stuck at one of these points. Free the cord by pushing the shaft on the cord back into the terminal box.

d. Brake Problems

Call the Control Center if the brakes are soft, if they grab or pull left or right, or if they get hot. The Control Center will provide instructions for handling such situations.

If the brakes are locked:

- Check to see if the rear door is completely closed and the green light is off.
- Be sure that the kneeler is off.
- Be sure that the fast idle switch is off (FLX bus only).
- Be sure that the air pressure is greater than 100 psi.
- Be sure that the parking brake valve is released.
- Be sure that the wheelchair switch is off.

NOTE: If an emergency arises and the brake interlock system is malfunctioning, the brakes will release when the door master switch is turned off. This will be done only when returning the bus to the base, not while transporting customers. The door master switch is in a different location in each bus series. Call the Control Center if you cannot correct this malfunction.

e. Retarders

When the electric brake is working, the retarder's light, located in the dash panel, will be on. The four stages of the retarder mode are activated when the brake pedal is pushed. The retarder always senses the forward motion of the bus as it stops.

f. Directional Signals

Determine which signal is malfunctioning. Be aware that an indicator bulb may be burned out inside the bus rather than the related bulb on the outside of the bus. To check the lights, park the bus in a safe location, turn on the 4-way flashers, and check the lights from outside the bus.

g. Doors

If a door won't close:

- Check for obstructions.
- Be sure air pressure to the door is on.
- Jiggle the door control lever.
- Shut off the engine and restart it.
- Ensure that the wheelchair lift is fully parked and the key switch is off.

- Release the air and try opening and closing the door by hand.
- Check the door molding and weather-stripping for fit.

h. Engine

If either the “hot engine” or “low oil” light comes on momentarily, pull the bus to the side of the road, or off the road if possible, and park where it is safe. Check the rear of the bus for coolant or oil leaks from the engine. Also check for any object that may be blocking the radiator vents. If no leaks are found, call and explain the problem to the Control Center. Instructions to continue in service or wait for maintenance personnel to respond may be given. If warning lights stay on for 15 seconds or longer, or if engine shuts itself off, park the bus where it is safe and call the Control Center. Be aware that these lights come on even when the bus is shut down.

i. Fumes in the Bus

If diesel exhaust, noxious odor, or electrical malfunction odor is smelled, or if smoke is seen in the bus, immediately pull over to a safe location. Discharge the customers, ensure your safety, and call the Control Center.

j. Lights

Notify the Control Center if more than one of the exterior lights is not working. Note this condition on the Vehicle Condition Report.

k. Low Air

Park the bus in a safe location and check for audible air leaking. Listen for continuous air draining and watch for a drop in air pressure on the gauge. Discontinue bus operation if there is an obvious air leakage that exceeds inspection limits and report this condition to the Control Center.

l. Mirrors

If a mirror is broken or if the arm is bent to the point that it seems unsafe, call the Control Center that may, depending on the circumstances, schedule a bus exchange.

m. Prevent Overheating

- Always use neutral and the fast idle when the parking brake is set. Do this while waiting at a bus zone or if delayed by a train.
- Do not idle the engine for extended periods of time or at terminal points.

- While operating the wheelchair lift:
 - Set the parking brake.
 - Set the transmission selector to neutral.
 - Engage the fast idle.

n. Steering Difficulties

Check the front tires for low air.

o. Suspension

If the bus is "riding low" or leaning badly, notify the Control Center. If the tires are rubbing, stop the bus and ask for an exchange.

p. Tires

Operate the bus so that the tires do not come in contact with a curb or anything else that could cause damage to the tire. In the event of a flat tire, park the bus in a safe location and call the Control Center. Advise them which tire is flat and the condition of the wheel assembly. If a section of tread has come off, the tread is flopping against the wheel well, or the tire cord is showing, notify the Control Center.

q. Throttle

If the throttle fails to operate properly, the rear door interlock is not closed or the kneeler is in the on position.

r. Transmission

If the transmission is slipping, park the bus in a safe location, set the brakes, put the transmission in neutral and leave the engine running. Check the engine area for a transmission fluid leak. Notify the Control Center.

s. Windshield Wipers

If one of the wipers is stuck, turn the wiper knob off and back on, and check the momentary switch. If it remains stuck, park the bus in a safe location and try to free it by exiting the bus and gently pulling the wiper blade back and forth while the air is off. Avoid leaving a windshield wiper switch partially in the "on" position as this often results in air leaks.

VIII. TRANSIT OPERATOR CODE

People enjoy working in a harmonious atmosphere. Everyone's actions can significantly affect their coworkers' perceptions about the quality of the work environment at the Regional Transit System. Employees are expected to conduct themselves in a courteous manner and treat others with respect. In doing so they contribute to a positive work environment and promote the ideals commonly associated with professionalism. Moreover, such positive behavior should extend to interactions with customers. They also expect quality when riding Regional Transit System buses. Thus, the "Transit Operator Code" provides guidance for employees' actions while involved in any Regional Transit System related activity.

1. INTERACTIONS WITH OTHER TRANSIT OPERATORS

You are expected to conduct yourself in a courteous manner and treat others with respect. In doing so you contribute to a positive work environment and promote the ideals commonly associated with professionalism. Some specific suggestions for appropriate interaction include:

- Resolve conflict in an appropriate way. Deal directly with the other person(s) involved first, and do not engage others on that issue.
- Interact with others with common courtesy.
- Seek and use constructive feedback.

When you are driving in the field and providing service to the public, be aware that your co-workers are also performing their jobs. Pay attention to and honor all system courtesies designed to keep our customers happy and Transit Operators feeling less stress.

2. RELIEVING AN OPERATOR EN-ROUTE

Whenever possible, be at the relief point on time. Be in clear view (preferably at the bus stop) at the relief point so the Operator you are relieving can identify you immediately. This is especially critical at end points.

3. BEING RELIEVED WHILE EN ROUTE

Do your best to be on time at your relief point. Always leave the Operator's compartment clean and in good working order. If there are any defects or problems with the bus or bus equipment always note it on the Vehicle Condition Report, notify the Control Center and inform the Operator who is relieving you. If there is a passenger issue that needs immediate attention always notify the Control Center and inform the Operator who is relieving you. This is done to avoid any miscommunication between the customer and the relieving Operator and to make sure the customer is getting proper assistance. When you are at a terminal or in the field you must remain with your bus until your relief arrives and

the Relief Operator personally relieves you. If the Relief Operator is not at the designated stop at the scheduled time, call the Control Center immediately and wait for instructions. Please cooperate with the Control Center in these situations.

4. RELIEF COURTESY

When accompanying another Operator in a relief vehicle, be at the agreed upon place and be on time. Do not eat, drink or smoke in a relief vehicle and take your trash with you. Follow the same procedures you follow when leaving your bus for another Operator. If the relief vehicle has mechanical or other defects report them to the Control Center Supervisor.

5. TERMINAL SWAPPING

If your bus becomes inoperable while in route, notify the Control Center to get another bus sent to your location. One option you have, in the interim, is to have you and your passengers utilize the next bus that arrives, until the relief bus or change-out bus can arrive.

6. WEAPONS

All weapons are prohibited on Regional Transit System premises. This includes but is not limited to: firearms, knives, martial arts equipment, mace, pepper spray, and explosives. Random, unannounced, inspection of lockers may occur to enforce this prohibition. To protect individual safety and the safety of other employees, any weapon on Regional Transit System property must immediately be reported, anonymously if necessary. If there is a perceived threat and an employee feels the need for personal protection, consult with the Control Center. Resources are available to ensure personal safety so that there will be no need to resort to possession of banned items.

7. LANGUAGE AND CONDUCT

You must conduct yourself in a respectful and civil manner. Boisterous actions, dangerous horseplay, hazing and physical contact are all major infractions of Regional Transit System Operator Handbook and City of Gainesville, Policy 19, Code of Conduct. Rude, profane and/or abusive language also constitutes a violation of the City of Gainesville's Policy 19, Rule 19, "Code of Conduct." (See Appendix A).

8. CELL PHONES

Using cell phones while operating an RTS vehicle is considered a safety hazard, therefore, the use of cell phones (including “hands-free” devices) while operating any RTS vehicle (including support staff and service vehicles) is strictly prohibited. While driving an RTS vehicle, you may have your cell phone visible, but it must be turned off or in a silent or vibrating mode. If there is an emergency and you need to use your cell phone, please pull over to the next bus stop or end of the route. Earpieces or other “hands-free” devices shall not be worn or visible while operating a bus. A final verbal warning will be issued and progressive disciplinary action will be taken as stated in City Policy 19, Rule 30, “Violating a safety rule or safety practice.” (See Appendix A).

9. TOBACCO

Tobacco products may not be used inside any Regional Transit System vehicle or Regional Transit System building. Smoking is not permitted at or near fuel tanks or pumps, or in any other restricted area.

10. NOURISHMENT

Rules prohibiting consumption of beverages and food aboard the bus apply to Transit Operators and customers alike. However, you may drink from a plastic closed container, when the bus is not in motion. Be courteous to other employees by cleaning up any mess and discarding litter.

11. REGIONAL TRANSIT SYSTEM PROPERTY OR TIME

While on duty, you must use the time in the conduct of approved Regional Transit System business. Likewise, Regional Transit System property must not be converted to personal use. Prudently operate Regional Transit System equipment to prevent unnecessary or accidental damage. Report acts of vandalism and all other incidents involving damage. Immediately report to the Control Center the loss of any Regional Transit System-issued property.

12. SOLICITATION

Asking for money or public support for political, religious, social, or other causes while on duty or while on Regional Transit System property is not permitted unless prior written consent from the Transit Director has been received.

13. ADVERTISING

Regional Transit System rules prohibit posting signs or objects on Regional Transit System property and equipment. This is considered vandalism. Please report any unauthorized notices, stickers or advertisements to the Control Center. If contacted about placing ads on RTS vehicles, refer the requestor to the RTS Marketing Department.

14. TRANSPORTING RELATIVES AND FRIENDS

Transporting relatives, friends, or performing child-care responsibilities while in revenue service or during deadheading is prohibited without prior written approval from the Operations Manager. Appropriate fares must be collected from any relative or friend who rides the bus during revenue service.

15. AUTHORIZED OPERATORS

You will only permit authorized employees to operate your assigned vehicle.

16. SUGGESTIONS

Your knowledge of your route and schedule is a valuable resource to the Regional Transit System. Suggestions for improvement are vital to ensure that the bus service is convenient and reliable. When suggesting an improvement, use the suggestion box available in the Operators' lounge. This suggestion box is specifically designed to collect suggestions on stops, schedules, or routes, but may be used for any suggestion.

IX. RADIO PROCEDURES

As mentioned previously, there is little opportunity for contact with a supervisor when on the road. The primary access to supervision is through the use of the two-way radio system. Personnel who are knowledgeable in all Regional Transit System procedures are available by radio at all times while a bus is being operated. All Regional Transit System vehicles must share available radio airtime and in order to efficiently use this limited airtime, it is important that all employees transmitting on Regional Transit System frequencies conform to applicable communication regulations.

1. CONTACTING THE CONTROL CENTER

Lift the handset from the cradle. Depress the button on the handset. Wait and listen for a multiple beep tone. After hearing the tone, wait for two (2) seconds and then state:

- Bus number
- Location
- Direction of travel

After giving this information, release the button to listen. Wait to be acknowledged, and then give the reason for the call. When transmitting, keep the conversation to a minimum and refrain from using unnecessary phrases. The Federal Communications Commission prohibits the use of obscene or profane language, as well as the transmission of false or deceptive messages.

2. REQUEST FOR ASSISTANCE

Request for police, fire, or medical aid should be made through the Control Center. In case of an emergency, you may personally request aid directly from a police officer in the area. Contact the Control Center as soon as possible to inform the supervisor about this situation. Provide information on the nature of the incident, the number of people involved, and if any danger exists to the responding officer. If you are unable to request assistance using the radio (due to malfunction or poor reception), use a telephone to call the Control Center hot line. Call collect if necessary. The number is (352) 334-2605.

3. RADIO CODES

Use of the "10 codes" attached as quick reference is permitted. These codes are designed to communicate routine messages quickly and clearly.

X. ACCIDENTS AND INCIDENTS

Most customers will look to you for leadership any time there is an emergency situation. The following guidelines may help when such a situation occurs. Furthermore, any accident or incident that occurs while you are performing a Regional Transit System activity could result in legal liability. Timely reporting and an accurate description of the accident or incident are vitally important. This section should help prepare you for these situations.

1. ACCIDENT REPORTING

In any accident situation, stop the bus in the safest possible area. Do not leave the area or move the bus after stopping unless directed to do so by a supervisor or emergency personnel (police, fire, or paramedics). Remaining calm will allow clear thinking and appropriate action. If you are calm, customers will be more likely to also remain calm. Follow the Operator's instructions below:

- Immediately contact the Control Center by phone or radio when involved in any accident or if an accident has occurred within 100 feet of the bus. Immediate notification to the Control Center about the accident and its location will expedite emergency assistance.
- A Risk Management Report must be completed when any occurrence would possibly lead to a claim against the Regional Transit System. This includes Regional Transit System collisions, other collisions near Regional Transit System vehicles, accidents involving pedestrians, customer falls or any other on-board accidents. This report should include information that you have gathered at the scene concerning other parties, other vehicles, injured parties and witnesses. When completing the Driver's Account of Incident, be thorough and describe the incident exactly as you experienced it. Do not include any opinion, speculation, information or details that you learned after the incident in the area of the report. Do not guess about speeds and distances. Unless otherwise directed, all Risk Management Reports must be completed at the end of your shift or within 24 hours from the time of the incident.
- Distribute as many courtesy cards as possible.
- Obtain the names and addresses of the customers and of persons in the immediate vicinity.
- If involved in a collision, obtain the name and address of the driver, owner, and occupants of the other vehicle(s) involved. Also obtain a driver license number and insurance company information.

At the time of the accident, you must supply the following identification to the other party involved:

- Name.
- Vehicle number.
- Driver license number (on request).
- Regional Transit System's information telephone number.
- Insurance information (those who want to make a claim for injury or damage should be referred to Risk Management for assistance. The telephone number is 334-5045).

DO NOT DISCUSS THE ACCIDENT WITH ANYONE EXCEPT A SUPERVISOR OR POLICE OFFICER. Withhold comments until out of hearing range of bystanders and customers. Answer requests for information by stating that the accident is still under investigation. Refer all questions, especially those asked by media representatives, to the Transit Director's office.

2. APPEALS INVESTIGATION

This system is designed to establish the procedure for determining whether or not an RTS employee could have prevented the accident in which he/she was involved. After the accident has been thoroughly investigated by the assigned Supervisor, he/she shall submit his/her report of the investigation, along with all supporting information including the "City of Gainesville, Accident/Incident Reporting Sheet", and the "Police Officer's Accident Report", if one is available, to the Operations Manager with the Safety Supervisor's decision.

The Operations Manager will rule the accident/incident either "preventable" or "non-preventable", to the best of his ability from the information supplied, and notify the employee of his decision in writing as soon as possible.

If the employee disagrees with the decision of the Operations Manager as to the preventability of the accident/incident, the employee may within five (5) working days from the date of the notice, file a written request for a hearing before the Safety Committee. A hearing date will be set with the "Committee" and arrangements will be made for the employee to appear before the Committee. The investigating Supervisor will also appear before the Committee so that both sides of the story may be heard.

The Safety Committee shall also make recommendations to the Transit Director as to what steps, if any, could be taken to prevent this type of accident in the future.

3. UNATTENDED VEHICLE

If involved in an accident with an unattended vehicle, contact the Control Center.

4. SICK OR INJURED CUSTOMERS

If it is believed that a customer is sick or injured, the Transit Operator should ask if the customer needs medical or other attention. If someone requests assistance, do the following:

- Inform customer, he/she will be responsible for medical bills.
- Stop the bus in the safest possible area.
- Check with the customer.

- Call the Control Center if assistance is necessary. Describe the situation so that appropriate assistance can be dispatched to aid the customer.
- Inform the customer that assistance is on the way. In the meantime, keep the person in a comfortable position and talk with him/her to provide assurance.
- Do not give anything by mouth.
- Immediately report any situations involving bodily fluids to the Control Center. A Road Supervisor will be dispatched directly to determine if the situation warrants the route being shut down.
- Concurrently, the Maintenance Department will initiate a bus exchange for that route.

5. GRAFFITI AND OTHER VANDALISM

This crime is particularly difficult for the Regional Transit System because of the costs associated with repairing the damage. Each incident of this type of activity must be reported immediately to the Control Center. A detailed description of the perpetrators, the direction in which they fled, and any other information that might assist security personnel in apprehending them are critically important. To document this crime, use the *Incident Report* that can be found in the Control Center.

6. ASSAULTS

Simple assaults, assaults and batteries are misdemeanor offenses. In most cases, these crimes are not committed in the presence of a police officer. The law prohibits an officer from making a lawful arrest for a misdemeanor not committed in his/her presence.

In the event that an assault occurs on the bus, immediately notify the Control Center and ask for law enforcement assistance. Do not attempt to apprehend the assailant; that is the responsibility of law enforcement officers. When a suspect is apprehended, the victim has the right to make a private person's arrest for the misdemeanor violation. This will require the victim to complete an "*arrest by private persons*" form provided by the arresting officer. The suspect may be taken to jail; however, if the officer determines that the situation is not likely to continue or that no further injury will be incurred, the suspect may be issued a citation and released at the scene. You must complete an *Operator's Incident Report* prior to going off shift. This report should include complete details of the incident documented in chronological order to establish the elements of the crime and determine the severity of the charges.

7. CUSTOMER FALLS

Immediately notify the Control Center about a customer falling either in or near the bus. Report all such incidents on an accident report whether or not an injury occurs. Collect witness cards as necessary.

8. WORK RELATED ACCIDENTS

If you are involved in a work related accident while in service, whether or not any personal injury is suffered, the incident must be immediately reported to the Control Center. If the incident occurs at the yard, report it to a supervisor. All reports are to be submitted prior to the end of the shift.

9. INCIDENT REPORT

An incident is any event or episode on or within 100 feet of the bus that requires you to disrupt normal operations of the bus, or one that has the potential to generate a customer comment. Use the *Incident Report Form* to document situations that fit this description, especially crimes, customer relation problems, or other extraordinary events that occur on or near the bus. Use this form if a customer is injured in a physical altercation on or near your bus. Reports should include thorough detailed descriptions of the person(s) involved and the nature of the incident being reported, including any pertinent statements from parties or witnesses. Additional documentation, if any, should be attached to the report. An effort should always be made to obtain the names, addresses, and phone numbers of any witnesses. Reports should be factual and should not include your opinion, speculation, or derogatory comments about customers. Unless otherwise directed, all Risk Management Reports must be completed at the end of your shift or within 24 hours from the time of the incident.

This information is critical in identifying trends and initiating the appropriate action or response by the Regional Transit System.

10. REMOVING A CUSTOMER FROM THE BUS

If a customer is removed from the bus, an *Incident Report* must be completed. This allows follow-up and other actions to curb repeat problems. If you experience repeated problems, you should meet with the Operations Manager. Management will discuss the actions with GPD or ASO and become involved to the extent necessary to correct the problem, up to and including issuing a trespass notice.

11. ADMINISTRATION

Certain administrative details are a part of nearly every job including that of Transit Operator. By completing the proper paperwork, many things are accomplished, from improving the route to collecting a salary. This section explains some of the routine administrative duties.

Sometimes the job can be accomplished with a phone call. If this is the case, many of the phone numbers can be found at the end of this section.

a. Leave Request Form

A *Leave Request Form* must be filled out for any period of time when you are scheduled for, but not available to work (Sick Leave, Annual Leave (vacation), PTO, etc.). This request must be done five (5) days in advance for the time off to be considered scheduled in advance for purposes of Annual Leave and PTO.

b. Payday/Paycheck

Payday is every other Thursday. Paychecks may be collected from the Control Center on that day after 4:00 p.m.

Written permission must be given to the Control Center if another person is asked to pick up your paycheck. Under special circumstances your paycheck may be mailed to you. Advise the Control Center if you need to have your paycheck mailed to you.

Direct deposit of your paycheck is requested by filling out the *Direct Deposit Authorization Agreement* available through either the Human Resources or Payroll Departments. The completed form is then forwarded to the Payroll Department at Box 15. Problems with direct deposit must be addressed to the Payroll Department (x5057)

c. Sick Leave and Unscheduled PTO Calling and Clearing

If you are calling in sick, requesting unscheduled PTO or being cleared to return to work, always call the recorded line at (352) 334-3397.

In order to receive sick leave or PTO pay, you must have unused sick leave or PTO hours available and report an illness, injury, or unscheduled PTO request in accordance with the current labor agreement.

If you are returning from sick leave or unscheduled PTO, you must report your intention, either in person or by telephone, before 12:00 PM on the day prior to resuming duty.

If you remain on sick leave for 3 or more consecutive workdays, you are required to report to Employee Health Services (EHS) prior to returning to work to verify that you are fit to work. You shall remain in sick leave status until you are released by EHS and report to your work site. Such absence shall require a doctor's written statement of diagnosis verifying your illness or injury which will be turned in to EHS, or a similar statement from the City's Occupational Health Nurse which will be turned in to the appropriate supervisor, or sick leave will not be allowed.

A doctor's written statement of diagnosis verifying illness or injury of less than three (3) consecutive days will be required by RTS in cases of frequent use of sick leave or when the pattern of sick leave usage indicates potential abuse of sick leave privileges. If this doctor's statement is to be required on a continual basis, you will be notified, in writing, prior to the imposition of such a requirement.

If you have five (5) occurrences of unscheduled PTO leave in a one-year period, you may be required to provide certification/documentation of absence.

A doctor's statement of diagnosis verifying illness or injury will be required by RTS in cases of frequent use of unscheduled PTO or when the pattern of unscheduled PTO usage indicates potential abuse of PTO privileges. If this doctor's statement is to be required on a continual basis, you will be notified, in writing, prior to the imposition of such a requirement.

Sick Leave/Unscheduled PTO abuse may be an issue when an employee's sick leave or unscheduled PTO usage exceeds 6 occurrences in less than a one-year period dating from the first occurrence.

Before any disciplinary action is taken for Sick Leave/Unscheduled PTO abuse, your Team Supervisors will meet with you after a fourth (4th) occurrence of Sick Leave/Unscheduled PTO usage. The purpose of this meeting will be to discuss Sick Leave/Unscheduled PTO usage with the employee and determine corrective actions. The employee in charge of payroll records will provide the Supervisor with the leave information and the Team Supervisor is responsible for reviewing all of your paperwork before the meeting.

Disciplinary action will be based on occurrences as described below for both Sick Leave and PTO systems:

- 6 occurrences: Written Warning. A letter to the employee requesting verification from a doctor will be provided along with the information of his/her sick leave usage or unscheduled PTO.
- 7 occurrences: Written Instruction and Cautioning
- 8 occurrences: 1-day suspension
- 9 occurrences: 3-day suspension
- 10 occurrences: 5-day suspension or dismissal
- 11 occurrences: Dismissal

Employee will have three (3) working days to submit the doctor's verification in order to be considered for payment under sick leave. Failure to submit this paperwork will result in employee being under leave without pay status. Employee. Employee will need to submit the doctor's verification in order to continue to work.

A letter requesting doctor's verification will be issued on the sixth occurrence and in effect for a six-month period. After six months the Team Supervisor will evaluate Sick Leave/Unscheduled PTO usage and re-issue the doctor's statement requirement letter, if needed, for a period of one year.

Sick Leave/Unscheduled PTO occurrences are not considered for purposes of discipline when employees have a certified FMLA illness. Employees are responsible for submitting any required FMLA paperwork to Employee Health Services in order to be exempt from disciplinary action under this section.

d. Open Work Assignments

Opportunities to perform open work assignments will be distributed among employees in accordance with seniority ranking by classification at the straight time rate of pay first in the following order:

- Regular Full-time Operators
- Regular Standby Operators
- Regular Part-time Operators



See the current Labor Agreement between the City of Gainesville and the Amalgamated Transit Union, Article 14 – Hours of Work and Overtime, for additional information regarding Operator requirements.

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e. Medications

Legal medications (over-the-counter) or prescription drugs may affect your safety and the safety of fellow employees or members of the public. Therefore, if you are taking any over-the-counter medications or prescription drugs which might impair safety, performance, or motor functions, you are required to advise your direct Management Representative of the possible impairment before reporting to work under the influence of such medication or drug. Failure to do so may result in disciplinary action. If Management determines that the impairment does not pose a safety risk, you will be permitted to work. Otherwise, Management may temporarily reassign you or place you in an appropriate leave status during the period of impairment.

Improper use of “prescription drugs” is prohibited and may result in disciplinary action. Improper use of prescription drugs includes, but is not limited to, use of multiple prescriptions of identical or interchangeable drugs, and/or consumption of excessive quantities of individual or therapeutically interchangeable drugs, and/or inappropriately prolonged duration of consumption of drugs, and/or consumption of prohibited drugs for other than valid medical purposes. For the purpose of the Drug-Free Workplace Program, your consumption of any drug of more than the manufacturer’s maximum recommended daily dosage, or for a longer period of time than recommended, or of any prohibited drug prescribed for or intended for another individual, or for other than a valid medical purpose shall be construed to constitute improper use. Excessive or inappropriate prescribing by the prescriber or prescribers shall NOT constitute a defense for you. Prescription medication shall be kept in its original container if such medication is taken during working hours or on any City property.

f. Subpoena or Summons

Contacts by another party and requests for information about an accident or incident that occurred while on duty should be referred to the City’s Risk Management Department. Forward any mail requesting information about an accident, as well as any subpoena or summons, to the Operations Manager.

g. Address and Phone Number

You must keep the Regional Transit System informed of your current home address, mailing address, and phone number. Complete the appropriate form, available from the Team Supervisor, to correct address and phone numbers.

h. Acting Supervisor Program (ASP)

Transit Operators are sometimes offered an opportunity to fill temporary work assignments that include performing a variety of management-related duties. This is an opportunity to learn and experience work in other areas of the Regional Transit System. Information about the assignment is posted in the Operator's Room when an opening exists. A separate application is available at the Control Center and must be submitted each time consideration for a posted position is desired.

Transit Operators who request to work in other positions such as Acting Supervisor or assignments outside their primary duties as a "Transit Operator" must meet the following criteria:

- No excessive leave usage (five or more) or late reports (two or more).
- No Employee Notices within the previous 18-month period.
- Minimum of 18 months of employment.
- Must have good written and oral communication skills.
- Computer and supervisory experience preferred.
- Appearance and demeanor that meet or exceed Operator uniform and grooming standards.
- Endorsement by the Operations Manager.

i. Frequently Called Phone Numbers

All Regional Transit System phone extensions can be reached by dialing 334-2600. Direct dial extensions are listed when they are available. Please note that if a person is attempting to contact you for an emergency or important family matter, have them use the recorded phone line at the Control Center. All other phone calls are to be directed to the phone in the break room.

Control Center Recorded Line	334-3397
Bethel	334-2615
Chief Transit Planner	334-3682
Control Center	334-2605
Executive Assistant (Director)	334-2609
Health Services	334-5037
Human Resources	334-5077
Labor Relations	334-5077
Lead Transit Supervisor	334-3684
Maintenance Manager	334-2611
Maintenance	334-2616
Marketing Coordinator	334-3676
Operations Manager	334-2610

Payroll/Account Clerk II	334-2625
Staff Assistant II (Ops Manager)	334-2634
Transit Director	334-2609
Transit Supervisor – Training	334-2653
Break Room	334-2618

XI. EXTRA BOARD OPERATION PROCEDURES

1. REPORT ASSIGNMENTS

Each day, a number of Extra Board Operators are assigned to report for duty. You will be given a specific time to report to the Control Center. Extra Board Operators are on duty primarily to cover work that opens up after the board is marked up (on the preceding day after 12:00 PM). When an Operator calls in sick or is tardy, that Operator's assignment is given to the Extra Board Operator standing "first-up" (most hours on duty) at that assignment's scheduled sign-on time.

2. EXTRA BOARD POSTING

The Extra Board assignments for the next day are posted on the Board by 4:00 PM daily. If you need to call for your assignment, call the Control Center after 4:00 PM. Give the Control Center Dispatcher your name. Repeat the assignment, if any, back to the Control Center Dispatcher so that there will be no mistake about when you must report for work.

3. OPERATOR RELIEF

An Operator relief is necessary when an Operator is sick en route, hurt, has excessive seat time, classes or meetings.

The Control Center will give you information indicating when and where to provide the relief.

- Travel by relief vehicle to the relief point.
- Relieve the regular Operator and continue en route. You may have to complete the entire run; the regular Operator or another relief Operator may relieve you.
- When your run is completed or you have been relieved, return to the yard.
- Report to the Control Center for additional assignments.

XII. RTS OPERATOR HANDBOOK

This RTS Operator Handbook serves as a guide. It outlines the orderliness necessary for all employees to accomplish their work in a safe, effective and efficient manner. Because no list can be entirely complete, Transit Operators should not be limited to only these procedures. This handbook does not limit action that may be taken when circumstances warrant.

1. CUSTOMER COMMENT POLICY

Customer comments (positive and negative) are one method of monitoring our service to the public. It is the responsibility of the Control Center to research and respond, as necessary, to these comments. In some cases it is essential to enlist the aid of the Transit Operator mentioned in the comment. This is necessary to achieve a complete picture of the event and determine if there was full compliance with customer service standards.

Upon notification of the comment, the Operator has five (5) scheduled workdays to discuss the matter with a member of the RTS management staff. After that period of time, if the Operator has not addressed this comment as instructed, determination of service standard compliance will be solely based on available information.

2. MAJOR INFRACTIONS

Major infractions are those so serious that they raise doubts about the suitability of the individual for continued employment with the Regional Transit System. Any major violations may require suspension of the employee pending an investigation. Discharge may be appropriate upon the first violation; City Policies and Procedures are applicable here. The following examples illustrate some offenses considered major.

- Interfering with, intimidating, making derogatory comments or ridiculing employees or vendors engaged in the performance of their duties.
- Violation of the railroad crossing law.
- Violation of the Americans with Disabilities Act (ADA) and/or failure to notify the Control Center when bypassing a wheelchair passenger.
- Failure to properly announce major intersections or announce all required intersections as per ADA.
- Insubordination
- Derogatory comments detrimental to the best interest of the Regional Transit System.
- Violation of the Alcohol and Drug Policy.
- Falsification or withholding of facts.
- Physical or verbal incivility.
- Excessive absenteeism.

- Excessive incidents of unsatisfactory job performance.
- Exchange work assignments.
- Failure to immediately report an accident in which a Regional Transit System Vehicle is involved.
- Loss of service due to Transit Operator negligence.
- Accident with extensive damage to an RTS vehicle, other vehicle, or property, and/or that results in injury(ies) requiring extensive hospitalization or in death. Extensive damage is total loss of a vehicle or liability greater than \$5,000.00.
- Accident with major damage to an RTS vehicle, other vehicle or property and/or injury(ies) requiring hospitalization or extensive attention by a physician. Major damage is vehicle damage or liability greater than \$2,500.00.
- Gross misconduct. Examples of gross misconduct include, but are not limited to:
 - Theft.
 - Conviction of a crime that is detrimental to the image of the Regional Transit System.
 - Neglect of duty.
 - Actions disruptive to Regional Transit System operations.
 - Willful and wanton disregard for safety.
 - Willful misuse or destruction of property or equipment.
 - Sexual harassment.

Disciplinary action on major offenses specified above will be in accordance with City Personnel Policy 19, Code of Conduct and Disciplinary Procedures.

3. RTS WORK RULES

The RTS work rules fall within one of the following four groups:

- Safety/Motor Vehicle Code
- Accidents
- Service Standards/Customer Relations
- Operations Policies and Procedures

Discipline will be issued based on occurrences of the same violation.

4. DISCIPLINARY ACTION

Disciplinary actions are applied to Transit Operators in accordance with City of Gainesville Personnel Policies and Procedures, Policy 19 - Code of Conduct and Disciplinary Procedures, unless otherwise specified in this Handbook or by Federal, State or Local Statute.

5. GENERAL WORK RULES

Operations employees are not limited to the issues addressed in this Handbook and can be held accountable for any action considered disruptive to Regional Transit System operations. The investigative process is essential to ensure that any reported breach in work rules has merit and to determine whether or not discipline is warranted. Therefore, the Operations Manager has the latitude to conduct or appoint another employee to conduct a thorough investigation (no longer than 30 days). The Union and employee involved will be informed of the alleged infraction and the pending investigation. Depending upon the severity of the allegation, the employee may be placed on administrative suspension during the investigation with the approval of the Human Resources Director.

6. OPERATIONS WORK RULES

Transit Operators are responsible for knowing and adhering to the following RTS work rules:

- Always have in your possession a valid Florida Commercial Driver License (CDL) when reporting to work or while operating an RTS vehicle.
- Do not operate a Transit vehicle in other than the curb lane except when preparing to turn left or when passing a disabled vehicle or roadblock.
- Do not operate a bus with door(s) open.
- Report bus defects in the prescribed manner.
- Display proper destination signs.
- Come to a complete stop at railroad crossings as defined by Florida Statutes.
- Do not smoke or eat while operating a bus.
- Do not leave the bus unattended while on duty without permission.
- Do not take unauthorized breaks for personal business (except for restroom stops).
- Wear a complete and proper uniform.
- Take your assigned bus.
- Do not pull a vehicle out of the yard late without a valid reason.
- Do not conduct unnecessary conversation while operating a vehicle.
- Answer all radio calls.
- Do not tamper with any RTS bulletin board.
- Have public schedules on board your bus for the route you are running.
- Do not use the rear door interlock as a brake.
- Do not turn the air conditioning unit on or off while the bus is in motion.
- Do not use a personal radio, tape recorder, cell phone or TV on board your bus while on duty, except while on layover.
- Follow all route instructions and operate on route at all times unless you have permission from the Control Center to deviate from your assigned route.

- Display a proper attitude towards passengers and fellow workers at all times.
- Use the transit radio only for authorized purposes.
- Do not use loud or profane language on any RTS bus or property.
- Attend all safety or professional development meetings unless you have an approved absence.
- Return all articles found on your bus or on RTS property to the Control Center.
- Submit proper documentation to the Employee Health Services when required by Management under the Sick Leave Abuse/Unscheduled PTO Policy.

Violations of the above work rules will result in progressive disciplinary action, up to and including dismissal as set forth in the Standards of Discipline below.

- First Offense: Written warning
- Second Offense: Written instruction and cautioning
- Third Offense: Instruction and 1 day suspension without pay
- Fourth Offense: Instruction and 3 days suspension without pay
- Fifth Offense: Instruction and 5 days suspension without pay or dismissal
- Sixth Offense: Dismissal

7. SERVICE STANDARDS/CUSTOMER RELATIONS

This category sets forth standards to ensure that proper, courteous service is provided to our customers

- Always stop for or pick up passengers waiting at bus stops.
- Always operate your bus on route except as otherwise authorized by the Control Center.
- Never falsely report mechanical conditions of a bus that create a need for bus replacement.
- Never take the wrong bus.
- Never begin the route more than four (4) minutes late.
- Always properly pace the schedule.
- Always notify the Control Center when leaving the yard more than three (3) minutes late.
- Never operate a vehicle in service with the passenger buzzer in the OFF position.
- Wait for up to three (3) minutes for customers transferring from routes with a headway greater than fifteen (15) minutes, as indicted by the Schedule Booklet or Control Center.
- Allow passengers to board at a layover site during inclement weather.
- Always display the correct destination.

- Always notify the Control Center when you are late for ten (10) or more minutes on your scheduled route.
- Place the farebox in by-pass mode when directed to do so.
- Do not read on a vehicle except during a layover.

All customer complaints regarding incidents contrary to these customer service standards will be investigated. Violations will result in progressive disciplinary action as set forth in the preceding Standards of Discipline.

8. SAFETY/MOTOR VEHICLE CODE

The responsibility for SAFETY lies with each and every employee! RTS will formulate safety programs, have management safety studies, but the ultimate responsibility lies with YOU for operating your bus or working on a piece of equipment in the safest manner possible. If you as an employee detect an unsafe condition, it is your responsibility to report it to your Supervisor for correction immediately!

The following rules and regulations are to be used as guidelines in performing your duties as safely as possible. They do not cover every situation, so common sense should be used where a situation is not specifically mentioned:

- A bus shall not be operated in excess of the legal posted speed limits and regardless of the legal speed limit, traffic, weather, and general conditions shall govern the rate of speed.
- Operators must avoid sudden starts and stops, which can jostle passengers. Defensive driving means anticipating other drivers' actions and possible fast-changing conditions. Approach intersections, parking lot entrances, and bus stops carefully and anticipate traffic signal changes so that sudden braking is avoided.
- Keep your eyes moving at all times to check the traffic ahead, behind, and alongside of you. Be careful in making turns and stops and give the other drivers plenty of advanced warning with your turn signals, 4-way flashers or brake lights as to your intentions.
- Keep a safe distance behind other vehicles as previously described in this handbook, (see Section III. Safety).
- Use your horn sparingly and ONLY in emergencies or prior to backing the vehicle.
- Interior lights are to be on at all times when conditions require headlights to be on and you are in revenue or charter service. Exception to this rule is when there is excessive glare on the windshield due to driving through extremely dark areas at night. In this case, Operators may turn off interior lights temporarily; however, lights must be turned on when discharging or picking up passengers.

- The engine is to be OFF whenever the bus is parked or on extended layover except when instructed to leave it idling due to mechanical difficulty in restarting. Whenever the engine is OFF or whenever the Operator is out of the seat, the transmission MUST be in neutral and the parking brake set. Where possible, turn the wheels into the curb to prevent rolling.
- Excessive conversation with passengers is prohibited except as necessary to provide information needed to complete their trip. Even then, the information should be given while the bus is stopped. Your full attention is required to operate your bus safely.
- In case of mechanical failure, flares and/or reflectors must be properly positioned to warn approaching traffic if they are available.
- Detours shall be approached with caution. Remember that you are on strange and unfamiliar ground.
- When approaching low overhangs, DO NOT go under until you are certain that the bus or van can clear both front and rear. Do not rely on passengers to tell you if it is safe. If you are unsure, DO NOT enter the overhang; let the passengers walk between the bus and the building, even in rain.
- Horseplay is strictly forbidden while on RTS premises or buses. Injuries may occur and Workers' Compensation may not cover injuries resulting from such activity.
- Operators are responsible for knowing all laws of the State of Florida, which are listed in the Florida Driver's handbook.
- Operators should exercise extreme caution in making right turns to avoid striking poles or other fixed objects. Operators should also exercise caution to avoid curbing tires, which damages the tire sidewall thus making it defective and non-repairable. This adds to tire expense.
- Preventable accidents are considered to be those in which the Operator either caused, was a party to the cause, or failed to use safety and defensive driving techniques outlined above in Avoiding or Preventing an Accident. Transit Operators are considered professional drivers, who are looked upon as being stable, defensive drivers that should have the ability to make sound and safety-oriented decisions on a moment's notice. Any Operator who is charged with a preventable vehicular accident will be disciplined in accordance with City of Gainesville Personnel Policies and Procedures, Policy 19, Rule 23 – Carelessness which affects the safety of personnel, equipment, tools, or property or causes materials, parts, or equipment to be damaged or scrapped.

The Regional Transit System may require Operators to attend the Training Department's defensive driving training course to be retrained or evaluated at any time.

9. TARDINESS

Operators are to report to their assigned duty stations within one (1) minute of their assigned report time for each work assignment unless excused from work by their Supervisors at least forty-five (45) minutes before a work shift with a report time beginning before 12 noon and at least two (2) hours before a work shift with a report time beginning after 12 noon.

Operators who fail to report off as prescribed shall be credited with a late report and shall be penalized according to the number of late reports the employee has had during the past year (365-day period). Any operator will be considered "late" and his/her pay will be docked accordingly, if the employee fails to report as assigned. A late report of over one (1) minute will be considered "LWOP" and is subject to discipline as defined below:

First late report	Written Warning
Second late report	Written Instruction and Cautioning
Third late report	Instruction and 1 Day Suspension without pay
Fourth late report	Instruction and 3 Days Suspension without pay
Fifth late report	Instruction and 5 Days Suspension without pay or Dismissal
Sixth late report	Dismissal

Operators, who report for work late, may or may not work on the day of the late report depending on the availability of a Standby Operator for the assignment. The primary concern is always the service factor and having the route run on time. Time not worked may be charged as leave without pay.

The supervisor shall be responsible for review of the employee's reason for tardiness and if the reason for tardiness is determined to be an acceptable excuse.

Operators who call in sick or to be excused for duty must comply with the established time limits for reporting off to avoid a late report. Failure to do so will result in the Operator serving a penalty for late reports plus loss of sick pay for the day, if illness is the reason for being absent.

When reporting off from work, Operators shall telephone the Control Center at the following telephone number: (352) 334-2605.

Please allow the telephone in the Control Center to ring until someone is available to answer it, if a busy signal is received, try again every few minutes. REMEMBER... the responsibility for proper notice is yours.

10. SICK LEAVE ABUSE POLICY

Sick Leave Abuse may be an issue when an employee's sick leave usage exceeds six (6) occurrences in less than a one-year period, dating from the first occurrence.

After a fourth (4th) occurrence of Sick Leave/Unscheduled PTO usage and before any disciplinary action is taken for Sick Leave/Unscheduled PTO abuse, your Team Supervisor will meet with you. The purpose of this meeting will be to discuss Sick Leave/Unscheduled PTO usage and determine corrective actions. The employee in charge of payroll records will provide the Supervisor with the leave information and the Team Supervisor is responsible for reviewing all of your paperwork before the meeting.

Disciplinary action will be based on occurrences as described below for both Sick Leave and PTO systems:

- 6 occurrences: Written Warning. A letter to the employee requesting verification from a doctor will be provided along with the information of his/her sick leave usage or unscheduled PTOU.
- 7 occurrences: Written Instruction and Cautioning
- 8 occurrences: 1-day suspension
- 9 occurrences: 3-day suspension
- 10 occurrences: 5-day suspension or dismissal
- 11 occurrences: Dismissal

Employees will have three (3) working days to submit the doctor's verification or other required documentation in order to be considered for payment under Sick Leave or PTO. Failure to submit this paperwork will result in employee being in leave without pay status. Employees will need to submit the required documentation in order to continue to work.

A letter requesting documentation will be issued on the sixth occurrence and in effect for a six-month period. After six months the team supervisor will evaluate sick leave usage and issue a new letter, if needed, for a period of one year.

Employees exempt from this type of disciplinary action are those who present chronic illnesses and are verified by a doctor. Sick Leave or PTOU occurrences are not considered when employees are under certified FMLA status. Employees are responsible for submitting any required FMLA paperwork to Health Services.

11. DRIVING AHEAD OF SCHEDULE

There must be more than one (1) minute difference between the employee's watch and the official Control Center time before disciplinary action is taken.

"Running Hot" will be disciplined in accordance with Standards of Discipline listed previously in Section XII.6.

Employees who realize that they are ahead of schedule should take steps to correct the situation if possible. First notify the Control Center that you find yourself ahead of schedule and inform them of your location. If you have to travel off route in order to return to appropriate time point, notify the Control Center of your intentions so you will not be written up for being off route. USE EXTREME CAUTION!!! You are on unfamiliar ground.

XIII. MAINTENANCE OF QUALIFICATIONS

1. LICENSE RENEWAL

A list is posted each month showing those Operators whose driver licenses will expire within 60 days. It takes approximately 30 days to obtain all the necessary materials to renew a license. It is your responsibility to maintain a current license. Therefore, allow plenty of time for processing the renewal to avoid lost workdays due to an expired license. If you are not on active duty status, you must still keep your licenses and medical certificates in good standing to prevent being disqualified.

2. MEDICAL CERTIFICATE (DOT CARD)

The Department of Transportation card (rule 14-90.0041) must be renewed upon expiration. A Supervisor will schedule a renewal physical with Health Services. If you choose to pay the expense, any licensed physician may be used to perform the physical.

Treatment for certain medical conditions, such as insulin-dependent diabetes or spells of unconsciousness, automatically invalidates the medical certificate even if it occurred before the expiration date. State law requires doctors to notify the Department of Motor Vehicles (DMV) if you are under treatment for one of these conditions. You should immediately notify management staff if the DMV invalidates the commercial driver license because of a medical condition. Management staff is knowledgeable in this area and should be consulted with any doubts or questions concerning health issues that may affect driving qualifications.

3. ANNUAL REQUIRED TRAINING

As a part of FDOT rule 14-90, all transit operators need training in areas as specified in rule 14-90.004.

4. COMMERCIAL LICENSE STANDARD

All employees are required to possess and maintain a valid commercial driver's license and must continue to maintain that license in "good standing" with the DMV. Any employee who has been designated by the DMV as a negligent Operator, or convicted of a felony, will be disqualified from operating an RTS vehicle and his/her employment with the Regional Transit System will be subject to termination. A negligent Transit Operator is defined as any person who has:

- A driving record showing a violation point count of 4 or more points in 12 months, 6 or more points in 24 months, or 8 or more points in 36 months. If the violation occurred in a commercial vehicle, one and one half times the number of points will be issued by the DMV.
- Received a citation for driving a commercial vehicle 15 miles per hour over the posted speed limit.
- Received 2 speeding tickets within 12 months.
- Been convicted of driving under the influence (DUI) while on or off duty.

An employee whose license is suspended, revoked or placed on probation by the DMV and is appealing that decision, will be suspended without pay for the duration of the DMV appeal process.

The Regional Transit System automatically receives a Pull Notice (a copy of the DMV record) twice a year. The Regional Transit System also receives Pull Notices whenever an accident or traffic citation occurs.

5. TRAFFIC CITATIONS

Federal and state laws govern the operation of Regional Transit System vehicles and legality is the first priority in our decision-making model. Violations of these laws are violations of Regional Transit System rules and are inconsistent with proper decision-making under the model. Any required license or medical certificate that has been refused, revoked or suspended by the DMV or a police officer or any court, must be reported to the Regional Transit System within 24 hours. In addition, the following are required:

- Traffic citations received while on duty must be reported before leaving work on the day the citation was received.
- All traffic convictions related to driving non-Regional Transit System vehicles must be reported within 30 days.

- Any notice received from the DMV, a police officer, or a court regarding driving privileges must be reported within 1 day of notification.
- The Regional Transit System must receive a copy of the receipt for attendance should you attend traffic school.

Disciplinary action for the above violations will be in accordance to the City Personnel Policy and Procedures, Policy 19, Rule 30 – Violating a safety rule or safety practice.

XIV. EMPLOYMENT POLICIES

The summaries of policies contained in this Handbook will guide the conduct of all Transit Operators employed by the Regional Transit System. The Operator's adherence to these policies is vital to the Regional Transit System's success in preserving a fair, safe, and wholesome place to work.

1. ALCOHOL AND DRUG POLICY

For information on this policy, please see addendum B of the Union Contract, which explains the rules of the Federal Transit Administration (FTA) for covered (safety-sensitive) employees in the Transit and ATU Drug-free Workplace Program.

2. DISCRIMINATION, HARASSMENT AND CONDUCT POLICY

The City of Gainesville does not discriminate on the basis of race, color, gender, age, religion, national origin, marital status, sexual orientation, or disability (protected characteristics) and will not tolerate any such discrimination by or against its employees or citizens utilizing City services, programs, and activities. This policy against discrimination applies to all aspects of employment with the City, including recruitment, hiring, training, working conditions, compensation, promotion, discipline and termination and all City services, programs, and activities.

One type of discrimination occurs when the terms and conditions of an individual's employment are based on these protected characteristics and not on the qualifications and abilities of the individual to do the job. Examples of this type of discrimination include basing hiring and firing decisions on the protected characteristics of an individual and not offering available opportunities to an individual because of a protected characteristic.

Another type of discrimination occurs when an individual is subject to harassment in the work environment or while utilizing City services because of a protected characteristic. As with any other form of discrimination, the City will not tolerate inappropriate behavior by or against its employees based on a protected characteristic. This includes inappropriate behavior by other employees, elected

and appointed officials, customers, vendors, contractors, or citizens coming into the workplace.

Inappropriate behavior becomes actionable in a court of law when it is severe or pervasive enough to create a work environment that is hostile or abusive. However, the City desires to provide for its employees and citizens utilizing its services an environment that is free of all inappropriate behavior as described below as opposed to tolerating the inappropriate behavior until it becomes severe or pervasive.

It is inappropriate for an employee or citizen to be subject to unwelcome speech, conduct, or other behavior that interferes with the conditions of work or City services and is based on one of the protected characteristics. Inappropriate behavior includes such things as making insulting or derogatory comments based on a protected characteristic, frequent teasing regarding a protected characteristic, or any other behavior based on the protected characteristic of another that may create an intimidating, hostile, or offensive working or service environment. Inappropriate behavior based on gender may include not only the above, but such things as unwanted physical touching, unwelcome sexual advances or requests for sexual behavior, the display of sexually suggestive objects or pictures in the workplace, and basing employment or service decisions on an employee's or citizen's refusal to engage in sexual conduct.

Employees or citizens utilizing City services who believe that they are being discriminated against or being subjected to inappropriate behavior or harassed, whether by City employees, co-workers, supervisors, managers, elected or appointed officials, may firmly and promptly notify the offender that the behavior is improper or unwelcome. At the same time, or in the alternative, if the employee or citizen does not desire to confront the offender, the employee or citizen may notify any manager with whom the employee or citizen is comfortable discussing the matter or may directly notify the Equal Opportunity Director of the situation. For City employees, there is no requirement to adhere to the chain of command in making complaints under this policy. Notices will be placed in appropriate work and service areas notifying employees and citizens that they have a right to notify the City's Equal Opportunity Director if they believe or have observed someone being harassed or discriminated against.

The City will swiftly and thoroughly investigate any complaints brought to the attention of management or the Equal Opportunity Director. In order for this to occur, it is recommended that the complainant contact City management or the Equal Opportunity Director as soon as possible. The investigation of the complaint will be handled as confidentially as possible, taking into account the desires of the complainant, the rights of the accused, the nature of the investigation, and the need to take corrective or disciplinary action. If the City determines that applicable policies, laws, or procedures have been violated, the City will take appropriate corrective action, including, but not limited to, disciplinary action up to and including

termination, or in the case of citizens, necessary steps to prevent any inappropriate behavior.

Participants involved in the complaint investigation will be treated courteously. The making of a good faith complaint shall in no manner be used adversely against the complainant. The City will take corrective action that is effective and appropriate to the circumstances, including, but not limited to, disciplinary action up to and including termination against any person attempting to retaliate against the complainant, or in the case of a citizen, whatever legally appropriate steps are necessary to prohibit retaliation.

All employees have an obligation to report observed discrimination or harassment so that the City can take appropriate action. Supervisors and managers have an obligation to report and take appropriate action to discrimination, harassment, or inappropriate behavior observed or reported. Such failure to report observed discrimination or harassment may result in corrective action. Managerial and supervising employees will be trained regarding their responsibility upon receiving a verbal or written complaint and their responsibility to advise the complainant of available avenues to resolve the complaint. All new employees will receive training as to the City's Discrimination, Harassment, and Conduct Policy. This Policy will be distributed to employees and available in City workplaces. Copies of the complaint process shall be available to employees and distributed to the participants in an investigation.

As stated above, it is the City's policy to prevent and prohibit inappropriate behavior based on an individual's protected characteristics whether or not the behavior is severe or pervasive enough to become actionable in a court of law. Thus, employees and managers are encouraged to deal with inappropriate behavior as soon as it occurs so as to prevent any similar behavior from occurring. Managers and supervisors who have been made aware of prohibited inappropriate behavior shall within three days communicate that information directly to the City's Equal Opportunity Department Director or designee for training and compliance purposes. Employees engaging in inappropriate behavior may be subject to counseling, discipline, or other corrective action regardless of whether their behavior rises to the level of harassment or discrimination actionable in a court of law. In the case of citizens utilizing City services who engage in inappropriate behavior, they will be dealt with in accordance with any legal remedy available to the City that may prevent the inappropriate behavior.

This policy applies to elected and appointed officials, managers, supervisors, employees, contractors, or vendors. Employees of the City who violate this policy will be subject to corrective action that is effective and appropriate to the circumstances, including, but not limited to, disciplinary action up to and including termination. Elected and appointed officials, contractors, or vendors whose actions are deemed to constitute violations of this policy will be dealt with as provided for by law, contract, or other available means.

The Equal Opportunity Director or designee shall be responsible for formal and informal investigations as requested or needed under this policy and shall be the custodian of all formal complaints filed under policies contained in the Equal Opportunity Policy Handbook.

3. RETALIATION POLICY

The City of Gainesville has adopted an Equal Employment Opportunity Policy, a Disability Policy, and a Discrimination, Harassment, and Conduct Policy. In order to encourage and assist in the implementation of these policies, it is important that City employees or citizens who bring to the City's attention apparent or real violations of these policies, or employees or citizens who otherwise participate in the investigation or resolution of these matters, be protected against retaliation for their good faith efforts in this regard.

Therefore, this policy prohibits retaliation by City officials, managers, supervisors, or employees because they have engaged in protected activities. For the purpose of this policy, protected activity consists of: (1) opposing a procedure or practice prohibited by the City's Equal Employment Opportunity Policy; Disability Policy; Discrimination, Harassment, and Conduct Policy; Title VII of the 1964 Civil Rights Act; the Equal Pay Act, or (2) making a complaint, providing evidence, providing assistance in filing a complaint, assisting or participating in any manner in an investigation, proceeding, or hearing authorized under City policies or procedures relating to the City's Equal Employment Opportunity Policy; Disability Policy; Discrimination, Harassment, and Conduct Policy; Title VII of the 1964 Civil Rights Act; or the Equal Pay Act. Retaliation prohibited by this policy would occur if: (1) an employee or citizen opposes a violation of the aforementioned policies or laws, or participates in a proceeding brought under one of the policies (protected proceeding), (2) there is an adverse action against the employee or citizen, and (3) there is a causal connection between the protected activity and the adverse action taken against the employee or citizen. (Please refer to City Policy No. 33 for complete details).

4. DISABILITY POLICY

In accordance with the Rehabilitation Act of 1973, Section 504, and the 1990 Americans with Disabilities Act regarding persons with disabilities, no otherwise qualified person with a disability shall, solely by reason of the individual's disability, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any City program, service, or activity. The Equal Opportunity Director will work to ensure that in every public area there is posted a notice that states individuals have a right to file a complaint with the Equal Opportunity Department if they believe their rights have been violated by the City based upon a

disability. The Equal Opportunity Director will work to ensure the City's compliance with this policy. (Please refer to City Policy No. 34 for complete details).

5. EQUAL EMPLOYMENT OPPORTUNITY POLICY

It shall be the policy of the City to provide equal employment opportunities to all persons regardless of race, gender, color, age, national origin, religion, sexual orientation, marital status, or disability, except as may otherwise be required by law. Included in this policy are the goals. The Equal Opportunity Director or designee shall be responsible for proposing and presenting amendments to this policy and for establishing written procedures to implement this policy and its goals. (Please refer to City Policy No. 35 for complete details).

6. EQUAL OPPORTUNITY COMPLAINT POLICY

The City is committed to maintaining a workplace free of discrimination, harassment, and inappropriate behavior on the basis of race, color, gender, age, religion, national origin, marital status, sexual orientation, or disability (protected characteristics). The City is responsible for ensuring that all actions dealing with personnel and employment practices will be in accordance with equal employment laws, policies, and procedures and that services, programs, and activities will be in accordance with applicable laws, policies, and procedures. Employees and applicants for employment and citizens utilizing City services will be given the opportunity to voice complaints of discrimination, harassment, or inappropriate behavior. Such complaints will be given prompt and fair consideration and every effort will be made to resolve them rapidly. Employees, applicants, or citizens registering complaints of discrimination, harassment, or inappropriate behavior will be free from reprisal, harassment, intimidation, or retaliation. The receipt, investigation and resolution of complaints shall be in accordance with equal opportunity laws, policies, and procedures. The Equal Opportunity Director shall develop procedures for investigation of complaints.

In carrying out the City's formal or informal Equal Opportunity Complaint investigations, all information either received, solicited, or compiled during the course of said investigation, whether in written, verbal, or other form, will be protected and remain strictly confidential to the extent allowed by Florida law. All City employees are required to cooperate fully with the Equal Opportunity Department during any formal or informal investigation. (Please refer to City Policy No. 36 for complete details).

7. RESPONSIBILITIES DURING DISASTER SITUATIONS

Employees of the Regional Transit System are required to work in an emergency situation as declared by the Governor of the State of Florida.

8. SAFETY POLICY

The Regional Transit System considers the health, safety, and well being of all employees to be of primary importance and is dedicated to providing all employees with a safe and healthy work environment. Your participation in Regional Transit System safety programs and issues is the most important factor in providing a safe and healthy workplace that is free from accidents, illnesses, and injury. The Safety Program provides Operators with an opportunity to become key participants in resolving safety problems and concerns. The Operations Safety Committee will meet to discuss the following:

- Operator injuries and injury trends.
- Any unsafe work-related acts or work practices.
- Any unsafe work conditions or equipment problems.
- Safety programs, rules, and relevant issues.

The objective of the committee is to resolve Operator safety problems and communicate steps to correct these problems through an effective awareness campaign. Early resolution of safety issues can help ensure a safe work environment for all Regional Transit System employees.

Safety responsibilities and awareness are part of every job and the communication of unsafe conditions or actions is of vital importance in providing a safe working environment. Employees are encouraged to participate in all Regional Transit System safety, health, and wellness programs and to notify their Operations Manager of any safety or health problems that may need correction. Suggestions are also encouraged for improving employee safety or health.

9. FAMILY AND MEDICAL LEAVE

Family and Medical Leaves of Absence (FMLA) are provided to eligible employees for a serious health condition, the birth or placement of a child, and to care for a child, spouse or parent with a serious health condition. A summary of FMLA is provided below. A complete FMLA Policy is available at each base location and the Human Resources Department, Labor Relations Division.

a. Eligibility

In compliance with the Federal Family and Medical Leave Act of 1993, effective August 5, 1993, a maximum of 12 weeks of family and medical leave without pay (or with pay if appropriate leave is available) in any 12 month period measured forward from January 1 of the current calendar year will be granted as follows for:

- The birth of a child and care for a child following a birth*;
- The placement of a child with the employee. A "child" includes a biological, adopted or foster child, stepchild, a legal ward, or a child for whom the employee stands in loco parentis (i.e., in the place of a parent) who is under 18 years of age; or 18 years of age or older and incapable of self care because of a mental or physical disability.
- To care for the spouse, child, or parent of the employee who has a "serious health condition"**. A "parent" means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a son or daughter.
- If the employee is unable to perform his or her own job because of the employee's own serious health condition**.

Employees with questions about what illnesses are covered by this section of the policy or under the City's sick leave policy are encouraged to consult with the Human Resources Department.

Documentation of relationships or illnesses will be required in a timely manner.

* Under this section, leave after the birth or placement of a child must be taken within twelve months after the birth or placement.

** A serious health condition is an illness, injury, impairment, or physical or mental condition that involves:

- (i) Inpatient care at a hospital, hospice, or residential medical care facility, or
- (ii) Continuing treatment by a health care provider.

b. Conditions

1. Prior to requesting applicable leave without pay, employees must first exhaust all applicable accrued sick and vacation leave.
2. Leave without pay for one full pay period or more will not be considered time worked for purposes of accruing seniority, longevity, vacation, sick or other employee benefits.
3. The employee may take Family and Medical Leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year), or under certain circumstances may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 weeks

over a 12-month period. However, for the birth, adoption or foster care of a child, the City and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule.

The City may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the employee is qualified for the position and if the alternative position would better accommodate the intermittent or reduced schedule.

4. The employee may be required to report periodically on his/her status and intention to return to work.
5. If an employee out on regular paid leave seeks to extend that leave under the provisions of the Family Medical Leave Act, the City may classify and apply leave already taken towards the employee's 12-week total upon appropriate information from the employee.
6. The employee's position may be filled by a temporary appointment or assignment of another employee. At the expiration of the leave, the employee shall be reinstated in the position vacated.
7. Except as provided herein, the employee, upon returning to work from a medical leave, must report to Health Services. The employee may be required to submit a written approval from their health care provider stating the employee is approved to return to work. The employee may be required to complete a health examination.
8. While the employee is on Medical and Family Leave, the City will continue the employee's health benefits during the leave period at the same level of the benefits and under the same conditions as if the employee had continued to work.

Under current City procedures, and employee on paid leave continues to pay the contribution rate via payroll deduction as when an active employee. An employee on unpaid Family and Medical Leave continues to pay the contribution rate as when an active employee. The employee must continue to make this payment either in person or by mail to the City's Risk Management Department. Payment must be received by the last day of the month prior to each month of coverage. If the payment is more than thirty days late, the employee's health care coverage may be dropped for the duration of the leave.

If the employee chooses not to return to work for reasons other than a continuation, recurrence, or onset of a serious health condition or for other circumstances beyond the control of the employee, the City will require the employee to reimburse the City the amount it paid for the employee's health insurance premium during the leave period.

10. FARE COLLECTION

a. **Fares**

See the current edition of the Schedule Booklet and/or access the Internet at www.go-rt.com.

Adults	\$ 1.00
Senior Citizen, Disabled	\$ 0.50
Student (all levels)	\$ 0.50
Children (shorter than farebox)	Free
ADA Certified (with ADA card)	Free
All Day Pass	\$ 2.00
Student Semester Pass	\$ 35.00
Monthly Pass	\$ 30.00
Monthly Pass Half Fare	\$ 15.00

City of Gainesville & Alachua County Employees:

Designated City and County employees ride any RTS fixed route service with no fee required, with an RTS sticker on City of Gainesville or Alachua County photo ID badge. (Not valid on special services.)

b. **Tampering**

Any form of tampering with the fare box or theft of fares is a crime and must be reported to the Operations Manager or the Control Center.

c. **Fare Evasion**

If customers do not pay the prescribed fare, politely inform them that unless they pay the fare they will not be transported. Routine enforcement of this policy does not require prior approval from the Control Center, nor is notification required when a refusal of service occurs. Avoid arguing with a customer. Do not threaten or take physical action to remove the customer. If persuasive reasoning does not convince the customer to leave the bus, request assistance from the Control Center. The Operator may continue en route while waiting for the Road Supervisor or police unit to meet the bus, if the Operator feels it is safe and prudent to do so.

When a situation of this nature occurs contact the Control Center for instructions.

Providing good customer service and resolving issues with sound judgment will defuse confrontational situations.

d. Farebox Malfunction

In the event that the farebox will not accept coins and/or currency, discontinue collecting fares and immediately notify the Control Center. Instead, ask the customers to pay the appropriate fare on the connecting bus. Do not collect money. If questioned by customers, simply advise them that fares may not be collected while the farebox is inoperative.

Refer to the farebox section (Unjamming the Farebox).

e. Released Prisoners

The Regional Transit System does not allow individuals who have been released from jail or prison to use our service free of charge. This is a reminder that those individuals who were previously incarcerated are to pay full fare.

GLOSSARY OF TERMS

TERM	DEFINITION
ARRIVAL TIME	The time a bus arrives at its terminal point.
BASE FARE	The charge assessed to passengers for riding one-way on a particular service when they do not possess a pass, transfer, or Reduced Fare Identification Card.
BUS EXCHANGE	An exchange of one bus for another on the road. Bus exchanges are usually made in response to reported mechanical defects.
BUS RUN	A series of trips operated by a vehicle.
BUS RUN NUMBER	A six-digit number assigned to a bus run. This number is displayed on the sign-in sheet at the Control Center.
CHIME CORD/BAR	The device activated by on-board passengers to alert the Operator to their desire to exit the vehicle at the next available bus stop.
COURTESY CARD	A card passed out to passengers to record their comments regarding accidents or other incidents.
DAY PASS	A daily purchased permit valid for the day of issue that allows the customer to travel all day without additional charge on the RTS fixed route transit system.
DEADHEADING	Driving a bus that is not in passenger service.
DEFECT	A disorder or malfunction that requires the attention of the Maintenance Department in order to be rectified.
DEPARTURE TIME	The time that a vehicle is to begin its trip, or to leave a time checkpoint.
DIRECTIONAL CONTROL	The notching device on the transfer cutter that marks the transfer and indicates the line direction of the bus from which the transfer is issued.
DISPATCHER	An individual who is in charge of assigning Operators and buses to assignments.
DIVISION SENIORITY	A system by which the relative length of service of Operators in a division is ranked.
DRAGGING THE ROUTE	Deliberately operating behind schedule.
DWELL TIME	Time spent at bus stops loading and unloading passengers.
EMPLOYEE PASS	A card issued to employees to allow unlimited use of the Regional Transit System's bus transit system.
FIXED OBJECT	Any object that is stationary.
FIXED ROUTE	A route that travels with a preset schedule.
FREE RUNNING TIME	The specific portions of a trip where a bus operates between time checkpoints.
HEADWAY	The time interval between any two vehicles operating in the same direction on a route.
HOLD DOWN	Temporary vacancies of regular assignments bid by extra board Operators.

HOURS WORKED	The total amount of hours and minutes an Operator actually worked in the performance of assigned duties.
INTERLINING	The practice of bus and an Operator being used to operate more than one route during a run. For example: Route 13 and 16 on Saturday.
LAYOVER	The lapsed time between a vehicle's scheduled arrival and scheduled departure time at a terminal.
LAYOVER AREA	A designated parking area for a bus at the end of the line.
OPEN RUN	A work assignment that does not have coverage by a Transit Operator.
PROXY BID	A bid submitted by an employee who will not be present at the time she/he is scheduled to bid.
PULL-IN	The trip from end of revenue service back to the yard.
PULL-OUT	The time a vehicle is scheduled to leave the yard.
RELAY	A bus sent out in place of one that has been delayed. The relay operates until the delayed bus meets the relay, at which time the Transit Operators switch and the relay Operator completes the trip and returns to the base. This enables the original assignment to return to its regular time schedule.
RELIEF OPERATOR	The individual who takes over the operation of a vehicle from another Operator as scheduled in the run cut or as designated by the Dispatcher.
RELIEF POINT	A stop on the route where one Operator takes the place of another.
RELIEF TIME	The time specified on the sign-in sheet when Operators are relieved at the designated relief point(s).
REPORT TIME	The time an Operator must check in for his/her work assignment.
ROUND TRIP	A two-way operation of a vehicle, from a specified location and back to same location.
ROUND TRIPPING	The act of passengers riding a bus in one direction, and then returning later to their point of origin on the same line.
ROUTE	The streets on which a scheduled vehicle travels between two terminals.
ROUTE NUMBER	A 2- or 3-digit number used to identify a route.
RUN-AROUND	Failure to assign work to the extra board in the proper order.
RUNNING DOWN	A vehicle is running late or behind schedule.
RUNNING HOT	Operating a vehicle ahead of schedule.
SILENT ALARM	An inaudible device, when activated by the Operator, alerts the Control Center that a physical assault is occurring or may occur.
SPOT CONNECTION	Specific areas where at least two intersecting lines are

	scheduled to arrive/depart at the same time.
SPREAD TIME	The period of time in a particular day from the moment an Operator initially signs on until he/she finally signs off. In addition to driving time, spread time includes time between runs, travel time, and deadheading.
TARDY	Failure of an Operator to report for work within 1 minute of the designated time or to report an absence due to illness 45 minutes prior to report time.
TERMINAL	The starting or ending point of a route.
TERMINAL POINT	Either the end of the line or the end of the route.
TIME CHECK POINT	A location on a bus route where the schedule designates a bus will be at a specific time.
TRANSFER	A ticket entitling the bearer to change from one bus to another without an additional fare.
TRANSFER POINT	Locations where a person may depart one bus and board another.
VEHICLE CONDITION REPORT	Form used to record and document the presence of bus defects.
VEHICLE EXCHANGE (BX)	Vehicle dispatched to your location to replace your disabled vehicle.
VID	Vehicle Identification
VOUCHERS	Given by designated agencies to their clients to exchange for a day pass. A day pass is issued upon receipt of one voucher. A senior/disabled voucher is exchanged for a senior/disabled day pass and a regular voucher is exchanged for a regular day pass.

Appendix A

CITY OF GAINESVILLE CODE OF CONDUCT AND MINIMUM DISCIPLINARY ACTIONS

Rule Number	Offenses & Deficiencies On/Off Job	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	FOURTH OFFENSE
1	Gambling, lottery or engaging in any game of chance at City work stations at any time.	Written instruction & cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
2	Engaging in horseplay, scuffling, wrestling, throwing things, malicious mischief, distracting the attention of others, catcalls or similar types of disorderly conduct.	Written instruction & cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
3	Sleeping during working hours unless otherwise provided as in the Fire Service.	Written instruction & cautioning	Instruction & 5 days suspension or dismissal	Dismissal	
4	Disregarding job duties by loafing or neglect of work during working hours.	Written instruction & cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
5	Wasting time, loitering or leaving assigned work area during working hours without authorization.	Written instruction & cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
6	Threatening, intimidating, coercing, or interfering with fellow employees or supervisors at any time, including abusive language.	Written instruction & cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
7	Unauthorized distribution of written or printed material of any description.	Written instruction & cautioning	Instruction & 5 days suspension or dismissal	Dismissal	
8	Unauthorized vending, soliciting, or collecting contributions for any purpose whatsoever at any time on City premises.	Written instruction & cautioning	Instruction & 5 days suspension or dismissal	Dismissal	
9	Deliberately destroying, misusing, or damaging public property or any City property or equipment or the property and equipment of any employee.	Instruction & 5 days suspension or dismissal	Dismissal		

Rule Number	Offenses & Deficiencies On/Off Job	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	FOURTH OFFENSE
10	Unauthorized use, possession or operation of any City property or equipment or the property and equipment of any employee.	Written instruction & cautioning	Instruction & 5 days suspension or dismissal	Dismissal	
11	Tardiness (Guide: three (3) times in a thirty day period)	Written instruction & cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
12	Excessive absenteeism (Guide: three (3) times in a thirty day period)	Written instruction & cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
13	Productivity or workmanship not up to required standard of performance.	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
14	Reporting to work under the influence of intoxicating beverages or drugs.	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal	
15	Being in possession of intoxicating beverages or narcotics during the time while on duty.	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal	
16	Using intoxicating beverages or narcotics during the time while on duty.	Instruction & 5 days suspension or dismissal	Dismissal		
17	Fighting, provoking or instigating a fight.	Instruction & 5 days suspension or dismissal	Dismissal		
18	Insubordination by the refusal to perform work assigned or to comply with written or verbal instructions of the supervisory force or discourtesy to persons with whom he/she comes in contact while in the performance of his/her duties.	Instruction & 5 days suspension or dismissal	Dismissal		

Rule Number	Offenses & Deficiencies On/Off Job	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	FOURTH OFFENSE
19	Immoral, unlawful, or improper conduct or indecency, whether on or off the job which would tend to affect the employee's relationship to his/her job, fellow workers' reputations or goodwill in the community.	Instruction & 5 days suspension or dismissal	Dismissal		
20	Absence without authorized leave or permission. If the absence is for 3 consecutive workdays, the employee will have been deemed to have abandoned the position and resigned from City employment.	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal	
21	Falsification of personnel or City records including but not limited to: employment applications, accident records, purchase orders, time sheets, or any other report, record or application.	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal	
22	Theft or removal from City locations without proper authority <u>any</u> City property or property of any employee.	Instruction & 5 days suspension or dismissal	Dismissal		
23	Carelessness which affects the safety of personnel, equipment, tools, or property or causes materials, parts, or equipment to be damaged or scrapped.	Written Instruction and Cautioning	Instruction & 5 days suspension or dismissal	Dismissal	
24	Wanton or willful neglect in their performance of assigned duties.	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal	
25	Wanton or willful violation of statutory authority, rules, regulations or policies.	Instruction & 3 days suspension or dismissal	Instruction & 5 days suspension or dismissal	Dismissal	
26	Continual and willful failure to pay just debts or continual and willful failure to make provision for the payment of just debts.	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal

Rule Number	Offenses & Deficiencies On/Off Job	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	FOURTH OFFENSE
27	Failure to work overtime, special hours or special shifts after being scheduled according to overtime and stand-by duty policies or failure to respond to call during adverse weather conditions or emergencies.	Written Instruction and Cautioning	Instruction & 3 days suspension or dismissal	Instruction & 5 days suspension or dismissal	Dismissal
28	Taking more than specified time for meals or rest periods.	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
29	Where the operations are continuous, an employee shall not leave his/her post at the end of his/her scheduled shift until he/she is relieved by his/her supervisor or his/her relieving employee on the incoming shift.	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
30	Violating a safety rule or safety practice.	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
31	Failure to report an accident or personal injury in which the employee was involved while on the job.	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
32	Creating or contributing to unsafe and unsanitary conditions or poor housekeeping.	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
33	Failure to keep the department and/or Human Resources notified of proper address or telephone number (if any).	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
34	Making or publishing of false, vicious, or malicious statements concerning any employee, supervisor, the City or its operations.	Written Instruction and Cautioning	Instruction & 5 days suspension or dismissal	Dismissal	
35	Posting or removing any material on bulletin boards or City property at any time unless authorized.	Written Instruction and Cautioning	Instruction & 5 days suspension or dismissal	Dismissal	

Rule Number	Offenses & Deficiencies On/Off Job	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	FOURTH OFFENSE
36	Refusal to give testimony in accident investigations.	Written Instruction and Cautioning	Instruction & 5 days suspension or dismissal	Dismissal	
37	Habitual failure to punch your own time card (Guide: three (3) times in a thirty (30) day period.	Written Instruction and Cautioning	Instruction & 3 days suspension	Instruction & 5 days suspension or dismissal	Dismissal
38	Knowingly punching the time card of another employee; having one's time card punched by another employee or unauthorized altering of a time card.	Instruction & 5 days suspension or dismissal	Dismissal		
39	Making false claims or misrepresentations in an attempt to obtain sickness or accident benefits, workers' compensation benefits.	Instruction & 5 days suspension or dismissal	Dismissal		
40	Unauthorized possession of firearms, explosives, or weapons on City property.	Instruction & 5 days suspension or dismissal	Dismissal		
41	Failure to return from an authorized leave of absence. If the absence is for three (3) consecutive workdays, consider the employee to have abandoned the position and resigned from the City.	Dismissal			
42	Knowingly harboring a communicable disease.	Dismissal			
43	Concerted curtailment or restriction of production or interference with work in or about the City's work stations, including, but not limited to, instigating, leading, or participating in any walkout, strike, sit-down, stand-in, slow-down, refusal to return to work at the scheduled time for the scheduled shift.	Dismissal			

Rule Number	Offenses & Deficiencies On/Off Job	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	FOURTH OFFENSE
44A	Pleading guilty or nolo contendere to, or being found guilty by a jury or court of a misdemeanor involving physical violence, theft, driving under the influence of alcohol or drugs or possession or sale of drugs, regardless of whether or not adjudication is withheld and probation imposed.	Written instruction & 5 days suspension or dismissal	Dismissal		
44B	Pleading guilty or nolo contendere, or being found guilty by a jury or court of a felony, regardless of whether or not adjudication is withheld and probation imposed.	Written instruction & 10 days suspension or dismissal	Dismissal		
45	Use of bribery or political pressure to secure appointment or advantages.	Dismissal			
46	Continual abuse of Personnel Policies and safety rules.	Dismissal			
47	No employee shall request, use, or permit the use of, whether directly or indirectly, any publicly owned, public-supported property, vehicle, equipment, or labor service, or supplies (new, surplus, scrap or obsolete) for the personal convenience or the private advantage of said employee or any other person.	Written instruction & 5 days suspension or dismissal	Dismissal		
48	Engaging in any act(s) of sexual harassment.	Instruction & 5 days suspension or dismissal	Suspension or dismissal		
49	Violation of the City's Code of Ethics.	Instruction & 3 days suspension or dismissal	Suspension or dismissal		

Rule Number	Offenses & Deficiencies On/Off Job	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	FOURTH OFFENSE
50	Violation of Drug Free Workplace Program and/or Addenda thereto by any covered employee. This rule/penalty is in addition to any other action required by the Program or Addenda and supersedes any other Rules or Conduct applicable to the same conduct.	Written instruction & 5 days suspension or dismissal	Dismissal		

Appendix B

FAREBOX KEY DESCRIPTIONS

Listed below you will find the different types of fare cards and passes, and the key to use on the farebox:

Description	Key #
Senior Citizen/Disabled Fare/Student Fare/Half Fare	1
Gator Aider/Special Services/Special Assignments	2
All Day Pass when shown	3
All Day Pass when bought	4
Student Semester Pass/Student Monthly Pass	5
Senior Citizen/Disabled Half Fare Monthly Pass	6
Gator One Card (UF Student)	7
UF Faculty/Staff	8
City/County Employee	9
Children (shorter than the farebox) Courtesy Pass	*
ADA and ADA Escort (with ADA card)	?
Adult	None

Appendix C

RTS TEN CODES

- 10-1_Receive poorly
- 10-2_Receive well
- 10-3_Stop Transmitting/Standby...others are present
- 10-4_Yes/Acknowledge/ Message Received
- 10-5_Meet at (location)
- 10-6_Busy/Stand-by
- 10-7_Out of service (location)
- 10-8_In-service
- 10-9_Repeat transmission
- 10-10_Request time check
- 10-11_Request radio check
- 10-12_Need Courtesy Cards
- 10-13_Notify (name/unit) of message
- 10-14_Call control center
- 10-15_Return to yard
- 10-16_Switch to frequency #.
- 10-17_Stay at same location
- 10-18_Respond as soon as possible
- 10-19_Return To Base
- 10-20_Location
- 10-21_Call unit #...by land-line
- 10-22_Disregard/ No
- 10-23_Stand By
- 10-24_Trouble/ Send Help
- 10-25_In Contact With/ Yard / GPD/ UPD / ETC...
- 10-26_Pre-departure check
- 10-27_Driver license check
- 10-28_Registration check
- 10-29_Seat belt check
- 10-30_Level 0 accident – No damage/No injury
- 10-31_Level 1 accident – Minor/Non-vehicular
- 10-32_Level 2 accident – Minor damage/With injury
- 10-33_Level 3 accident – Minor damage/With injury
- 10-34_Level 4 accident – Substantial damage/Bodily injury
- 10-35_Level 5 accident – fuel, oil, or antifreeze spill
- 10-36_Level 6 accident – Blood borne pathogen exposure
- 10-37_Level 7 accident – Catastrophic
- 10-38_Avoid (area)
- 10-39_Message delivered
- 10-40_Incident involving fare/transfer (location)
- 10-41_Incident involving drunk/disorderly person (location)
- 10-42_Incident involving objects thrown at the bus (location)

10-43_Incident involving passenger threat (location)
10-44_Need supervisor at (location)
10-45_Need police officer at (location)
10-46_Need unit # at (location)
10-47_News people on scene
10-48_Armed person on-board police meeting you @
10-49_Writing reports
10-50_Request road call for slack brakes (location)
10-51_Continue On Route
10-52_Estimate Time of Arrival (ETA)
10-53_Return to Base
10-54_Request road call for hot doors or wipers (location)
10-55_Request road call for flat tire (location)
10-56_Request road call for engine shutdown (location)
10-57_Request road call for dead battery (location)
10-58_Request road call for transmission problem (location)
10-59_Request road call for air/leak (location)
10-60_Need a relief driver (location & reason)
10-61_Have no relief driver (location)
10-62_Request Road Call for A/C or Heat (location)
10-63_Request road call for steering problem (location)
10-64_Request road call for hot engine (location)
10-65_Make another trip
10-66_Need time paddle (comm lot/ P-N-R / etc..)
10-67_Are you clear for message?
10-68_What is your run #...?
10-70_Out of fuel
10-72_Bicycle transport (from /to)
10-73_Wheelchair transport (from / to)
10-74_Visually impaired passenger
10-97_Arrive at scene (special service, etc..)
10-98_Completed assignment (daily run, etc)
10-200_EMERGENCY - NEED POLICE & SUPERVISOR (LOCATION)
10-300_EMERGENCY - EVACUATING BUS AT (LOCATION) "POSSIBLE BOMB"
10-301_EMERGENCY - EVACUATING BUILDING (LOCATION) "POSSIBLE BOMB"