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FROM THE TRAINER

This training manual is designed to help employees understand RTS policy and make good decisions while in the performance of their job. All employees should understand that this manual does not take the place of the RTS Employee Handbook. The training manual is specific, condensed information used as a teaching aid for employees.

Most of the information contained in this manual can be found in the Employee Handbook. Employees should use this manual along with the Employee Handbook and Union Contract to better understand Rules, Policy, Operator Conduct and Discipline.

RULES FOR TRAINING

- Be at work on time
- Dress in proper attire
- No cell phones during class
- No eating during class

The Trainer's Desk is OFF LIMITS.

RTS MISSION STATEMENT

To enhance the quality of life in our community by providing safe, courteous, equitable, reliable and energy-efficient transportation services.

VISION STATEMENT

To be the transportation mode of choice for the Gainesville Metropolitan area

Value Statements

Integrity - our actions demonstrate honesty, trustworthiness and reliability.

Teamwork - together we will achieve our vision.

Innovation - we will promote a fun and creative environment to foster innovation.

Diversity – we recognize, encourage, and embrace diversity to achieve our vision.

Responsibility – we will provide effective and sustainable stewardship of the community's assets and resources.

Community Satisfaction – we will provide professional, reliable and courteous services in achieving our vision.

RTS QUICK FACTS

Bus Fleet	Length	Seating Capacity
15-Novas	40ft	44
46-Gillig Phantom	40ft	43
7- Gillig Phantom	35ft	37
38-Gillig Low floor	40ft	36

There are approximately 236 employees at RTS:
Managers and Professionals: 24
Bus Operators: 167
Dispatchers: 4
Shop: 38

RTS has eleven (11) relief vehicles that are used to transport operators to and from routes.

RTS has 25 city routes, 15 Saturday routes, 10 Sunday routes, 9 campus routes and 3 Later Gator routes.

PROFESSIONAL COURTESY

In order for any organization to function and run smoothly, courtesy and respect is important to everyone.

- Be responsible.
- Make and keep commitments.
- Come to work prepared and on time.
- If you are unable to perform your job, make proper notification.
- Offer ideas and information freely.
- Offer ideas and solutions when identifying problems.
- Do not intensify problems by giving incorrect information.
- Make sure you are doing your job correctly before you correct someone else.

APPEARANCE STANDARDS

- All operators must keep themselves neat and clean. Hair mustaches and beards are to be neatly groomed.
- Uniforms are to be neat and in good condition and fit properly. All shirts/blouses must be tucked. Dark-colored shirts should be worn with light-colored (khaki) pants, while light-colored shirts should be worn with dark-colored dress pants.
- Shoes and boots are to be brown or black, in good repair, polished and clean.
- Both male and female hair must be neatly styled and clean. The length and style must not interfere with safe operation of any RTS vehicle.
- Mustaches must be clean and neatly trimmed. Beards may extend 3 inches from the chin. Fingernails must be neatly trimmed and clean.
- Males may wear one post earring of simple design per ear. Females may wear earrings that extend no more than 1 inch below the ear lobe. One ring may be worn on a maximum of two fingers per hand.
- The piercing and decorating of other visible body parts is unacceptable (the tongue is considered a visible body part).
- During work hours, all operators must conform to the RTS appearance standards.
- While working trainees should wear Khaki, dark blue or black dress pants with a white or tan shirt until uniforms are received.

REQUIRED UNIFORM ITEMS AND DOCUMENTS

- Valid class A or B CDL with passenger endorsement.
- DOT Medical Card
- Day Passes
- Vehicle Defect Report (Pre trip form)
- RTS Punch (if operators lose their punch they must buy a replacement)
- A functional time piece set to RTS time
- Schedule Booklet and Time Sheet for your specific run
- Detour information as required
- Appropriate route signs
- City employee I.D. Card.

These items must be in your possession while operating any RTS bus.

ALCOHOL AND DRUG POLICY

The misuse or abuse of alcohol or drugs poses serious safety and health risks not only to the user, but to all of those who work with or come in contact with that person. Accordingly, employee use, sale or possession of any substance, including alcohol, which may affect job performance or pose a hazard to the safety and welfare of the employee, the public, or other employees, is strictly prohibited. Since January 1, 1995, the U.S. Department of Transportation (DOT) has required testing of all employees in safety-sensitive positions. This includes anyone holding a valid commercial driver's license. In combination with the RTS Alcohol and Drug Policy, testing may be required under the following conditions:

- Pre-employment: conducted before applicants are hired or after an offer of a job, but before they perform safety-sensitive functions.
- DMV Recertification: conducted at employee's annual or biannual physical examination.
- Post Accident: conducted on personnel whose performance could have contributed to an accident in which any vehicle could not be driven from the scene, or one in which there was a fatality or an injury requiring hospitalization.
- Reasonable Suspicion: conducted when trained supervisors observe behavior or appearance that is characteristic of alcohol or drug misuse while employee is performing safety-sensitive function.
- Probable Cause: conducted when trained supervisors have good reason to suspect alcohol or drug misuse.

The DOT requires that the number of annual random tests equal 50% for drugs and 10% for alcohol testing during the calendar year for employees in job classifications identified as safety-sensitive. Once selected for testing, the employee must be notified in person. The employee will be given one hour from the time of notification to report to the medical clinic test site. Failure to report to the test site within the one-hour time period is considered refusal to submit to the test. This subjects the employee to disciplinary action up to and including termination. He/She may be escorted in an RTS vehicle. If the employee tests positive, he/she will be removed from duty and will not be allowed to drive a Regional Transit System vehicle. It should be noted that these procedures are subject to change as more efficient methods and processes are identified. If there are any questions regarding the procedures, the employee must request clarification through Control Center.

- Random: conducted on an unannounced basis while on duty
- Return to Duty: conducted in the event an individual who has violated certain Portions of the policy is allowed to return to perform work in a safety-sensitive function following completion of required counseling
- Follow-up: additional unannounced tests conducted for up to five years following a return to duty.
- Fit for Duty: conducted when there is a question of fitness to perform job duties

ALCOHOL AND DRUG POLICY (con't)

Transit operators and other employees in safety-sensitive positions are obligated to inform the Regional Transit System if they are taking a prescription drug or over-the-counter drug if this drug might inhibit the safe performance of their duties. While on duty, no RTS employee shall use, possess, or be under the influence of marijuana, cocaine, opiates, amphetamines, phencyclidine (PHP), or their metabolites. No RTS employee shall report for duty or remain on duty, in a position requiring the performance of safety-sensitive functions, while having an alcohol concentration of 0.04 or greater. For other restrictions on the use of alcohol and controlled substances, see the addendum to the agreement between the City of Gainesville and the Amalgamated Transit Union titled "FTA Drug and Alcohol Testing under Rules of the Federal Transit Administration for Covered (Safety Sensitive) Employees in Transit." Any arrest or conviction related to the use, possession, or sale of drugs or alcohol must be reported to Regional Transit System management.

SAFETY

When making decisions in the performance of your job, safety areas to consider in order of priority are:

- Personal
- Passengers
- Public at large
- Equipment

Safety is very important to all RTS employees. Here are some DO's and DON'Ts

- Cell Phones should never be used while operating any RTS vehicle. Earpieces and hands-free devices are also not acceptable.
- Hazard lights are to be used when boarding or alighting passengers, at railroad crossings, accidents or when leaving your bus unattended. Remember to turn your flashers off. Turn singles will not work when flashers are on.
- If there is a problem on your bus, notify the Control Center and follow instructions.
- Make sure your bus is in a proper staging area before leaving it unattended. Always put your bus in neutral, pull the parking brake and call 10-7 so the Control Center will know your location.

BUS SAFETY

All operators should do a complete pre-trip before leaving the compound. When a bus is brought back to the compound a complete post-trip should be completed. Shop can then correct any problems. (Pre-trip, Post-trip forms are located at dispatch) Operators should make sure they have all required equipment and documents on board or in their possession before leaving the RTS compound.

THINK SAFETY! Ask yourself, "IS IT SAFE?"

BOARDING CUSTOMERS

When boarding passengers, your first consideration is safety. The following guidelines will help you establish and maintain safe operations of your bus.

- As you approach the stop, turn on your four-way flashers and slow down. Give traffic a chance to react in order to help prevent accidents.
- Do not board any customers who are unable to stand behind the Standee Line.
- Ensure that all customers have moved as far to the rear as possible and are not seated on the floor or in stairwells.
- When in revenue operations, interior lighting must be used so that passengers can board and alight safely.
- You should not allow any person to occupy a space that will interfere with your vision. If you can't see your mirrors, you're driving blind.
- Children six (6) years and under should be accompanied by an adult. If a child attempts to board your bus without an adult present, board the child and notify Control Center for instructions.
- Senior citizens and the physically challenged are provided priority seating in an area at the front of the bus. You cannot insist that already seated passengers give up their seats, however must ask if they would move to another area in the bus. Always try and seat people with disabilities. If no seats are available advise them you have standing room only and let them decide if they want to ride.

The Customer Stop

It is your responsibility to determine that all customer stops are made safely. As an RTS Operator, you are required to service all occupied stops on your route and where a passenger requests to alight. (An occupied stop is one where a person is seated or standing)

When approaching bus stops, it is a good idea to stop so that you can still see the boarding passengers in front of the bus, especially where children are standing. Think safety. Someone could fall or children could dart in front of the bus as you approach your boarding zone. If you are next to the curb at a red light you may allow a customer to board or alight at your discretion. This does not mean that traffic lights are bus stops. It just gives the Operators a chance to keep their bus moving and help passengers make connections. Use good judgment. **THINK SAFETY!!!**

Approach all bus zones slowly, stopping the bus parallel to and within 12 inches of the curb. Buses have a 50ft-boarding zone. Sometimes an Operator may have to adjust his/her stop location due to hazards such as poles, fire hydrants, bus benches or construction.

Mirror checks and proper door use during loading and unloading of passengers is critical to prevent accidents and incidents from occurring.

- Check the right-side mirrors before turning toward the curb.
- Come to a complete stop before you open the doors.
- During loading and unloading, continually monitor your mirrors. Make sure you keep your foot on the brake so the bus won't move (don't depend on the spring brake).
- When loading and unloading is complete, check all mirrors for children, bikes, or people running for the bus.
- Make sure all passengers are holding on or seated before moving the bus into service.

As you move your bus away from the stop, recheck mirrors and the area around your bus to make sure you have a clear path back into traffic and no one is being left at the stop. If you are still in the 50ft boarding zone and see a person hurrying to catch the bus you should board that person if it is safe to do so.

Sometimes buses get behind schedule on their routes. When requested, buses may wait beyond the scheduled departure time for customers who are transferring from another route. If you have transferring passengers, you may contact Control Center and request that buses wait, be reasonable with your request and understand your request may be denied.

If a passenger requests information about where to transfer to another route or requests a specific stop, you should honor their request and announce the stop. RTS wants to provide good customer service at all times, especially to customers that need our help.

Boarding passengers with special needs

If you are unable to board a customer due to a non-functional wheelchair lift, call Dispatch. Give the exact location and the customer's final destination to the Dispatcher. Then, follow the Dispatcher's instructions. Do not depart the location or leave the customer until communicating with Dispatch and letting the customer know what to expect.

The wheelchair space in the bus is considered priority seating. You must ask already seated passengers if they would give up their seat so a wheelchair can be boarded and secured. In most cases, it is best to board special needs customers before other customers are allowed on the bus. This increases the likelihood that the priority seating areas will remain available to those that require them as well as allow you more area in which to assist your customer. Operators may choose the boarding order on a case-by-case basis.

Be proactive and assist customers with special needs when possible. If any customer asks for the lift, you must use the lift. If any customer wants the bus to kneel, you must use the kneeling feature on your bus.

Bike lanes should not be encroached upon unless they are marked as dual usage (dashed line rather than solid). However, Operators should curb the bus regardless of the bike lane markings if they perceive a special need of a passenger with regard to disabilities. Always look for and yield to oncoming bicyclists before entering bike lanes.

Lift Operations

- Gillig: Make sure the kneeler is all the way up. Put the bus in neutral and set the parking brake. Turn the power switch on. Use the up and Down switch to move the lift. To stow the lift, use both stow switches at the same time. Some of the Gillig buses have a function select master control. Select the function and press operate button and the lift will work. Use the red power on and off button to power the lift. The kneeler must be down on the new Gilligs with ramp lifts.
- Gillig Low floor: Put the bus in neutral and set the parking brake. Turn the lift power on; make sure the bus is in the kneeling position use the select control to move the lift. The lift on the Gillig low floor bus works like a ramp it does not move up and down like lifts on other buses. Deploy the lift the same way to board and alight passengers.
- Nova Rear Door Lift: Make sure the bus is in neutral and the parking brake is set. Use the key on the left side of the driver's seat to turn on the lift. Once the lift is on, take the key to the rear of the bus and open the control panel by the rear door. Turn on the power. Use the up and down switch to move the lift. To stow the lift, use both stow switches at the same time and the lift will stow.

*When using the lift to board a wheelchair passenger, all operators should request that the patron back on to the lift. If a person refuses to back on the lift, advise them that it is safer and may prevent them from tipping and falling off the lift, BUT never refuse service to any wheelchair passenger who can board safely, even if they are facing forward.

*All wheelchairs must be secured before moving the bus back into service.

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. These "service announcements" should be made for all patrons.

Operators should be able to make minimum required announcements by using key landmarks and intersections on the route. Operators who fail to make service announcements will be in violation of the ADA law and could be held personally responsible.

ITEMS ALLOWED AND NOT ALLOWED ON THE BUS

Items Allowed On RTS Buses

- Baggage, Luggage and Packages
- Folded baby strollers and carriages (can be folded before or after the passenger boards the bus)
- Folded carts, Folded Bicycles, Folded Chairs (can be folded before or after the passenger boards the bus)
- Skateboards, Boogie boards, Knee boards. The owner must hold these items out of the aisle.
- Small animals in a travel carrier
- Service animals
- Medically prescribed Oxygen in a container designed for personal use.

Management cannot list every item that a customer may attempt to bring on your bus. As a professional Operator you may have to use reasonable judgment based on past experience.

(Think Safety)

Items Not Allowed On RTS Buses

- Any object because of its size, bulk, or the nature of its contents which may cause discomfort or is dangerous or offensive to others
- Explosives of any type
- Roller skates or roller blades if the customer is wearing them
- Guns, Knives, Mace or other weapons
- Animals that may cause discomfort or be dangerous or unsafe to transport
- Corrosive or hazardous materials (car batteries, acids, paints in spray cans and gasoline).
- Religious, political or other solicitation material
- Bags that are leaking, foul smelling or blocking the aisle.

Drink Containers Allowed On RTS Buses

- Cups with lid and straw
- Sports bottles
- Travel mug with a lid
- Plastic drink bottles
- Soft drink in a can

Customers may consume non-alcoholic beverages on board the bus as long as adequate packing prevents spills.

Containers Not Allowed On RTS Buses

- Cups bowls and other containers that are breakable and unsafe to transport
- Customers are not allowed to consume food or use tobacco products on the bus because RTS is concerned with unsanitary conditions that may be caused by these activities.

As a professional Operator you should use reasonable judgment based on past experience and the intent of the rule when enforcing these rules. Remember that RTS may be the only means of transportation for many members of our community. They depend on RTS to get them to and from work, school, shopping, etc. Thus they may often need to transport food items from grocery stores, fast food restaurants, convenience stores and other places of business.

LOST AND FOUND ITEMS

Publicized lost and found hours are Monday-Saturday 8:00am-6:00pm (except holidays)

Articles found on the street, in buses, or on Regional Transit System property must be turned in to the Control Center on the date they are found. Once you have the item in your possession, it is your responsibility to safeguard it, do not leave the item with your relief. If you are turning in a wallet or purse, stay at Control Center while the dispatcher or supervisor on duty counts the money, if any. You must stay to witness the count, even if it means you will need a plus-up.

A dispatcher or supervisor will log and secure all lost and found items turned in to the Control Center. Mandatory data for the lost and found log is: date/time of receipt, number of bus on which the item was found, route number of bus on which the item was found, a description of the item, the location of the item, and the name of the person making the log entry. Once logged, the item must be secured. Bicycles will be put in the outside storage room. Keys and ID cards are placed in the dispatchers' counter drawer. Low value items such as clothes, books, backpacks, etc. will be placed in the large lost and found box under the dispatchers' counter. Medium value items such as cell phones will be placed in the small lost and found safe located in the vault. High value items such as wallets and purses will be placed in the drop safe.

If a wallet or purse is turned in, the dispatcher or supervisor on duty must count the money, if any, in front of the person who turned it in. Once the money is totaled and the count entered into the log, the dispatcher or supervisor is to deposit the item into the drop safe. On a daily basis, the Operations Supervisor or his designated representative will do a complete inventory of items in the drop safe and then return the items to the drop safe in sealed, signed and dated evidence bags. Once the inventory is complete, the lost and found log should be checked to ensure the item was accurately entered. Since access to the drop safe is very limited, once an item is placed in the drop safe, it may only be claimed by the owner Monday thru Friday 7:00am-6:00pm.

When the owner of a lost and found item comes to claim it, they must present proper identification. The dispatcher or supervisor on duty will make a copy of the ID for our files. After identification, the owner must sign and date the lost and found log to verify they are claiming the item.

Items except for Gator 1 cards are held for 30 days and then sent to the Salvation Army or other thrift stores. Gator 1 cards will be turned in to UPD every Monday.

DEFENSIVE DRIVING

Transit operators are some of the best drivers in the city in which they work. At RTS, we have several drivers who have been employed for 10 years or longer and have never had a preventable accident. "ASK WHY"? Transit operators understand traffic flow and recognize hazards before it is too late and an accident occurs.

Qualities of Defensive Drivers

- Understands his/her equipment
- Is physically and mentally prepared
- Maintains a good driving attitude
- Knows the traffic laws
- Knows how to avoid a collision
- Knows limitation of the equipment
- Stays alert to traffic situations by checking mirrors (every 5-10 seconds)
- Sizes up traffic situations as far ahead as possible
- Makes turns, passes legally and safely
- Does not make risky maneuvers

Learn to recognize hazards. Become an observer. Make a mental note. Remember what you see as you drive. Watch intersections for people, animals or any other obstacle that may cause you to have to brake. Slow down in bad weather. Look ahead. Be aware of traffic moving around your bus.

REMEMBER, YOU CAN BE LEGALLY RIGHT BUT PROFESSIONALLY WRONG!!!

PREVENTABLE ACCIDENTS

Most accidents can be prevented by anticipating the incorrect actions of others. Be aware of your surroundings at all times. When a hazard is recognized early and the actions of others are anticipated, actions can be taken to avoid an accident. The more you are aware of what is going on around your bus, the sooner you can choose the appropriate defensive action. Over time, RTS has reviewed hundreds of bus accidents and found that many of these accidents could have been avoided. Here are some tips to help protect your safe driving record.

Right Turns

Right turns should be made from the far right-hand lane. Signal about 100-150ft from the intersection. Stay 3-4ft from the curb. This will give space and help protect the right side of the bus. Check your mirrors and make sure there are no vehicles, pedestrians, or other objects in the path of the bus. Cover the brake pedal with your right foot. Turns should be made at 5-10mph. As a guide, start turning when your shoulder lines up with the middle of the lane that you are turning into. Turn the steering wheel at an even pace; don't over steer. If the turn is made improperly, the rear tires could climb the curb hitting a fixed object such as a parked car, fire hydrant, or utility pole. Complete the turn in the right hand lane.

Left Turns

Signal about 100-150ft from the intersection. Check left mirror, making sure no cars have moved into your blind spots. Slow down. Turns should be made at 5-10mph. Cover the brake pedal with your right foot. Drive the bus into the center of the intersection. Keep the wheels pointed straight ahead until ready to make the turn. Initiate your turn when you can see clearly down the lane you are turning into. Turn slowly, using your left mirror to spot vehicles or objects on your left. Complete the turn in the correct lane of travel.

Backing

Backing should be avoided. However, there are times when an operator may have no choice. Here are some safety tips:

- Make sure your mirrors are adjusted.
- Get a reliable spotter.
- Get off the bus and look for a clear path.
- Sound the horn 3 times before backing.
- Turn on four way flashers.
- Back to the left, scanning mirrors for clearance.

VEHICLE EMERGENCIES

Safety Areas to Consider

- Personal
- Passengers
- Public at Large
- Equipment

If a true emergency is taking place on your bus, stay calm. Passengers will look to the operator for leadership.

1. Stop safely out of traffic.
2. Notify Control Center of your emergency.
3. Evacuate passengers (do not re-enter the bus).
4. Keep passengers together and ask them to fill out courtesy cards.
5. Try to keep by-standers away from the bus.
6. If the bus is on fire, do not try to put out the fire unless you are sure you have an escape.

All Drivers Should Know:

1. The location and operation of emergency exits on all buses.
2. Location of the battery shutoff switches.
3. Proper use of DOT emergency equipment (fire extinguishers, triangles, first aid kit).
4. Bus information (black bag).

Don't's

- Don't open the engine compartment if there is an engine fire.
- Don't use fire extinguisher on a tire fire.
- Don't argue or fight with an armed passenger.
- Don't move or look inside suspicious objects left on your bus.

VEHICLE EMERGENCIES (con't)

All buses are equipped with some type of emergency exit windows, hatches, or emergency doors. Operating instructions are posted on each bus:

Flex: Rear exit door: Break glass and pull handle to release air on rear door. Most side windows have a release bar at the base of the window. Pull the flap or bar up and push on the base of the window to open.

Gillig: Rear exit door: Break glass and pull the red handle to release the rear door. Side windows have a pull handle release. Pull the handle and push on the base of the window to open.

Nova: Rear exit door: Open the panel located above the rear door and pull the red handle to release the door. Pull the handle and push on the base of the window to open.

BOMB THREATS

If you are informed of a bomb threat from Control Center, follow instructions exactly. If a passenger on the bus makes a bomb threat or has a weapon, call Control Center if possible. Do not argue with or attempt to remove the person. Don't tamper with or try to remove any suspicious packages or objects left on the bus. Try to give yourself and passengers a way out. If possible, evacuate the bus quickly and calmly.

ACCIDENT AND INCIDENT REPORTING

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.

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 more likely remain calm. Follow the operator's instructions below:

Immediately contact Control Center by phone or radio when involved in an accident. Accidents occurring within 100 feet of the bus should also be reported because your bus may have been a contributing factor. Immediate notification to 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 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 of 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.

ACCIDENTS AND INCIDENT REPORTING (con't)

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

- Name
- Vehicle number
- Driver's license number (on request)
- Regional Transit System's information telephone number (352-334-2600)

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.



CITY OF GAINESVILLE REGIONAL TRANSIT SYSTEM Accident/Incident Report

COMPLETE ALL APPLICABLE SECTIONS. USE INK ONLY.		Date:	Time: <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.	Report No.:
Location: On _____ at or between _____				
Employee:	Employee Number:	Dept.:	Length of Service:	Age:
Vehicle No.:	Route Name:		Run No.:	
Direction (eastbound, etc.):	Time of Day (circle one): Dawn Dusk Day Night		Conditions (circle one): Clear Fog Rain	
Schedule Adherence: On time? <input type="checkbox"/> Yes <input type="checkbox"/> No If "no," minutes late -			No. of Passengers:	No. of Courtesy Cards:
Who Was Cited:		Supervisor or Safety Person Present:		

DETAILED DESCRIPTION OF HOW THE ACCIDENT/INCIDENT OCCURRED:

EMPLOYEE SIGNATURE

Damage to bus? <input type="checkbox"/> Yes <input type="checkbox"/> No If "yes," where -	Extent of Damage (circle one): Major Minor
---	--

Responding Authority (check one): <input type="checkbox"/> GPD <input type="checkbox"/> ACSO <input type="checkbox"/> FHP <input type="checkbox"/> Other	Officer's Name or Badge No.:
---	------------------------------

INJURIES (check appropriate blocks):

Bus Pass.	Other Veh.	Ped.	Injured's Name and Address	Amb. w/o trans.	Hosp. by amb.	Hospital Name

COLLISION ACCIDENTS:

Name of Other Vehicle's Driver:	Address:
Name of Other Vehicle's Owner:	Address:
Other Vehicle's License Plate No.:	Make/Model/Year/Color of Other Vehicle:
No. of Persons in Other Vehicle:	Direction of Travel of Other Vehicle:
Other Vehicle Insurance Company:	Other Vehicle Insurance Policy No.:
Were vehicles moved prior to the investigation? <input type="checkbox"/> Yes <input type="checkbox"/> No	

PASSENGER ACCIDENTS (check appropriate blocks):

Passenger was – <input type="checkbox"/> boarding <input type="checkbox"/> alighting <input type="checkbox"/> on board <input type="checkbox"/> at front door <input type="checkbox"/> at rear door
Passenger was – <input type="checkbox"/> struck by front door <input type="checkbox"/> struck by rear door
Passenger fell within bus – <input type="checkbox"/> in the aisle <input type="checkbox"/> alighting from front door <input type="checkbox"/> alighting from rear door
Passenger fell outside bus – <input type="checkbox"/> boarding through front door <input type="checkbox"/> boarding through rear door feet from the bus
Did the person contact the bus during the fall? <input type="checkbox"/> Yes <input type="checkbox"/> No
At time of accident, bus was – <input type="checkbox"/> turning <input type="checkbox"/> stopping <input type="checkbox"/> starting <input type="checkbox"/> running straight <input type="checkbox"/> stopped

DO NOT WRITE BELOW THIS LINE

Report Received By:					
PD / PI / OR:	Type:	Board Classification:	Subclassification:		
AF / NAF:	Action Taken:	Police Report:	Subrogate:	Copies to Ins. Co.:	

COURTESY CARDS

Courtesy cards are used to help gather information at the scene of accidents or when an incident occurs. Always get these cards filled out anytime there is an incident or accident in which you are involved. Make sure everyone on your bus has the opportunity to fill out a card, providing any information that would be used by supervisors to investigate an accident or incident.

RTS		COURTESY CARD		DATE	
NAME			BIRTHDATE		
ADDRESS					
HOME PHONE		WORK PHONE		RACE	SEX
COMMENTS				ROUTE NO.	
City of Gainesville Regional Transit System requires that all accidents or incidents in or around the bus be reported. Please print all of the requested information above. Comments are appreciated.					

RADIO PROCEDURES

There is little opportunity for contact with supervisors while on the road. The primary access to supervision is through the use of the two-way radio system. Personnel knowledgeable in all RTS procedures are available by radio at all times while buses are in service. At any given time, there are a large number of buses in service. The dispatchers and operators have to work together so that needed messages can be transmitted in a timely manner with as little confusion as possible.

Contacting Control Center

Depress the appropriate talk button on the handset, wait, and listen for a multiple beep tone before beginning to talk and then state the following, "Bus **(give bus #)** to Base."

After calling base, release the button to listen. Wait to be acknowledged by the Control Center then give the reason for the call. When transmitting, keep the conversation to a minimum and refrain from using unnecessary phrases.

The radio is a very useful tool. All operators should use the radio to communicate with the Control Center, other operators, and supervisors. Operators should be realistic with their request. The dispatchers are responsible for helping operators with customer service, emergency management, and operations of RTS bus service. All operators should follow instructions from the Control Center.

Request for Assistance

Request for police, fire, or medical aid should be made through the Control Center. Dispatchers are required to ask questions so that emergency aid can be provided quickly and accurately. It is your responsibility to provide information required by emergency personnel. Remember to contact the control center as soon as possible to let them know of the problem. If there is a true emergency taking place on your bus and you can no longer communicate with base turn the volume down on your radio. Press the orange triangle located on the front of the radio below the digital screen. A tone will be sent to dispatch; the bus number will appear on the computer screen in the dispatch office. Dispatch will respond using radio code 10-99 NO response from the operator will constitute a true emergency, help will be dispatched.

RADIO PROCEDURES (con't)

Radio Codes

Ten-codes are designed to communicate routine messages quickly and clearly. You are expected to understand the codes. However, plain English may also be spoken. Listed below are the most commonly used ten-codes:

Most Commonly Used Ten Codes

RTS TEN CODES			
10-04	Yes/Acknowledge/Message Received	10-51	Continue on route
10-07	Out of service (location)	10-52	Estimated time of arrival (ETA)
10-08	In-service	10-53	Return to base
10-09	Repeat transmission	10-54	Negative
10-10	Request time check	10-60	Need a relief driver (location & reason)
10-17	Stay at same location	10-65	Make another trip
10-19	Return to base/station	10-71	Send ambulance
10-20	Location	10-73	Wheelchair transport (from/to)
10-21	Call unit#... by land-line	10-74	Disabled passenger
10-22	Disregard/No	10-86	Inappropriate communications/activity
10-23	Stand by	10-97	Arrive at scene (special services, etc)
10-33	Level 3 accident – Minor damage/with injury	10-98	Completed assignment (daily run, etc)
10-44	Need supervisor at (location)	10-99	Do you have Emergency
10-50	Request road call for slack brakes (loc)		

RTS TEN CODES

Code	Description
10-01	Receive poorly
10-02	Receive well
10-03	Stop Transmitting/Standby...others are present
10-04	Yes/Acknowledge/Message Received
10-05	Meet - at - (location)
10-06	Busy/Stand-by
10-07	Out of service (location)
10-08	In-service
10-09	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 garage
10-16	Switch to frequency #.
10-17	Stay at same location
10-18	Complete assignment quickly
10-19	Return to base/station
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/Garage/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)

RTS TEN CODES (con't)

Code	Description
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 (E.T.A.)
10-53	Return to base
10-54	Negative
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 #...
10-69	Request road call for doors or wipers
10-70	Send wrecker
10-71	Send ambulance
10-72	Out of fuel
10-73	Wheelchair transport (from/to)
10-74	Disabled passenger
10-86	Inappropriate communications or activity
10-97	Arrive at scene (special services, etc.)
10-98	Completed assignment (daily run, etc.)
10-99	"Do you have an emergency?"
10-200	EMERGENCY - NEED POLICE & SUPERVISOR (LOCATION)
10-300	EMERGENCY – EVACUATING BUS AT (LOCATION) "POSSIBLE BOMB"
10-301	EMERGENCY - EVACUATING BUILDING (LOCATION) "POSSIBLE BOMB"

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 action is best to take. If unsure, contact Control Center for advice.

Wheelchair Lift and Ramp

If the wheelchair lift or ramp will not deploy:

- Be sure that the air pressure for the door is on and the door is fully open.
- Make sure that the bus is in the full up position by using the kneeler switch.
- Check for physical damage to the lift.
- Make sure bus is level
- It may help to shut down all power and start over.

Generator Light

If the generator light comes on, this indicates a malfunction with the generator. If the generator is not functioning properly, the batteries are not being charged and the bus will lose electrical power. Once the batteries are drained, loss of headlights, taillights, etc will occur.

Stop Request

If the chime does not work, make sure that the switch labeled “chime” is on. Also, check the pull cords for damage.

Brake Problems

Call Control Center if the brakes are soft, if they grab or pull left or right, or if they overheat. If an emergency arises and the brake interlock system is malfunctioning, use the brake override so the bus can be moved to a safe location. The brake override switch is in a different location in each bus model. Call Control Center if you cannot correct the problem. If you are having difficulty, try some of the following:

- Check to see if the rear door is completely closed.
- Be sure that the fast idle switch is off (flex buses).
- Be sure that the air pressure is greater than 100 psi.
- Be sure that the parking brake is released.

COMMON MECHANICAL PROBLEMS (con't)

Directional Signals

Determine which signal is malfunctioning. Be aware that an indicator bulb in the dashboard may be burned out rather than the corresponding 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.

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 ("recycle the bus").
- 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.

Engine

If either the hot engine or low oil light comes on momentarily, pull the bus over to the side 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 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 the engine shuts itself off, park the bus where it is safe and call Control Center.

Fumes in the Bus

If diesel exhaust, noxious odor, 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 Control Center.

Lights

Notify Control Center if there is a problem with your headlight, taillights, brake lights, 4-way flashers, or turn signals.

COMMON MECHANICAL PROBLEMS (con't)

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 obvious air leakage. Report this condition to Control Center.

Mirrors

If a mirror is broken or if the arm is bent to the point that it is unsafe, call Control Center who may, depending on the circumstances, schedule a bus exchange. If you cannot adjust your mirrors properly, it is unsafe to operate the bus.

Prevent Overheating

Always remember to use neutral and the fast idle when you will be sitting in one place for more than 5 minutes. Monitor your temperature gauges so that you will be aware if the bus is beginning to overheat. Notify Control Center of any problems.

Suspension

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

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. If your steering becomes difficult, you may have a problem with a tire. In the event of a flat tire, park the bus in a safe location and call 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 Control Center.

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 Control Center.

COMMON MECHANICAL PROBLEMS (con't)

Windshield Wipers

If your wipers will not work, check the intermittent switch to make sure it is off. The wipers will not start with this switch on. If one of the wipers is stuck, turn the wiper knob off and back on. 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.

Remember: Doing a good pre-trip inspection before leaving the compound will help identify problems that may occur.

SCHEDULE ADHERENCE

Many things can affect how we keep our buses on schedule (traffic, special events, road construction, breakdowns, and rush hour traffic) just to name a few. As professional bus operators, we have to make adjustments to these and many other changing events that occur.

While RTS understands that it is sometimes difficult to keep from driving ahead of schedule, being even one second ahead (“hot”) is unacceptable. RTS understands that it is difficult to make it to each time point exactly on time. Therefore, drivers are allowed a five-minute window in which to operate (**0 minutes early to 5 minutes late**). This gives the operator an opportunity to correct his/her time. Operators should never leave early from either end of the line and should stay as close to schedule as possible. Operators that find themselves ahead of schedule should take action to correct their time.

REMEMBER:

IT IS OUR JOB TO MOVE THE PUBLIC. BUSES THAT RUN HOT LEAVE PEOPLE BEHIND!

All operators should understand the specific time frame they are operating in on each route. Individual timesheets are available at the Control Center. RTS bus schedules are available at the Control Center also. The schedule booklet is updated each semester and is the most current piece of material available to all operators. Understanding how to use the booklet will help when answering questions for customers.

Operators should synchronize their watches when they sign in at the Control Center. RTS understands that your watch may vary slightly throughout the day. Therefore, RTS will allow up to a one minute difference before action is taken.

Supervisors monitor and time routes to help operators stay as close to schedule as possible. There are times when supervisors may need to make changes by holding buses or sending them early. Follow the supervisors’ instructions so that the best service can be provided at all times.

If you encounter any other problems with keeping your schedule, ask the Control Center for assistance.

All RTS operators should take pride in providing a much needed service to this community. Without reliable transportation, the whole city would be affected. Maintaining safe and on time service is one of the biggest challenges faced by bus operators.

What can drivers do to help improve On-Time Performance?

- Stick to the printed schedule at ALL time points including intermediate points along the route.
- Let dispatch know when you expect delays that will knock you off schedule.
- Plan your 10-7s during times when passenger volumes are lighter and traffic is moving at a steady pace.
- Try to avoid 10-7s when you are carrying full loads of passengers and when you are behind schedule.

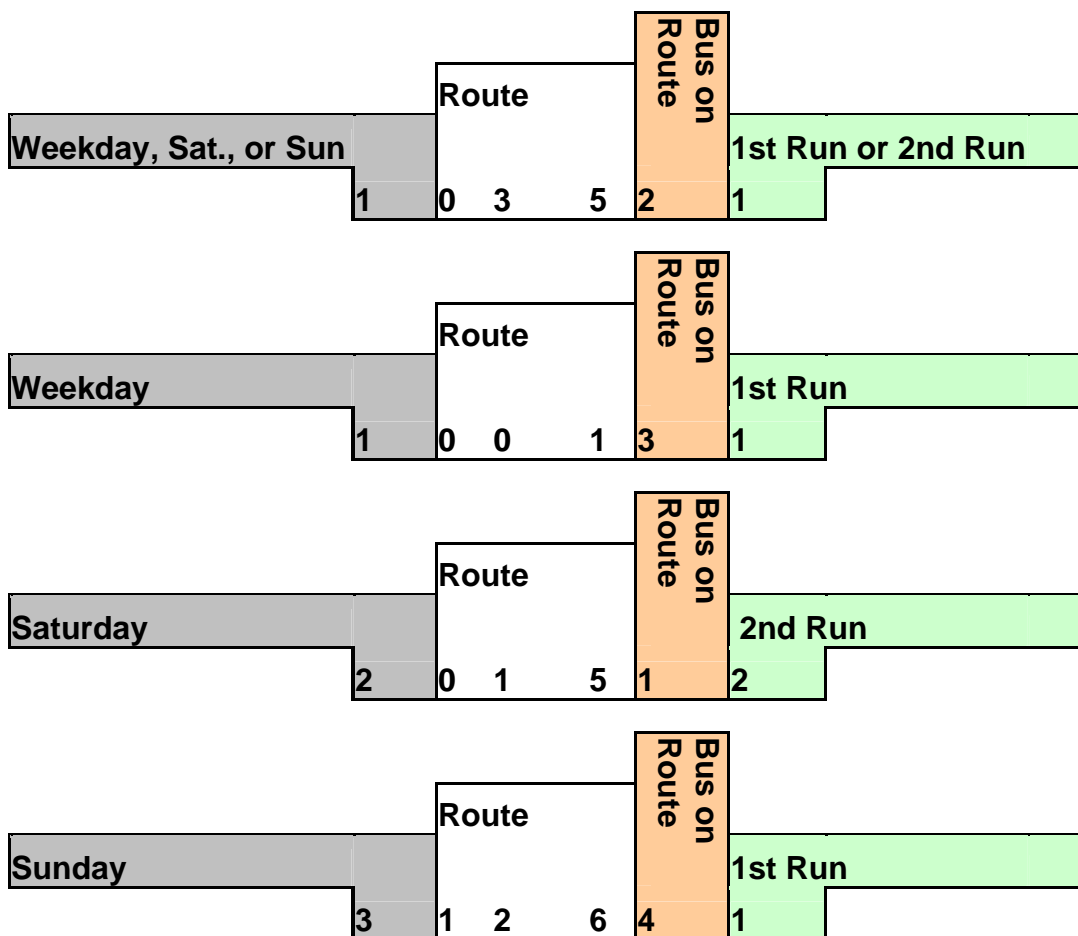
FAREBOX

Use The # Key to Scroll Through The Farebox. Enter Information as Directed.

1. Driver- Enter RTS Drivers Number
2. Route – Enter Route Number
3. Run – Enter All SIX Numbers
4. Trip – Enter SCHEDULED DEPARTURE time when Beginning your trip (NOT ARRIVE TIME!!!)

Remember, to correct a mistake, use the #key to scroll back to the incorrect entry then enter The correct information.

RUN NUMBER



RTS FAREBOX KEY DESCRIPTIONS

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

Description	Cost	Key#
● Adult Full Fare (one way only):	\$1.50	Automatic
● Senior Citizen, Disabled (Not ADA Certified), Medicaid, Medicare, Student Fare (Half Fare) :	\$0.75	(Key 1)
● Gator Aider, Special Services, and Special Assignments:	Prepaid	(Key 2)
● Shands Employee Pass and Work Force Pass:	Prepaid	(Key 2)
● All Day Pass when shown:	Prepaid	(Key 3)
● All Day Pass when bought:	\$3.00	(Key 4)
● Student Semester Pass, Monthly Pass:	\$60/\$35	(Key 5)
● Senior Citizen, Disabled (not ADA Certified), Medicaid, Medicare (Half Fare Monthly Pass) :	\$17.50	(Key 6)
● ADA Certified:	Free	(Key 6)
● Student Gator One Card:	Prepaid	(Key 7)
● UF Faculty/Staff (Gator One Card):	Prepaid	(Key 8)
● City/County Employee Florida works	Prepaid	(Key 9)
● Children (shorter than the Farebox)/Courtesy Pass/ ADA Escort:	Free	(Key *)

(1) Senior/Disabled Student Fare \$0.75	(2) Special Services Gator Aider Shands Emp Pass Work Force Pass	(3) All Day Pass (USED)
(4) All Day Pass \$3.00	(5) All Student Pass All Monthly Pass	(6) ADA Certified Pass
(7) Gator One Card	(8) UF Faculty/Staff	(9) City/County Employee VA Employee Pass Florida Works
(*) Children/Courtesy Pass	(0)	(#)

OPERATOR MISTAKES

This is a list of common mistakes made by operators. Operators should be aware that if these mistakes are made, disciplinary action could be taken. All operators should take responsibility for following the guidelines set by RTS and the CITY of Gainesville. Operators should be familiar with the Employee Handbook so the best decisions are made while doing their job.

- Using cell phone while driving RTS vehicle (talking or text messaging).
- Reading while at bus stop, red light, stop sign or while driving.
- Speeding on the compound, UF campus, or in the city.
- Rude and discourteous to passengers, coworkers or Supervisors.
- Failure to fill out vehicle condition report (Pre-trip/Post-trip)
- Blocking windows with newspaper, trash, etc.
- Running ahead of schedule
- Refusing to adhere to instructions by supervisors or dispatch
- Failure to service all bus stops on the route
- Intentionally bypassing customers
- Passengers standing beyond the standee line
- Violation of Standards of Appearance
- Failure to have required items and documents
- Failure to make service announcements
- Staging in an unauthorized area
- Drinking or eating while driving
- Failure to wear seatbelt (it's the law)
- Failure to turn in daily passes
- Failure to check the board for work assignments
- Unnecessary talking on the radio
- Failure to keep driver's area clean
- Failure to report accident or incident
- Failure to close windows and hatches
- Failure to pull parking brake and put bus in neutral before leaving the bus
- Failure to call 10-7 before leaving bus unattended

FROM THE DRIVER'S SEAT

This form is used so that operators can make suggestions about any changes they would like to see or any problems on a route. Please fill out the form and turn it in to dispatch or place it in the proper box at the Control Center.

RTS
CITY OF GAINESVILLE
REGIONAL TRANSIT SYSTEM
From the Driver's Seat...

Name: _____

Date: _____

Route Number: _____

Location: _____

Please check the box alongside the problem area you wish to bring to our attention. Use the space provided below and the back of this form for any additional comments.

Route Problems

Bus stop area Bus stop sign

Benches Shelters

Tree limbs Other: _____

Comments: _____

To be completed by Maintenance: _____	
Completed By: _____	Date Com _____

White - Maintenance Yellow - Planning Pink - Driver

Training Acknowledgement

Activity	Student	Trainer
New Employee Sheet / Driver Number		
Sign in & Check Assignment		
Tour Facility		
Received Training Booklet & Employee Handbook		
Appearance Standards / Uniforms		
*RTS operational policies and procedures		
Alcohol and Drug Policy		
*Boarding and Alighting passengers		
*Passenger assistance and securement		
*Operation of wheelchair lifts and other special equipment		
*Defensive Driving		
*Bus equipment familiarization		
*Basic operation and maneuvering		
*Operation of equipment in different driving conditions		
*Handling of emergencies and security Threats		
Accident and Incident Reporting		
Radio Procedures		
Common Mechanical Problems		
Schedules and Schedule Books		
Collecting Fares		
*Bus and equipment inspections		
*Security and Threat awareness		
Customer Service		

I _____ acknowledge that I received training and have performed the activities listed above.

*Notes 14-90 DOT required training.

DRIVING RANGE ACKNOWLEDGEMENT

Description	Date	Trainee	Trainer
Basic Bus Knowledge: Mirror and Seat Adjustment			
Parallel Parking			
Right and Left Hand Turns			
Service Stops			
Maneuver Around Parked Cars			
Starting and Recycle Buses			
Smooth Operation of Buses (Braking, Accelerating, etc)			
Emergency Exits on all Buses			
Air Release for Front Doors on all Buses			
Setting Destination Codes			
Talking Bus (ADA Announcements)			
Farebox Use			

I, _____ acknowledge that I have performed all the above-mentioned activity

BUS ACKNOWLEDGEMENT

Gillig Phantom

Description	Trainee	Date
Mirror and Seat Adjustment		
Door Air Release		
Parking Brake		
Start Recycle		
Transmission Select		
Emergency Exits		
Set Destination Code		
D.O.T. Required Equipment		
Battery Shut Off		
Wheelchair Tiedowns & Lift		

Trainee _____ has demonstrated knowledge and use of equipment listed above.

Trainer/Supervisor _____ (Date) _____

BUS ACKNOWLEDGEMENT

Gillig Lowfloor

Description	Trainee	Date
Mirror and Seat Adjustment		
Door Air Release		
Parking Brake		
Start Recycle		
Transmission Select		
Emergency Exits		
Set Destination Code		
D.O.T. Required Equipment		
Battery Shut Off		
Wheelchair Tiedowns & Lift		

Trainee _____ has demonstrated knowledge and use of equipment listed above.

Trainer/Supervisor _____ (Date) _____

BUS ACKNOWLEDGEMENT

Nova

Description	Trainee	Date
Mirror and Seat Adjustment		
Door Air Release		
Parking Brake		
Start Recycle		
Transmission Select		
Emergency Exits		
Set Destination Code		
D.O.T. Required Equipment		
Battery Shut Off		
Wheelchair Tiedowns & Lift		

Trainee _____ has demonstrated knowledge and use of equipment listed above.

Trainer/Supervisor _____ (Date) _____

OPERATOR RIDE-ALONG/SPOT CHECK EVALUATION

EMPLOYEE: _____ DATE: _____

TIME: _____ BUS#: _____ ROUTE: _____

- | | | |
|--|-----|----|
| 1. Destination sign correctly programmed _____ | YES | NO |
| 2. Wearing seat belt _____ | YES | NO |
| 3. ID badge in possession _____ | YES | NO |
| 4. Driver's area clean _____ | YES | NO |
| 5. Driver's punch in possession _____ | YES | NO |
| 6. Passes cut properly _____ | YES | NO |
| 7. Route schedules available _____ | YES | NO |
| 8. Radio properly programmed _____ | YES | NO |
| 9. Farebox properly programmed _____ | YES | NO |
| 10. Interior mirrors properly set _____ | YES | NO |
| 11. Uniform adherence _____ | YES | NO |
| 12. Driver's license & medical card _____ | YES | NO |
| 13. Running on schedule (<2 min early/<5 min late) _____ | YES | NO |
| 14. Pre-Trip _____ | YES | NO |

Observe and grade all applicable areas and make necessary comments:

(1 – Excellent 2 – Good 3 – Needs work)

Accelerates smoothly _____	1	2	3
Maintains proper following distance _____	1	2	3
Brakes smoothly _____	1	2	3
Effectively scans the road ahead and all mirrors _____	1	2	3
Looks left right left at all intersections _____	1	2	3
Signals before making turns or lane changes _____	1	2	3
Proper lane positions for turns _____	1	2	3
Turns at proper speed _____	1	2	3
Uses mirror while turning _____	1	2	3
Bus stops 6 – 12 inches from door to curbs _____	1	2	3
Ensures all passengers are loaded and behind the standee line _____	1	2	3
Closes doors and checks mirrors before bus moves _____	1	2	3
Checks cards, passes and records correct fares on key pad _____	1	2	3
ADA announcements _____	1	2	3
Greets boarding passengers _____	1	2	3
Customer service _____	1	2	3

Comments:

Trainer _____

ROAD TRAINER CHECKSHEET

Bus No. _____ Route: _____ Run Number: _____

Trainer: _____ Date: _____

Please help the trainee assigned to you understand the following information about your route and bus:

Description	Trainer Acknowledgment
1. How to start and recycle the bus	
2. How to set the Destination Sign	
3. How to Adjust Drivers seat	
4. Air release for front door	
5. Where Electric Breakers are located	
6. Identify Emergency Exits	
7. Where to 10-7 for Restroom	
8. Relief point for Route	
9. Staging area for the Route	
10. Cycle Wheel chair lift	

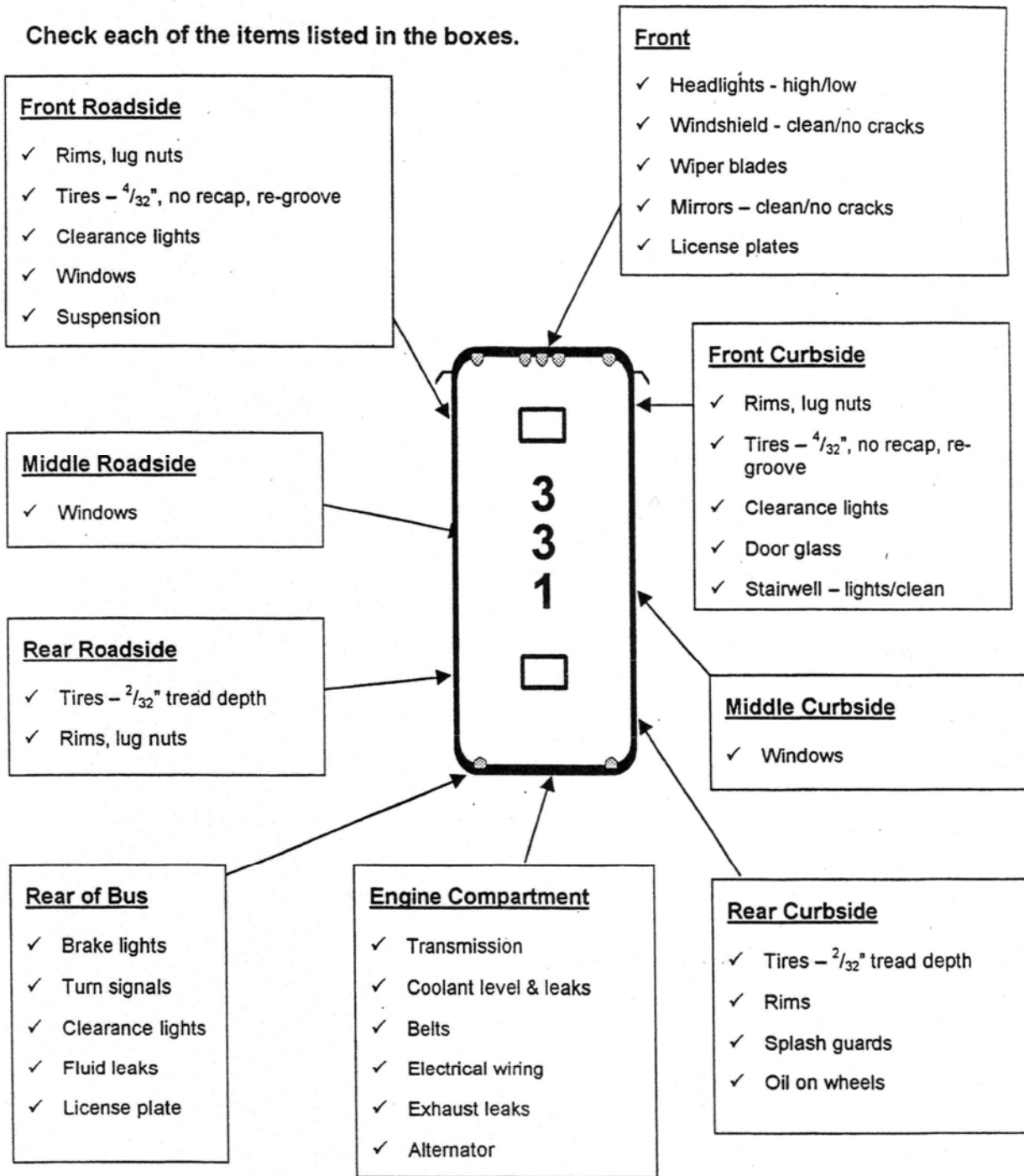
NOTES :

ROUTE TRAINING CHECKLIST

ROUTES	DESCRIPTIONS	TRAINING ACKNOWLEDGEMENT Sign and Date
1	Butler Plaza to Downtown	
2	Downtown to Health Department	
5	Downtown to Oaks Mall	
6	Downtown to Gainesville Mall	
7	Downtown to Eastwood Meadows	
8	Pine Ridge to Shands	
9	McCarty Hall to Lexington Crossing	
10	Downtown to SFCC	
11	Downtown to Eastwood Meadows	
12	Campus Club to McCarty Hall	
13	One Stop Career Center to Newell Dr./Museum Rd.	
15	Downtown to NW 23 rd Avenue/NW 6 th Street	
16	Newell Dr./Museum Rd. to Sugar Hill	
17	Downtown to Shands	
20	Oaks Mall to McCarty Hall	
21	Forest Park to McCarty Hall	
22	McCarty To Marchwood Apt	
23	Oaks Mall to Santa FE Collage	
24	Downtown to Job Corps	
25	McCarty to Airport	
29	Cobblerstone to Shands (UF)	
34	Lexington Crossing to HUB	
35	McCarty Hall to Homestead Apts.	
36	McCarty Hall to Homestead Apts.	
38	Hub to Old Archer Road	
43	Downtown to SFCC	
75	Butler Plaza to Oaks Mall	
117	Park and Ride 2 –34 th Street	
118	Park and Ride 1 – Harn Museum to the HUB	
119	Family Housing – Bledsoe Drive to the HUB	
120	West Circulator – Frat Row to the HUB	
121	Commuter Lot – (Gale Lemarand Drive) to the HUB	
122	UF N/S Circulator – to McCarty Hall	
125	Lakeside – the HUB to Lakeside	
126	UF E/W Circulator – McCarty Hall to Lakeside	
127	East Circulator (Sorority Row) – Sorority to the HUB	
128	Lake Wauburg – Lake Wauburg to McCarty Hall	
300	Later Gator A – Reitz Union (UF) to Downtown	
301	Later Gator B – Lexington Crossing to Downtown	
302	Later Gator C – Oaks Mall to Downtown	
400	Downtown to Oaks Mall	
401	Downtown to Oaks Mall	
402	Downtown to Campus Club	
403	Downtown to Lexington Crossing	
404	One Stop Career Center to Shands	
405	Shands to Sugar Hill	
406	Downtown to Waldo Rd at 39 th Ave.	
407	Downtown to Gainesville Mall	
408	Northwood Village to Shands	
409	Downtown to Gainesville Mall	
410	Downtown Station to SFC (via NW 6 th st)	

MEMORY AID - OUTSIDE

Check each of the items listed in the boxes.



Bus Inspections

PRE-TRIP WALK AROUND AID

(Memory aid for CDL training)

Front

- Windshield – Make sure the windshield is sealed unobstructed and has no cracks.
- Check the windshield wipers and wiper blades.
- Check both headlights. Make sure they are properly mounted and secure.
- Clearance lights – top front: amber in color – no visible signs of damage and working
- 4-way flashers and turn signal – amber in color – no damage
- Bike rack – secured
- Bumper – secured to the bus – no damage
- Windshield fluid – Make sure the cap is on tight.

Driver's Side

- Clearance lights – amber in color – no damage
- Mirrors – secured – no damage – will hold adjustment
- Windows – secured and secured – no cracks or breaks
- Side Marker Lights – amber in color – no damage
- Check tires front and rear. Give tread depth. Check: tread depth, rims, lug nuts, wheel hub. Check for oil & air leaks. Show how to check the air PSI.
- Battery Box – Emergency shut-off – Make sure the box is secure, the batteries are secure in the box, there are no loose cables, cables are clean, caps are on the batteries. Show where to add water if needed.
- Check radiator grill and exhaust vent.

Rear

- Top Clearance Lights – red in color – no damage
- Caution Lights – center of the bus – amber in color – no damage
- 4-Way Flashers – turn signal – amber in color
- Break Lights – red in color
- Back-up Lights – clear
- Check bumper and tag.
- A/C fans and vents

Passenger Side

- Check both front and rear doors.
- Fuel Tank
- Rear hub – odometer mileage for service

BUS ENGINE

(Memory aid for CDL training)

- Left side of bus: Radiator guard no damage nothing that would block air flow
- **Left side inside engine compartment;** coolant fan Check hoses, clamps – no leaks
- Tell how to check the transmission fluid and oil tell where to add fluid.
- Bottom coolant hoses
- Coolant filter check for leaks
- Intake hoses for engine turbo check clamps no damage
- Tell where the generator is located. It supplies electric power for the bus.
- Check generator belts, A/C Compressor Belts and Power Steering Belt
- Belts are tight seated in pulleys – not worn or frayed
- Check A/C compressor and coolant lines. – no leaks – no loose hoses
- **Right side engine compartment:** hydraulic fluid: Tell about tank, where to add fluid.
Fluid runs engine coolant fan and power steering.
- Identify air compressor. (**Under generator**) Check for air leaks, loose hoses. Explain that the air compressor supplies air for the doors, breaks, and suspension.
- Check coolant filter and oil filter
- Identify governor for air compressor
- Smell for strong odors that could be burning wires from a short. Look for sparks. Listen for any buzz that could be an electrical problem. Look for leaks under the bus. Check for loose hoses. Listen for any type of pressure leaks.

MEMORY AID – INSIDE

Check each of the items listed in the boxes.

Driver Area

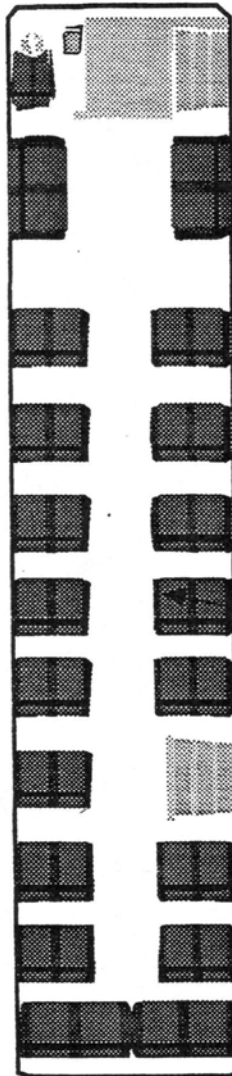
- ✓ Seat belt
- ✓ Defroster, A/C, heater
- ✓ Doors – interlock
- ✓ Steering wheel (play)
- ✓ Accelerator
- ✓ Transmission
- ✓ Horn
- ✓ Windshield wipers
- ✓ Gauges
- ✓ Lights
- ✓ Farebox – set for route
- ✓ Destination sign – set for route

Air Brake Inspection

- ✓ Governor cut-in/cut-out
- ✓ Low pressure warning
- ✓ Parking brakes
- ✓ Air pressure buildup
- ✓ Air pressure leakage
- ✓ Service brake

Remember –

Federal and state laws forbid operating an unsafe vehicle – always inspect the bus *before* beginning your route.



ADA

- ✓ Wheelchair/kneeling
- ✓ Priority seating/ decals
- ✓ Public address system

Emergency Equipment

- ✓ Fire extinguisher
- ✓ Triangle reflectors
- ✓ Circuit breakers
- ✓ First Aid kit
- ✓ Bio Hazard Spill kit
- ✓ Hatch/ Exit

Passenger Compartment

- ✓ Rear stairwell
- ✓ Seats – clean/good condition
- ✓ Floor – clean
- ✓ Passenger buzzer

En Route Inspection

- ✓ Listen for odd noises
- ✓ Note any unusual smells
- ✓ Watch your lights and gauges
- ✓ Walk around the bus at terminals to check brake lights

Post Trip Inspection

- ✓ Complete the vehicle inspection report

MEMORY AID – INSIDE (con't)

Walk Through Inside of Bus

DOT Equipment:

- Fire Extinguisher
- Triangles
- First Aid Kit
- Circuit Panel – Located over driver's seat no fuses all circuit breakers.

Start Bus

Check Seat Belt

Steering 2 to 4 inches (loose play)

Horn works

Identify gauges and show that they are working normal.

Test for Air Leaks

Push in parking brake – should not lose more than 2 psi in one minute.

Check service brake. Push brake pedal and hold; should not lose more than 3 psi in one minute.

1. Cycle transmission.
2. Test parking brake.
3. Check mirrors.

Pump Down

Below 90 psi warning light and buzzer will come on.

By 30 psi, parking brake pops up.

This test is done with engine off and the parking brake pushed in.

Build Up Test

Start engine. Set high idle.

From 80 psi to 100 psi in 45 seconds.



CITY OF GAINESVILLE REGIONAL TRANSIT SYSTEM Vehicle Condition Report

PRETRIP AND IN-SERVICE BUS INSPECTION

Start Hub Reading: _____ End Hub Reading: _____

Date: _____ #1 Driver's Name: _____ Driver #: _____ Bus Okay Route: _____ Run: _____
 #2 Driver's Name: _____ Driver #: _____ Bus Okay Route: _____ Run: _____
 Bus #: _____ #3 Driver's Name: _____ Driver #: _____ Bus Okay Route: _____ Run: _____

NOTE: Law requires legible signature (no initials).

PRETRIP INSPECTION: Before departing garage, review previous drivers' maintenance copy found on bus. Cycle wheelchair lift/kneeler. Contact radio dispatch if any noted defects from previous driver have not been repaired. Upon relieving another driver, contact radio dispatch to resolve any outstanding or newly found DOT or "shaded block" defects.

BUS RETURN INSPECTION: Upon returning to garage, park bus in fuel lane and turn in defect report to dispatch.

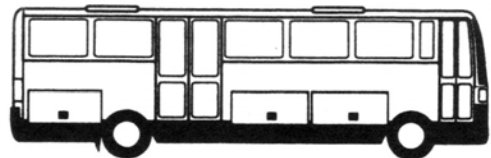
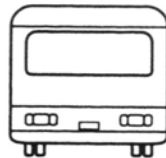
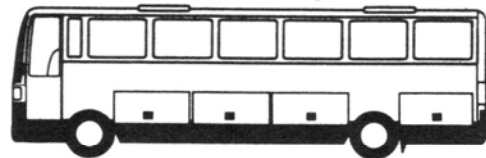
Driver	#1	#2	#3	Check Defect
				DOT DEFECTS
				Air Brake Operation
				Air System Leaks
				Driver Seat/Belt
				Exhaust System
				Fluid Leaks
				Horn
				Lights-Exterior
				Mirrors-In/Outside
				Rims/Lugs-Wheel Crack
				Safety Equipment
				Suspension System
				Tires
				Windsh./Wipers/Washers
				WHEEL CHAIR
				Lift Operable? Yes No
				No Power
				Lower/Raise/Stow
				Barriers
				BRAKES
				Slack
				Pulls Left and/or Right
				Grabs/Squeals/Spongy
				Unequal Front/Rear
				Won't Release
				Warning Signal
				LIGHTS
				Ceiling
				Step - Front/Rear
				Tell/Tale Dash
				Stop Request
				Destin. Sign - Front/Rear

Driver	#1	#2	#3	Check Defect
				TIRES
				Low Air
				Cut/Damaged
				Cap Loose
				Worn
				SUSPENSION
				Bellows
				Shock
				Leans/Sways
				MISCELLANEOUS
				Registration Card
				License Card
				Safety Pouch
				Bio Kit
				ENGINE
				Lacks Power
				Hot
				No Start/No Stop
				Races/Stalls
				Oil/Water Leak
				Exhaust Smoke
				Noisy
				No Fast Idle
				TRANSMISSION
				Slips/Jumps Out of Gear
				Rough Shift
				No Shift/Reverse
				Fluid Leak

Driver	#1	#2	#3	Check Defect
				STEERING
				Hard/Loose/Pulls
				Shimmies
				Tilt Wheel
				A/C AND HEATING
				No A/C or Heat
				Too Warm/Cool
				No Defroster
				A/C On and Off
				Noisy
				BODY
				Damage (circle below)
				Steps
				Windows
				Bumpers
				Compartment Doors
				Roof Hatch - Front/Rear
				Passenger Seats
				Bike Rack
				Advertising - In/Outside
				DOORS
				Fast/Slow - Front/Rear
				Damaged - Front/Rear
				Sensitive Edge
				ELECTRONIC
				Radio Receiver/Transmit
				Farebox Power/Jam/Date
				Destin. Sign - Front/Side
				Passenger Chime

BODY DAMAGE COMMENTS (mark damage to body):

Further Define Problem/Comments:



RTS BUS FLEET

Pictures and Specifications

RTS BUS FLEET

Nova



Nova Statistics:

Length: 40 feet

Width: 8 ft. 6 in.

Height: 13 ft. 0 in.

Fuel: 110 gal diesel

Capacity: 44 seats *

* - DOES NOT INCLUDE STANDING PASSENGERS

RTS BUS FLEET

Gillig Phantom



Gillig Statistics:

Length: 40 feet

Width: 8 ft. 0 in.

Height: 12 ft. 0 in.

Fuel: 105 gal diesel

Capacity: 42 seats *

* - DOES NOT INCLUDE STANDING PASSENGERS

RTS BUS FLEET

Gillig Lowfloor



Gillig Statistics

Length: 40ft

Width: 8ft. 6in.

Height: 12ft.0 in.

Fuel: 125 gal diesel

Capacity: 36 seats*

* - DOES NOT INCLUDE STANDING PASSENGERS

RTS Organization Chart

