

# Section A

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Operator's Guide: Section I – IV





# Operators Guide

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# Operators Guide

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## Foreword

### **Regional Transportation District Trailblazer Guide for Bus and Rail Operations**

#### **OUR MISSION:**

We make lives better through connections.

#### **Foreword**

You, the employee, are the Regional Transportation District's most important asset.

RTD has one basic purpose – to serve the transit needs of the public. To our customers, you are the Regional Transportation District. What you do and how you do it reflects on what our customers think about the Regional Transportation District.

In addition to this responsibility, you have an obligation to the pedestrians and motorists who also share the streets and highways of our Agency.

As an employee, you have more opportunities to make friends for the RTD and yourself than any official of the RTD.

Every day we transport customers who might be using our services for the first time. Many will become regular customers only if they like our service and our employees. Most will continue to ride only as long as they are satisfied with the quality of the service we provide.

RTD employees have the basic obligation of operating an economical, efficient, safe, convenient and attractive transportation system in accordance with policies of the Board of Directors and provisions of the laws and other statutes of the State of Colorado. It is in this spirit therefore, that rules, regulations and performance codes are issued and supplemented from time to time to meet changing conditions. It is the responsibility of each hourly employee to become familiar with rules, regulations, performance codes, policies, bulletins and special instructions, because ignorance or misinterpretation is not an excuse for failure to comply. In this spirit, we ask you as our most important asset to carefully read and comply with these rules, regulations, performance code and policies (collectively "Rules").

RTD is committed to conducting its business affairs honestly and with integrity. This commitment applies to our relationships with competitors, customers, vendors and employees. Each employee must maintain the highest standards of personal and professional ethics.

An employee should not conduct business that is not in the full spirit of honest and ethical behavior, nor should an employee cause another employee, or non-employee, to act or behave in such a manner, either through inducement, suggestion, or coercion. Furthermore, an employee should not furnish Company, employee or competitor information to any individual, business or entity without first consulting with and acquiring the approval of their manager.

Each employee is expected to report dishonest activities by other employees to their manager. Failure to report such activities or submitting false information is considered a violation of the Standards. Initiating or encouraging reprisal action against an employee or other person who, in good faith, reports known or suspected violations is prohibited.

These Rules are unilaterally implemented by management and are separate from the Collective Bargaining Agreement between RTD and the Amalgamated Transit Union, Local 1001. However, they are in keeping with the applicable provisions of the Collective Bargaining Agreement.

# Operators Guide

## Section I: Introduction, Telephone, Public Relations, Professionalism

### Introduction

This manual presents the rules, regulations, bus operator performance code, and policies (collectively, the “Rules”) of the Regional Transportation District applicable to employees within the bargaining unit and its contracted bus operators. The Regional Transportation District (“RTD”) is more often judged favorably or unfavorably on the character and performance of its employees and contractor operators than by any other single thing. The Agency is interested in aiding you, as its representative, in doing the best possible job toward rendering safe, clean, and efficient service to the riding public. This manual is presented to you to assist you in the proper performance of your duties. Throughout this document the terms “RTD” and “agency” will apply equally to all employees of RTD including contracted employees.

When you accepted a position to operate a bus for RTD, you assumed certain responsibilities which are essential to the proper performance of your job. Your continued employment is your commitment of willingness to comply with the Agency’s rules and regulations to render the Agency efficient service.

You as an RTD or contractor employee are expected to be truthful and honest in your actions. You are expected to carry out work assignments and official orders of your management representatives as assigned and to perform your duties in a competent and proficient manner.

The following Rules are subject to revision or change from time to time. Any such revision or change will be noticed and evidenced by posted bulletins and will take effect on the date specified therein. It is your responsibility to review bulletins on a daily basis to ensure that you are aware of any changes to the Rules. Ignorance of the Rules and to posted changes is no excuse.

### Telephone

In case of an accident, a disabled bus, or other trouble, an immediate report must be made by radio or by telephone to the dispatcher’s office. You must obtain all of the appropriate phone numbers from your supervisor/manager.

### Public Relations

Employees and contract operators must remember that they are working in tax supported public service. The most important people in our business are the customers we serve. Our product is service, and our obligation must be to make that service as attractive as possible at the least possible cost while maintaining high efficiency, productivity and effectiveness. Public relations, good or bad, do not come from what we SAY about ourselves. They come from what we DO and how well we do it.

### Professionalism

All RTD and contractor employees are expected to conduct themselves in a professional manner. RTD operators both for Bus and Light Rail as well as contractor operators have a great deal of responsibility to both RTD and their customers. As professional drivers you are expected to operate your vehicles with caution, adhering strictly to the rules of safety. You should adjust for poor weather and adverse operating conditions and anticipate the moves of other vehicles whether they are proper or not. You are entrusted with many lives each day. Your customers trust you. Getting them to their destination safely should be a source of pride for you.

## **Part 1 - Responsibilities of Hourly Employees and Contractor Operators**

### **1. Knowledge of Rules**

- A. The following Rules must be strictly obeyed. New employees and employees already in the service of the Agency must familiarize themselves with the entire contents of this manual.
- B. In addition to these Rules, special instructions to employees will be issued from time to time, either verbally by members of the supervisory staff, written in the form of bulletins, Trailblazer, train orders or special instructions posted on the bulletin boards or attached to the train pouch clipboard at each facility. All such verbal instructions or written special orders, whether in conflict with these Rules or not, must be observed by employees while they are in force. Employees must consult the bulletin board daily. Bulletins will be posted normally for thirty (30) day periods. A file of bulletins is maintained at each division for review. In the event an employee is off duty for an extended period, bulletins must be reviewed immediately upon returning to work.
- C. When reporting for work, it is essential that you check the bulletins, detour sheet, train orders or special instructions and the read file daily for new information.
- D. If any doubt exists regarding the exact meaning of a Rule, special order or instruction, an employee must immediately secure additional information or proper interpretation from his/her supervisor.
- E. Ignorance of Rules, bulletins, train orders, special orders or instructions is no excuse for failure to comply.

### **2. Situations Not Covered by Rules, Special Orders or Instructions**

- A. Whenever a situation arises which is not covered by these Rules, special orders or instructions, an employee must exercise his/her best judgment. Consult your supervisor as soon as possible.
- B. Situations involving unusual complications or accident hazards should be reported immediately to your immediate supervisor or the dispatcher for further instructions.

### **3. General Responsibilities of Bus and Light Rail Operators**

- A. Safely operating RTD vehicles, along with the safety and comfort of the customers.
- B. Displaying proper lights, destination signs, route and train number and portable signs as required.
- C. Leaving terminals and time points on time, maintaining schedules under normal conditions, and making every reasonable connection at transfer points.
- D. Announcing distinctly such stops and intersections as are mandated by the Americans with Disabilities Act, and performing all other functions required of operators by the ADA.
- E. Announcing distinctly all stations, transfer points and terminals in the event any onboard equipment is not available or not functioning.
- F. Promptly collecting and turning in lost articles.
- G. Distribution and/or collection of authorized information flyers, surveys or other materials.
- H. Displaying courtesy, consideration and cooperation with customers, pedestrians and the drivers of other vehicles. This spirit of courtesy, consideration and cooperation will also be extended to all representatives of RTD

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including contractor employees. As professionals, you must exercise patience and self-control, refraining from anger and confrontation. A pleasant, helpful attitude will almost always result in a positive response from the public.

- I. Treating your customers in a pleasant and courteous manner, with tact and consideration. Address them as “sir”, “ma’am”, etc.
- J. Not provoking, initiating, participating in or escalating arguments with customers or the public.
- K. Not offering excuses or trying to justify a mistake.
- L. Not embarrassing a customer by calling undue attention to their mistakes.
- M. If a customer complains when you attempt to enforce RTD rules, courteously explaining the rule using the customer interaction skills presented in training and set forth in the Trailblazer and Light Rail Standard Operating Procedures. If the patron continues to object, avoid an argument, allow them to be seated, and contact dispatch/controller if assistance is needed.
- N. Obeying and performing all other requirements for operators set forth in the Trailblazer, bulletins, posted notices, verbal instructions and these Rules.

### **PERSONNEL PRACTICES**

It is your responsibility to familiarize yourself with the personnel policy of your employer, either RTD or private contractor. Please contact your respective division management if you have any questions regarding the proper policies.

### **Part 2 - Accidents and Injuries**

#### **1. Assistance to Injured – Vehicle Accident**

In case of an accident or incident involving personal injury, the employee's first duty is to care for the injured person or persons. The dispatcher must be called at once and request be made to send an ambulance, RTD security, and the police.

**AN EMPLOYEE MUST NEVER LEAVE THE SCENE OF ANY ACCIDENT UNTIL THE INJURED PERSON OR PERSONS HAVE BEEN PROPERLY CARED FOR.**

- A. If a doctor is at the scene, the employee should assist the doctor in arranging first aid for the injured person or persons, if requested. The injured should be handled only by a qualified person, i.e., a doctor or person skilled in first aid.
- B. In the event the injured person is taken to a hospital, doctor's office, and drugstore or to the injured person's home by a motorist, the motorist's address and license number of the car must be secured by the employee.
- C. The employee must not promise to send a doctor to the home of the person who has been injured, or make other promises of medical care. If the injured person insists on going home and wants a doctor to attend him/her, the injured person should be advised to call his/her own doctor. However, tact must be used in conveying this to the injured person.

#### **2. Accidents Involving Another Vehicle or Vehicles**

- A. In the case of an accident involving another vehicle or vehicles, if damage to the other vehicle occurs and/or if serious personal injury occurs, the dispatcher must be notified immediately and requested to send any needed assistance.

- B. In collision cases, the employee (in addition to securing witnesses) must try to assist the occupants of the other vehicle(s) involved; observe whether there are injuries to any persons; get the names and addresses of all occupants of the other vehicle(s), including the owner and driver; get the license number of the vehicle(s), the make and model of the vehicle(s), the insurance company of the other driver(s), and then determine as nearly as possible what damage has been done.
- C. In all cases, the posted post-accident vehicle inspection procedure must be used.
- D. In all cases, the employee should give his/her name, employee number and vehicle number to the party and otherwise comply with the established accident response procedure.

#### **3. Obtaining Necessary Information Including Names of Witnesses**

- A. Witnesses should be secured immediately after the occurrence of an accident or incident.
- B. Witnesses' names, addresses and phone numbers should be secured quietly and courteously. The employee should say that he/she is personally responsible for obtaining name(s) of person(s) in the area at the time of the accident.

In securing witnesses, either on the street or in a vehicle, the employee should not ask, “Did you see the accident?” Instead, he/she should say, “May I have your name and address for my report?” Many times persons at the scene who did not see the actual accident can nevertheless give valuable information pertinent to the cause or result of the accident, such as comments by others immediately after the accident, or descriptions of the scene or conditions.

It must be indicated on each response by a witness whether the witness was a customer of the other vehicle involved, a customer or driver of some other vehicle, was on the street or in the vicinity of the accident.

It is not unusual for people to disclaim knowledge of an accident when their names are requested. However, every reasonable effort must be made by the employee to obtain names and addresses of witnesses, even though they state they did not see the occurrence, and whether they were on the bus, on the street or otherwise at the scene.

- C. When police officers are present at the scene of an accident, it will be sufficient to obtain their badge numbers if their names are unavailable. At least the badge number of any fireman, police officer, postman or uniformed employee of the Agency who may be present must also be obtained by employee concerned.
- D. An employee, after being involved in an accident, should not become involved in any argument or discussion as to the responsibility for the accident. He/she should guard his/her remarks and tone of voice so as not to cause any further hard feelings with the other party involved.
- E. In case of an accident involving a motorist who is obviously intoxicated or under the influence of drugs, the employee should try to detain the motorist until police arrive, if the motorist is not injured. However, no physical, forcible or threatening action should be taken, and the employee's first priority should be the safety of all persons present including the employee and customers. Neither should the employee make any remarks as to the motorist's condition, except to a police officer.

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F. Refer any and all legal claims or threats to sue to the Agency's Risk Management Division or the contractor's own Safety Manager. The employee must not assume any personal obligations or attempt to settle any claim. Doing so may cause the employee to forfeit the protections of the Colorado Governmental Immunity Act if applicable.

### 4. Furnishing Information to Proper Persons Only

- A. The employee must not give any information about any accident or occurrence to any person including the media, except to a properly authorized and identified representative of the District or the police department, if requested. The employee should **DEMAND AND GET SUCH IDENTIFICATION FIRST**, if there is any doubt as to whether the person requesting information is an Agency representative or a police officer.
- B. The employee must not tell anyone, other than a properly identified representative of the Agency, any information regarding the mechanical condition of any vehicle or any part of it, without first obtaining proper authorization from the District or their management.

### 5. Where Intoxicants or Controlled Substances are Involved

The employee must call the attention of other witnesses to the presence of any intoxicating beverage or controlled substance (e.g., drugs) at the scene of an accident and, if possible, preserve the evidence. The employee must note in his/her report of the accident or occurrence the name of the witness or witnesses to whose attention this was called. This will enable the Agency or their leadership to corroborate by eyewitness, if necessary, the fact that intoxicating beverages or controlled substances were found on the injured person or near the scene of the accident.

### 6. Notifying Dispatcher's Office by Radio or Telephone – Reporting Accident -Proper Procedure – to Whom Reported

- A. In case of accident or incident involving injury or serious damage to property which requires emergency assistance, the employee involved, after rendering necessary assistance to the injured and securing witnesses, must call the dispatcher immediately, giving notice and particulars of the accident or incident. See paragraph 2 above.
- B. After the accident has been cleared up, do not leave the scene until the Agency's representative is available, or a police officer releases you and informs you that you may resume your duty.
- C. It is extremely important that you make out a full and complete report at an Agency office or your division as soon as possible after the accident has occurred. The employee must personally complete and sign the required accident report within twenty-four (24) hours of the end of the shift in which the accident/incident occurred. If the employee is unable to do so due to injury or for any other reason, such excuse must be noted on the accident report.

### 7. Unreported Accidents or Occurrences

Failure to fully and personally report an accident or occurrence is a serious offense even if the underlying accident/occurrence is relatively minor in nature, and may subject the employee to serious disciplinary action up to and including termination of employment.

### 8. Inspection of Equipment Involved in an Accident

In the case of an accident in which the mechanical condition of the vehicle comes into question, the road mechanic will decide whether the vehicle should be sent to the garage or kept in service.

### 9. Discussion of Mechanical Equipment

Employees **MUST NEVER** discuss the mechanical condition of equipment with persons other than Agency officials, supervisors or Agency mechanics.

### 10. Taking of Depositions or Going to Court

Employees must first report to their supervisor before testifying in court or testifying or giving statements before any notary, commissioner or attorney relative to any case where the Agency may be concerned. Employees must not give testimony or statements without permission of their supervisor, and must notify their supervisor of any requests for testimony or statements as soon as possible. It is the responsibility of the supervisor to notify the Legal Department. Employees **MUST NEVER** sign any statements or documents, or give any oral statements or testimony, pertaining to anything which took place while on duty, unless a Agency representative is present and approves. Employees cannot be legally compelled by police or any other authority to sign statements or documents except for traffic citations and subpoenas.

## Part 3 - Rules and Regulations

### 1. Discipline

- A. Violation of ANY of the Agency's Rules, special and general orders or specific instructions may be cause for discipline.
- B. Disciplinary penalties may be determined by supervisors, division managers, and the general superintendents. Discipline includes cautions, reprimands, suspensions from duty, or termination of Agency employment. Suspension pending investigation may be imposed by a supervisor.

### 2. Communication with Management

You are encouraged at all times to bring any problems or suggestions to your supervisor. You may also request to meet with the division manager or the general superintendent.

### 3. Reporting for Duty

Consult with your employer for proper procedures regarding reporting to duty. It is the duty of all RTD employees and contractors to report to duty at the proper time and at the assigned location of their work. This may include the employee's division or a relief point on route.

- A. Employees shall at all times follow the established call-in procedure. Employees must notify the proper management personnel when they will be absent from or late to work. In the event of an unexpected emergency, management should be notified as early as possible at least 30 minutes prior to start of scheduled shift. Calls from individuals other than the employee will not be accepted as appropriate notice unless approved by management.
- B. Relief breaks shall not be extended.
- C. RTD will be open for business on all regularly scheduled days, regardless of weather conditions. Every attempt



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should be made to report to work if weather conditions permit. Employees should notify their manager as soon as possible if they will be absent from or late for work. Your manager may approve late arrivals or early departures if it is determined that you made an effort to report to work for a full day.

### 4. Sick Leave and Physical Examinations

It is the employee's responsibility to know the sick leave and physical examination policy of their respective employer. Contact your manager for the current policy.

### 5. Appearance When Reporting for Duty

An employee reporting for duty must be clean, neat and clothed in proper work clothes, including adequate foot protection (in accordance with their position). Security badges must be worn and displayed in accordance with the established procedure. Employees are expected to dress appropriately for their position and work environment. Within a private contractor division different uniform regulations may apply. An example would be the wearing of safety vests while inside a contractor division. All RTD personnel must follow the contractor's regulations while within a contractor division. If you have any questions concerning appropriate attire, contact your manager. Please refer to the appearance guidelines for your position for full details.

### 6. General Conduct and Personal Habits

A. In addition to the rules set forth herein, RTD expects its employees and contractor operators, at a minimum to act professionally, including:

1. Be honest and forthright in all communications with or concerning the Agency.
2. Make complete and truthful statements in all reports pertaining to their duties.
3. Promptly obey the orders of all supervisors. Proper respect will be shown to all supervisory personnel, RTD or contractor.
4. Maintain the required standard of performance in their duties.
5. Refrain from being quarrelsome or an annoyance to fellow employees.
6. Refrain from abusive, antagonistic, harassing or disrespectful language or actions in the workplace and in reference to co-workers, members of the public, the Agency, its officials or members of the supervisory staff. This includes making disparaging comments about or directed to members of other divisions or contractors.
7. Display an attitude that contributes to discipline and harmony within the Agency.

B. Transportation to and from work, parking on Agency property, and activities between shifts: Personal cars may be parked on Agency property only in authorized spaces. Employee parking permits must be displayed. Employees who park their personal vehicles on Agency property do so at their own risk. Employees, who make arrangements with other employees to switch vehicles, leave keys at work, or the like do so at their own risk. Employees are not allowed to park vehicles in bus only areas at transit centers or Park-n-Rides when making relief. The Agency provides a free bus pass to each employee, and the Agency neither controls nor is interested in how its employees travel to and from

assigned workplaces. Travel to and from the assigned place for the start and at the end of a shift (including relief points) is not considered by the Agency to be in the course and scope of employment. Employees working split shifts are free to leave the Agency's property and are not considered to be in the course and scope of their employment between shifts. The private contractors may have different parking or vehicle requirements. All RTD employees must follow the contractor's regulations when operating either their personal vehicle or an RTD vehicle on private contractor property. It is the responsibility of the RTD employee to familiarize themselves with the contractor's regulations.

- C. Neatness of work area - It is RTD's policy to keep all areas of the business neat, clean and professional in appearance. Each employee is responsible for keeping his/her personal work area clean and uncluttered (in keeping with job assignment). Inappropriate or distasteful pictures, posters or calendars are not permitted on RTD property.
- D. Criticism or suggestions: Employees with criticism or suggestions to make are encouraged to bring such information to their supervisor. Such matters are not to be discussed with or in the hearing of the public or customers. "Badmouthing" the Agency, other divisions, contractors or fellow employees is extremely unprofessional and may be grounds for discipline.

All employees, RTD and contractor are responsible for learning the proper procedures and policies of their respective division. These procedures and policies may include, but are not limited to; phone use, tool use, division and RTD Agency property.

### 7. Safety

It is the policy of the Regional Transportation District that any and all work performed shall be done not only in a professional, work-related manner, but always in a SAFE manner. Safety rules and regulations will be published in a safety manual and will be made available to employees. When in doubt, consult your supervisor. Specific safety and health rules will be posted. All employees are required to be familiar with RTD's safety rules and/or policies. When an RTD employee visits a private contractor division he is responsible for learning, understanding and following that division's safety policies and rules. Each employee is responsible for remaining aware of and following safe working practices/procedures. Failure to follow safety and health rules may result in disciplinary action up to and including termination and may reduce workers' compensation benefits if injury results.

Here is a brief review of these guidelines:

- Report any unsafe conditions or practices immediately to your supervisor;
- Report all personal injuries to your supervisor immediately;
- Alert your supervisor if you become sick while at work;
- Employees are required to keep their work area clean and free from hazard;
- Never remove guards or safety devices from equipment. Report any broken or missing devices immediately;

### 8. Unnecessary Conversation and Visitors

Unnecessary conversation by employees with other employees or the public while on duty may be grounds for discipline. Some

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conversations that occur off duty can also be grounds for discipline (some examples of impacting factors include the manner in which you represent yourself, the topic, the language used, etc.). All specific questions pertaining to the job assignment should be answered briefly and courteously. Employees must not converse socially with friends, relatives or the public, or encourage them to visit with the employee, while on duty or on Agency property. Social visiting while the employee is on the job leads to inattention to duty and even to accidents.

### 9. Employees as Customers

- A. An employee riding on the Agency's free transportation pass must display his/her pass clearly to the operator of the bus.
- B. An employee riding in work clothes or on a free pass is prohibited from occupying a seat if a paying customer is standing due to lack of seats.
- C. Employees, while riding on Agency vehicles as customers, are prohibited from conversing with the operator on duty when the vehicle is in motion.
- D. An employee must report promptly to his/her supervisor the loss of the Agency's free transportation pass or security badge.
- E. An employee who allows others to use his/her free transportation pass may be subject to discipline.

### 10. Passing Schools and Playgrounds

Employees must use extreme caution while operating in the vicinity of schools and playgrounds. The school zone speed limit must be observed and employees must obey signals of the school patrol, police officers and other authorized persons stationed to protect the children.

### 11. Following Vehicles – Safe Following Practices

When following another Agency vehicle (or any vehicle), the employee must always be careful that he/she maintains a safe following distance between his/her vehicle and the vehicle ahead. He/she must always be alert and prepared for an unexpected stop by keeping the vehicle under control at all times. The distance should increase as speed increases. Failure to allow sufficient distance could result in a rear-end collision.

### 12. Seat Belts

Employees must wear seat belts on Agency vehicles equipped with them.

## **PERFORMANCE CODE**

Each contractor and RTD has an employee performance code that must be followed. Please consult with your respective manager for the proper policies and procedures.

### **Part I, General Provisions**

#### **PURPOSE**

This Performance Code (Code) is part of the Rules of the Agency. The purpose of this Performance Code is to set forth parameters to govern the conduct and performance of hourly employees. It is recognized that the great majority of RTD's employees voluntarily maintain high professional standards, which contribute to the excellent reputation of the Agency. Most employees will seldom be subject to discipline. Nevertheless,

it is necessary to promulgate a performance code so that all employees will understand their obligations and so that discipline, when warranted, may be administered in a fair and just manner.

#### **SCOPE**

This Code contains a listing of job-related infractions and establishes the maximum penalty which will normally be imposed for each violation of the Rules. Some violations can lead to immediate termination, as specified more specifically in this Performance Code.

Supervisors with authority to impose or review penalties shall consider mitigating or extenuating circumstances prior to assessing penalties. Maximum penalties are generally based upon the principle of progressive corrective discipline and proportionate action. Consequently, an employee may receive more severe discipline for continuing to disregard a particular rule or procedure, or for overall unsatisfactory performance involving violations of multiple standards. This Code cannot and does not attempt to contain and reiterate all the performance expectations of the Agency, such as the Agency's Rules (including this Code), Attendance Policy, the Alcohol and Controlled Substances Policy, other Policies, bulletins, regulations, Trailblazer, special instructions, and other programs or policies either not yet determined or to be determined in the future. Violation of any such performance expectation, whether or not specifically listed in this Code, may be grounds for discipline.

#### **AUTHORITY**

This Code is promulgated under the provisions of the Collective Bargaining Agreement, including the Management Rights Section. In no event shall any covered employees be discharged or disciplined except for proper cause.

#### **PERSONS SUBJECT TO CODE**

All represented employees are subject to this Code. New hires in training and probationary employees are subject to these Rules with different penalties.

#### **JURISDICTION NOT EXCLUSIVE**

The provisions of this Code provide for the administration of disciplinary actions related to employment with the Agency. Actions taken under the provisions of this Code in no way limit the recourse of RTD or any aggrieved party to such civil or criminal proceedings as may be provided for under the laws of the State of Colorado. Conversely, the prompt imposition of penalties for performance deficiencies may be appropriate in certain cases regardless of any legal proceedings which may proceed independently.

#### **REPORTING PROCEDURES**

Any person charged with responsibility for observing or supervising persons subject to this Code may complete a report concerning actions which should be brought to the attention of management. After completing the form, an individual rendering a report on employee performance should forward the form to the immediate supervisor of the employee.

#### **MANAGEMENT ACTIONS**

The immediate supervisor/manager of an employee on whom a report has been submitted is responsible for conducting an independent investigation of the facts. The supervisor

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will register his or her finding, along with any aggravating, mitigating or extenuating circumstances, and will assess an appropriate penalty for the infraction in accordance with established procedures. The supervisor will ensure appropriate annotation of the personnel records of the employee concerned.

### **SUSPENSION PENDING INVESTIGATION OR REVIEW**

In some cases, Management may elect to suspend an employee pending full investigation and/or review of an alleged serious infraction. If, following the investigation, the employee is cleared of the offense, or if discipline issued is less than the time lost during the investigative suspension, the employee will be returned to work and paid for all or part of the time lost during the investigative suspension, as appropriate. If the employee is issued a disciplinary suspension as a result of a proven offense, the period of investigative suspension shall count towards the fulfillment of the penalty.

### **PENALTIES**

The following penalties may be assessed for infractions as determined by management, up to and including the maximum penalty specified by Section 3 below. The range of penalties is as follows:

Termination means the involuntary severance of an employee, who shall normally be paid for time worked up to the notification of termination.

Suspension means a layoff of one or more days on which an employee was scheduled to work but is directed not to appear and is not paid.

Reprimand/warning means a formal written communication to an employee with a copy to the employee's personnel file, advising the employee of the deficiencies in his or her performance.

Counseling/Caution means an informal advisement, either written or oral, to the employee concerning performance or behavioral deficiencies.

Minus Points are indicators of overall performance deficiencies in the case of an employee. A running 12-month total of minus points is maintained for each employee. Minus points based on infractions older than 12 months fall off the employee's record. Management may note the accumulation of minus points on the disciplinary documentation informing the employee that any additional infraction or infractions which increase the accumulation above 10 minus points may result in immediate termination, but prior notification of more than 10 minus points is not a prerequisite to termination. Accumulation of 10 minus points places the employee's employment in jeopardy. Accumulation of 11 minus points may result in immediate termination. Employees are responsible for keeping track of their current minus point totals and for ensuring that their overall conduct does not lead to an accumulation of excessive minus points. If an employee's employment is placed in jeopardy or is subject to termination based solely upon the accumulation of minus points, consideration will be given for months during which the employee worked the full month and received no at fault charges or an at fault absence or tardy. Such consideration will be in the form of one (1) credit point for each such month. An employee may review their record in accordance with the Collective Bargaining Agreement.

### **RECORD**

A record entry will be made in an employee's file indicating what disciplinary action has been taken in the case of each reported infraction. An appropriate performance record entry will be made for every penalty imposed by a supervisor.

## **Part 2: Infractions**

### **APPLICABILITY**

The purpose of this Code is to provide reasonable notice of RTD's expectations and the consequences reasonably anticipated for not meeting such expectations. This Code shall not serve as the basis for "technicalities" to avoid discipline for proper cause.

### **AIDING AND ABETTING**

Any person subject to this Code who commits, causes, or aids and abets in an infraction may be considered in violation of this Code and subject to the penalties contained in Section 3 below.

### **ATTEMPTED VIOLATION**

Any person subject to this Code who attempts to violate a provision of this Code, even though the person fails to effect the violation, may be subject to the same penalties as if the person had effected the violation.

### **INFRACTION MOST CLOSELY RELATED**

Any infraction of any performance expectation of the Agency not specifically listed in this Section 2 and not necessarily included within a listed infraction shall be regarded as a violation of the infraction to which the violation in question is most closely related, in the supervisor's reasonable discretion. Infractions for an employee's personal, direct or indirect, gain or benefit may be charged as theft.

### **PENALTIES**

Examples of various classes of infractions (C, B, and A) are provided to help illustrate a violation, but such examples cannot be, and are not intended to be, all-inclusive. Employees must bear in mind that the purpose of this Code is to provide reasonable notice to employees of RTD's expectations and not to serve as the basis for "technicalities" to avoid discipline for proper cause. It is impossible to associate every specific infraction to a definite degree of discipline. Aggravating circumstances may serve as proper cause to penalize a violation normally deemed within one class to be penalized within a higher class (for example, a negligent act causing loss of life or extreme property damage). Likewise, mitigating circumstances may serve as proper cause to penalize a violation normally deemed within one class to be penalized within a lower class.

### **MULTIPLE CHARGES**

Depending on the circumstances, an event may cause an employee to be charged with multiple potential infractions. Employees may receive multiple penalties if two or more separate wrongful acts arise from the same event. For example, if an employee causes a motor vehicle accident due to negligence and it is discovered that the employee was not wearing a seatbelt when the accident occurred, the employee may properly receive penalties for the accident and for failure to wear a seatbelt. Employees may also receive multiple penalties where different acts or activities are simultaneously charged under differing disciplinary rules. For example, if an employee violates a work rule and yells at the supervisor who notices the

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violation, the employee may be charged with the underlying violation as well as with contempt of authority.

### EXAMPLES NOT ALL-INCLUSIVE

Examples are provided to help illustrate a violation but are not all-inclusive.

## **Part 3: Code of Ethics & Conduct Rules of the Agency**

### **Types of Rules**

To help employees and contractor operators understand the District's expectations, the following Rules are set forth in several major categories: Ethics, Honesty, Theft, Destruction, and Harassment (Rules 1-5); Drug and Alcohol (Rule 6); Misconduct (Rules 7-9); Work Performance (Rules 10-15); and Safety (Rules 16-17). Supervisors have reasonable discretion to determine which categories and Rules apply in particular circumstances. Roman numerals in parentheses are references to previous Code rules most analogous to the current Rules; these references are solely for supervisors' convenience in transitioning to the new schedule.

### **Ethics, Honesty, Theft, Destruction and Harassment (Rules 1-5)**

Any violation of these Rules may be subject to termination for the first offense depending on the severity of the misconduct and the circumstances surrounding it.

#### **Rule 1**

##### **Theft or Misappropriation**

Any person subject to this Code may be found in violation of this Rule if he or she engages in, or aids and abets in, theft or misappropriation of any property of the District, its employees, contractors, patrons, or other persons on or near District property or equipment. "Property" includes but is not limited to personal property, currency, printer paper, and funds.

#### **Rule 2**

##### **Loss, Destruction, or Damage of Property**

Any person subject to this Code may be found in violation of this Rule if he or she engages in, or aids and abets in, grossly negligent or willful damage or destruction of any property of the District, its employees, contractors patrons, or other persons on or near District property or equipment; or through negligence loses any such property. "Property" includes but is not limited to personal property, currency, printer paper, and funds.

#### **Rule 3**

##### **Weapons; Use or Threat of Force**

Any person subject to this Code may be found in violation of this Rule if he or she threatens, assaults or fights another person or carries firearms, weapons or explosives while on duty or on District property or equipment. An infraction occurs when an employee threatens to assault or to fight any person while on duty or in connection with District business or while on or near District property or equipment, even if an actual assault/fight does not take place; or when an employee assaults, fights (other than strictly in self-defense), or threatens with serious bodily harm, any person while on duty or in connection with District business or while on or near District property or equipment; or if the employee is in possession of firearms, weapons (including

knife blades or repellent sprays of any kind), or explosives while on duty or on RTD property or equipment. The only exception would be if authorized in writing by RTD's Security Unit and the Department Head to carry specific weapons.

#### **Rule 4**

##### **Discriminatory or Harassing Conduct**

Any person subject to this Code may be found in violation of this Rule if he or she participates in any form of discrimination, harassment or harassing conduct by its employees against other employees, contractors or the public in violation of the law or District and contractor policies. Such conduct includes but is not limited to discrimination or harassment based on race, ethnicity, color, sex, gender, pregnancy, national origin, mental or physical disability, religion, age, veteran status, marital status, sexual orientation, gender identity, or any characteristic protected by law. Harassment can include but is not limited to slurs, sexual innuendo, or other conduct specified in RTD's or the contractor's equal employment policies. Any sexual misconduct or sexual activity by any employee while on duty or on District property or equipment also is prohibited. The District will not tolerate such conduct. Any violation of District policies pertaining to equal employment opportunity and/or harassment is also prohibited and may be a violation of this rule.

#### **Rule 5**

##### **False Official Statements**

Any person subject to this Code may be found in violation of this Rule if he or she submits a false or misleading report, record, application or other official document; or makes any false or misleading official statement or representation pertaining to qualification for employment, pay, or benefits, or the performance of duties (including but not limited to work performed, ability to perform work, and ability to return to work).

Some examples of an infraction are if an employee orally misrepresents facts in response to an official inquiry; prepares or signs any official document of the District which the employee knows or reasonably should know to contain false information; punches the time clock for another employee; alters a time card or medical pass; pads his or her overtime; falsifies time reports; produces false certifications for injuries or sickness for the purpose of collecting insurance, compensation, sick leave or time off; or signs time sheets or cards for another employee.

## **Part 4: Drug and Alcohol (Rule 6)**

### **Rule 6**

#### **Intoxicants and Controlled Substances**

See the appropriate RTD or contractor policy on alcohol and controlled substances.

## **Part 5: Misconduct (Rules 7-9)**

### **Rule 7**

#### **Contempt of Authority; Insubordination**

Any person subject to this Code may be found in violation of this Rule if he or she refuses to work under the agreement in effect between the District and the Union or refuses to obey a proper instruction from management. Insubordination is divided into two categories: unwillingness to carry out a directive from a manager or supervisor and disrespectful behavior toward a

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manager or supervisor. Private contractor supervisors must be given the same level of respect and cooperation that is given to RTD supervisory personnel. Private contractor operators must obey the directives of RTD supervisors and management. Unwillingness to carry out a directive from a manager or supervisor can manifest itself as a verbal refusal, a nonverbal refusal or an unreasonable delay in completing work. Disrespectful behavior toward a manager or supervisor can include cursing at a supervisor, verbally or physically intimidating a manager or supervisor, or unnecessarily shouting at other employees or disparaging a supervisor. Some examples of an infraction are when an employee fails to obey a supervisor's general instructions or general announcements, written directives, bulletins, etc.

Additionally, when an employee responds insubordinately, or fails to respond, to a proper directive or instruction from a supervisor in the execution of his office, or when an employee refuses to pull a mechanically-safe vehicle out of the garage or pulls a vehicle into the garage without proper authority.

The most serious infractions are when an employee incites or participates in any refusal to work in contravention of the collective bargaining agreement then in effect, repeatedly responds insubordinately, or repeatedly fails to respond to a proper directive.

### Rule 8

#### Unauthorized Absence from Duty

Please consult with your manager for the proper policy regarding unauthorized absence from duty.

### Rule 9

#### Conduct Unbecoming an RTD Employee

Any person subject to this Code may be found in violation of this Rule if he or she fails to act in accordance with RTD's responsibilities to deal professionally with the public and/or co-workers, engages in gambling while on duty or on RTD property or equipment, or avoids boarding or accommodating customers (including wrongfully avoiding customers with wheelchairs or other mobility devices or any ADA-qualified customer/patron), or if the employee conducts himself or herself in a manner which can damage the reputation of the District. This Rule also covers all infractions not otherwise encompassed in this Section which are prejudicial to good order and discipline, or which bring discredit upon the RTD.

Some examples of infractions include but are not limited to: discourteous or rude behavior, failure to respond to a customer request for information or assistance, incorrect or insufficient information provided to a customer, not allowing customers to board at terminals, mishandling of customer luggage, passing up a person waiting for the bus at a designated stop, failing to ask customers to move from the securement area, failing to pull properly into terminals so as to avoid picking up customers, failure to yield a seat when riding as an RTD customer or observer to a customer when other seats are not available, any other avoidance of expected conduct and respect to customers or co-workers, including contractor personnel and behavior which disrupts the orderly conduct of business on RTD property.

Some examples of more serious infractions include but are not limited to: intentional disconnection of a customer during a telephone call, using unbecoming or inappropriate language (other than language violating Rule 4 - Discriminatory or

Harassing Conduct) in the work area or during telephone calls or unreasonable escalation of a customer incident, indecent, lewd, or vulgar conduct.

The District will not tolerate any form of indecent, lewd, or vulgar conduct by its employees such as the use of obscene language, profane gestures, verbal abuse, or other similar actions that may offend others. Vulgar conduct such as an employee relieving "the call of nature" on or near RTD property or equipment or in any public place other than a restroom is also prohibited.

## Part 6: Work Performance (Rules 10 – 15)

### Rule 10

#### Mismanagement of Fares or Passes

Any person subject to this Code may be found in violation of this Rule if he or she fails to: collect or record fares, issue 3-hour passes, use passes or handle fares in accordance with the policies of the District.

Infractions can include the following: an employee fails to record a customer, an employee allows any other person to use his or her transportation pass on a single occasion or an employee intentionally mishandles fares or negligently fails to collect or attempt to collect the correct fare.

### Rule 11

#### Unauthorized Operation of Vehicle

Any person subject to this Code may be found in violation of this Rule if he or she drives an RTD vehicle without a valid license or without proper authority, allows any unauthorized person to operate an RTD vehicle or be in the cab of an RTD vehicle without proper authority, negligently takes a vehicle other than that assigned, or reports for duty without a proper license or credential (e.g. CDL, Light Rail certification or DOT medical card).

The following are examples of an Infraction under this rule: when an employee negligently takes a vehicle from the garage other than the vehicle to which the employee is properly assigned. An employee allows his or her license or credential (e.g. CDL, Light Rail certification or DOT medical card) to expire or otherwise become invalidated thereby preventing the District from utilizing the employee on job assignments until a proper license or credential is obtained. The employee may also be subject to charges and/or absence occurrences for each day he or she is unable to work.

An employee drives an RTD vehicle without a valid license, takes any vehicle from the garage for an unauthorized purpose, allows unauthorized persons to operate or ride in an RTD vehicle, or loses their license or credential for more than 90 days.

### Rule 12

#### Deviation from Route or Schedule

Any person subject to this Code may be found in violation of this Rule if he or she fails to maintain his or her assigned route and schedule without good cause, including arriving ahead of schedule at a time point.

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### Rule 13

#### Improper Administration

Any person subject to this Code may be found in violation of this Rule if he or she: fails to sign and/or submit a required report or record at the prescribed time, submits an incorrect report or fails to report promptly any personal injury incurred on duty or on District property or equipment; or if unable to report for duty, fails to notify his or her supervisor of that fact at least 30 minutes before the employee's scheduled report time.

- Fails to complete and report a pre-trip/post-trip inspection or a right-of-way defect sheet when required.
- Fails to sign the train order/special instruction/bulletin sign-off sheet.
- Submits a bad order/defect report on a vehicle which is subsequently found to be in good operating condition.
- Fails to complete or make any required report or record.
- Fails to properly log on or off the system at the beginning or end of the shift, lunch, and overtime (i.e. ACD, farebox).
- Fails to punch the time clock or swipe the employee card at the start or end of a shift or lunch.

Some examples are when an employee who has been involved in an accident while driving an RTD vehicle, fails to submit an accident report on the day of the accident or when an employee fails to report promptly any personal injury incurred on duty or on District property or equipment or when an employee fails to notify their supervisor in advance of an absence or late arrival.

### Rule 14

#### Work Standards/Performance

Any person subject to this Code may be found in violation of this Rule if he or she fails to meet the standards for their specific job duties; including but not limited to quality and or quantity measures or for failure to wear a complete and proper uniform while on duty. Also, regardless of whether the employee is expected to wear a uniform, shall be found in violation of this Rule if an employee wears clothing that is not appropriate for the work environment, including but not limited to offensive slogans on shirts, hats, etc. This Rule also covers all infractions not otherwise encompassed in this Section which concern work standards and/or job performance. Violation of certain work standards may impact safety as noted below; in such cases supervisors have reasonable discretion to charge employees with violations under this Rule or a Safety Rule.

Some examples of a Class C infraction are when an employee does not meet performance standards, improperly parks or secures a vehicle, including but not limited to:

- Failing to notice or install items that should have been detected during an inspection.
- Leaving equipment loose or unsecured, failing to check fluid levels and add fluid as necessary, installing equipment improperly, or failing to notice faulty equipment during inspection, but no damage or risk of damage resulted.
- Engaging in any non-job-related activity while on duty that prohibits or impairs maximum employee performance (e.g., reading, crafting, card playing, etc.).
- Eating food on a vehicle in revenue service (except at terminals), when a TIC operator has meals at their station, or eating food in other places or times where prohibited.
- Violating RTD's bus idling rule, failing to appropriately shut out of gear and engage the emergency brake when leaving the vehicle

- Carrying or using a cellphone, radio or other mobile electronic device where prohibited (unless deemed an unsafe act which is subject to the safety rules 16 or 17, or while operating a revenue vehicle which is subject to safety rule 18).
- Removing a TIC headset without placing the position on an unavailable or work state status.
- Failing to follow the call profile and provide complete itinerary elements as posted and trained at the TIC.
- Taking personal telephone calls during work shifts.
- Using tobacco in any form while indoors, on a vehicle or in any non-designated location.

Some examples of a Class B infraction are when an employee does not meet performance standards, including but not limited to: leaving equipment loose, failing to check fluid levels, installing equipment improperly, or failing to notice faulty equipment during inspection, where no damage or minimal damage resulted and there was little if any risk of serious damage, injury or death.

Some examples of a Class A infraction are when an employee does not meet performance standards, including but not limited to: failing to properly repair engine, failing to secure tires, or improperly repairing or installing other equipment, where damage resulted but there was actual or substantial risk of serious damage, injury, or death.

Carelessness, indifference, negligence or recklessness may be regarded by management as evidence of an employee's irresponsibility and may elevate the class of infraction and result in greater discipline up to and including discharge.

### Rule 15

#### Improper Operation

Any person subject to this Code may be found in violation of this Rule if he or she fails to utilize equipment (including but not limited to vehicle operating accessories) in the prescribed manner.

Fails to display proper deck-side, portable or block number signs on a vehicle in service.

- Fails to answer any call on an operable vehicle radio.
- Fails to turn on interior lights or reading lamps during hours of darkness (except as posted).

Examples are when an employee violates any rule for proper operation of vehicles, including but not limited to failing to cycle a lift to ensure that a vehicle has an operational wheelchair lift before going into service.

## Part 7: Safety (Rules 16 – 18)

Providing a safe work environment is the shared responsibility of RTD and its employees. RTD attempts to do everything reasonably within its control to assure a safe work environment and compliance with federal, state and local safety regulations, but each individual employee is responsible for his or her own safety. Employees are expected to comply with safety rules, to wear or use safety equipment, and to exercise caution in all work activities. Each employee must immediately report any accident, unsafe or hazardous condition, or faulty equipment to his or her supervisor. Failure to follow safety rules could result in discipline up to and including discharge.

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### Rule 16

#### Unsafe Operation of a Vehicle/Accident

Any person subject to this Code may be found in violation of this Rule if he or she fails to observe the rules of safe and courteous driving or violates other vehicular safety rules (whether verbal or written) whether or not such misconduct results in an accident. An employee may be charged with violation of this Rule where the employee's misconduct caused, or created significant risk of, an accident; or if an employee is involved in a preventable accident. Unsafe operation involving negligence or recklessness, involvement in an accident, other violations of this Code, or other aggravating circumstances may elevate the class of infraction and result in greater discipline up to and including discharge. Factors considered in determining the appropriate level of discipline include but are not limited to: risk or extent of damage or injuries or loss of life, failure to adhere to safe driving practices or safety rules and/or failure to recognize hazardous situations.

*Preventability is defined as driving in full compliance with all applicable laws and regulations and in such a manner as to avoid involvement despite adverse conditions of road, weather or traffic or the errors of pedestrians or other drivers.*

Some examples of a Class C infraction are when an employee violates any rule, law or ordinance for safe and courteous operation of vehicles or equipment but in which no additional factors warrant greater discipline, including but not limited to traffic ordinances, following too closely, opening a door while a vehicle is in motion, blocking a lane or an intersection, failing to stop for an unprotected railroad crossing, changing signs, failure to conduct a full and proper mainline sweep, failure to observe posted speed limits, failure to inform relief operators of any and all pertinent information, entering a grade crossing before the gates are fully deployed, failure to conduct a full outside/inside ground inspection of a light rail vehicle before train movement (exception: mainline relief operators will perform ground inspections at the first terminal), **or being inattentive to driving while a vehicle is in motion (e.g., engaging in unnecessary conversation with customers).**

Another example of a Class C infraction is when an employee is involved in an accident which the employee is expected to avoid through preventability and in which no additional factors warrant greater discipline.

Some examples of a Class B infraction are when an employee drives or operates District equipment in a careless or negligent manner but did not cause an accident and likely did not create a risk of serious damage, injury or death unless additional factors warrant greater discipline. Some typical situations which may warrant Class B disposition include but are not limited to: failing to receive permission from controller to unlock or change a mainline switch, failing to observe flags or other signage on an LRV and moving, coupling to, uncoupling or keying up the master controller and failure to strictly comply with the rules governing the operation of a manual block operation.

Some examples of more severe violations, which may be considered severe Class B or Class A infractions in the supervisor's reasonable discretion depending on the circumstances, are when an employee drives or operates a District vehicle in a negligent manner causing an accident or creating a risk of serious damage, injury, or death or exhibits obvious disregard for safe driving practices or applicable

safety rules. Some typical situations which may warrant severe Class B or Class A disposition depending on the circumstances include but are not limited to: running a red light, failing to obey a traffic control device (e.g., stop light, stop sign, railroad crossing), failing to stop for a wayside signal that indicates an absolute stop or failing to obey other safety-related signals or signage. **The use of a cell phone or other mobile electronic device while operating a non-revenue RTD vehicle, absent other aggravating factors, is considered a severe Class B violation (use while operating a revenue vehicle is subject to safety rule 18; unsafe use of RTD-issued radios, GPS devices and other electronic equipment is subject to this rule).** Such violations, because they either caused an accident or created a risk of serious damage, injury or death, typically warrant at least a substantial unpaid suspension and 5 minus points for a first offense if considered a severe Class B infraction. If in the supervisor's reasonable discretion an employee's suitability for continued safe operation of RTD vehicles is put in serious question due to the nature of the incident, or if there are other aggravating circumstances, disposition as a Class A infraction may be warranted even if an accident did not result. For example, a bus operator running a red light in a situation in which a serious accident was narrowly avoided may reasonably be charged with a Class A infraction.

Some other examples of a Class A infraction are when an employee causes an accident through unsafe operation of a vehicle as evidenced by a serious disregard for safe driving practices, applicable safety rules or causes an accident through negligence resulting in serious damage, injury, or death. Some typical situations which may warrant a Class A penalty include but are not limited to: negligently striking a pedestrian or cyclist, running into the rear of another vehicle resulting in more than just incidental contact, and causing an accident by failure to obey a traffic control device (e.g., stop light, stop sign, railroad crossing). **An accident compounded by a finding of the employee using a cell phone or other electronic device is considered a Class A violation. "Texting" while operating a non-revenue vehicle may be considered a Class A violation whether or not resulting in an accident (texting while operating a revenue vehicle is subject to safety rule 18).** Such violations, because they either caused a serious accident or caused an accident through serious misconduct, warrant disposition as a Class A infraction.

An at fault violation of this nature warrants an assessment of 8 points and possible termination.

Carelessness, indifference, negligence or recklessness may be regarded by management as evidence of an employee's irresponsibility and may elevate the class of infraction and result in greater discipline up to and including discharge.

### Rule 17

#### Unsafe Workplace Behavior/Accidents/Injuries

Any person subject to this Code shall be found in violation of this Rule if he or she violates safety rules (whether verbal or written) or behaves in an unsafe manner that may or may not cause an accident or injury to self or others, or damages District property or equipment (applies to unsafe actions other than actions violating rule 16 - Unsafe Operation of a Vehicle/Accident).

Employees are required to exercise due care in the course of their duties to prevent injuries to themselves, their fellow employees, and the public. Care must also be taken to prevent

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damage to facilities and equipment. All employees will wear the prescribed clothing and safety devices for the work being performed. Prior to use, the employee will ensure that such protective equipment is in good repair, properly fitted or adjusted, clean, and suitable for the protection required. Some examples of an infraction include (but are not limited to) when an employee fails to: Comply with published safety rules, posted signs, verbal or written safety instructions.

- Report hazardous and/or unsafe conditions
- To tag defective tools and equipment and failure to report their condition.
- Engages in horseplay or careless behavior causing or risking injury to self or others or damage to RTD property.

Causes an accident or injury because of unsafe behavior in the workplace as evidenced by a serious disregard for safe practices or applicable safety rules; or causes an accident by negligence resulting in serious damage, injuries, or death. Carelessness, indifference, negligence or recklessness may be regarded by management as evidence of an employee's irresponsibility and may elevate the class of infraction and result in greater discipline up to and including discharge.

### Rule 18

#### Cell Phone and Other Mobile Electronic Device Usage

Any person subject to this Code may be found in violation of this rule if he or she uses any cell phone or other mobile electronic device while operating a RTD vehicle, whether or not the RTD vehicle is in revenue or non-revenue service at the time of the infraction.

"Operating" includes performing a pre-trip vehicle inspection or otherwise preparing to drive the vehicle, driving the vehicle, being in the driver's seat or operator's cab (regardless of vehicle movement), and/or parking or securing the vehicle.

"Cell phone or other mobile electronic device" includes any mobile phones, texting devices, GPS devices, smart watches, headphones, earbuds, Bluetooth devices, or any other portable or handheld communication or entertainment devices, whether or not they allow for hands-free or concealed use.

RTD-issued radios, GPS devices and other electronic equipment are designed to perform necessary tasks and are exempt from this rule when used for job-related purposes.

Any violation of this Rule may be considered a Class A infraction with a minimum 20 day suspension and an assessment of 8 points for the first violation of the rule, up to and including discharge based on other aggravating circumstances such as carelessness, indifference, negligence or recklessness, involvement in an accident, risk of an accident, risk or extent of damage or injuries or loss of life. A second infraction of this rule within the next 12 months of employment may result in immediate termination of employment.

## Part 8: PENALTIES

### Limitations and Exceptions

Maximum penalties for each infraction listed in Section 2 of this Code are listed in this Section. Infractions and their associated maximum penalties are categorized into four classes which relate to the gravity of the infractions. Notwithstanding the normal limitations on maximum penalties listed in this Section, repeated violations within any class of infractions or for multiple

violations of this Code which demonstrate habitual disregard for the performance requirements of the District, or other aggravating factors, may result in more severe penalties, up to and including termination. Normally, the most current 12 month record of an employee is utilized to determine the status of the charge; for violations of the District's Drug and Alcohol Policy the most current 24 month record is reviewed. In a case involving potential termination the totality of the employee's record may be reviewed.

### Penalties for Class A Infractions

These infractions are of such gravity that an employee in violation may result in termination. Minus point assessment: six (6) minus points. Exception for Unsafe Operation of a Vehicle/Accident - 8 point assessment

### Penalties for Class B Infractions

This classification may result in an unpaid suspension for the first offense. Suspension length varies, depending upon the gravity of the situation. The penalty for a second Class B infraction under the same Rule and occurring within a twelve month period may be escalated and treated as though the second offense was comparable to a Class A infraction. Minus point assessment: four (4) minus points. Exception for Unsafe Operation of a Vehicle/Accident - 5 point assessment

### Penalties for Class C Infractions

This classification may result in a written reprimand for the first offense. A second Class C infraction under the same Rule and occurring within a twelve-month period may be escalated and treated as though the second offense was comparable to a Class B infraction. A third Class C violation of the same Rule within the aforementioned twelve-month period may be escalated and treated as a Class A infraction. Minus point assessment: two (2) minus points.

### Counseling Memo

Infractions that are considered not to rise to a Class C violation may result in a Counseling Memo for the first offense.

Subsequent infractions under the same Rule and occurring within a twelve-month period may be escalated and treated as though the second offense was comparable to a Class C or higher infraction, depending on the circumstances.

**NOTE:** Working suspensions, which require Union agreement, may be appropriate in accordance with the CBA.

## Part 9: WORK ENVIRONMENT

### Violence-Free Workplace

RTD and our contractors are committed to maintaining a safe work environment free from workplace violence. RTD will not tolerate violent, threatening or intimidating behavior towards persons or property. All threats will be treated seriously, and any violent, threatening or intimidating behavior may lead to discipline up to and including discharge.

Threats or acts of violence will be dealt with quickly and appropriately to minimize risk to RTD customers, employees and property. Every RTD employee is responsible for assessing and reporting potential threats to persons and property. All threats or acts of violence must be immediately reported to the employee's supervisor, Department Head, and/or the Senior Manager of Human Resources.



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### Weapon-Free Workplace

The Regional Transportation District maintains a weapons-free workplace. RTD employees shall not possess or bring any firearms or other weapons on RTD property, RTD equipment or otherwise while on RTD business, regardless of whether the employee is licensed to carry a concealed weapon. The only exception to this policy is for those employees who are authorized in writing by RTD's Security Unit and the Department Head to carry specific weapons and RTD-contracted, uniformed security officers and law enforcement officers. Employees authorized to carry specific weapons must have training on the proper and safe use of those weapons. Those individuals shall carry weapons on RTD property only in the performance of their duties. Any violation of this policy may lead to discipline up to and including discharge.

### Lost And Found Policy Statement

Employees finding any articles on District vehicles or property are prohibited from taking the articles off property or using it for their own purposes. Taking such articles constitutes theft. Employees must instead turn in or dispose of such articles as directed. Employees with any questions about handling of lost and found articles are to contact their supervisors.

### No-Smoking Policy

Smoking inside all RTD buildings is prohibited. Any reference to smoking throughout the Trailblazer includes cigarettes, cigars, pipes, e-cigarettes, vapes, etc. All enclosed indoor areas must be smoke free, including bus bays, garages, shops and break rooms. RTD maintained restrooms and portable restrooms at Park and Rides and other locations are included in this policy and smoking is not allowed in these facilities. In addition, smoking is not permitted within fifteen (15) feet of designated entryways to RTD buildings. Any violation may lead to disciplinary action and/or a criminal fine. Employees are encouraged to pursue available training, education and smoking cessation programs through the Employee Assistance Program and the Wellness Center. Supervisors are responsible for monitoring the length and number of smoke breaks.

### Unauthorized Financial Transactions

Engaging in the sale of goods such as food, merchandise or the collection of contributions from fund raisers such as bake sales on District property without proper authorization from management is prohibited.

### Computers, Email and Internet

RTD provides use of computer systems and networks, along with Internet, RTD Intranet, and e-mail on RTD-owned equipment, computer systems and networks for the purpose of promoting RTD's legitimate business interests. Computers or other electronic equipment and any software, information, materials and data stored on such equipment, even temporarily, are the sole and exclusive property of RTD. Employees shall have no expectation of privacy in the software, information, materials, and data stored on or accessed via RTD's computers or information systems, including e-mail and internet sites. RTD reserves the right to gain access to and monitor all information, including e-mail and internet usage, and, where appropriate, to make copies of, disclose and disseminate such information to the fullest extent allowed by law. Such access and monitoring may occur at any time, whether the employee is on or off duty, without any notice, and without the employee's advance knowledge or consent.

### Use of Computers and Information Systems

RTD employees are expected to use RTD's computers and information systems, including internet and e-mail, in a manner consistent with RTD's standards of business conduct and as part of the normal execution of an employee's job responsibilities. Employees shall not allow unauthorized individuals to use RTD's computers or to access information regarding RTD that has not been publicly disclosed. All information allowing access to RTD computer resources, such as user identifications, access codes, and passwords are RTD confidential information and may not be disclosed to non-RTD personnel.

### Confidential Information

Employees must take all necessary and appropriate steps to protect and safeguard all proprietary, confidential or sensitive information. Employees shall not reveal or publicize confidential or proprietary information, including but not limited to, financial information, new business and product ideas, marketing strategies and plans, proprietary information from RTD databases, customer lists, technical product information, computer software source codes, computer network access codes, attorney-client privileged information and confidential details of RTD business partnerships. Electronic communications via e-mail, the internet or otherwise may not be confidential and may be subject to public inspection under Colorado law. Employees should take care in sending official email communications of a sensitive or confidential nature.

### Responsible Use – Including E-mail, Blogs, Instant Messaging, Discussion Groups and Message Boards

RTD's electronic equipment and information systems – including e-mail, blogs, instant messaging, discussion groups and message boards – shall not be used in connection with the downloading, transmittal, access to, or dissemination of inappropriate materials or communications, including but not limited to, the following: (1) sexually suggestive materials, pornography, obscenity, or offensive images, graphics or language; (2) unlicensed or unauthorized access to proprietary or copyrighted information; (3) material that is perceived as offensive based on RTD's EEO and harassment policies; (4) solicitation of business unrelated to RTD's business activities; and (5) gambling or any illegal activity. These restrictions apply whether an employee is on or off duty. In addition to the restrictions above, employees are expected to use the Internet and e-mail, including blogs, instant messaging, discussion groups and message boards, responsibly. These are not the appropriate forums for raising complaints; employees should submit complaints according to the policies and procedures otherwise specified in this book or other RTD policy or in accordance with the collective bargaining agreement. Personal use of e-mail, blogs, instant messaging, discussion groups and message boards, or other personal communications or activities via the Internet shall be limited to incidental, minor use and shall not interfere with RTD business or employees' job duties. If the use is for personal business supervisory permission must be gained. Employees shall not disclose confidential or proprietary information. RTD employees shall not send or post blogs, discussion group emails, message boards, or other communications via the Internet as a representative of RTD, whether express or implied, unless specifically authorized as part of the employee's job duties. Employees must make clear that their views are not considered the views of RTD. Employees are legally responsible for the consequences of their personal opinions and communications. While using

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## Section I: Introduction, Telephone, Public Relations, Professionalism

RTD electronic equipment and information systems, including email, blogs, and the Internet, for personal use, employees are still subject to all of the restrictions of this policy. Such uses are not private or confidential and RTD reserves the right to monitor such use at any time, for any reason, and without any advance notice. In addition, RTD may report any illegal activity to the appropriate authorities. Emailing, blogging, or sending or receiving any other form of electronic communication, whether on or off duty, for personal or RTD use, in violation of this policy may lead to discipline up to and including discharge.

### Software

All software acquired for or on behalf of the RTD or developed by District employees or contract personnel on behalf of the District is RTD property. No RTD software may be used on unauthorized and/or non-RTD equipment. No RTD employee may install, upload, download, or use any software without the informed approval of the Information Technology Division (IT). RTD employees who make, acquire, or use unlicensed copies of computer software are subject to disciplinary action. Each RTD employee who believes that unlicensed software is installed on equipment that he or she uses is responsible for promptly advising the Department Head of that circumstance.

### Laptops and PDAs

Employees issued laptops, PDAs or other portable computer devices are responsible for such equipment and must make reasonable efforts to protect such equipment. Employees should take precautions to ensure confidential and proprietary RTD documents and data stored in or accessed via a laptop or PDA are secured. Employees may be responsible if the equipment or confidential or proprietary information is lost or stolen. In addition, use of RTD laptops, PDAs or other portable electronic devices while operating a moving vehicle is discouraged. Any such use should take place only if it is safe to do so.

### Phone, Fax and Voice Mail Overview

RTD provides use of phones, fax machines, voicemail, cell phones and other communications devices ("RTD phone equipment") for the purpose of promoting RTD's legitimate business interests. RTD phone equipment is the sole and exclusive property of RTD. In using RTD phone equipment for communications, whether for RTD business or otherwise, employees shall have no expectation of privacy. RTD reserves the right to gain access to and monitor all communications made on RTD phone equipment and, where appropriate, to make copies of, disclose and disseminate such communications to the fullest extent allowed by law. Such access and monitoring may occur at any time, whether the employee is on or off duty, without any notice, or without the employee's advance knowledge or consent.

### Unacceptable Practices

RTD phone equipment is an RTD resource intended for reasonable business purposes. RTD phone equipment shall not be used to engage in unlawful activity or conduct otherwise prohibited by RTD's policies, including RTD's EEO and harassment policies. Employees are expected to use phone equipment responsibly. Personal use of phone equipment shall be limited so that it does not interfere with the employee's job duties. If using RTD phone equipment for personal use, whether on or off duty, employees are still subject to all of the restrictions of this policy. Employees engaging in unacceptable

practices, whether for personal or RTD use, may be subject to discipline up to and including termination of employment. In addition, RTD may report any illegal activity to the appropriate authorities.

### Conflicting Personal Relationships

Please contact the management of your division for the current policy regarding Conflicting Personal Relationships.

### Lockers, Desks and Work Stations

Lockers, desks, work stations, filing cabinets, and other RTD-supplied equipment or workspaces are the property of RTD. Employees have no expectation of privacy in using such equipment or in the property left in such equipment. RTD reserves the right to inspect and search any locker, desk, work station, filing cabinet or other RTD-supplied equipment or workspace at any time, for any reason, with or without notice, and whether the employee is on or off duty, to the fullest extent allowed by law.

## **Part 10: Attendance Policy: Represented Employees**

### Overview

The attendance policy and procedures are to be used for represented employees of RTD.

### Expectations

The purpose of an Attendance Policy is to clearly express the expectations of employees working for the Regional Transportation District. It is intended to provide allowances for employees who occasionally are absent and yet provide corrective discipline to those employees who abuse work responsibilities of the District and burden other employees with their absence.

### Record Period

The record period will be a rolling twelve (12) months period. Except for returns from work pursuant to arbitrations, pre-arbitration agreements and performance contracts, employees absent from work in excess of thirty (30) consecutive calendar days will freeze existing occurrences. Upon returning to work, the record will start to toll after 30 days (i.e., an employee gone 35 days will see their record tolled 5 days). The overall attendance of an employee is reviewed when considering termination.

### Absence Occurrence

Employees will be charged with an occurrence for any period of absence during their scheduled shift, with the exception of tardies. An absence occurrence will be charged for each day an employee fails to complete normally assigned duties, inclusive of overtime. An employee illness that lasts for a consecutive number of days is generally treated as one absence occurrence.

In addition to the above, recognizing that bus operators have a critical need to be at work and on time they will be charged with an occurrence for:

- Failing to complete extras or trippers, in addition to normally assigned duties,
- Failure to report ready for work at designated place to sign-up or make relief on the road,
- Failure to accept other work offered if late and scheduled work has been assigned,

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- Failure to call the division supervisor to report off duty at least thirty (30) minutes before a scheduled sign-up or a scheduled report time for a relief on the road and other work is not assigned.

**Non-Chargeable Absences:** The following absences are non-chargeable for all represented employees:

1. Time off authorized by employee's supervisor
2. Vacation
3. Holiday
4. RTD Court attendance
5. Jury Duty – Written documentation to supervisor required
6. Approved Medical Leave of Absence (if charged to FMLA)- Written documentation to supervisor required
7. Approved Personal Leave of Absence
8. Bereavement Leave – Written documentation to your supervisor required
9. Official ATU business – Reasonable notice to your supervisor required
10. Disciplinary suspension
11. On-the-job injury
12. Family and Medical Leave – pursuant to FMLA
13. Military Leave

### Absence Guidelines

Employees will not be counseled by supervision for the 1st through 4th occurrence in a revolving twelve (12) month period. The employee will be given an occurrence on each absence. An employee illness that lasts for a consecutive number of days is generally treated as one absence occurrence. At the discretion of supervision any such occurrence may be considered non-chargeable, after an employee-initiated discussion is held. Each employee is held accountable for knowing the number of occurrences experienced and the status of their specific situation. Supervision may review any patterns of absenteeism shown with any employee during a supervisor/employee meeting. Patterns may include calling out sick on the same day of the week, calling in sick before or after days off, calling out sick when denied a day off, and not calling in as specified in absence reporting, etc. over a period of time. If a pattern is determined to be abuse, disciplinary action may be taken. For Operators exclusively, once they call out sick they do not have to call in daily; however, they might need to provide a medical document on the 4th consecutive day in keeping with the Collective Bargaining Agreement. Proper Medical documentation must include a general nature of illness in addition to the date the employee was seen by the provider. Effective with the date of the 5th occurrence, progressive corrective disciplinary action will result as follows: **NOTE:** Dates of occurrences are to be indicated on the Notice of Attendance Infraction.

### Supervisor/Employee Meeting

#### **Counseling Memo (5th occurrence)**

- Notice of Attendance Infraction issued.

#### **Written Reminder (6th occurrence)**

- Notice of Attendance Infraction issued.

#### **Written Warning (7th occurrence)**

- Notice of Attendance Infraction issued.

#### **2nd Written Warning (8th occurrence)**

- Notice of Attendance Infraction.

#### **Final Warning (9th occurrence)**

- Notice of Attendance Infraction issued next step may be termination.

#### **Termination (next occurrence)**

- Notice of Attendance Infraction issued.

**NOTE:** Issuance of Notice of Attendance Infraction is intended to notify the employee of the need for a change of behavior and the consequences of additional occurrences and serve as a vehicle for their explanation.

### Absence Reporting

Employees who will be absent are expected to notify the appropriate supervisor as soon as practicable and at least 30 minutes prior to their scheduled shift. Employees need to report for themselves, it is not appropriate for someone other than the employee to call except for mitigating or emergency situations. If an employee is late or misses work, calling in as soon as possible may be a mitigating factor in determining whether any discipline occurs in addition to occurrences.

Employees are to provide an estimate of how long they may be out and bus and train operators are to call the division supervisor to advise of their return date as follows:

- Day and matinee operators must call by 11:00 a.m. to notify the Division supervisor that they will work their own run the following day;
- Night operators must call by 4:00 p.m. to notify the Division supervisor that they will work their own run the following day.

Extended periods of absence may have a different reporting requirement based upon each case. Failure to follow the reporting procedures may result in discipline up to and including termination. False reporting may also result in discipline up to and including termination.

### Tardy Guidelines

Progressive, corrective discipline shall apply for charged tardiness in the same manner as applied for absences.

### Tardy Occurrence

Employees will be considered tardy when they fail to be available for work at the start of their scheduled shift, return late from breaks or lunch. Employees are expected to notify the appropriate supervisor as soon as practicable prior to the employee's scheduled shift but at least thirty (30) minutes prior to the beginning of their scheduled shift.

In addition to the above, recognizing that bus operators have a critical need to be at work and on time they will be charged with an occurrence for:

- Failure to make it to sign-up or relief, but works own run,
- Failure to make it to sign-up or relief, but other work is assigned,
- Failure to call the division supervisor or dispatcher to report off duty at least thirty (30) minutes before a scheduled sign-up a scheduled report time for a relief on the road and other work is assigned.

### Split Shifts

With respect to employees who work multiple shifts (a shift is a segment, run, or piece of work), an employee will not be

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charged with two tardies, two absences, or a tardy and an absence, on the same day. Instead, management will apply the Attendance Policy in the following manner:

1. Employee appears for first shift but does not appear for subsequent shift: one absence.
2. Employee does not appear for first shift but appears for subsequent shift: one tardy; or one absence if not permitted by management to work subsequent shift.
3. Employee does not appear for first and subsequent shift: one absence.
4. Employee is late for first shift but appears for subsequent shift: one tardy, with assignment to extra board if applicable; or one absence if not permitted by management to work subsequent shift.

### Unauthorized Absence from Assigned Duty

Employees are expected to be at work on time and at the appointed place of duty. An employee's failure to appear at an appointed place of duty at the prescribed time, departure from that place of duty without authority, absence from duty without leave, or exchange of work assignments without proper authority, will be considered as an unauthorized absence, which may result in discipline up to and including termination.

Employees who are absent for four (4) consecutive days with no call and no show (absent mitigating circumstances) will be considered to have voluntarily resigned or to have abandoned their job. Disciplinary action may also be appropriate under the unauthorized absence from assigned duty portion of the Performance Code.

## Part 11: Medical Leave of Absence

### Overview

Absences of 8 calendar days or more will generally initiate the Medical Leave of Absence process. To have a Medical Leave of Absence approved the employee must submit adequate medical documentation. This documentation should include a nature of illness, treatment plan; follow up appointments, as well as an anticipated return to work date. Employees on a Medical Leave of Absence may be required (at Company expense) to see a different Doctor than the one treating them and/or to provide a release of information. Employees are expected to follow the treatment plan and follow up visits while on Medical Leave of Absence.

Employees are also expected to maintain contact with the Company while on Medical Leave of Absence, as well as providing the Company with a telephone number and address where the employee can be reached. Employees are not to travel while on a Medical Leave of Absence without express approval from the Division Manager or Labor Relations. In order to "return to work" after a Medical Leave of Absence, an employee must have a written release from a physician stating that he or she is able to perform the duties of his or her job. The Company reserves the right to request that the employee submit to an examination by a medical doctor of the Company's choosing, at the Company's expense. Employees must contact their supervisor/manager one week in advance (or as soon as possible) of being released to arrange a company physical, if necessary. An employee on Medical Leave of Absence is expected to return to work on the first scheduled workday after expiration of a Medical Leave of Absence. An employee on Medical Leave of Absence is not to accept other employment. Failure to adhere to

any of the provisions stated above may lead to disciplinary action up to and including termination.

**NOTE:** An approved Leave of Absence may be considered a Family Medical Leave under FMLA. If it is considered an FML and the employee is FMLA eligible and has enough FMLA available to cover the absence, then the absence should not be considered an occurrence.

## Part 12: Leave for Victims of Domestic Abuse

### General Information:

An employee must have been employed by RTD ~ Regional Transportation District for at least 12 months preceding the commencement of the leave. Upon reasonable advance notice, (except in cases of imminent danger to the health or safety of an employee) an employee may take up to 3 working days of leave from work in any 12-month period. This leave is unpaid although an employee will need to use sick leave or vacation time for the leave, if they have any available. This leave applies to employees who are the victims of the following statutorily-defined events:

- domestic violence or abuse
- stalking
- sexual assault, or
- a crime found by a court on the record to include an act of domestic violence.

The employee must use the leave from work to protect him or herself by:

- seeking services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence
- seeking a civil restraining order to prevent domestic abuse
- obtaining medical care or mental health counseling for himself or herself or for his or her children to address physical or psychological injuries resulting from the act of domestic abuse, stalking, sexual assault or other crime involving domestic violence
- making his or her home secure from the perpetrator or seeking new housing to escape the perpetrator
- seeking legal assistance, attending and preparing for court-related proceedings arising from domestic violence acts.

Employees need to contact Labor Relations to request a Domestic Violence Leave. The following documentation shall serve as certification for consideration of Domestic Violence Leave:

1. a police report indicating that the employee was a victim of domestic violence;
2. a court order protecting or separating the employee from the perpetrator of an act of domestic violence, or other evidence from the court or prosecuting attorney that the employee appeared in court; or
3. documentation from a medical professional, domestic violence advocate, health care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence. The Company will make reasonable efforts to maintain the confidentiality of all information related to an employee's leave pursuant to this policy.

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### **Duration of Leave:**

Leave under this policy shall not exceed 3 days in a 12-month period. The 12-month period will be measured forward from the date the first Domestic Violence Leave begins.

### **Employee Pay/Wages:**

An employee will be required to take available sick leave, vacation time or other contractual time off, prior to unpaid leave. If the employee has no paid leave available eligible employees may take domestic abuse leave unpaid.

### **Part 13: Family and Medical Leave Policy** **(For Represented Employees)**

**Purpose:** To define RTD's policy and procedure with regard to family and medical leave.

### **General**

Employees who have been employed for at least one (1) year, and have worked at least 1,250 hours during the preceding 12-month period are eligible for family and medical leave. For employees not eligible for family and medical leave, RTD will review business considerations and the individual circumstances involved. The family medical leave act provides for an unpaid leave, however, if leave is requested for an employee's own serious health condition, the employee could be required or allowed to use all of his or her accrued paid vacation leave, sick leave or personal leave (in accordance with the collective bargaining agreement). If leave is requested for any of the other reasons listed below, an employee could be required to use all of his or her accrued paid vacation or personal leave (in accordance with the collective bargaining agreement). The remainder of the leave period will then consist of unpaid leave.

### **Husband and Wife working for the same Employer:**

The FMLA entitles spouses employed by the same employer to a total of 12 workweeks of leave between them because of birth of child and child care, adoption, foster care or care for the employee's own parent with a serious health condition. Spouses would be eligible for 12 weeks each for their own serious health condition, or serious health of their child or spouse.

### **Reasons for Leave:**

All employees who meet the applicable time-of-service requirements may be granted a total of twelve (12) weeks of unpaid family leave and paid sick, vacation, and personal leave combined (during any 12-month period) for the following reasons:

1. The birth of the employee's child and in order to care for the child;
2. The placement of a child with the employee for adoption or foster care;
3. To care for a spouse, child or parent who has a serious health condition; or
4. A serious health condition that renders the employee incapable of performing the functions of his or her job. The entitlement to leave for the birth or placement of a child for adoption or foster care will expire twelve (12) months from the date of the birth or placement. Intermittent leave is not provided for this purpose.

**Application for Leave** In all cases, an employee requesting leave must complete an Application for Family and Medical Leave and return it to Labor Relations for represented personnel. The completed application must state the reason for the leave, the duration of the leave, and the starting and ending dates of the leave. The original application must be sent to Labor Relations.

### **Notice of Leave:**

An employee intending to take family or medical leave because of an expected birth or placement, or because of a planned medical treatment, must submit an application for leave at least thirty (30) days before the leave is to begin. If the leave is to begin within thirty (30) days, an employee must give notice to his or her immediate supervisor and to Labor Relations for represented personnel as soon as the necessity for the leave arises. If the leave is foreseeable based on a planned medical leave, the employee also must make a reasonable effort to schedule treatment so not to unduly disrupt Company operations.

### **Medical Certification of Leave:**

An application for leave based on the serious health condition of the employee or the employee's spouse, child or parent, must also be accompanied by a "Medical Certification Statement" completed by the applicable health care provider. The Medical Certification needs to be furnished at the time of the request when a foreseeable absence or within fifteen (15) calendar days of the qualifying event. The certification must state the date on which the health condition commenced, the probable duration of the condition, and the appropriate medical facts regarding the condition. If the employee is needed to care for a spouse, child or parent, the certification must so state along with an estimate of the amount of time the employee will be needed. If the employee has a serious health condition, the certification must state that the employee cannot perform the essential functions of his or her job, including the duration of such a work restriction. In all cases of leave for serious health condition, the Company reserves the right to request a second medical opinion at Company expense. Failure to provide notification and appropriate medical certification in a timely basis may result in delayed approval or denial of leave. Continued absence after denial of leave may result in disciplinary action.

### **Benefits coverage during Leave:**

During a period of family or medical leave, an employee will be retained on the RTD health plan under the same conditions that applied before leave commenced. To continue health coverage, the employee must continue to make any contributions that he or she made to the plan before taking leave. Failure of the employee to pay his or her share of the health insurance premium may result in loss of coverage. If the employee fails to return to work after the expiration of the leave, the employee will be required to reimburse RTD for payment of health insurance premiums during the family leave, unless the reason the employee fails to return is the presence of a serious health condition which prevents the employee from performing his or her job or to circumstances beyond the employee's control.

An employee is not entitled to the accrual of any seniority or employment benefits that would have accrued if not for the taking of leave. An employee who takes family or medical leave will not lose any seniority or employment benefits that accrued before the date leave began (in accordance with the collective bargaining agreement).

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### Restoration to Employment:

An employee eligible for family and medical leave will be restored to his or her old position or to a position with equivalent pay, benefits, and other terms and conditions of employment. RTD cannot guarantee that an employee will be returned to his or her original job. A determination as to whether a position is an "equivalent position" will be made by RTD.

### Return from Leave:

An employee on leave is required to report periodically on their status and intent to report to work. Medical certification is required verifying an employee's ability to return to work from medical leave (normally for leaves greater than 30 days). If an employee wishes to return to work prior to the expiration of a family or medical leave of absence, notification must be given to the employee's supervisor at least five (5) working days prior to the employee's planned return. Failure to return to work on the day after the expiration of leave will result in termination of employment.

### Reduced work schedule/Intermittent Leave:

In a limited circumstance as described below, an employee who is eligible for family or medical leave may be permitted to work a reduced schedule or receive periodic time off from work. In cases of a serious health condition of the employee or a family member, such leave may be permitted in circumstances when it is medically necessary. Appropriate medical certification will be required. However, where a reduced work schedule or intermittent leave is foreseeable based on planned medical treatment, the Company reserves the right to temporarily transfer the employee to a comparable position that better accommodates the employee's recurring periods of leave. Any time off permitted, based on a reduced work schedule or intermittent leave, will be treated in the same manner as absences under the family and medical leave policy, and such absences will be applied against the leave permitted under such policy.

### Failure to return from Leave:

The failure of an employee to return to work upon the expiration of a family or medical leave of absence may subject the employee to immediate termination unless an extension is granted. An employee, who requests an extension of family leave or medical leave due to the continuation, recurrence or onset of her or his own serious health condition, or of the serious health condition of the employee's spouse, child or parent, must submit a request for an extension, in writing, to the employee's immediate supervisor. This written request should be made as soon as the employee realizes that she or he will not be able to return at the expiration of the leave period.

## Section II, Customer Relations

As an RTD operator, you are a key person. Other people in the Operations Department are here to support you with equipment, schedules, and other services that will help you do your job well. RTD has one basic purpose - to serve the transit needs of the public. To our patrons, you are RTD. What you do reflects what our customers think about RTD. In addition to this responsibility, you have an obligation to the pedestrians and motorists who also share the streets and highways of the District. As a bus operator you have more opportunities to make friends for RTD and yourself than any official of the

District. Every day we carry customers who have never ridden our buses. Many of these new customers will become regular customers, if they like our service. Most will continue to be customers only as long as they are satisfied with the quality of service we provide. In other words, you must be a successful salesman of our bus service.

There are four things you must do to make your job pleasant and successful:

1. Be friendly, helpful, and considerate to your customers.
2. Drive your bus skillfully and safely, providing a smooth, comfortable ride.
3. Use good, mature judgment at all times.
4. Present a pleasing appearance.

### 1. Customer Interaction Program

#### A. Overview:

Good customer relations are essential to RTD's success. Customers who are satisfied with their RTD experience are more likely to become good, steady customers. We all benefit when that happens. Likewise, poor customer relations cause problems for all of us. Dissatisfied customers often become "problem" customers not only for the District, but for you and your fellow bus operators. More than anyone else at RTD, you are the key to maintaining good customer relations. You are the RTD representative they see and talk to day in and day out. Sometimes all it takes to keep customers feeling good about riding with us is to provide them with safe and comfortable transportation and be polite. Other times it takes much more. From time to time, you will face complaints and other sensitive interactions that require you to work at maintaining good customer relations. Maybe it's the elderly customer who argues over the price of the fare, the rowdy teenagers in the back of the bus, the one who missed their stop, the disabled customer having a difficult time boarding, or the customer needing directions. You've seen these and a thousand other situations that require you to act quickly and effectively to handle problems and maintain good customer relations. As you know, handling these situations can be difficult. Often, you are dealing with people who are angry, frustrated, or downright hostile. You may not be able to resolve every complaint or problem, but you can defuse potentially explosive situations just by saying and doing "the right things at the right time."

#### B. Techniques for Handling Difficult Situations:

There are a number of things you can do to effectively handle difficult situations with customers. One of the most important is to acknowledge the customer's situation and feelings. A good way to get results in an emotional situation is to show customers you understand and care. Customers find it harder to argue or be angry when you send them the message, "What you have to say and what you feel are important!" Another important aspect of customer relations is to maintain or enhance the customer's self-esteem. Self-esteem is defined as "having a good opinion of oneself." Often the difference between handling a customer problem successfully and ending up with an even bigger problem is how well you maintain or enhance the customer's "good opinion" of himself/herself. Treating customers in a friendly and respectful way (especially people with complaints and

# Operators Guide

## Section II: Customer Relations and Interaction Program

problems) can do much to reduce harsh feelings and gain cooperation. A third technique in dealing with customer complaints and problem situations is to present your position and offer suggestions for solving the problem. It is important for you to listen to customers who present problems or complain, but it's just as important that they hear and understand your position. Demanding that customers follow the rules "**because rules are rules and that's that**" usually doesn't work. In fact, it only tends to make people angrier and more defensive. In most cases it's much more effective to present your position and then offer the customer suggestions (in the form of questions) for resolving the problem.

### C. Effective Customer Interactions:

The following is an outline of the approach to handling customer interactions you can use in virtually any situation in which you interact with customers. This is based on KEY PRINCIPLES AND CRITICAL STEPS for Handling Customer Interactions.

#### 1. Key Principles

- KP-1 Maintain or Enhance Self-Esteem
- KP-2 Listen and Respond with Empathy
- KP-3 Offer Suggestions (in question form)

#### 2. Critical Steps

- CS-1 Address the Customer in a friendly manner
- CS-2 Acknowledge the situation
- CS-3 Openly present your position & check for understanding
- CS-4 Ask for the customer's cooperation
- CS-5 Thank the customer

### D. Key Principles:

#### KP-1 (Maintain or enhance self-esteem)

##### Why?

- Reduces defensiveness and hostility
- Helps gain cooperation
- Creates a good impression of you and RTD

##### When?

At all times, but especially when customers:

- express strong feelings such as anger and resentment
- become hostile
- are having problems

##### How?

- Treat the customer with respect and in a friendly manner
- Focus on the problem, not the customer
- Acknowledge the customer's situation & feelings
- Ask for, rather than demand, the customer's cooperation

#### KP-2 (Listen and respond with empathy)

##### Why?

- Maintains/enhances self-esteem
- Encourages open communication
- Helps customer vent emotions

##### When?

- When a customer expresses strong feelings

##### How?

- Listen attentively
- Recognize the customer's situation and feelings

#### KP-3 (Offer suggestions in question form)

##### Why?

- Maintains/enhances self-esteem
- Encourages cooperation

##### When?

- When you want a customer to understand or accept your position
- When customer is uncooperative

### How?

- Phrase suggestion so that you are asking and not telling

### E. Critical Steps Rationale:

#### CS-1 Address the customer in a friendly manner.

The way you address the customer can greatly affect your success in dealing with difficult situations. A friendly manner can win cooperation or, at least, keep emotional situations from getting out of hand. When you address customers in a friendly and courteous way, you are indicating they are important as people and you are interested in what they have to say. It's hard not to respond positively to someone sending this message. The manner in which you address customers initially is particularly important. By being friendly and courteous from the start, you set a positive tone for the rest of the interaction. By doing that, you've just put the odds of resolving the situation in your favor.

#### CS-2 Acknowledge the situation.

One of the most basic and effective ways of resolving a difficult situation with a customer is to show the customer you are aware of, understand, and want to deal with his/her situation. You can do this by:

- focusing on the problem, not the customer
- listen attentively
- making statements that show you understand (even if you may not agree with) the customer's situation and feelings.

#### CS-3 Openly present your position and check for understanding.

As important as it is for you to acknowledge the customer's situation, it's just as important that he/she understands your position. Customers who are aware of the importance of a given policy or guideline are much more likely to cooperate with you. Present your position, and then check that the customer understands what you've said. You can check the customer's understanding by asking questions such as, "Do you see what I mean?" or "Do you see my point of view?"

#### CS-4 Ask for the customer's cooperation.

Demanding a customer's cooperation in a difficult, emotional situation is typically not effective. In fact, that approach usually just makes them angrier and more defensive. Asking for a customer's cooperation is usually much more effective. One of the best approaches is to offer suggestions in question form that are acceptable both to you and the customer.

#### CS-5 Thank the customer.

A final, sincere "thank you" shows the customer you appreciate his/her cooperation. It also ends the interaction on a positive note.

### 2. Information to Customers

You should be reasonably familiar with the RTD family of services and the geographic area we serve in order to assist customers requesting information. You should never give wrong information or guess. During less busy times, you may contact the dispatcher for assistance. Otherwise refer the customer to the Customer Service Department at 303.299.6000 or RTD's website [www.rtd-denver.com](http://www.rtd-denver.com). Call the dispatcher any time you feel that the customer may be stranded or greatly inconvenienced by not having the correct information.

# Operators Guide

## Section II-III

### 3. Remember: Who is an RTD Customer?

**RTD Customers** are the most important persons in our business.

**RTD Customers** are not dependent on us - we depend on them.

**RTD Customers** are the purpose, not an interruption of our work.

**RTD Customers** are not a cold statistic - they are human beings with feelings and emotions like YOU and ME.

**RTD Customers** are not persons to argue or match wits with. NO ONE ever won an argument with a customer.

**RTD Customers** are so satisfied with how we do our jobs pleasantly and helpfully that they will take The Ride again and again.

## Section III

### Part 1 Personnel Practices

#### 1. Arrest, Detainment, Citations

You must advise your division manager if you are arrested or detained for any reason whether occurring on or off duty. A conviction of a crime resulting from such arrest may result in disciplinary action or separation of employment. It is the bus operators' responsibility to submit road side inspection reports or citations to their supervisor.

#### 2. Car Key Boards

The "car key boards" have long been provided by the District at employees' request, merely as a means for employees to leave their car or other keys for someone else. It is not intended as a key storage device. Those employees choosing to place their keys on the board assume all risks and liabilities. This includes the potential for auto theft, theft of property; identity theft, or any liability risks associated with the use of employees' motor vehicles and personal property.

#### 3. DOT Medical Certificate

All CDL holders must have a valid DOT medical certificate and must provide a copy to the Department of Motor Vehicles (DMV) and your employer every time the DOT medical certificate is renewed or updated and each time you renew your CDL. Your division Business Support will assist you in this process.

If the DMV does not receive this certificate prior to the expiration date, you will receive a notice that your CDL driving privileges will be suspended. In order to allow adequate time for the DMV to process your DOT medical certificate and avoid suspensions of CDL driving privileges, operators are required to renew their DOT medical card 14 days prior to the expiration date.

#### 4. Fatigue

As an RTD bus operator, it is crucial that you maintain a lifestyle that is balanced. Failure to do so may result in fatigue. Fatigue is a general term commonly used to describe the experience of being sleepy, tired or exhausted. It can be caused by long hours of work, long hours of physical or mental activity, inadequate rest, excessive stress, and combinations of these factors. The signs, symptoms and affect fatigue has on drivers varies from one person to the next. Symptoms of fatigue are constant yawning, poor concentration, tired or sore eyes, restlessness, drowsiness, slow reaction, boredom, feeling irritable, making fewer and larger steering corrections, having difficulty staying in the lanes, daydreaming, trouble keeping your head up, and "nodding off". It is important to remember that driver fatigue is not simply a function of time

spent driving but relates to many factors including hours since you last slept and time of day or night. Driving at times when you are normally asleep or in the afternoon makes most of us feel sleepy. We have a built-in body clock in the brain that coordinates daily cycles known as circadian rhythms. If you do not get enough quality sleep you go into "sleep debt", which means you owe yourself more sleep. The only means of repaying this debt is by sleeping. Until you catch up on your sleep, you have a greater risk of fatigue-related accidents. In addition to affecting health, sleep disorders can cause fatigue. The most common sleep disorders are narcolepsy, sleep apnea, restless leg syndrome, and periodic limb movement. Narcolepsy is a disorder of the sleep/wake mechanism that also causes excessive daytime sleepiness. It is characterized by involuntary 10-20 minute naps at 2-3 hour intervals throughout the day. Sleep apnea is a breathing disorder characterized by brief interruptions of breathing during sleep. Warning signs of sleep apnea are overweight, collar size over 18, loud snoring and high blood pressure. Restless leg syndrome is an urge to move the legs often accompanied by a "creeping" or "crawling" feeling on the legs. Periodic limb movement disorder is brief muscle twitches or jerking movements usually to the lower limbs during sleep. All sleep disorders may result in fatigue. If you are chronically tired or fatigued and there is no obvious reason, such as not getting enough sleep, you may have a sleep disorder. If you suspect a sleep disorder, contact your personal physician. Sleep disorders can only be diagnosed by a medical professional.

#### 5. Injuries Occurring on the Job (OJI)

Any operator injured while working must report the injury to his/her division on the day the injury occurs. An injured operator should contact his/her division supervisor regarding authorized medical treatment.

#### 6. Instructors' Responsibilities

- A. The Instructors are responsible for training and qualifying all operators on routes and driving skills within the District.
- B. The Instructor has a responsibility to instruct any operator on operation of the equipment or any other method of procedure pertaining to the job.
- C. It is the Instructor's duty to call the operator's attention to violations of rules and to instruct the operator specifically on how the job should be done.
- D. The Instructor has a responsibility to issue instructions to operators in the interest of keeping transit service moving smoothly.
- E. The Instructor has a responsibility to notify the Division Manager or Assist. Manager when they witness an operator commit a serious violation of RTD regulations.
- F. The Instructor's advice and opinions are often sought when an operator is under consideration for promotion.

#### 7. Job Verification

The division telephone numbers should NOT be used for job verification or other employment inquiries. When filling out a loan or job application please use (303) 299-2041. Calls to the division to contact bus operators should be limited to emergency messages only.

#### 8. Meetings on Agency Property

Meetings on District property by employees are not permitted unless authorized by the management.



# Operators Guide

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## Section III

### 9. Personal Debts

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

### 10. Refund to Employees

Contact the division manager for refunds when using your own money on RTD related expenses such as emergency telephone calls, Port of Entry fees, and tolls. You are not authorized to approve repairs to District vehicles; or the use of ambulance or fire services without prior approval. Contact the dispatcher if you are asked to sign any payment authorization of this nature.

### 11. Reporting DOT Hours of Service

It is your responsibility to report any work outside of RTD that qualifies as "on-duty" time as described under Part 395.2 (Definitions). Full-time bus operators are reminded that RTD is your primary employer. Failure to maintain sufficient available on-duty time or rest time could result in disciplinary action. Part 395 of the "Federal Motor Carriers Safety Regulations" requires careful tracking of driving and on-duty time. The following rules apply to RTD operators:

- No more than 10 hours driving following 8 consecutive hours off-duty.
- No more than 12 hours on-duty with at least 8 hours off-duty.
- No more than 70 hours on-duty in any period of 8 consecutive days.

Normal fluctuations of on-duty time resulting from running late, late reliefs, and performing other tasks will affect actual extra board and overtime work assignments. Occasionally, you may be inadvertently assigned work that will take you over the allowed hours of service. It is your responsibility to bring this to the attention of your supervisor or dispatcher. You must certify your hours of service. You will complete individual reports on a two-week cycle showing the District's calculations of your on-duty hours of service. The report will include on-duty time working at RTD and any other reportable hours outside of RTD. It is your responsibility to review the report and check it for accuracy. You must certify that the report is an accurate reflection of your on-duty time and not simply voted work. Any errors or omissions must be noted on the report and brought to your supervisor's attention. If the report is correct, sign and submit it to your supervisor. Part 395 of the Federal Motor Carrier Safety Regulations requires that the records be accurate and true.

### 12. Restroom Facilities

Most of the RTD Park-n-Rides, Transfer Stations and Light Rail Stations provide bus operator restroom kiosks for your convenience. More will come on line as the system grows and budgets allow. The restrooms are normally available for RTD employees and contractors, only. They are designed to be used by one person at a time. Access is controlled by a proximity card reader system. To unlock the door, hold your RTD ID card next to the black area on the lock mechanism and wait for the green light. The lock will release, allowing you to open the door. Be sure that the door closes securely when leaving to reduce the potential for vandalism and graffiti. Occasionally, a customer may request to use the restroom. This is allowed on an emergency basis only. You may escort the customer to the restroom kiosk and use your access card to let them in.

**SMOKING IS NOT ALLOWED IN THE RESTROOM KIOSKS.**

In the event that a restroom is unavailable at your end terminal, or there is a necessity to use restroom facilities before reaching the next RTD facility, operators may stop and secure their bus in a bus stop along route, such as at a gas station or other business, provided that the driver keeps any customers informed of the situation and does not tarry longer than necessary. Operators are prohibited from purchasing goods during this situation.

### 13. Time Piece

You are required to have a reliable and accurate timepiece to ensure adherence to the schedule. The correct time of day must be maintained at all times while on duty. Time piece errors or malfunctions are not an excuse for running off schedule. The time display on other devices such as pagers, cell phones or the Radio control head are not acceptable for this purpose.

### 14. Traffic Violations

All of the District's employees operating company vehicles must adhere to the federal and state traffic laws; and the regulations of each county and municipality served by RTD. You are required to report all citations, including parking tickets incurred while operating a company vehicle. You are personally responsible for fines resulting from traffic violations including toll violations, photo-radar, photo-red light, and parking tickets.

## Section III

### Part 2 Personal Appearance

#### Uniform Requirements and Appearance Code

This Section describes the authorized composition of uniforms worn by operators while on duty and reporting for duty. This section also describes proper insignia and how it will be worn. RTD-issued uniform allowances and items purchased with the allowance are intended only for the person named on the online uniform account. Other use of the allowance, selling uniform apparel items, or giving them away without authorization is not allowed. The proper uniform is required when reporting for duty and while on duty, unless otherwise instructed. As employees of the District, your public visibility requires that you present a neat, well groomed, pleasing and professional appearance; uniforms will be properly fitted, clean, serviceable, and pressed as necessary. Shorts and skirts should not fit tightly nor should trousers be baggy or sagging. All approved uniform items are acceptable for year-round wear. However, common sense and good judgment applies. Be prepared for rapid temperature changes and inclement weather. For example, wearing shorts in the winter or failing to bring a warm coat may leave an operator overly dependent upon the heating system of the bus for warmth. This could become a health-threatening situation in the event of a bus break-down or malfunction of the heating system. Optional uniform items may be worn at the discretion of RTD management. Refrain from wearing your uniform while off-duty except for traveling to or from work. Engaging in certain activities while wearing your uniform during non-working hours may affect your employment if those activities:

- Could harm the reputation of RTD.
- Create a conflict of interest and/or the appearance of a conflict of interest.

# Operators Guide

## Section III

### Guidelines

#### 1. Person

Individuals shall maintain a neat, clean and well groomed personal appearance. All operators must practice good hygiene including regular bathing. Hands, teeth, ears and finger nails shall be clean. Fingernails should be short enough that an operator may safely grip the steering wheel with the entire hand. Hair shall be neat, clean, combed and acceptably groomed. Hair must not obstruct the vision of the operator from either the front or sides of the face. Beards, mustaches or sideburns shall be neat, clean and trimmed to give a well-groomed appearance. Otherwise, faces shall be clean shaven.

#### 2. Apparel Maintenance

Apparel should be clean, neat, of satisfactory fit, and in good repair, not worn or faded. Uniforms should be clean and pressed at all times.

#### 3. Authorized Uniform Vendor

The authorized uniform vendor is ServiceWear Apparel. They are an online retailer with no physical storefront. Uniforms are ordered using ServiceWear's website, [www.uniforms.vfimagewear.com](http://www.uniforms.vfimagewear.com). Each division as well as the Training Department has sample sizes of uniform items that may be tried on to ensure a proper fit prior to ordering. Uniforms may be ordered using a personal computer, mobile phone, or division computer. The uniform website can be accessed 24/7 to place an order. You may also call ServiceWear to place your order using the number listed below.

Your first and best option for technical support and/or ordering support is to contact ServiceWear's customer service department via phone or email at 1-800-578-9023 or [customerservice@servicewearapparel.com](mailto:customerservice@servicewearapparel.com)

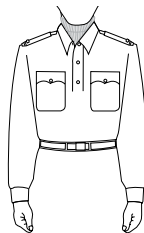
Customer service is open Monday - Friday 6:00 a.m. - 4:00 p.m. Please contact Eryn Martinez at 303-299-6631 with questions or concerns regarding ServiceWear Apparel.

#### 4. Uniform Colors

Operators are required to wear black pants, skirts, or shorts with the nickel gray shirt or blouse.

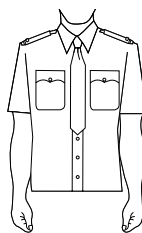
#### 5. Shirts or Blouses

Operators may wear either a long or short sleeved shirt. (See illustration 2a.) If a tie is worn, the collar must be buttoned and the tie snug. Otherwise, you have the option of leaving the collar button and the next one down undone. Sleeves must not be rolled up. Unless shirts are box-hemmed, shirts must be tucked in and buttoned while on duty. If choosing the custom boxed hemming, the tailoring must be done by the uniform vendor to ensure sufficient skin and undergarment coverage. (See illustration 2b.) Embroidery on shirts is optional. Black or red lettering may be used on the nickel gray shirts.



Mens Uniform  
Long Sleeve/Turtleneck  
Tucked

Illustration 2a



Mens Uniform  
Short Sleeve  
Untucked

Illustration 2b

#### 6. Polo Shirts

Operators may purchase polo shirts from the authorized uniform supplier. Polo shirts may be worn on any day of the year. Operators may choose tan, black, red, royal blue, and grey polo shirts. Polo shirts must be tucked in; boxed hemming is not an option. The operators' name and employee number must be embroidered in the upper-right portion of the body of the shirt and the RTD insignia embroidered on the right sleeve. Embroidery on black and royal blue polo shirts will be done in white lettering. Embroidery on the tan, grey and red polo shirts will be done in black lettering.

#### 7. T-shirts and Turtleneck Shirts

Black or white T-shirts may be worn under any uniform shirt. A gray T-shirt is allowed under the gray shirt. The T-shirt cannot be visible if not the authorized colors. Turtleneck shirts or turtleneck dickey collars of the specified t-shirt colors may be worn under a uniform shirt. Only the turtleneck shirt purchased from the specified uniform vendor is approved. All undergarment sleeves will be of a length so that they are not visible.

#### 8. Jackets and Sweaters

Operators may wear a black jacket or sweater in any color combination with the authorized uniforms. Only the specified uniform jacket or sweater is to be worn when operating a bus. You may use your discretion in using a cold weather coat, jacket, sweater or vest during periods of extreme cold weather. Embroidery on jackets and sweaters is optional. White lettering may be used on black jackets and sweaters.

#### 9. Trousers

Only trousers purchased from the specified vendor may be worn. Trousers must be of the specified uniform colors and will be worn as shown (see illustration 3). Military style blousing of trousers is not acceptable. Belts must be worn on trousers with belt loops when the loops are visible, such as when wearing a tucked in shirt. **Note:** Operator wishing to use their own money to purchase Dickies uniform pants in the specified uniform colors/styles may do so from any retail store location. Skinny shorts, pants or capris are not allowed.

#### 10. Shorts

Operators may wear specified uniform shorts in lieu of trousers or skirts. It is important to have adequate fabric coverage and a good fit for a professional look. Shorts must be worn no shorter than four (4) inches above the knee measured from a kneeling position and no longer than one inch below the knee and tailored by the uniform vendor. Sagging or baggy shorts are not allowed. (See illustration 3.) **Note:** Operator wishing to use their own money to purchase Dickies uniform shorts in the specified uniform colors/styles may do so from any retail store location. Skinny shorts, pants or capris are not allowed.

#### 11. Skirts

Skirts may be worn by operators in lieu of trousers. Skirts must be of the specified uniform color with straight and even hemlines; no asymmetrical or high-low hems. Skirts must be worn no shorter than four (4) inches above the knee measured from a kneeling position and tailored by the uniform vendor. If wearing a tucked in shirt with a skirt that has belt loops, a belt must be worn which can be looped through the loops. The belt color must fall under the uniform guidelines. The operator may also wear a belt on a skirt without loops provided that the belt does not cause rolling, bunching, and gathering of the skirt or cause the skirt to be shorter on one side. Skirts shall be

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properly fastened and well fitted at all times. (See illustration 3.)

Note: Operators wishing to use their own money to purchase skirts from a retail store location other than the specified vendor must meet manager approval.

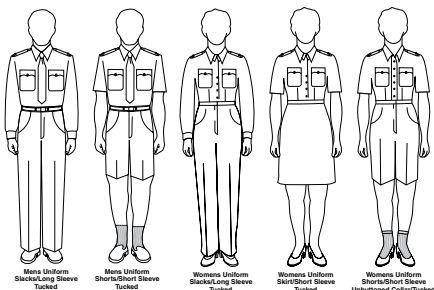


Illustration 3

### 12. Shoes

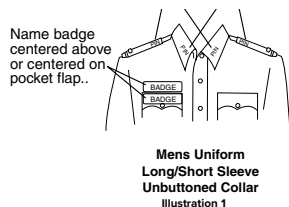
Shoes or boots must be leather, black in color, with laces to match and must be polished. **NONE** of the following are allowed: shoes with open toes, open heels, spiked heels, heels taller than 2", canvas shoes, open weave shoes, cloth shoes, sandals, huaraches, running shoes or tennis shoes.

### 13. Socks/Hosiery

Socks must be worn while on duty and must be black. Operators may wear natural skin tone hose. Hosiery with designs and/or designer styles is not allowed.

### 14. Name Badges and Embroidery

The authorized name badge is gold with the RTD insignia, operators' name and employee number. It is worn on the right pocket flap or centered over the right pocket in line with the pocket flap. It should be visible if outerwear, such as a jacket or sweater, is worn while driving. Embroidered name and employee number is acceptable as a substitute for the nametag. Embroidery is only offered in the District's approved colors. Check with the authorized uniform supplier for more details.



### 15. Patches and Pins

The optional American flag pin is worn on the left pocket flap or centered over the left pocket in line with the pocket flap. Other pins and patches must be authorized by RTD. The current list of pins include Bus Rodeo, Safe Driving, ATU, the RTD logo and pins signifying participation in various RTD programs. These pins should be worn on either the collar or the epaulet. (See illustration 1.)

### 16. Jewelry

Any article of jewelry which may be viewed as a safety hazard or inappropriate is not allowed.

### 17. Belts

Belts will be black leather in a solid color with your choice of a gold, silver, brown or black buckle. (See illustration 3.) Operators who placed in the top 10 of the most recent Rodeo will be allowed to wear the corresponding Rodeo belt buckle.

### 18. Optional Accessory Items

Optional accessory items such as caps, headbands, hair clips, ties, and suspenders must match the chosen uniform colors. Decorative headbands or hair clips are not allowed.

### 19. Caps

While on duty, operators may wear only the black or gray hard bill drivers' cap or a baseball-type cap with the bill facing forward, or a brown or black hunters cap. RTD insignia is optional. Operators who were contestants in the most recent Bus Rodeo are permitted to wear the corresponding Rodeo cap.



Operators working other events will be advised of what items will be authorized. Light rail operators may wear railroad caps while in LRT service. Knit stocking caps of approved uniform colors are available from the specified uniform vendor and may be worn during periods of cold weather. The stocking cap may not be pulled down over the eyes or face.



### 20. Suspenders

Suspenders may be black, brown, or red in color, depending on the uniform color.

### 21. Ties

Ties may be either pre-tied, four-in-hand, bolo or cross ties in authorized colors: red, black or brown depending on the uniform color. (See illustration 3.)

## Section III

### Part 3 Operating Procedures

#### "Bus Operators"

All operators must adhere to the following policies and procedures.

#### 1. Accidents

Follow the steps below if you are involved in a collision with another vehicle, fixed object, or pedestrian; or if a customer is injured by falling, being caught in the door, or otherwise:

- Secure the coach in a safe manner at the accident scene. Do not move the bus away from the scene unless ordered by the police, or authorized by RTD street supervision or the dispatcher. You may move the bus to a safe location out of traffic on limited access highways so long as damage is minimal; there are no injuries, and no indication of drugs or alcohol.
- Your first duty is to care for the injured. Check for injuries to customers, pedestrians and occupants of other vehicles. Do not attempt to move an injured person unless they are in immediate danger of further life threatening injuries if you don't move them. Make the injured person as comfortable as possible.
- Contact the dispatcher. Use Data Message #4, Accident W/Injury, or "PRTT" if there are injuries, danger of injuries, or if hazardous materials are released.

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You must contact the dispatcher even if there is only incidental contact. Use Data Message #5, Accident W/Out Injury.

- D. Exchange information with the other driver including driver's license information, vehicle registration and license number and insurance carrier. Obtain names of occupants of the other vehicles.
- E. Hand out witness cards to potential witnesses and obtain the names of others on the bus or in the vicinity. People may be reluctant to provide information if they did not actually see the accident. However, many times they can provide information pertinent to the investigation in ways not immediately recognized. You should ask for cooperation by saying that you are responsible for obtaining names of persons in the area at the time of the accident. Do not ask them about what they did or did not see. Rather, you should ask, "May I have your name, address and telephone number for my report?"
- F. Cooperate with law enforcement officers on the scene. Do not discuss details of the accident with anyone except investigating officers and RTD officials. Be careful about making comments that may be overheard by others. Do not suggest to anyone that RTD will take care of any medical expenses. Do not admit to being at fault to anyone at the accident scene. Do not discuss the mechanical condition of the bus with anyone except investigating officers and RTD officials. Questions about damage or injury claims should be referred to the Customer Services Department at 303.299.6000 or the Risk Management Department at 303.299.2345. Do not assume any obligations nor attempt to settle any claim.
- G. Contact the dispatcher when cleared to leave.
- H. Be sure to keep two accident packets with you at all times while on duty.
- I. You must submit a "Transportation Loss Report." If a student was driving the bus, the student will submit a report and the instructor will complete a courtesy card along with a memo. The Transportation Loss Report is an official and confidential RTD document. Your signature on the report confirms that it is complete and accurate.

### 2. ADA Policies

Boarding Individuals with Disabilities who Use Mobility Aids to Ensure Access Policy

#### A. Purpose

RTD will ensure individuals who use Mobility Aids, including Wheelchairs, have equal access to its buses and to the Securement Areas. This policy is effective on March 24, 2014.

#### B. Definition

**Individual with a Disability** means an individual with a physical or mental impairment that substantially limits one or more of the major life activities of that individual and any individual who identifies to a bus operator that the individual has a disability.

**Mobility Aid** means a device, such as a Wheelchair, scooter or walker, used by an Individual with a Disability for the purpose of mobility, not for convenience only.

**Priority Seating** means the first row of seating that is not the Securement Area or Securement Areas. **Securement Area or Securement Areas** means one or both of the areas required on a fixed route bus for the purpose of securing a Wheelchair. **Wheelchair** means a Mobility Aid

belonging to any class of three or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

#### C. Good Customer Service

All customers with or without disabilities are to be treated with the highest degree of respect and concern for safety. Customers using Wheelchairs or other Mobility Aids may be particularly vulnerable if left stranded at a bus stop. They do not want to wait for the next available bus any more than other customers. Therefore, if you are unable to accommodate a customer using a Wheelchair or other Mobility Aid for any reason, you are required to report the situation to the dispatcher and remain there until cleared to proceed.

#### D. Boarding Strollers and Other Large Items

Articles, luggage or packages are not permitted on buses if they are dangerous or restrict free movement of customers. Articles permitted on the bus must not interfere with the vehicle operation or any other customer. Grocery carts must be folded or positioned so that they do not block the aisle of the bus. Whatever a customer brings on the bus must be readily movable. When a customer with a stroller boards the bus, require the customer to collapse the stroller prior to boarding. Customers will not be allowed to board with large strollers or other items that cannot be collapsed and/or stored in the seats behind the Securement Areas and Priority Seating. You must advise the customer upon boarding to use seats behind the Securement Areas and Priority Seating for themselves and their objects because if they do sit in the Securement Area, they will be required to move if needed by an Individual with a Disability using a Mobility Aid. Do not permit a customer to fold up the seat to make room for items brought on board the bus, other than a Mobility Aid.

#### E. Boarding an Individual with a Disability who uses a Mobility Aid.

In order to ensure an Individual with a Disability who uses a Mobility Aid will have access to the bus when the Securement Areas are occupied, RTD operators will take the following steps:

1. Do not assume or state that the bus is too crowded to board a customer with a Mobility Aid.
2. Get up and look first to see if other customers are blocking the Securement Area or access to the Securement Area. Disabled customers using Mobility Aids must have access to the Securement Area, because these are the only places they can sit and therefore have equal access to the bus.
3. If a customer is utilizing a Securement Area, get up from the driver seat, approach the individual occupying the Securement Area and say, "I need to use this area to allow a customer with a disability to board please. You will need to move to a seat behind the Securement Area." This applies to any person regardless of what equipment or items the individual has brought on the bus, except Mobility Aids. Request that Individuals with a Disability not using a Mobility Aid or using a Mobility Aid that does not require securement to move from the Securement Area. Offer to assist in

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finding a seat, if necessary.

4. When you are at a bus stop with both able-bodied customers and customers using Mobility Aids, you must clear the Securement Area to accommodate the boarding customer using a Mobility Aid. It is not acceptable to allow the able-bodied customers to board first, leaving insufficient space for the Individual with a Disability with a Mobility Aid. You should attempt to board Individuals with a Mobility Aid prior to boarding others waiting at the bus stop to ensure access to the Securement Areas.
5. Once sufficient space is made available to board the customer, deploy the lift (if applicable), board the customer, and then continue on the route.
6. Never blame the customer who uses a Mobility Aid for delays, inconveniences or imply that the customer is holding up the bus. Keep your interactions polite and respectful.
7. Unless the person occupying the Securement Areas is an Individual with a Disability who, for some disability-related reason needs to remain in the Securement Area, the person who is unwilling to move is in violation of RTD policies and is preventing the Individual with a Disability who uses a Mobility Aid from accessing the only seats available. You may not ask about disability, but the person may divulge. If the person offers a disability-related reason for being in the Securement Area or the reason is apparent, do not inquire further. If the Individual with a Disability does not use a Mobility Aid, ask the person to move to the Priority Seating. If the person does not offer a disability-related reason for being in the Securement Area and the reason is not apparent, see Section F.

### F. When an Individual in the Wheelchair Securement Area Does Not Move.

If an individual in the Securement Area does not move, RTD operators shall do the following:

1. Inform the waiting customer who uses a Mobility Aid that the individuals occupying the Securement Areas refuse to move.
2. Inform customers on the bus that the operator is required to contact the dispatcher to get further instruction because the individual in the Securement Area refuses to move. Do not leave the bus stop until cleared to do so by the dispatcher or supervisor.
3. Contact the dispatcher. On equipped buses, use the preprogrammed radio data message, "ADA PAX PASS-UP". This places your request for assistance to a high priority level. That means that your call will be handled ahead of other routine calls.
4. If you are unable to use the ADA PAX PASS-UP message, you must attempt to contact dispatch by other methods available and obtain instructions from a supervisor or dispatcher before leaving the stop.
5. The dispatcher will provide you with information on how the customer will be accommodated. If practicable, RTD will send a street supervisor or security officer to the bus to talk to the customer. If warranted, the street supervisor or security

officer may issue a warning for suspension of service or take other appropriate action.

6. You must relay whatever action will be taken to the waiting customer with a disability as soon as possible. Dispatch will instruct the bus operator of the alternative transportation, if applicable under Section H below.
7. You must provide a completed ADA PAX PASS-UP form to the waiting customer with a disability. You must provide the information in writing and offer to read such information to the waiting customer with a disability. Only after following these steps are you to proceed.

### G. When the Securement Areas are Occupied by Individuals with Disabilities who use Mobility Aids. If both the Securement Areas are occupied by Individuals with Disabilities who use Mobility Aids, the following shall apply:

1. The operator must inform the waiting customer of this condition.
2. An operator may only inform the waiting customer that the Securement Areas are full or occupied by Individuals with Disabilities who use Mobility Aids if it is absolutely clear that the customers occupying the Securement Areas are, in fact, Individuals with Disabilities who use Mobility Aids, e.g., both customers use Wheelchairs. If there is any doubt as to whether the persons occupying the Securement Areas are Individuals with Disabilities who use Mobility Aids, the operator must follow all of the steps in Section F.
3. The operator shall provide the waiting customer with the ADA PAX PASS-UP form as required in Section 6, shall offer the waiting customer a 3-hour pass and use the preprogrammed data message, "ADA PAX PASS-UP" or, if that message system is unavailable, contact dispatch to notify RTD that an Individual with a Disability who uses a Mobility Aid did not board the bus because the Securement Areas were occupied. The dispatcher will provide instructions on alternative transportation.

### H. Alternative Transportation

When an Individual with a Disability using a Mobility Aid is refused service because RTD informs the waiting customer the Securement Areas are occupied and the next bus is not scheduled to arrive for 30 minutes or more, RTD will provide the customer with alternative transportation to ensure the customer reaches the intended destination in a timely fashion.

### 3. ADA PAX PASS-UP FORM

Operators are required to provide a completed ADA PAX PASS-UP FORM to customers using a mobility aid, such as a wheelchair, if they are unable to be accommodated. This includes the Free Mall Ride and the Free Metro Ride. You must check that you have an ADA PAX PASS-UP FORM book on the bus prior to pulling out of the garage or obtain one from running repair. If the customer leaves the bus stop before receiving the form, you are still required to complete and return both (white) original and (yellow) carbon copies with your supplies. Operators will be paid

# Operators Guide

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twenty (20) minutes upon receipt of completed ADA PAX PASS-UP FORMS. Please use the following procedure every time you are unable to accommodate a customer using a mobility aid.

1. Contact dispatch using the high priority message #12 "ADA PAX Pass-Up." (Note: if you are unable to Contact dispatch using the ADA PAX Pass-Up button you must attempt to contact dispatch by other methods before leaving the stop.)
2. Fill out the ADA PAX Pass-Up Form.
3. Give the yellow copy of the form to the waiting customer.
4. Relay to the Customer how they will be accommodated, and offer a 3-hour pass.
5. Turn in all original ADA PAX PASS-UP FORMS in person at your division.

RTD		ADA PAX PASS UP FORM		Sequential Numbering For placement only
<small>Please Inoperator: You are required to give the yellow copy to the ADA PAX and return the original copy with your supplier.</small>				
Date:	Employee #:	Division:		
Route #:	Block #:	Vehicle #:		
Location on:	Aft/Neat/Between:			
Reason for ADA PAX Pass-up:	<input type="checkbox"/> Securement area full, ADA PAX? Y / N		<input type="checkbox"/> Mechanical issue	
<input type="checkbox"/> Other, explain:				
Start time of incident:	Time dispatch cleared:			
Did you get out of the seat and request that passengers move from the securement area? Y / N				
If "No," please explain:				
How was dispatch notified?	<input type="checkbox"/> ADA PAX Pass-Up		<input type="checkbox"/> Other, explain:	
Dispatcher's response?	<input type="checkbox"/> Next bus due in _____ minutes.		<input type="checkbox"/> Alternate transportation will be provided.	
<input type="checkbox"/> Other courtesy transfer, pass accepted transfer? Y / N				
Did you relay dispatch's response to the ADA pass? Y / N				
<small>Regional Transportation District • 1635 Blake Street, Denver, CO 80202 • phone: 303.299.6000 • website: rtd-denver.com • email: customerservice@rtd-denver.com</small>				
<small>White Copy Remains with Operator</small>		<small>*Yellow Copy Given to RUM</small>		<small>303.299.3914 RTD Denver</small>

## 4. Other ADA Requirements

### A. Securement

1. Securement of wheelchairs or walkers is at the option of the customer. However, you are required to ask them whether or not they wish to have the wheelchair or walker secured each time they board. If the customer states that he or she does not want the wheelchair or walker secured, you will respect that decision without questions or comments. If the customer indicates a preference for being secured, the operator will secure the wheelchair or walker as indicated by the "Secure Here" stickers, by the Stokes Straps (Mesh straps attached to the wheelchair or walker providing a ready-made loop to which a securement device may be attached.), or as otherwise directed by the customer (using one, two, three, or four stoke straps as preferred by the customer). Allow the customer to secure and unsecure themselves if they so desire. If the customer secures his or her own wheelchair, or the aide secures the wheelchair, you still must ensure that the wheelchair or walker is properly secured. Wheelchairs must never be secured around joysticks, footrests, or armrests. RTD cannot require securement by straps that are broken or otherwise unusable and cannot refuse transportation because the straps are missing, broken or unusable. Under no circumstances will a customer in a wheelchair or walker be denied transportation on the grounds that the customer elects to ride unsecured or on the grounds that

his or her wheelchair or walker cannot be secured or restrained satisfactorily. Just as wheelchair or walker securement is optional, the use of the lap/shoulder belt is the customer's option. Offer the lap/shoulder belt and comply with the customer's wishes. Wheelchair or walker securement is at the customer's option on the 16th Street Mall as well. Buses operating on the 16th Street Mall will permit as many customers in wheelchairs to board as will fit on the bus. Light rail operators will permit as many customers in wheelchairs to board as will fit on the train. When customers who do not use wheelchairs are permitted to board light rail cars while the operator is on break, the operator must open the doors to the accessible car with the ramp extended so that customers who use wheelchairs can board.

2. Segway - The Segway and other such devices such as two-wheel electric scooters do not fit the definition of wheelchair. However, when used by a person with a disability as a mobility device, they become part of a broad class of Mobility Aids such as canes, walkers, etc. that must be accommodated on RTD vehicles. Segways, electric scooters and other such devices are only allowed for persons with disabilities. Requests to board by recreational users of these kinds of devices should be politely refused. As with all issues surrounding ADA eligibility, you are not allowed to inquire into the nature of one's disability. Please observe the following rules when you encounter a customer attempting to board your bus with a Segway or other similar device:
  - You are only allowed to ask the following question, "Is this device a Mobility Aid for the disabled?" If the customer answers, "Yes" to the question, you must allow them to board.
  - Use the wheelchair lift or ramp to accommodate the boarding of the customer and the Segway or similar two-wheeled mobility device. The customer will need to turn the device off before raising the lift. They should stand on the lift in a manner such that they can keep the mobility device stable while holding onto the grab rail of the lift platform.
  - Because of its size, weight, and concerns that the wheels do not lock, the only safe place to safely stow a Segway is in one of the wheelchair securement areas of the bus (this includes the MallRide). Secure the Segway by wrapping both of the wheelchair straps around the upright post using the Stokes strap if so equipped. You may wish to encourage users to obtain Stoke straps to ease securement and to reduce the potential of damage. Stoke straps may be obtained free of charge by calling (303) 299-4054.

3. When necessary, or upon request, you should assist customers with disabilities with the use of the straps, lifts and ramps, even if this means the customer is not using a mobility aid. Kneel the bus to assist customers who have difficulty stepping on or off. The kneeling feature on bus series with ramps is used to reduce the slope of the ramp. Kneel the bus to the proper height to minimize

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ramp slope. Always kneel the bus when deploying the ramp at street level. When a customer with a disability, using a wheelchair or not, needs assistance on the lift, it is permissible to allow the aide to ride on the lift with the customer. Make sure they are on the platform, clear of the outer/inner barrier, and that the wheelchair brakes are set before operating the lift. It is the operator's responsibility to prepare the Securement Area by flipping up the priority seats (you may need to ask customers occupying the priority seats to move).

### B. Customers who are Blind or Visually Impaired

Customers who are blind or visually impaired may be identified in several ways. The customer might be using:

- Long white cane.
- Long white cane with red coloring at the bottom.
- Shorter white orthopedic cane with red coloring near the bottom.
- Low vision travel aids such as monoculars or binoculars.
- Dark glasses for eye protection.
- Traveling with a service animal.

Not all customers who are visually impaired are totally blind. Visual abilities and travel skills vary. The following procedures must be followed when a customer who is visually impaired is present at the bus stop or if there is any doubt about whether someone at the bus stop is visually impaired:

1. Identify the route, branch and ending terminal to customers waiting at bus stops. This includes those with guide dogs or canes near the bus stops. Speak loudly and distinctly so that your message is heard above loud traffic noises. Use the external PA system if equipped.
2. Make a special point to look for customers who are visually impaired at bus stops shared by other routes. You are required to stop a second time directly in front of the customer who is visually impaired and repeat your announcement.
3. Pull up as close as possible to the customer who is visually impaired. Permit the customer to use your voice as a guide in locating the door. This can be easily accomplished as you announce your route number and destination.
4. Caution them as they board about the presence of obstacles and obstructions. Try to allow for a clear path in the aisle for the customer who is visually impaired.
5. Don't expect a customer to know about information signs posted in or on the bus. Politely announce the fare and any other desired information. It is easy to forget that customers who are visually impaired may not recognize hand gestures, head nods or the direction you are pointing.
6. A customer who is blind may need help in locating the farebox. Encourage them to follow the handrail to the farebox. If the customer accidentally drops the fare on the floor, ask if they would like assistance in finding it. If so, pick up the money and deposit it in the farebox in full view of the other customers. Tell the customer who is blind or visually impaired what you are doing.

7. Direct customers who are visually impaired to the nearest available seat if requested. If seats are unavailable, you may offer assistance in locating a seat. They may stand if they wish.
8. Call out all transfer points, major intersections and stops along the route sufficient to permit customers who are visually impaired oriented to their location.
9. Remember to notify customers who are visually impaired of their desired stop. Be prepared to provide the customer with additional information or assistance if requested. When identifying the locations of streets and buildings, use the terms right and left according to the orientation of the customer who is visually impaired.
10. Should you inadvertently pass the stop where the customer who is visually impaired wanted off, you should inform the customer immediately. In some cases, they may be able to maneuver back to the proper location without assistance from you. If not, you should call the dispatcher for assistance.
11. Be sure to pass on relevant information such as upcoming requested stops to your relief operator.
12. Bus number identification boxes are placed on all buses and contain slips of paper depicting the bus number. The purpose of these boxes is to help customers to identify buses when they encounter problems with the bus, the wheelchair lift, the service or issues with the operator. Bus operators need to check these boxes before pullout and throughout the day to ensure that the bus identification slips are fully stocked. This is also a part of the pre-trip inspection. If it is empty, obtain a new supply from the back door mechanic before pulling out. As part of your normal walk through inspections during your shift you may discover that the box is empty. If so, please contact the dispatcher for instructions.

### C. Customers with Cognitive Deficits/Mentally or Developmentally Disabled

1. Customers with cognitive or mental disabilities may also be physically challenged, have a speech impairment, or some other disabling factor; but frequently appear quite ordinary and do not have a visible disability.
2. Short term memory loss or thought processing difficulties may cause the individual to repeat questions or appear confused. Be patient.
3. Speak in a calm voice. Avoid using complex sentences, but don't "talk down" to the individual.
4. Concrete terms are easier to understand. For example, "Please sit behind me. Stand beside this bench to catch bus Route 15."
5. Encourage the customer to sit near you if possible.
6. Ask the customer to repeat a statement you cannot understand.
7. Some individuals have processing difficulties so allow time for the customer to respond.
8. Ask where the individual wants to go so you can let them know when you have reached their destination.
9. Although special care and consideration may be needed, they should be treated with the same respect due all customers.

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- If you are not sure how to handle a specific situation, call the dispatcher and request assistance.

### D. Customers who are Deaf or Hearing Impaired

- Do not assume that all customers who are deaf can lip read, but do face the customer when you speak.
- Keep your comments short. A simple "yes" or "no" is usually easier to lip read than a long explanation.
- Use gestures. Shake head to indicate yes or no.
- If you know sign language, feel free to use it, but keep in mind that not all deaf people know it.
- Keep a pad of paper and a dark color pen handy in case you need to write out directions.
- If a customer who is deaf or hearing impaired shows you a note, be sure to read it carefully. The customer may be verbally disabled, deaf, or deaf/blind and may be asking directions or telling you where he or she wants to be let off the bus.
- If you need to guide the customer who is deaf/blind, allow them to hold your arm just above your elbow. They can follow the movements of your body. Try to leave them in contact with some recognizable object in the environment such as the bus bench, sign post, or the wall of a building.

### E. Customers with Disabilities

- It is the operators' obligation to ensure that customers with disabilities have access to priority seating and/or a secure location on board the bus. You may be asked by a boarding customer to make room for them in the front seating area of the bus normally reserved for disabled or elderly customers. This can be a challenge if other customers are already sitting there. Those making the request may have a legitimate need to sit near the front without having noticeable symptoms of disabilities. Your duty is to politely and respectfully request those sitting in the front row seats to make room, or move to another seat, if available. Keep in mind however, that they may have a valid need to sit there as well. They are not required to move and you are not required to force them to move. However, you must make the request. Keep your interactions polite and respectful. Be sure to express your appreciation to the ones that do move to another seat. This is not just an ADA issue. You may, for example, receive a similar request from someone riding the bus for the first time.
- Customers traveling with a respirator or a portable oxygen supply are allowed to ride.
- If a customer is traveling with a child in a stroller and states that they are unable to remove the child and fold the stroller due to a disability, allow them to ride in the securement area. Do not ask the customer what his/her disability is, and do not ask for proof.
- If you are unable to board an individual with a disability who uses a Mobility Aid because the Securement Areas are occupied by individuals with disabilities who cannot move, you must follow the steps listed in Section G of ADA Policies.
- You are not allowed to complain to other customers about transporting customers with disabilities, or using them as an excuse for schedule delays.

- NEVER abandon an Individual with a Disability in unfamiliar surroundings. Not all people with disabilities will appear to be disabled. Do not ask the customer what his/her disability is. Take extra care to avoid language that could be perceived as insensitive or depersonalizing. This includes radio communications with the dispatcher (for example, do not refer to a customer as a "wheelchair"). This may be perceived as objectifying and demeaning to a customer using a wheelchair. The fact that the customer possesses the authorized RTD Special Discount card is sufficient for entitlement to the discounted fare.

### F. Print-On-Palm

You may be able to communicate with a customer who is deaf and blind by using the print on palm method:

- Write letters on their palm with your index finger.
- Spell words to make phrases or sentences.
- Put your hand flat on theirs to signify the end of each word.
- Rub the palm to "erase" mistakes.
- Touch the hand to signify that you understand the message.

### PRINT-ON-PALM



Anyone who can print simple block letters can make immediate use of the alphabet shown above in communicating with most deaf-blind persons. Lines, arrows, and numbers indicate proper direction, sequence, and number of strokes. Print only in palm area. Do not try to connect letters.

### G. Service Animals

Under Colorado law (§ 18-13-107 and 24-34-803, CRS), any person who interferes, or threatens to interfere, with a disabled person or trainer accompanied by a service animal may be charged with a criminal misdemeanor and/or be sued for damages and attorney fees. The law also provides that the owner or trainer of a service animal is liable for any damage caused by the dog. You are required to permit any customer with a service animal to ride RTD vehicles and enter public facilities without interference. The customer is not required to carry the animal in a container. Trainers of service animals are given the same consideration. A service animal may be identified by a special collar, blaze orange leash or accompanied by a person carrying a white cane tipped with red. However, none of these are required. Examples of service animals include:

- Dog guides - trained to guide blind persons. (While not required, these dogs can be identified by their U-shaped harness).
- Hearing dogs - trained to alert deaf people to certain sounds may, but are not required to wear blaze orange collars and leashes.
- Other service animals - trained to assist physically



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disabled people by performing tasks such as retrieving objects or pulling a wheelchair. Under the ADA a Service Animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for a person with a disability. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Because identifying harnesses, collars, or pouches may not always be used, you should stop the bus whenever a person with an animal is waiting at a proper stop. Let the person with the animal board the bus. In general, determining whether an animal is truly a service animal or just someone's pet is difficult. Because of the sensitivity of the issue you should assume that the animal is a legitimate service animal unless you have a valid reason to believe otherwise. If you must challenge the validity of the service animal, the safe question to ask is "Is that a service animal?" Ask the question one time only and do so discreetly. Do not use the PA for this purpose. DO NOT ask for the animal's tags or rabies vaccinations. If the customer responds in the affirmative, then do not take any further action unless the animal becomes hostile, aggressive, or otherwise threatens the safety of you or your customers. If the animal shows signs of unruly behavior, before or after boarding, please contact Dispatch for help. If an animal becomes unruly or aggressive while in route, kindly ask the customer to control the animal. Following your request, please press the new aggressive pet button on the MDT, message #28 Aggressive Pet which will notify Dispatch of the current situation. Then, stop the bus in a safe location and open both doors and await further instruction from Dispatch before proceeding on route.. It is permissible to allow service animals on the wheelchair lift with the owner. If necessary, politely inform the customer that their service animal must remain on the floor, not blocking the aisle, or on their lap. Service animals are not allowed to sit in the aisle or on seats. If a visually impaired customer with a service animal asks for your assistance in finding a safe location on the bus:

- Let them know where an appropriate empty seat is located.
- Let them know if the wheelchair securement area is available for their use.

### H. Reasonable Modifications

In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, RTD will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. RTD will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services, when necessary to avoid discrimination and ensure accessibility for people with disabilities. RTD has

a Reasonable Modification Policy and Procedure, and all departments, divisions and personnel are responsible for making a reasonable modification where warranted. For example, if an individual with a disability, whether adult or child, seeks to board an RTD fixed-route bus without having to collapse a stroller because of their disability-related need, RTD will provide a reasonable modification to the rule requiring that strollers be collapsed prior to boarding.

- Allow customers with disabilities to ride in the Securement Area with an unfolded stroller. Do not ask about the disability, and do not ask for proof.
- Children with disabilities may remain in the stroller and ride in the Securement Area. Do not ask about the disability, and do not ask for proof.
- If both Securement Areas are occupied, contact Dispatch using the radio data message #12 "ADA Pax Pass-up" and advise that you are unable to board an individual using a stroller, due to a disability related reason.

### Reasonable modifications do have limitations and are not intended to:

- Constitute a fundamental alteration to a service
- Cause a direct threat to the health and safety of others
- Not necessary to provide equal access to an RTD service
- Create undue financial and administrative burdens

### Reasonable modification requests:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to Use the term "reasonable modification" when making a request.
- Whenever feasible, customers should make the request in advance, before the modification is needed to access the service. Requests may be made in the following ways:

**Phone: 303-299-2250**

**Email:**

**adareasonablemodification@RTD-Denver.com**

- While we have a reasonable modification process in place, which includes advance notice, we have flexibility with on the spot requests if it is feasible and practicable, e.g., safely positioning the bus to avoid obstructions to the customer's ability to enter or exit the bus.
- Operating personnel may consult with the entity's management (dispatch) before deciding to grant or deny the request.

### 5. Announcements by Operators

Announcements must be clear, understandable and sufficiently audible using the PA system to assist all individuals in getting to their destination. Although not an inclusive list, you must make the following announcements:

- Transfer points, major intersections, destination of your bus and stops along the route sufficient to assist individuals with visual impairments to orient themselves.
- All bus stops within the downtown area between Grant St., 11th Ave., Speer Blvd, I-25 and 23rd St.

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- Any stop on request.
- Connecting routes along your route.
- End of line, Park-n-Rides, transfer centers, and light rail stations.
- All exception stops and Local limits on Regional routes.
- Never attempt to disable the ASA system. Keying the microphone during an automatic system announcement will temporarily disable the ASA system. To avoid causing an interruption, do not key your microphone to make an announcement until the completion of any automatic system announcements.
- Departure announcements at Boulder Transit Center with the station PA in the entryway, and at Denver Union Station and Civic Center Station by entering the doorway at the gate and calling out to waiting customers.
- General Safety announcements including requests to clear the front area to make room for more customers.

### 6. Backing Procedures

- Do not backup a bus unless it is absolutely necessary, and then only after you are sure that such movement can be made without endangering pedestrians, other vehicles, or stationary objects. Use a flag person when available.
- Before moving in reverse, turn on the 4-way flashers and tap the horn twice.
- You should get out of your seat and check the area again each time you travel approximately the same distance as the length of the bus. Sound the horn again when you resume backing.
- Turn off the interior lights to improve visibility. Remember to turn them back on when the backing maneuver is completed.

### 7. Luggage Handling, Strollers and Large Items: Regional Buses

#### A. General:

Bus operators, not the customer, must load and unload luggage in the underneath luggage bays. This includes bicycles in boxes. Strollers must be collapsed and stowed away either in the overhead rack or underneath in the luggage bays. Bicycles not boxed are accommodated on a space available basis and should be handled by the bicycle owner under supervision of the bus operator. Customers should not open or close the luggage bay doors. Unless specifically exempted, luggage and bicycles are accommodated at all bus stops. Exempted bus stops are identified by a sticker on the bus stop flag at selected bus stops in Boulder Canyon. It is permissible for the customer to use the bike rack at these stops. Bus operators should develop a system of sorting luggage and bicycles by destination to avoid handling more often than necessary. If space allows, separate bicycles from other luggage. Skis and snow boards should be stowed in the under floor luggage bays on regional coaches, and are permitted behind the Securement Areas and Priority Seating when enclosed in a protective case on transit buses. Wet ski boots should also be stowed underneath, but may be brought aboard if stowed on the floor and not in the overhead racks.

#### B. Loading Procedures:

To ensure equitable service, loading of luggage and bicycles is on a first-come, first-serve, and space available basis. Customers should present their luggage for loading to the bus operator then return to their place in line. Order

of boarding preference cannot be shown to customers with or without luggage or bicycles. You should do only one task at a time in terms of loading luggage and taking fares, unless you have another bus operator or supervisor assisting. The entrance door should be closed while handling luggage. Determine the customer's destination and load the luggage accordingly. Encourage customers to bring aboard small carry-on items. Once all of the luggage of the waiting customers is loaded, close the luggage bay doors, and begin the process of boarding customers and collecting fares. When you have more customers, waiting to board than available seats you should count the number of customers and determine the last person in line who will have a seat available. Take only luggage from those further back in line willing to stand. Some customers may choose to stand, while others may wait for the next bus. Be sure to check outside the bus one last time before departing as late arrivals may leave luggage outside the bus. You will be held responsible for any luggage left behind or deposited at the wrong bus stop.

#### C. Unloading Procedures:

Confirm that all of the luggage you unload belongs to someone before leaving the bus stop. Reload any unclaimed items. Contact the dispatcher if you are unable to locate the owner.

### 8. Bicycles, E-Bicycles, Bike Racks, and Scooters

Bicycles, including motorized-electric bicycles with a sealed battery compartment, may be loaded onto the bicycle rack. The bicycle racks have a weight limit of 55 pounds per bicycle; the customer is responsible for knowing the weight of their bike. Avoid conflict, do not challenge a customer's statement of the bicycle's weight. Bicycle racks can hold adult and child bicycles and can accommodate tires up to 2.3 inches in width. Bicycles are taken on a space available basis at all stops and on all levels of service with the exception of the Free MetroRide and MallRide. (These buses are not equipped with bike racks, and customers may not bring bicycles inside the bus.) Bicycles are loaded and unloaded by the customer. On the front of every bus, near the bike rack, is a sticker that says, "For Your Safety, Please Inform the Operator When You are Retrieving Your Bicycle." This is to alert customers of the policy.

The last one using the rack should return it to the stowed position. Please offer assistance or instruction as necessary.

- Select neutral and set the parking brake before the customer loads or unloads a bicycle.
- Politely advise the customer to exit from the front door and to remind you that they will be unloading their bicycle.
- Remember: the bus is almost thirty inches longer when the rack is down. Check to see that the bike rack is in the stowed position when not in use. The orange wand is a visual reminder of whether the rack is in the up or down position.
- Please remind customers to remove unsecured bags and items from the bike.

Bicycles of any type are not permitted inside the bus. If the bicycle rack on Regional and SkyRide buses is full, the operator will determine if additional bicycles, including motorized-electric bicycles with a sealed battery compartment, can be loaded in luggage bins.

Personal stand-up scooters are permitted inside buses subject to the following requirements:

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- Operators will not permit customers to fold up the securement area seats to make room for stand-up scooters, except for scooters used as mobility devices; these areas are reserved for customers using mobility aids that require securement.
- Stand-up scooters inside the bus must be readily movable, and customers must comply with requests to move them or to de-board the bus if the bus becomes full

All rented bicycles and stand-up scooters are not allowed on board RTD buses or bicycle racks. Examples include “Jump” and “Lyft” rental devices.

Motorized bicycles and stand-up scooters powered by gasoline or lead-acid batteries are not permitted.

### Operator’s Usage of Bike Racks

Operators cannot store their personal bicycles on the bike rack/luggage bay because we never know when space will be needed for the customer’s bicycle or luggage. However, if an operator wants to ride a bike to or from a relief point and is able to secure the bike at a bus stop along the route, it is permissible to use the bike rack/luggage bay temporarily to get to that location.

- Operators pulling out of the garage, wishing to ride a bike after getting relieved, may use the bike rack/luggage bay during the pull out, but must secure the bike at the terminal, relief point or at a nearby bus stop along the route during the shift.
- Operators making road relief may ride a bike to the relief point but must secure the bike at the relief point or a nearby bus stop along the route during the shift.
- Near the end of a shift, operators may use the bike rack/luggage bay to return the bike to the garage or a relief point.

### 9. Biohazards

On occasion, you may encounter a situation involving a biohazard. Examples of biohazards include human/animal blood, human/animal waste, and other body fluids that are also potentially hazardous. If you become aware of a potential biohazard on your bus, please follow the proper procedure listed below.

- If the floor or seat(s) are soiled with actual biohazard matter on the floor or seat, call dispatch and advise them of the situation. You will receive a bus trade. Please keep customers and yourself clear of the area.
- If the floor or seat(s) are soiled (unknown substance) call dispatch, keep customers away from the area, a trade out bus will meet you at the next available location.
- Caution tape is available in the chain box. Use this to rope off the affected area.
- If the biohazard is blood, street supervision will be sent to your bus at your location. He or she will assess the situation, determine if the spill is cleanable (by a properly trained employee), and if you can proceed safely. Street Supervisors have spill kits and training to clean up blood.
- Take all reports of biohazards seriously, use appropriate safety measures to keep you and your customers safe.
- Caution tape is available in the chain box. Use this to rope off the affected area.

### 10. Block Number

Every bus in regular operation must display a block number as a means of identifying the service, headway or other assignment. You are responsible for the proper setting of the block number. You will find the appropriate block number on your train card or special service order. Enter the numbers as shown. Do not add additional digits or letters.

### 11. Brakes

The brake system is air-operated by applying varying degrees of pressure to the brake pedal. As a professional driver, your brake application skill is crucial to providing your customers with a smooth and comfortable ride. Under normal conditions you should apply the brakes as needed, and then gradually reduce brake pressure as the bus slows. If done correctly, there will only be a small amount of brake pressure remaining when the bus comes to a complete stop. Through proper traffic checks you should avoid having to make panic stops. **Do not “Fan” the brake pedal.** This causes poor brake performance, and a rough ride which is uncomfortable and unsafe to the customers. Fanning does not increase brake pressure, but rather decreases both air reservoir and brake pressure.

### Parking Brakes

The parking brake holds the bus in a parked position and stops the bus in an emergency when the air brakes fail. Press the brake pedal fully when disengaging the parking brake to ensure a full release. The parking brake must be set every time you leave the driver’s seat. Do not use the exit door interlock system to park the bus. Turn the steering wheel toward the curb when parking on a downhill; away from the curb when parked uphill.

### Air Pressure

Air pressure from the air reservoir tanks are used to operate many important features of the bus including, brakes, suspension, doors, and wipers. Air leaks and equipment failure could cause a loss of pressure. Pull over and stop the bus as soon as safely possible if you experience a “Low Air” alarm. Stop the bus at the nearest safe location, out of traffic. Set the park brake, place the transmission in neutral, and turn the fast idle switch to the “on” position. Walk around the bus to see if there is evidence of a mechanical failure. Listen for the sound of air leaks, from the suspension system, doors, wipers, and wheels. Contact the dispatcher if the problem persists. Turn on the fast idle switch to build proper air pressure. If the fast idle switch is not functioning, apply slight pressure to the throttle to increase engine RPM and assist in building air pressure.

### 12. Bus Barrier

Transparent plexiglass protective barriers on buses are installed to protect bus operators and customers. They are designed to minimize glare, you may at times need to move in your seat, e.g., lean forward to get a clear view of you right (C/S) mirror. Follow the safety reminders below when boarding your bus or moving the barrier:

- Use caution around the barrier door. If left open by the previous operator the barrier may swing into the aisle.
- Pre-trip your bus, and once seated, close the door and lock the barrier in place.
- Never force the door to stay open or tie it open in any way.
- Always push the door to the closed position and lock it before exiting the bus.

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### 13. Bus Priority Signals

Priority signals intended to allow in service buses operate more efficiently. They are designed to allow one bus to safely proceed through the intersection prior to other traffic. They are located at:

- Northbound Lincoln St. at 18th Ave (Free Metro Ride Only)
- Southbound Broadway at 18th Street
- Westbound on 18th Street at Glenarm
- 13th and Lincoln St.
- Northbound Havanna at 6th Ave
- Northbound Havana at Colfax

A horizontal signal indicates a stop, and a vertical signal indicates that you may proceed through the intersection.

- Prior to moving forward, check the intersection.
- Watch for other traffic and pedestrians entering the intersection.

### 14. Cell Phones and Other Mobile Electronic Devices

- Cell phones, pagers, smart watches, fitbits and other electronic devices cannot be used as surrogate timepieces.
- Cell phones and other personal electronic devices, including but not limited to mp3 players or tablets/e-readers, must be turned off and stowed away while operating a commercial motor vehicle. They must be out of reach and inaccessible while operating a commercial motor vehicle.
- Cell phone accessories such as hands free devices, blue tooth, earbuds or electronic pedometers (Fitbits) must be stowed away while operating a commercial motor vehicle. Concealment of cell phones and/or electronic devices to avoid detection is not allowed.
- You should not loan your cell phone to customers except in an emergency.
- In an emergency, you may use your cell phone to call 911 and the dispatcher if the radio system is not working.

Operators can use cellular phones and other electronic devices inside the bus when the following requirements are met:

1. Vehicle must be secured.
  - Operator must be at a terminal, station, recovery area, staging area, etc.
  - Safety and Customer service remain top priority.
2. The Operator must not be in the area of the driver's seat, including the stepwell, when using the electronic device.
  - Use of phone or device may occur when seated in a bus-customer seat or standing behind Standee line.
3. The Operator must accommodate customer requests as necessary.
  - Allowing customers to board.
  - Printing tickets or passes.
  - Cannot leave customers outside with door closed.
4. Use allowed at off-duty areas such as staging areas for special events/bus bridges and Loop Extras.
5. When in recovery, Operator must remain available to answer radio calls from Dispatch or meet with other RTD personnel as necessary to maintain daily operations.
6. When operating the bus, the device must remain stowed and off.
  - When the requirements listed above are met, it shall not

be considered as "operation" of the vehicle, and Rule 16-18 violations do not apply.

7. When an Operator is using a device in an approved manner, he or she must remember that language may be overheard, or content may become visible to guests or other employees.
  - Always adhere to RTD standards applicable in Rule 9.
  - Use shall follow RTD's acceptable use of technology rules.

### 15. Cleanliness

Show pride in the appearance of your bus while in service by keeping newspapers, rags, and loose trash cleaned up and placed in a trash receptacle. Do not throw trash into the street. You should do a walk through at recovery points to pick up trash and look for lost articles. Keep the window area clear of supplies, newspapers and trash. Nothing should be in the front windshield area except authorized portable signs.

### 16. Customers Boarding and Alighting (Service Stops)

Under normal circumstances you will board and discharge customers at points along the route at regulation "bus stop" signs. Service stops can be made at any safe intersection (typically far side) if bus stop signs are missing, or if you are on a detour.

Drive in the correct lane of traffic and at a speed to allow for a safe, smooth and proper stop. Exercise patience, when serving Park-n-Rides and light rail stations, especially those with multiple boarding areas and gates serving several routes. New customers or those with any kind of disability may need extra time to get oriented. Come to a complete stop at your gate and look around for any customers that may need to catch your bus. Do not proceed until you are satisfied that you have boarded all your customers. Use the following guidelines at normal bus stops, with adequate space and free from obstructions:

- Stop the bus 3 feet short of the bus stop sign to ensure adequate clearance to deploy the wheel chair ramp or lift. Stop past the sign by 3 feet if obstructions prevent a normal stop.
- Pull to within 6 inches of the curb. Take care to avoid hitting the curb to avoid expensive side wall damage to the tires. If obstructions prevent you from pulling within 6 inches, then stop at least 4 feet away from the curb. This is to prevent customers from attempting to leap from the bus to the curb.

Maintain a safe distance from trees, poles, fire hydrants, or other obstructions near the curb line. Watch for obstacles, holes, snow banks and other safety hazards in the discharge zone. Do not depart from a bus stop when there is another bus in front of you; pull forward after the bus ahead of you departs to ensure you have not missed any customers. Attempt to board individuals using mobility aids prior to boarding others waiting at the stop. It is not acceptable to allow able-bodied customers to board, leaving insufficient space for an individual using a mobility aid. Do not move the bus until those needing extra care are seated. This includes the customers with disabilities, pregnant women, those carrying babies, packages, and any others who appear to be incapable of seating themselves safely while the bus is in motion. Do not depart from a bus stop until you are satisfied that all of your customers have boarded. A customer running for the bus is at risk of falling under the bus or being struck by other vehicles. For safety, it is your responsibility to STOP and board the customer unless

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you determine that it is truly UNSAFE to stop. If it is unsafe to stop, you must proceed with extreme caution to the nearest safe location and WAIT for the customer to come to you. Never encourage customers to walk to your bus when stopped in traffic or after leaving a bus stop; however, if they approach the bus, you MUST board them.

### 17. Customers Comfort

In controlling the temperature in your bus, consider the season and the general mode of dress in order to create a comfortable atmosphere. Periodically check the customer area for the proper temperature as it may vary from the temperature in the cab area. This can be crucial for customers riding the longer distances typical of the SkyRide.

### 18. Customer Complaints

Try to resolve a customer's complaint if possible. If you cannot, then refer the individual to the Customer Service Department at 303.299.6000. If a customer asks you to identify yourself, you must provide your first name, bus number and employee number.

### 19. Customers Dress Code Policy

All customers on RTD transit vehicles must wear shirts and shoes. Politely remind violators of the policy and then ask for their cooperation. If a customer refuses to comply you should allow them to board, and call the dispatcher for further instructions. Be sure to advise the dispatcher if this is a continuing problem with the same customer.

### 20. Customers Pulling Out, Interlining, Pulling In

Your bus, unless chartered or disabled, is in revenue service. This means that while en route to or from the garage or another line, you are expected to be on the alert for prospective customers.

### 21. Destination Signs

Periodically check the front, side and rear signs to ensure that they are all functioning properly. The normal procedure for setting the destination sign is as follows unless noted on your train card:

- Pull-outs - display the first route on the train card.
- Pull-in - appropriate "GARAGE" (Platte, East Metro, Boulder, First Transit, Transdev, Laidlaw, etc.)
- Interline - set the sign code "0991" which will display "Interline." You should set the sign code for the next route shortly before arriving at the next terminal. This can be done easily by utilizing the Destination A and Destination B programs.

### 22. Detaining Customers

Do not detain anyone on the bus at any time.

### 23. Disabled Bus

Contact the dispatcher immediately if your bus breaks down or otherwise becomes disabled. Sending the message "Mech out" places your call on a higher priority level on the dispatch queue. Explain the problem clearly so that the mechanic can make repairs with minimum delay. If possible, flag down another bus to take your customers. The Maintenance person responding to the road call is in complete charge of the disabled bus

until released back into service. Do not start the bus while repairs are being made unless directed. Turn off unnecessary lights and accessories to conserve battery power. Set out the reflectors as required under the Federal Motor Carrier Safety Regulations Part 392. Do not tamper with or make adjustments to the engine unless directed. Do not push a disabled bus with another bus.

### 24. Disturbances

Customers using foul, vulgar, offensive language or spitting on the bus may offend the sensibilities of others. In the interest of providing a comfortable and safe ride, you should politely call the customer's attention to the offensive conduct. Contact the dispatcher to report the problem if they refuse to comply. Be sure to mention if it is a continuing problem.

#### A. Intoxicated Persons

Customers may not be ejected for mere intoxication alone. They may ride so long as they are able to care for themselves and do not annoy or bother other customers. You may refuse transportation if they are likely to become a problem. However, you are required to notify the dispatcher any time you pass them up.

#### B. Life/Property Threatening Situations

Incidents and disturbances such as fights, vandalism, customer disputes, assaults, robbery, or threat of such actions on the coach require immediate action.

- Stop the bus at the nearest safe location.
- Open both doors. Do not attempt to detain anyone on the bus.
- Contact the dispatcher, use PRTT for immediate response.
- State the nature and seriousness of the problem.
- Do not leave the bus except for the purpose of your own personal safety. Do not chase after suspects.
- Contact the dispatch again if the offending parties leave the bus and the situation is clear. Do not proceed without authority from the dispatcher or supervisor.
- Be a good witness. Make note of as many details about the suspect and the incident as possible.
- Be sure to sign the police report.

#### C. Mutilating District Property

Contact the dispatcher when you see someone mutilating District vehicles or property. Check for damaged windows, seats, and other equipment as part of your periodic walk through. Graffiti damage should be reported immediately.

#### D. Personal Attacks

You must never engage in a physical encounter with anyone except to defend yourself of a direct physical attack, and when you have good cause to believe that physical harm, serious injury or death may be the result. As an agent of the District, you must exercise your best judgment and respond with only the degree of force necessary to subdue an attacker. Use of excess force is a violation of RTD policy and could incur personal liability outside of the scope of your employment with RTD.

#### E. Refusing Transportation

In extreme circumstances, you may refuse transportation to an individual or group behaving offensively, threatening the safety or comfort of other customers, or who are so intoxicated they cannot care for themselves. If you must refuse transportation, do it as politely,

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discreetly and quickly as possible. Call the dispatcher immediately, and fill out an Incident Report when you return to the division. Some people should never be ejected from the bus without turning them over to a street supervisor, police or someone capable of assuming responsibility for their welfare. Examples include:

- Young children.
- Seriously intoxicated adults.
- Anyone in an unconscious state.
- Mentally or physically disabled persons appearing to be incapable of caring for themselves.

### 25. Door Operation

Do not open the door before coming to a complete stop and do not drive with either door open. The rear door interlock is not to be used as a parking brake. Observe customers especially small children exiting the rear door and be sure that all have stepped clear of the bus before closing the door.

### 26. Driving on RTD Property

Obey posted speed limits while driving in all RTD facilities. Come to a complete stop at all “stop signs” and pedestrian crossing areas inside the underground stations, within the operating divisions and at the Park-n-Rides. Do not park a bus in the crosswalk or fire lanes. Before pulling a bus away from a work area, look around to make sure that the bus is ready to go, and that no one is working under or around it.

### Parking in the Division

Prior to pulling in, all supplies should be sorted i.e., train cards, schedules, DVIR, ADA PAX PASS-UP FORMS, Canisters and printer rolls of paper. Report any mechanical problems to the vault puller. If you report defects, leave the DVIR book with the white copy on the bus seat. If no defects are reported, return the white copy to the Division Supervisor window. Return schedules to the appropriate schedules bin and return all other supplies to the Division. Park in the row as directed and in accordance with the procedures at each division. Leave at least one foot of clearance from the rear of the next coach in the row.

### 27. Eating/Drinking

**A. Bus Operators.** You are not allowed to eat while driving. Drinking water or other beverages should be done with caution to maintain control of the bus. You are allowed to stop long enough to purchase food near the end of the line so long as you can stop in a safe location out of traffic and the coach is empty of customers. Stop only long enough to obtain food and drink, and then proceed to the end of the line to consume it.

**B. Customers.** Normally, customers should not be allowed to eat or drink on the bus. However, there are exceptions. Some customers with certain medical conditions may need to eat frequently. Customers of Regional service are allowed to drink from containers with lids. Please use common sense and good judgment in enforcing the policy. Politely remind them to place leftover refuse in the trash bag.

### 28. Emergency Vehicles

If you are approaching an emergency vehicle that has stopped along the side of the road, you are required to move over to leave at least one lane between your vehicle and the

emergency vehicle unless directed otherwise by a police officer or emergency personnel. You must slow to a safe speed if the conditions prohibit you from safely changing lanes or the roadway has only one lane. You must stop immediately and remain stopped until the emergency vehicle or vehicles have passed. Make sure all emergency vehicles have passed before moving again.

### 29. Engine Idling

Excessive engine idling wastes precious fuel and pollutes the environment. Do not idle the engine of any District vehicle more than three (3) minutes. Shut down the engine within 30 seconds of arrival at the terminal or layover point. During cold weather, it is permissible to restart the bus again to warm up the interior periodically for no more than three minutes.

**Exception:** The 1600 Series mall buses must have the engine running in order to charge the batteries and to keep the interior dome lights lit. You may let the mall bus idle up to 10 minutes.

**Cold Weather Idling:** There are no idling restrictions once, 1) the temperature falls below 10 degrees Fahrenheit, or 2) temperatures have been below 20 degrees Fahrenheit for the previous 24 hours. Dispatch will send notification via the bus radio when idling restrictions are lifted due to cold weather.

### 30. Engine Overheating.

The summer heat in Colorado stresses the bus's cooling system causing engines to periodically overheat. The following steps should be taken when the “yellow” check engine light comes on:

- A. Stop the bus at the nearest safe location, out of traffic. Set the park brake, place the transmission in neutral, and shut the bus down.
- B. Walk around the bus to see if there is evidence of a mechanical failure. Things to check include:
  1. Are fluids dripping or flowing to the ground? If so, what is the color?
  2. Are any belts hanging down loose or broken below the engine compartment?
- C. If everything looks ok, then begin the cool down procedure. In a safe area, set the park brake and and put the transmission in Neutral. Turn on the fast idle switch and allow the bus to run on Fast Idle for 3-5 minutes. Turn off the ventilation system and brake retarder. You may proceed if the warning light goes out. Contact the dispatcher when convenient to report the situation. Remember to turn the ventilation system and brake retarder back on when conditions return to normal.
- D. Contact the dispatcher immediately and follow their instructions if a mechanical problem is discovered or the warning light fails to go out.

You may be instructed to shut the bus down, look for other symptoms, or try other solutions to the problem.

- **Never open the radiator cap. You could be scalded by erupting hot coolant.**
- **Stay clear of the engine compartment. You should do a visual inspection only.**

If the “red” stop engine” light comes on, the bus will shut down within 30 seconds. Pull over to a safe location immediately. If the engine shuts down leaving you in harms way, then use the **engine override** to move the bus a short

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distance to a safe location. Then you must shut the engine back down. Do not operate the bus until cleared by the mechanic, supervisor or dispatcher.

### 31. Farebox Covers

Farebox Covers are used during events like Zero Fare for Better Air when our service is free. They will be available at your division window.

#### Installation

- Boxes have been delivered flat
- Pop open to form box
- Fold flaps down and close cover
- Place box over the farebox
- Cover flap should face operator and cut out should be placed over the farebox wire harness.
- Do not use the tape strip, the cover will remain in place without this feature.

#### Removal

- It is our intention to reuse as many of these as possible.
- When they are removed, please store those boxes that have not been taped flat in your division.
- If they have room, please store taped boxes as well.
- Other will be supplied if they are damaged and are not reusable.

### 32. Fires

At the first indication of fire on the bus, proceed as follows:

- A. Stop the bus immediately at a safe location, set the brake, open the doors, and shut off the engine. Calmly disembark your customers and move to a safe location away from the bus. Depending on the level of urgency, you may need to carry customers using wheelchairs off the bus, leaving the wheelchair behind.
- B. Contact the dispatcher using the bus radio if possible. Otherwise, use the nearest available telephone. Use your best judgment in your decision to call 9-1-1 yourself.
- C. If possible, attempt to control the fire using the extinguisher. But, do not put yourself in peril. Do NOT open the engine compartment.

### 33. Following Distances

Safe following distance is determined by your ability to stop the bus in time to avoid an accident. The size, weight, street conditions and speed are factors in determining what the safe following distance is. When traveling at speeds up to 40 mph, the National Safety Council recommends using the “four second rule”. When operating an articulated bus you should use the “six second rule” based on adding one second for every 10 foot of vehicle length. Add another 1 second when traveling in excess of 40 mph. You should increase it even further in bad weather, if the vehicle ahead is hindering your view ahead, or the vehicle behind is tailgating you. Keep following distance in mind when stopping behind another vehicle. Leave 10 feet between you and the vehicle ahead to give you enough room to maneuver around if for some reason it does not move. Then when starting out allow the vehicle ahead to move 5 feet before you begin moving. This helps to establish a safe following distance immediately.

### 34. Free Running Time

Free running time is a transit term. It refers to permission granted to run ahead of the time schedule along prescribed

portions of the route. Free running gives the bus operator flexibility to make transfer connections and allows for potential early arrivals to time points where customer boardings are not expected. Most local routes terminating downtown have free running time from the last time point before entering the downtown area. Areas where free running time is permissible are indicated by a foot note on the train card.

Other examples of free running time include:

- Arrival times, from the second to last time point, to the ending time point of the route (terminal) unless otherwise noted.
- Outbound local portions of Regional and SkyRide Routes already served by other bus routes.
- Arrival times into Boulder Transit Center, Union Station and Civic Center Station for most routes.
- Arrival times at transfer points, transfer centers, Park-n-Rides and rail stations. In most cases, these will be indicated by (Ar) on your traincard. (Remember, that you must still depart according to the schedule.) In all situations, you must honor the last time point before entering the free running time zone of the route.

### 35. Gambling

Gambling or wagering while on duty or on District property is prohibited.

### 36. Hazard Lights (Four-Way Flashers)

The emergency hazard lights deliver a specific message to other bus operators and motorists. For normal bus stops use the directional signals only. The four-ways should be used:

- A. At railroad crossings.
- B. When stopped using the wheelchair lift.
- C. When backing.
- D. While stopped for a street relief in a through traffic lane or in the downtown area.
- E. The bus is disabled or otherwise stopped in traffic for an extended time.

### 37. Horn

The horn is used to warn pedestrians or motorists of a potentially dangerous situation. Short taps of the horn generally conveys a friendly warning. Laying on the horn and other kinds of excessive use of the horn are inappropriate. Do not use the horn to frighten or hurry pedestrians along.

### 38. Interior Lighting

Interior lights must be on before daybreak, after sunset and other times when conditions are less than full daylight. The following exceptions apply:

- While deadheading with no customers on board on freeways, limited access highways, South Santa Fe Drive (south of I-25), CO 119 (Diagonal Highway), CO 157 (Foothills Parkway), US 287 (north of Broomfield), and CO 93.
- Regional coaches operating in Regional or SkyRide service. Remember to turn on the reading lights.

### 39. Items Not Allowed

Dangerous and hazardous items such as: gasoline, gasoline powered skateboards, gasoline powered scooters, car batteries, dollies, lawn mowers, full size grocery carts and large furniture items are not permitted.

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### 40. Items Required While on Duty

The following items must be in your possession while operating an RTD coach:

- Accurate watch or timepiece (with hours, minutes and seconds display).
- Appropriate customer schedules
- Current DOT Medical Certificate for at least 15 days after issuance.
- The original or copy of the medical variance documentation if the DOT Medical Certificate was obtained via a medical variance (waiver).
- Flyers, public hearing notices and other customer information, as appropriate.
- A current copy of the "Trailblazer".
- Train card.
- Transfer punch.
- Two accident packets.
- Valid Commercial Driver License (Class B with P2 Endorsement).

### 41. Loop Extra Procedures

Supplies needed for Loop Extra duties include, train card, driver duty log sheet, and a current copy of the detour sheet. Do not forget your Trailblazer. You must do a radio check with the dispatcher before leaving the division. If you are unable to contact the dispatcher via the radio, use the telephone from the bus bays. Pull out to your assigned area unless directed otherwise by the dispatcher. Have a pen and paper ready to take calls from the dispatcher. Listen carefully to the instructions. You may be directed to proceed to a specific location for a bus trade, or to pick a route to run the "space." Be sure that you understand clearly or ask questions. You must log into the fare box with the route and block being worked no matter how short the trip. There are two locations with call boxes for direct contact with the dispatcher. These are located at 22nd/Champa and Lincoln/16th Street. Be sure to lock the box if you are the last one to leave the area.

If assigned to 22nd/Champa you must listen for incoming calls. The telephone at Lincoln/16th is for your convenience. The combination to both lock boxes are on the detour sheet.

Contact the dispatcher any time you need to leave your bus or your assigned area such as to use the restroom.

Do a complete post-trip inspection when doing a bus trade. Make sure that the mechanical problem is written up.

Start the bus at least every 20 minutes to keep the radio system alive and to maintain adequate air pressure. Use minimal interior lighting at night. Interior lights are not necessary when staging during full day light. Contact the dispatcher before pulling into the garage.

### 42. Lost and Found Articles

Caring for and returning lost articles are an important part of our service to our customers. You should walk through the bus looking for lost articles periodically and as part of your post trip inspection. Hazardous items (including, but not limited to: drugs, hypodermic needles, knives and other weapons or mock weapons) should be reported to dispatch immediately; then follow dispatch's instructions regarding the item. Found items must be turned in to division supervisors when pulling

into the garage. Do not take it upon yourself to call the owner of the item, and do not keep the item with the intent of returning it to the owner. Be sure to fill out a lost/found tag. Items that are company-issued, such as punches, Trailblazers, or uniform articles, should be given to the division supervisor. The supervisor will hold that item for a reasonable period of time giving the RTD employee an opportunity to reclaim it. Found employee valuables such as wallets and purses should be immediately processed. Verify the amount of any cash found with the supervisor. Remember to fill out the late time sheet for additional time spent handling lost items. DO NOT inform customers that they might retrieve items from RTD Operating Divisions. Customers must pick up lost items from Lost and Found after 12pm on the following business day. If the owner claims the article before you have had time to turn it in, ask the owner to describe the lost article and write down their name, address, and telephone number. Notify the dispatcher if it is an item of value, contains cash, or if a customer refuses to turn the item over.

### 43. Medical Emergencies

Try to stay calm when presented with a medical emergency.

#### A. Heart Attacks

Customers experiencing a heart attack or heart difficulties may lapse into unconsciousness and need immediate attention. Stop the bus in a safe location and contact the dispatcher **IMMEDIATELY** using the PRTT button. Flag down emergency personnel if they are nearby. Immediate medical attention is critical for survival. Keep the area clear of other customers unless they are familiar with CPR.

#### B. Seizures

Customers having seizures call for immediate and careful attention. Individuals affected by epileptic seizures will not endanger other customers but may do harm to themselves. The symptoms may vary depending on the type of seizure. The victim may or may not lapse into unconsciousness. They may be identified in the following ways:

1. Tonic clonic seizures:
    - Sudden cry.
    - Fall to the floor followed by muscle jerks.
    - Saliva on lips.
    - Shallow breathing or temporarily suspended breathing.
    - Skin may appear bluish in color.
    - Possible loss of bladder or bowel control.
    - 2-5 minute duration.
    - Normal breathing starts.
    - The victim may return to consciousness in a confused or fatigued state.
  2. Non-Convulsive seizures:
    - Blank stare, eyes roll upward.
    - Non-responsive.
  3. Complex-partial (temporal lobe) seizures:
    - Usually starts with a blank stare, followed by chilling.
    - Random activity such as picking at clothing, picking up objects, may try to take clothing off.
    - May appear dazed or mumble.
    - May run or appear to be afraid.
    - may struggle or flail.
    - Has no memory of what has just happened.
- Stop the bus in a safe location and contact



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the dispatcher **IMMEDIATELY** using the PRTT button, if a customer or someone near a bus stop experiences a seizure. Normally, you cannot stop a seizure once it has started. Let the seizure run its course. Ease the person to the floor. Try to prevent them from hitting against hard or sharp objects, but do not otherwise interfere with movement. If possible, turn person's face to the side so that saliva can flow out of mouth. Do not force anything between a person's teeth. Do not worry if the person having a seizure seems to stop breathing momentarily. If the customer having the seizure refuses medical attention and wishes to continue their ride, they should be allowed to do so. Sometimes a customer will have a seizure which does not involve a great deal of body movement, you may not even be aware that they had a seizure. When they come out of the seizure they may not know where they are or where to go. Call the dispatcher for assistance.

### C. Unconscious Customers

Do not underestimate the potential for a serious medical situation. An unconscious customer may not be a sleeping drunk, but rather a diabetic going into insulin shock. Contact the dispatcher anytime you have a customer who cannot wake up or is otherwise unconscious.

### 44. Mirror Adjustment

Proper mirror adjustment is critical to safe driving and minimizes excessive head movement. Be sure that all mirrors are set correctly including:

- Left and right side view mirrors with corresponding spot mirrors.
- Exit door view mirrors. (Right front corner and over the door).
- Interior rear view mirror.

### 45. Missed Stops

Do not argue with the customer if you carried them past their stop. Simply apologize and let them off at the next safe location, whether it is a regular stop or not. You may issue a turn back transfer so that the customer can catch a bus going in the opposite direction. They are also permitted to ride your bus on the return trip without paying additional fare.

### 46. Motorcycle Lane Filtering & Passing

Motorcycle Lane Filtering & Passing law in Colorado, allows 2-wheeled motorcycles to overtake or pass another motor vehicle in the same lane under the following conditions:

- The other motor vehicle is stopped.
- The road has lanes wide enough to pass safely.
- The motorcycle is moving at 15 miles per hour or less.
- Conditions permit prudent operation of the motorcycle while overtaking or passing.

However, under this law, motorcycle riders must not overtake or pass:

- On the right shoulder.
- To the right of a vehicle in the farthest right-hand lane if the highway is not limited access.
- In a lane of traffic moving in the opposite direction.

### 47. Night Stop Program

Hours of Operation - 7:00 PM until 5:00 AM Daily

Any unaccompanied customer is permitted to alight at any safe location during the designated hours, outside of the downtown core area bounded by 11th Avenue, Grant Street, 23rd Street, I-25 and Speer Blvd. Outside the "core" downtown area, please discharge customers at any requested safe area.

Limitations include:

- This program applies to exiting customers only.
- Unaccompanied customers only. (Exceptions can be made for adult customers accompanied by babies or small children). Ask the customer to disembark the bus by the front door.
- Typically, the far side of an intersection is the safest location. However, other factors such as lighting and terrain should be considered.
- Do not discharge customers along limited access highways or freeways.
- Contact the dispatcher in the event of unusual circumstances.
- This is an important program designed for the safety of unaccompanied customers. Please exercise common sense and good judgment.

### 48. Operating on Freeways, HOV Lanes and Limited Access Highways, Bus on Shoulder System (BOSS) Roundabout Intersections

- Operating on Freeways-Stay to the right, except to pass slower traffic. Avoid frequent lane changes. Adjust your speed up or down to accommodate merging traffic. Maintain a safe stopping distance at all times and do not tailgate. Keep eyes constantly on the move – far ahead - just ahead - left to right. This avoids fatigue and keeps you aware of traffic conditions all around you.
- HOV Lanes and Limited Access Highways - Never cross a double white line to enter or exit an HOV lane. In non-barrier separated HOV lanes such as portions of US 36, Santa Fe Drive, Broadway, and Lincoln there is a high degree of risk of traffic suddenly dodging into your lane. This can be highly dangerous when there is a large differential of speed between the two lanes. Therefore, your speed should not be greater than 10-15 mph over the speed in the adjacent lane.
- Bus on Shoulder System (BOSS)- RTD Transit buses are permitted to travel in authorized shoulder lanes designated by signs on US 36 when traffic in the main lanes do not exceed 35 MPH. Buses will be able to travel on the shoulder at speeds up to 35 MPH, but must stay within 15 MPH of general purpose travel speeds. When traffic is stopped, you must operate at speeds below 15 MPH. Do not use the bus shoulder if lane is snow packed, icy or not plowed. Read the road ahead when preparing to use the BOSS. As you prepare to enter, check your right mirror, activate your right turn signal, merge slowly onto the shoulder then activate your 4-way flashers. When traveling on the bus shoulder, check for stalled cars ahead, watch for people, drifting vehicles, potholes, debris and always be aware of guard rail and bridge clearances. Watch for and yield to emergency vehicles, stalled vehicles and motorist entering or exiting highway ramps. When returning to the main traffic lanes, cancel 4-way flashers and activate left turn signal. Buses do not have right-of-way; use caution when merging back into traffic.
- Colorado rule requires smaller vehicles to yield to larger ones like buses in roundabouts. It also says that if two large vehicles enter, exit, or use a roundabout at the same time, the one on the right should yield to the one on the

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left. Please check the safety steps below for navigating roundabouts.

### When approaching a roundabout:

- Slow down and pay attention to signs and lanes. Choose the right lane for your direction.
- Yield to pedestrians, bicyclists, and traffic on your left already in the roundabout.
- Enter when it's safe, maintaining reduced speed.
- Signal your exit and continue yielding to pedestrians and bicyclists.

### Bus drivers must take extra precautions:

- For right turns, watch for enough space and be cautious around traffic, pedestrians, and bicycles as you enter.
- When turning left, pick the appropriate lane and be aware that the bus's rear may go onto the truck apron (raised pavement). This is normal for larger vehicles.
- If going straight, use the lane keeping traffic on your left. Keep checking for other vehicles and use your mirrors.
- **Never assume you have the right-of-way;** be ready for other drivers' mistakes in a roundabout.

### 49. Passing-Up Bus Stops

- A. Do not pass up users of mobility devices or visually impaired customers. You must stop and attempt to board them and contact the dispatcher if you are unable to. Follow the procedures outlined in Section III of the Trailblazer.
- B. Leapfrogging is permitted only when you are running late AND you have verified with dispatch your follower, who is within sight, is the same route headed for the same destination.
- C. If you pass up a bus stop because you are full to capacity, notify dispatch by sending the pre-programmed data message FULL BUS (PAX PASSED) under the PASS MENU.

The use of the destination sign code 0103, "Drop off only" can only be used with permission from the dispatcher or supervisor.

### 50. Passing on the 16th Street Mall

Passing Mall shuttle buses on the 16th Street Mall extension is not allowed except:

- When the Mall bus is disabled.
- When approaching the left turn from 16th Street to Wynkoop Street.

**\*\*\*In all situations watch carefully for pedestrian traffic.\*\*\***

### 51. Pedestrians

You must yield the right-of-way to pedestrians crossing the street regardless of whether they are at a marked crosswalk or not. Be aware that a pedestrian may stop and/or change direction back into the path of the bus. Use caution until they are well clear of the bus. Watch for pedestrians emerging from around large vehicles or other buses.

### 52. Photo and Video Guidelines

On occasion, you will encounter customers boarding your bus for the purpose of taking photographs, or shooting videos. This is allowed under the guidelines listed below:

- The bus or train is in service and on a fixed schedule. Therefore, it cannot wait for staged shots and set ups.
- Access or egress cannot be blocked at any time, including during the time waiting to board.

- Permission must be given by customers and the bus operator if they are to appear in the scene, even if only in the background.
- They should not speak to the bus operator on camera, or distract the bus operator while in service.
- The normal fare policy is applicable.

RTD staff will attempt to notify you in advance of an upcoming and approved photo or video shoot on your bus. However, this will not always be possible. Use common sense and good judgment in accommodating the request. Contact the dispatcher if you have any problems.

### 53. Pre-Trip Inspection

Bus operators receive 15 minutes of pay for picking up supplies and doing a pre-trip inspection on the bus before pulling out from the division. Generally, the first five (5) minutes are used to get your bus assignment, pick up supplies and to check bulletin boards. The next ten (10) minutes are for doing the pre-trip inspection. None of this time is intended to be spent as personal time. Promptly go to the back door mechanic for repairs or a trade bus if you find mechanical defects that would interfere with the safe operation of the bus.

#### A. Pre-trip inspection check list

A Proper pre-trip inspection is required according to the Federal Motor Carrier Safety Regulations Part 392.7. No commercial motor vehicle shall be driven unless the driver is satisfied that the following parts and accessories are in good working order, nor shall any driver fail to use or make use of such parts and accessories when and as needed:

- Service brakes, including trailer brake connections.
- Parking brake.
- Steering mechanism.
- Lighting devices and reflectors.
- Tires.
- Horn.
- Windshield wipers.
- Rear-vision mirrors.
- Coupling devices.

Additionally you will need to inspect other items consistent with the safe operation of a motor coach, and RTD compliance with ADA rules including:

- Destination signs and train/block number.
- General cleanliness and condition of the customer area including the seats
- Stanchions & Handrails
- Wheelchair restraints
- Customer signal
- Check for safety equipment such as reflectors (Triangles) and fire extinguisher
- Cycling of the wheel chair lift.\*
- PA system.\*
- \*You must certify that you tested these items on the Vehicle Inspection Report

After the pre-trip inspection and prior to leaving the wheelchair lift cycling area, print a test ticket.

**B. Post-trip inspection:** At your last terminal you should conduct a proper post-trip inspection which includes a walk-through of the interior of the coach. Look for lost articles, fresh damage, graffiti, and sleeping customers. Be sure to complete a write up of all mechanical defects.

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### 54. Radios and Tape Players (or Other Audio or Video Devices)

- A. Operators:** You are not allowed to use personal electronic audio or video devices while on duty. They are not to be used on the bus at any time. Although not inclusive, the list of prohibited devices includes radios, televisions, tape players, CD players, and MP3 players.
- B. Customers:** Customers should not operate radios or recorders in a manner that may bother others. However, they may operate a radio or recorder with the proper use of earphones, at a volume which does not annoy other customers. Politely inform the customer that playing radios without earphones violates District regulations and ask for their cooperation. Contact the dispatcher for further instructions if they fail to comply with your request.

### 55. Railroad Crossings

Railroad grade crossings are points of potential danger. The utmost care must be exercised when approaching and crossing them. Activate the 4-way hazard lamps not less than 200 feet from the railroad, do not approach railroad crossings at a speed exceeding twenty-five (25) miles per hour. The bus should be as far to the right of the roadway as possible and should not form two lanes of traffic unless the highway is marked for four or more lanes of traffic. Come to a complete stop at a point where you can see the track clearly in both directions, but not less than fifteen (15) feet or more than fifty (50) feet from the nearest rail of such track. Before proceeding, look and listen in both directions along the track for any approaching train.

- Stop at every railroad crossing unless:
- Directed otherwise by a police officer or railroad employee.
- There is a locked gate across the track.
- The railroad crossing is controlled by a positive traffic control signal. This is indicated by a regular traffic control signal and is interlocked with rail traffic.
- The railroad crossing is marked as an "exempt crossing". Do not proceed across the tracks under any circumstances if the gates are down or the warning signal is activated unless directed by a police officer or flagman. Contact the dispatcher if the crossing does not clear and there is no train in sight. Contact the dispatcher immediately if the bus becomes disabled or stuck in the crossing. Deboard customers and direct them to a safe location. Make every effort under the existing conditions to signal approaching trains.

### 56. Retarders/Engine Brake

A retarder is a device used to augment some of the functions of primary friction brake systems. Normal service brakes on heavy vehicles are susceptible to "brake fade" when used extensively for continuous periods and on long down hill grades. For this reason, most of the RTD fleet of buses are equipped with a supplementary braking system commonly known as a "retarder". A retarder by itself cannot bring a bus to a standstill, as its effectiveness diminishes with decreasing vehicle speed. The balanced use of the retarder, gear selection and service brake greatly reduces maintenance costs. The transmission retarder on the 2800 Neoplan and 1900 series MCI buses can be controlled by either the manual joy stick on the dash or the application of the service brake. The joy stick on the 2800 series Neoplan was originally set up to allow full retarder action. However, excessive retarder application of the joy

stick alone without the assistance of the service brake causes extreme heat build up in the transmission resulting in very costly transmission repairs. For this reason the joy stick control on the 2800 series Neoplans has been reconfigured to limit retardation. This is similar to the 1900 series MCI's. Full retarder application is still available by pressing the service brake pedal just as before. The retarder gradually increases to full retardation as more pressure is applied to the brake pedal. The gradual increase in retarder function along with increasing application of the service brakes works the same for all transit buses.

**Gear Selection/Mountain Driving:** Proper gear selection can make for a smoother ride by minimizing the searching for gears which can occur when running steady near a particular shifting point. In the mountains, you may find it necessary to operate in a lower gear to avoid overheating the engine on uphill grades and overheating the brakes on long down hill grades. Remember to shift back to "drive" when returning to normal driving conditions. New EPA emissions regulations have caused bus engines to generate lots more heat. The heat is removed by an oversized engine cooling system. Even though the cooling system has been oversized, it still cannot handle both the heat generated by the engine and the heat generated by the transmission retarder. As a result, the transmission retarder that was commonly equipped in older buses cannot be installed in new engines. Instead of a transmission retarder, the new MCI 1500's coaches are equipped with an engine brake, which is used with the service brakes to slow the coach on a downgrade. The engine brake works with the engine compression to retard the turning of the engine and slow down the vehicle. Since the retarding performance of the engine brake is not as effective as the transmission retarder, an adjustment in the bus downgrade operation is necessary. When you drive a 1500's coach uphill and downhill from a layover, please start the coach with the transmission selection in 3rd or 4th gear (the steeper the hill the lower the gear). This will help maintain a steady and safe speed, reduce frequent up and down shifts and riding on service brakes.

**Exhaust brakes:** Some buses use an exhaust brake instead of transmission retarder. The braking affect is similar.

**1400 series Hybrids:** The retarder system on this bus also acts as a generator while decelerating. The slowing force of deceleration is transferred as energy back to the batteries. Retarder use during inclement weather: On most of the fleet, the ABS system automatically turns off the retarder when it detects slippery road conditions. However, you should turn the retarder feature off manually to ensure that the retarder does not affect wheel traction. Remember to turn it back on when road conditions return to normal.

### 57. Recovery

Recovery time is the time between the scheduled arrival of one trip and the scheduled departure of the next trip. It is intended as time to allow for recovery of lost time, and to provide appropriate headway spacing. Recovery time is not break time or personal time but may be used as such if there is waiting time before the next scheduled departure. You should return to the bus as soon as possible to board other waiting customers. Customers are allowed to board the bus at a terminal or layover point before the scheduled departure time. You must accommodate any waiting customers before leaving the coach. Take along your personal items and printer paper rolls. Turn off the door air supply and manually close the entrance

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door. Return as soon as possible to board additional waiting customers. Set the master switch to the park position and keep the interior lights on during the hours of darkness. Be sure to turn off other accessories to conserve battery power. During HOT weather (mid 80's and above), allow the engine to idle for 30 seconds to dissipate heat buildup before shutting it off. Do not restart the engine until you are preparing to depart. During COLD weather (mid 20's or below) you may periodically restart the engine and run the heating system to warm the interior of the coach. However, you must shut the bus down again after 3 minutes.

### 58. Right-of-Way

RTD vehicles have only the right-of-way comparable to those possessed by other vehicles on public streets and highways. Proceed only when it is safe to do so, regardless of who has the right-of-way. Having the right-of-way alone is not an acceptable excuse for a collision with a pedestrian or another vehicle. Drive defensively!

### 59. Roller Skates, Roller Blades, and Skateboards

Roller skates, roller blades and non-motorized skateboards may be carried on to the bus, so long as they are not worn or used while on board.

### 60. Route Deviation

- A. Detours. You should contact the dispatcher anytime you find it necessary to take an alternate route. Wait for the call back from the dispatcher if you are not sure where to go. Otherwise, use your best judgment to find your way around the street closure. Follow the directions given by police officers or flagmen.
- B. Funerals and Motorcades. Funeral processions and VIP motorcades are usually short in duration. It is sometimes better to wait for them to pass than to try to find an alternate route. Again, use your best judgment. Contact the dispatcher if you need assistance.
- C. Special Events. Follow the directions of the Dispatcher and the special route instruction sheet issued with your supplies on the day of the event.
- D. Wrong turns. No one is perfect. Return to the proper route as safely and as quickly as possible in the event that you make a wrong turn or otherwise find yourself off route. Stop the bus at a safe location and contact the dispatcher if you become lost. It is preferable to call and ask for assistance rather than to continue driving and getting further off route.

**Be sure to communicate with your customers the reason for the detour or delay. They will appreciate the information.**

### 61. Safe Driving

As a professional operator, you must practice defensive driving and compensate for the lack of skills exhibited by other non-professionals. Driving defensively means taking responsibility for yourself and your actions while keeping an eye on "the other driver." "Right of way" is given; never taken. You must check to see that you are able to enter an intersection safely before proceeding, no matter who is designated with the "right of way."

#### When Does Red-Light-Running Occur?

Red-light running occurs when a driver enters an intersection after the traffic signal has turned red. A motorist who is already in an intersection when the signal changes to red, such as when waiting to make a left turn, is not a red-light-runner. A steady

yellow light indicates that a red light is about to appear. Stop unless you are already within the intersection. Running a red light or a steady yellow light is a serious safety violation of the District's Performance Code.

### 62. Schedules Adherence

You are expected to pull out of the garage on time. Be sure to contact the dispatcher if you are delayed from pulling out for any reason. When you are on route, and you are running 15 or more minutes late AND will not be able to make up the time at your next recovery, you should notify the dispatcher by sending the pre-programmed data message "Late Over 15 Min" under the SERVC menu on the AMDT. There are a few exceptions to this policy, for example:

- A. During evening rush hour, if you are running one or more minutes late to your arrival for customer pick-up in DUS or CSS, you must notify dispatch by sending the message "RTT."
- B. During bad weather, such as snow, that is causing delays on multiple routes, you will not need to notify dispatch.
- C. During other events that cause system-wide delays (i.e. Presidential motorcades and scheduled detours for events in downtown Denver) you will not need to notify dispatch.

### 63. Service Monitors

On occasion you will have a service monitor ride your bus. When boarding, they will show you an RTD employee identification card and announce to you that they are a service monitor. Their purpose is to collect data on time schedule adherence and customer loads. Service Planning and Scheduling uses the data as a basis for improving the transit services we provide to the public. Service monitors may board your bus at the division or somewhere along the route. They may at times ride with you on interlines or back to the division. They are employees of the Regional Transportation District and should be treated with the professional respect and courtesy of a fellow employee. When you have a service monitor on board you should operate the route normally. Do not feel compelled to make extraordinary efforts to run on time. You should mention problems that you are aware of such as unusual customer loads, detours or problems with the running times. This information will be passed along to Service Planning and Scheduling. Should you encounter an awkward situation when dealing with a Service Monitor, it is preferred that you do not try to handle it yourself. Instead, you should contact the Dispatcher or your Division Manager.

### 64. Slow Order

Occasionally you will see a slow order posted by way of operator bulletin, on the detour sheet, or by the order of supervision. It may be either permanent or temporary depending on the situation. Any time a slow order is in effect, it means that you will drive through the area in effect at a reduced speed and be prepared to stop on short notice. Be aware of hazards caused by construction, heavy pedestrian traffic or other emergency situations. Be prepared to use extra caution to maneuver through or around the area safely.

### 65. Smoking on Buses

It is against the law for anyone to smoke on an RTD bus. Politely remind violators of the policy. Contact the dispatcher for further instructions if they fail to comply. Smoking and

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chewing tobacco is prohibited while operating Agency vehicles. This includes the pool cars at the divisions. If you must smoke at recovery areas, stay far enough away from the doors and windows to prevent secondary smoke from entering the bus.

### 66. Starting and Stopping

As a professional driver you are expected to operate the bus in a safe and smooth manner. This includes accelerating and braking in a manner that is comfortable for your customers. Allow additional following distance from the vehicle ahead if you have standing customers or unsecured wheelchairs.

### 67. Road Reliefs

#### Late or No Relief Operator

Before making relief, confirm you have the correct relief code and location. Also, check the detour sheet to confirm the relief point is not on detour. You can check the detour sheet at your division, through Information Gateway, or on the Operator Information Page. To ensure continuous service for our customers, make sure you are on time to the relief point. You are considered late for your relief if you are not at the relief point at the appointed time. There is no such thing as a "courtesy wait". If you arrive at the relief point and your relief operator is not in sight, contact the dispatcher immediately using message #22 no relief operator on the radio. However, do not wait for the dispatcher to call you back. Proceed on route after three minutes and an alternate relief will be arranged as soon as possible. Be sure to inform the dispatcher if you are near your legal hours of service limits. Inform your relief operator of any detours, bus defects and all pertinent information before exiting the bus. Never turn the bus over to another bus operator appearing to be fatigued, or under the influence of drugs or alcohol. Remain on duty, and contact the dispatcher for further instructions.

### 68. "Thanks for the Brake" Program

This program is intended to play an important role in making the roadways safer and friendlier. A thank you and a wave of the hand can go a long way toward rewarding a kind gesture by another motorist. The courtesy exhibited by you, as a professional operator, can help to combat the "road rage" we have seen and heard so much about. Watch for incidents where another motorist has shown you courtesy such as allowing you to change lanes, or to enter traffic from a bus stop. Open your driver's window and give them a wave of your hand to acknowledge their courtesy. You may be surprised to see the powerful effect this can have in producing a more cooperative, courteous driving environment.

### 69. Tips

Under no circumstances are bus operators allowed to solicit tips. You should politely acknowledge the customer's generosity and decline to accept the tip. Remember, that you receive premium pay for handling luggage and therefore a tip for just handling luggage is inappropriate. If you feel that you have extended yourself beyond what is reasonably expected than you may reluctantly accept the tip offered.

### 70. Tire Problems

Tire fires are dangerous and could put the coach and your customers in peril. You should check all of the tires periodically. A flat tire on the dual wheel can be difficult to detect. Stop the bus at the nearest safe location when you detect a flat or low

tire. Contact the dispatcher using the "mech out" button. The sidewalls are subject to severe damage from contact with the curb. Take care to avoid curb contact when pulling into bus stops.

### 71. Tornado Procedures

Tornadoes, by their nature, tend to be localized. It is nearly impossible to predict when and where they will hit. You will need to use your good judgment and common sense to take appropriate action in the event of a tornado. Do not try to outrun a tornado. Encourage your customers to leave the bus and seek shelter in a nearby building or substantial structure. If you are caught in an open area, lie flat in the nearest ditch, ravine, culvert, or the lowest ground possible.

### 72. Traffic Signals and Intersections

Do not enter an intersection unless you know that you can clear it on the other side without having to stop. You must not block the cross street when the signals change. Never run a red light and avoid entering an intersection on a yellow light. After coming to a complete stop, you may turn right or left (from a one-way street to another one-way street) on a red light, unless otherwise prohibited by signage or a red arrow traffic signal.

### 73. Transfer Points - Waiting for Transferring Customers

A transfer point is defined as "any intersection or bus stop where a customer can get off and transfer to another bus route, rail line or other form of transportation." You must accommodate transferring customers to the best of your abilities. If connecting buses are in sight you are required to wait for transferring customers, even if you are running behind schedule. At all transfer points you must pull into the bus loading zone and come to a complete stop. Look in both directions for approaching buses or customers. Do not proceed until all customers from other buses have the opportunity to transfer. Be sure to alert bus operators of connecting routes that you have transferring customers by tapping your horn and/or flashing your head lights. Use the head light flasher switch if equipped. Upon request, honor a three-minute hold, and give particular attention to transfer connections late at night, on weekends or holidays when headways are longer, and during bad weather. Bus routes that service Downtown Denver after 7:00 P.M. should watch and wait up to three minutes past the scheduled leave time for late arriving buses and customers attempting to make connections during the "Night Meet" times of :15 and :45 minutes after each hour.

### 74. Transporting Pets

Animals as pets may be transported on the bus so long as they are carried on the customer's lap in an appropriate closed container. They may also be carried in the under floor luggage bays of Regional coaches. These pets must be contained in locked, standard commercial containers.

### 75. Turning Corners

Normal turns from one street to another should be made at no more than 5 mph. You should slow even more when dips or other street conditions may cause the bus to rock. Use the button hook method when making right hand turns to keep the rear of the coach near the curb. This will prevent other vehicles from attempting to cut in on the right side. Avoid riding over the curb or hitting objects.

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## Section III-IV

### 76. Turn Signals and 4-way Flashers

Consistency in using the turn signal and 4-way flasher when serving a bus stop is important to deliver a clear message to other motorists. Except for the Mall buses, the following steps should be followed:

- When approaching a bus stop activate the right turn signal about 100 feet before a near side stop, or just after crossing the intersection on a far side stop.
- Leave the right turn signal on while serving the stop.
- Use care when leaving a service stop. It is crucial to watch for both the flow of traffic on your left as well as pedestrian activity on your right. Watch for late arrivals attempting to catch your bus.
- When leaving the service stop, observe the following:
- Activate the left turn signal (on most buses, the Yield to bus light is also activated).
- Check the right outside mirror to see that deboarding customers are clear of the bus and that there is no one wishing to board either standing at the front door or running beside the bus.
- Check for traffic on the left.
- When it is clear to pull out, you must re-check the right outside mirror one last time for newly arrived or running pedestrians.

The left turn signal with the accompanying "Yield to bus" light serves as an indication to other traffic that you are no longer stopped. Follow these procedures every time you serve a bus stop even if no traffic is in sight or you are already in the general traffic lane. Do not use the 4-way signals unless you are going to be stopped for a longer period of time such as when using the wheel chair lift, making relief, or if the bus is disabled.

### 77. Unauthorized Driver

Do not permit any unauthorized person to operate the bus.

### 78. Water - Operating Through

Drive slowly through areas of standing water to prevent damage to the equipment. Avoid driving through water deep enough to reach the engine compartment. Test your brakes after operating through deep water. Avoid splashing pedestrians with spray from puddles in the street.

### 79. Yield to Bus Law

House Bill 09-1027 establishes new requirements for motorists driving alongside a transit bus to permit the bus to enter into traffic after routine stops. Under the bill, a driver is required to yield the right-of-way to any bus with an illuminated turn signal and yield sign. A series of events must happen to activate the yield light:

- The bus must come to a complete stop.
- The entrance or exit door must be opened and returned to the closed position.

If both conditions are met, the "Yield to bus" light will come on when the left turn signal is engaged. It will remain on until the operator releases the foot switch or the bus reaches approximately 12 mph. The engineering design of the new "Yield to Bus" sign assumes the proper use of the turn signals and 4-way flashers. Inconsistent use of these devices may confuse motorists behind you and could lead to an accident. See Turn Signals- 4-way flashers. Remember that Right of way is "given". It is never taken. Even with the "Yield to Bus" law, you must re-enter traffic safely and defensively. Do not assume that you can "take" the right of way from other motorists.

### 80. Young Children

You are not required to transport unaccompanied young children to distant points, except on school service routes. Children under 6 years of age must be accompanied by an adult. Contact the dispatcher if you encounter a situation where a young child appears to be traveling alone or wandering around the bus stop. You may need to board them on your bus and keep them with you until a police officer or street supervisor meets you to take custody.

## Section IV

### Winter Driving Procedures

In the event of inclement weather, natural disaster, or any other emergency which may arise, RTD may alter or suspend service, and/or otherwise reassign duties. Personnel may be required to report to work early or stay late as the situation requires. RTD appreciates and expects the cooperation of all employees in an emergency. Winter driving in Colorado can be quite hazardous. As a professional bus operator, you must know how to react to changes in street conditions caused by snow, ice, sleet, and rain. Although not inclusive, these tips will help to prepare you for winter driving and hazardous conditions. It is important to be equipped with warm clothing, gloves, and waterproof boots with good traction. Under dressing for the conditions may leave you dependent upon the heating system of the bus for warmth. This could turn into a health-threatening situation if the bus breaks down, or the heating system fails to operate. Bring along sufficient food, water, and medication that may be needed in the event you are delayed for a lengthy time. When communicating with the dispatcher it is important to remember that they will be busy during these times. Be patient! Dispatch will respond to your calls as soon as they are able. Use common sense and good judgment. For example, if you must detour from the route, go ahead and do it. When the dispatcher responds to your RTT, advise them of the action you took.

If your bus becomes stranded for a lengthy time you may decide to take refuge elsewhere. Accommodate any remaining customers and secure the coach before leaving. Advise the dispatcher of the exact location of the bus and where you are going to wait. If you cannot reach the dispatcher by radio or telephone, then leave a note on the bus.

### 1. Adverse Weather Conditions

Most accidents in adverse weather conditions are caused by excessive speed for the prevailing street conditions and limited visibility. Wet or icy streets may increase the normal stopping distance of a vehicle by three to four times. The only sure way to control your stopping distance is to reduce your speed. Different road surfaces have varying degrees of friction which affect road grip. Snow packed or ice-covered streets may have only 20% of the road grip. You should reduce your speed by at least one fourth when the road surfaces are wet. When covered with packed snow, you should reduce your speed at least one half. On icy streets you should reduce your speed by at least two thirds.

### 2. Fog

A good general rule to follow under any condition is never "overdrive your vision". Adjust your speed in order to be able to stop within the distance that you can see. Traffic coming from behind may be disoriented. Whether stopping or turning, you need to signal your intentions well in advance.

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## Section IV: Winter Driving Procedures

### 3. Maintain Control

Street conditions at intersections may be icier than other places due to the accumulation of water dripping from stopped vehicles. Bridges pose another potential unexpected hazard because the deck may freeze before other stretches of roadway. Steering, accelerating, and braking should be smooth to avoid losing traction. If the bus begins to slide try not to panic. Ease up on the accelerator and steer in the direction of the skid.

Remember, it's the extras that count, "extra" time and "extra" space between you and the other vehicle. Watch other vehicles negotiating a hill to determine the street conditions before attempting it yourself. It may be best to wait until the hill is clear of traffic to avoid having to stop on the hill. Consider an alternate route if the hill is impassable.

### 4. Ok, Now You Are Really Stuck!

A. Remain calm – Carefully assess the situation before acting.

1. Put the transmission in neutral, set the park brake, and turn the fast idle switch on.
2. Get out and walk around the bus to evaluate the situation.
3. Check all the wheels. Are they in a hole or low spot?
4. Determine what is impeding the movement of the coach and what needs to be done to free it.

B. If backing is necessary:

1. With the service brake applied, release the park brake. Put the transmission into Reverse gear.
2. Slowly release the service brake with a slight pressure on the accelerator until the bus moves. If the drive wheels start to spin, let up on the accelerator until they no longer spin.
3. Back the coach only as far as necessary, (about 3-6 feet).
4. Stop the bus completely. Shift the transmission to neutral, and then shift to 1st gear, while keeping pressure on the service brake.
5. Use a very light application of the accelerator.
6. Keep the steering wheel as straight as possible.
7. Repeat this process as needed, to free the stuck bus. Periodically walk around the bus to re-assess the situation and remind yourself of the presence of nearby obstacles.
8. Use the shovel to clear accumulations of ice and snow. Depending on the bus type, it may be located in the engine compartment, luggage compartment or one of the side compartments. Look for the decal indicating the location of the shovel.

C. If you are unable to free the coach after several attempts, contact the dispatcher by reporting "stuck bus" and begin installing the strap or cable chains.

- Be patient. You may not receive an immediate call back from the dispatcher. They will contact you periodically to get an update from you. Continue on your route, if you are able get free. Use RTT to let the dispatcher know when you are moving again.

### 5. Pre-Trip Inspection

The key to accident-free driving begins at the division during the pre-trip inspection. Check for strap and cable chains, shovel, windshield washer, de-fogging liquid and paper towels. Also check to make sure all exterior access doors and

panels are secure. Visually check the condition of the chains if the seal is broken. Drivers of commercial vehicles must carry chains for their vehicles from September 1 through May 31 when operating on I-70 between MP 259 (Morrison exit) and MP 133 (Edwards exit). Failure to carry chains under this provision of the law may result in an inspection violation and the driver can be fined \$50.00 or more.

### 6. Regular Full Set Cable Chains

Regional buses come equipped with a full set of cable Chains and strap chains. All other subfleets (except Mall) have strap chains. Do not drive if the tire chains break, or cause damage to the bus. STOP at the first safe location and repair, or remove the chains. Remove the chains when street conditions improve to the point where they are no longer needed or required. Maximum speed with tire chains installed should not exceed 25 m.p.h. Drivers who ignore the chain law can be fined \$500 or more for not putting chains on their vehicles when required. A driver may be fined \$1,000 or more if the vehicle is not chained when the law is in effect and as a result blocks the highway. Any fines assessed for failing to have or install chains when required will be the responsibility of the bus operator.

### 7. Customer Safety

Bus stops and stairs may be icy or snow packed. Remember to turn on the step well heater if equipped. Do not rush or hurry customers along. Watch to make sure that they are on stable ground before pulling away from the bus stop. In some situations, you may have to insist on using the front door only because the rear door could be blocked by a snow bank, or the ground may be icy. Make frequent safety announcements, such as "please, watch your step".

### 8. Serving Bus Stops

Use caution when pulling into a bus stop. The combination of slick ice, deep snow and the contour of the street may force the coach to slam uncontrollably into the curb. The potential for serious injury is great. The same conditions may prevent you from pulling away. It may be prudent to stay in the traveled portion of the street, rather than attempting to pull next to the curb. You may find it safer to board and disembark your customers at locations away from the bus stop such as nearby cleared driveways or connecting sidewalks. As a professional bus operator, the decision on where to make a safe stop is yours to make, using common sense and good judgment.

A. Snow and ice covered bus stops on steep ascending grades may not be safe. If necessary, stop at the nearest safe location and wait for your customers to walk to the bus. Be aware that people waiting to board may panic if they see you pass up the normal stopping location. Boarding and discharging at different locations could disorient those that are sight impaired. Some customers may need additional assistance or guidance. Use your external PA system to make announcements as needed. Keep your customers informed of what you are doing.

B. Honor flag stops at any safe location when detouring from the regular route.

### 9. Snow and Ice Removal

Visibility is always critical. Remove snow and ice as necessary to maintain a clear view.

# Operators Guide

## Section IV: Winter Driving Procedures

### 10. Special Strap Chain Instructions

- A. Strap chains are designed to free the bus. They are not intended for long distance driving.
- B. Make sure the transmission is in neutral and the park brake is set before putting the strap chains on.
- C. Install two strap chains opposite each other on the right rear outside dual on the wheel slots away from the air valve stem.
- D. Install strap chains on the left dual if needed. Use caution if traffic is near.
- E. Don't spin the rear wheels any more than necessary as this will dig the bus in deeper or throw the strap chain.

### 11. Starting Up

All buses delivered in 2000 and after are equipped with Traction Control (ATC). ATC applies air pressure to hold the drive wheel if it starts to spin. This action transfers engine torque to the wheel with better traction. In inclement weather you should accelerate slowly and evenly. However, the ATC system will automatically limit engine torque when both drive wheels spin to provide improved traction. The air pressure on the tag axle of the intercity coaches can be released to transfer more weight onto the drive axle for additional traction. However, this action is only allowed for getting the coach unstuck. Do not leave the tag axle in this setting for sustained driving because the extra weight on the drive axle could cause the tires/wheels, suspension components or bus structure to fail. The air in the tag axle will return to normal when the coach accelerates to around 15 mph. Call the dispatcher if the tag axle warning light stays on.

### 12. Stopping

- A. Most buses delivered since the year 2000 (except 1600 series Mall) are equipped with ABS (antilock brake system). The ABS automatically releases and applies the brakes up to five times per second during a brake application that could result in a wheel lock. For buses equipped with ABS, apply the brakes as normally required to stop, taking into account the conditions as discussed in this section. Maintain brake pressure when the ABS starts working as indicated by the pulsating brake pedal. Do not release the brakes until full control is regained.
- B. On buses without ABS, depress the brake pedal lightly. Release the pedal immediately to allow the wheels to roll if the rear wheels begin to slide or sideslip. Repeat the procedure rapidly until full control is regained.
- C. Use the braking power of the engine by downshifting to a lower gear when appropriate for the driving conditions and speed. In extremely icy conditions you should turn off the brake retarder system. Remember to turn it back on when conditions return to normal.
- D. Slick ice forming under warm tires may cause the bus to slide even with the park brake applied. Release the foot brake pedal slowly and check to see that the bus remains stopped before leaving the driver's seat.

### 13. Sun Glare

Sunglasses can reduce visual discomfort and fatigue that comes from the glare from sunlight on the snow.

### 14. Tires

Visually check the tread condition on all tires.

### 15. Ventilation, Defrost, and Step Well Heating System

Test the ventilation, defrosters and step well heater to ensure that they are functioning properly.

### 16. Windshield Wipers and Washer

Check the condition of the wiper blades. Worn or broken blades should be replaced at the running repair inspection door before pulling out of the division. You will need a sufficient amount of windshield washer fluid to wash away the splash of mag chloride.

### 17. Cold Weather Idling

There are no idling restrictions once, 1) the temperature falls below 10 degrees Fahrenheit, or 2) temperatures have been below 20 degrees Fahrenheit for the previous 24 hours.



# Section A

A

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# Section A

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# Operators Guide

## Section V: Emergency and Security Procedures

### STATEMENT OF PURPOSE:

The Regional Transportation District (RTD) is committed to the safety and security of our employees, the customers we serve, and the general public. We all are aware of the reasons that we must be more vigilant to prevent the ability of terrorists to attack our system or be aware of any other all hazards emergency and how to respond during that emergency. The following Immediate Actions (IAs) have been developed by the FTA and are an excellent guidance toward how to act in an emergency.

Immediate Action Matrix for Transit		
No.	IA	Transit Agency Employee (On Scene)
Suspicious Activity Immediate Actions		
1	Suspicious Activity	<ol style="list-style-type: none"> <li>1. Recognize unusual (out of the ordinary) behavior or actions that may indicate the person may be conducting preliminary activities or preparing for more imminent criminal or terrorist actions.</li> <li>2. Assess by using your powers of observation. Do not be confrontational. Do you feel strongly that an attack may be imminent?</li> <li>3. Get a good physical description of the person, including race/sex, approximate age, height, weight, hair color, and clothing from the top down (hat, jacket, shirt, pants, and shoes).</li> <li>4. Look for other associates, persons, vehicles, or indications of a weapon.</li> <li>5. Consider a ruse to reduce a potential threat (for example, mechanical trouble).</li> <li>6. Report the circumstances that gave rise to your suspicions to communications center or the police department.</li> </ol>
2	Suspicious Package or Substance	<ol style="list-style-type: none"> <li>1. Recognize suspicious items based on appearance, location, and absence of logical explanation for the presence of the item, be ready to give a good description of the item regarding its placement, location, size, shape, and color.</li> <li>2. Assess the situation – determine for yourself if this may be a dangerous situation.</li> <li>3. Move a safe distance away if possible (do not touch).</li> <li>4. Look for persons of interest who may be focusing on the package.</li> <li>5. Report the item to communications center or police, noting location and specific reasons it is suspicious.</li> </ol>

# Operators Guide

## Section V: Emergency and Security Procedures

Immediate Action Matrix for Transit		
No.	IA	Transit Agency Employee (On Scene)
Imminent Threat & Attack Immediate Actions		
3	<b>Armed* Threat</b>	<ol style="list-style-type: none"> <li>1. Observe and rapidly gather specific information regarding location, physical description of involved parties, direction of movement, vehicles involved, and any other information thought to be important.</li> <li>2. Assess by using your powers of observation. Do not confront suspects or put yourself in jeopardy by attempting to intervene.</li> <li>3. Continue observing individual and consider possibility of associates of the individual in the area.</li> <li>4. Consider a ruse to reduce a potential threat (for example, mechanical trouble).</li> <li>5. Report the information to communications center or police, emphasizing the reported or observed involvement of a firearm, provide specific information regarding location, physical description of involved parties, direction of movement, vehicles involved, and anything else thought to be important.</li> </ol>
4	<b>Armed* Attack</b>	<ol style="list-style-type: none"> <li>1. Do not confront suspects or put yourself, customers/patrons, or others in jeopardy by attempting to intervene.</li> <li>2. Quickly assess by using your powers of observation. Watch out for accomplices or other individuals threatening your escape.</li> <li>3. Perform evacuation (EVAC) or lockdown (Shelter in Place) immediate action based on your best judgment on which IA provides the best protection.</li> <li>4. Report – contact communications center or police as soon as possible.</li> <li>5. Prepare for the arrival of responders and to provide additional descriptive information about the attackers and potential injured persons.</li> </ol>
5	<b>Explosives Threat</b>	<p>If the threat is communicated to or discovered by a transit agency employee and if possible, determine or ask as much of the following within a few seconds because time is critical:</p> <ol style="list-style-type: none"> <li>1. Assess by using your powers of observation. Make sure you are not at immediate risk from another person.</li> <li>2. What is the location of the device?</li> <li>3. When is the device supposed to explode?</li> <li>4. What does it look like?</li> <li>5. What is the type of explosive involved (pipe bomb, package bomb, car bomb, truck bomb)?</li> <li>6. Who placed it?</li> <li>7. Why was it placed?</li> <li>8. Report – contact communications center or police to determine if an evacuation will be undertaken.</li> <li>9. If a threat device is located or an evacuation is ordered, perform an EVAC immediate action.</li> </ol>

# Operators Guide

## Section V: Emergency and Security Procedures

6	<b>Explosives/ Incendiary/ Fire Attack</b>	<ol style="list-style-type: none"> <li>1. Perform EVAC immediate action.</li> <li>2. Watch out for a secondary attack or accomplices threatening your escape. Assess by using your powers of observation. Continue to move away from the impacted area, leading passengers/patrons and anyone else in the vicinity to safety.</li> <li>3. Do not stop or congregate near an area where other threats may be concealed and DO NOT TOUCH affected persons.</li> <li>4. Report – contact communications center or police as soon as possible.</li> <li>5. Prepare for the arrival of responders and to provide additional descriptive information about the attack and locations of potential injured persons.</li> </ol>
7	<b>Chem/Bio Threat</b>	<p>If the threat is communicated to or discovered by a transit agency employee and if possible, determine or ask the following:</p> <ol style="list-style-type: none"> <li>1. Assess by using your powers of observation. Make sure you are not at immediate risk from another person.</li> <li>2. What is the location of the device?</li> <li>3. When is the device supposed to be activated?</li> <li>4. What does it look like?</li> <li>5. What is the type of agent involved (chemical/biological/radiological)?</li> <li>6. Who placed it?</li> <li>7. Why was it placed?</li> <li>8. Report – contact communications center or police to determine if evacuations will be undertaken.</li> <li>9. If a device is located or an evacuation is ordered, perform EVAC immediate action.</li> </ol>
8	<b>Biological Agent Attack</b>	<p><b>Biological Incident Indicators</b> – The effects of a biological agent may take from hours to days after exposure to become evident. With that in mind, transit agency employees must be aware of possible biological agent delivery techniques. These include sprayers, aerosol dispersal devices and powder sprinkled in populated areas or in areas where air flow occurs. If a transit agency employee sees an individual using a dispersal device or technique, the following Immediate action should be implemented.</p> <ol style="list-style-type: none"> <li>1. Take measures to put barriers and distance between the threat and yourself, passengers/patrons, and anyone else in the vicinity.</li> <li>2. Perform lockdown or EVAC immediate action (IA), as appropriate (If in a vehicle, do not go near the facility that is reporting the attack).</li> <li>3. As soon as possible, call the communications center or police.</li> <li>4. Follow police or transit agency instructions.</li> <li>5. Refer to the material as HAZMAT until it can be identified, do not say “biological attack” because that is unknown.</li> </ol>

# Operators Guide

## Section V: Emergency and Security Procedures

Immediate Action Matrix for Transit		
No.	IA	Transit Agency Employee (On Scene)
9	<b>Chemical Agent Attack Inside Vehicle or Building (station or other buildings)</b>	<p><b>Chemical Incident Indicators</b> – Two or more people exhibiting similar symptoms. Some examples are lying down on the ground, nausea, vomiting, sensitive eyes, or tightness of chest. Note that chemicals may be colorless and odorless, so your observations may be the only assessment information you can provide to the communications center. These chemicals may seriously injure or kill in a matter of seconds to minutes. If a transit agency employee sees a situation that matches this indicator description inside a vehicle or facility, the following Immediate Action should be implemented.</p> <ol style="list-style-type: none"> <li>1. If the attack is in a building, perform EVAC immediate action.</li> <li>2. If the attack is in a vehicle, the preferred action is for the operator to pull a bus over to a location where it is safe to stop, or to move a train to the next station and then perform the EVAC immediate action. If it is required to immediately stop the vehicle to protect the safety of onboard passengers, then immediately stop the vehicle wherever necessary in order to evacuate (perform EVAC immediate action) as safety as possible (* see footnote).</li> <li>3. Continue to leave the area, <u>leading</u> your passengers/patrons and others in the vicinity to safety.</li> <li>4. Do not stop near an area where other threats may be concealed and DO NOT TOUCH affected persons.</li> <li>5. Consider removing outer layer of clothing (which removes &gt; 80% of contaminants) and move farther away (upwind/uphill) from the pile of clothing; advise your passengers/patrons and others that help is on the way and that they should remain with you for protection against possible contamination from HAZMAT.</li> <li>6. Report – contact communications center or police as soon as possible.</li> <li>7. Refer to the material as HAZMAT. Do not say “chemical attack” because that is not known.</li> </ol>



# Operators Guide

## Section V: Emergency and Security Procedures

Immediate Action Matrix for Transit		
No.	IA	Transit Agency Employee (On Scene)
10	Chemical Agent Attack Outside Vehicle	<p><b>Chemical Incident Indicators</b> – Multiple people exhibiting similar symptoms (some examples are lying down on the ground, nausea, vomiting, sensitive eyes, tightness of chest). Note that chemicals may be colorless and odorless so your observations may be the only assessment information you can provide to communications. These chemicals may seriously injure or kill in a matter of seconds to minutes. If a transit agency employee sees a situation that matches this indicator description outside a vehicle or facility, the following immediate actions should be implemented.</p> <ol style="list-style-type: none"> <li>1. Do not enter the attack area or if you are already in the area, leave the area of the attack immediately.</li> <li>2. Leave barriers to the attack in place (doors remain closed and shut off air circulation, if possible); However, if the doors have already been opened, consider ordering an immediate evacuation of the vehicle or facility – use emergency and normal exits to get away from the area of the attack and outside into fresher air. Remember that it may not be possible to evacuate if the main attack is nearby outside the vehicle or facility.</li> <li>3. Once away from the attack area, move further away as quickly as possible. Perform EVAC immediate action.</li> <li>4. Continue to leave the area, <u>leading</u> your passengers/patrons and others to safety.</li> <li>5. Do not stop near an area where other threats may be concealed and DO NOT TOUCH affected persons.</li> <li>6. Consider removing outer layer of clothing (which removes &gt; 80% of contaminants) and move further away (upwind/uphill) from the pile of clothing. Advise your passengers/patrons and others that help is on the way and they should remain with you for protection against possible contamination from HAZMAT.</li> <li>7. Report – contact communications center or police as soon as possible.</li> <li>8. Refer to the material as HAZMAT; do not say “chemical attack” because that is not known.</li> </ol>

# Operators Guide

## Section V: Emergency and Security Procedures

Immediate Action Matrix for Transit		
No.	IA	Transit Agency Employee (On Scene)
11	<b>Lockdown</b>  <b>Shelter in Place*</b>	<ol style="list-style-type: none"> <li>1. Do not open doors to approaching persons who may represent a threat.</li> <li>2. Use barriers and distance from the threat for yourself and other employees and patrons that are unaffected by the threat</li> <li>3. Assess the situation.</li> <li>4. Call in a report to the communications center or police to seek information regarding evacuation versus shelter in place options.</li> <li>5. Be aware, persons may attempt to block your ability to exit the area—this is important if evacuation becomes necessary.</li> <li>6. As long as your position appears safe, await further instructions from communications center or police if possible.</li> </ol> <p>*May be used in response to potential HAZMAT situations or in response to threatening behavior from individuals.</p>
12	<b>Evacuate (EVAC)</b>	<p>Perform EVAC immediate action:</p> <p><b>E EVACUATE</b> the immediate area (train, bus, or building).</p> <p><b>V VACATE</b> – Vacate the entire area – keep going and put distance and barriers in place between you and the incident. If outside, get at least 100 yards away, preferably uphill and upwind, from the incident location.</p> <p><b>A ASSESS</b> – the situation, continue to protect yourself and your passengers/patrons or other co-workers from the incident.</p> <p><b>C COMMUNICATE</b> – call in a report to the communications center or call police.</p> <p><b>Note:</b> One question that comes up with the need for a vehicle or station evacuation is what should the message be to the passengers and patrons of the transit system? One suggestion is to use the following message: “There is an emergency in the system. We must evacuate NOW. Follow me. Leave the area as quickly as possible.” Or a general public address announcement could be: “There is an emergency in the system. Evacuate immediately. Leave the area as quickly and safely as possible.” In both cases, the message should be repeated.</p>

# Operators Guide

## Section VI: Mall, Civic & Union Station Operation Procedures

### **Mall, Civic Center Station, Union Station and Denver Bus Center operating procedures**

#### **1. Free MallRide Operating Instructions**

##### **A. Introduction**

The 16th Street Mall brings visitors from around the world who judge our transportation system by your performance. The requirements placed on the bus operators driving the Free MallRide are unique in comparison to regular service due to high pedestrian traffic, frequent headways, conveyor belt operation, and the right hand drive coaches. The Free MallRide offers you the opportunity to demonstrate your personality and professionalism on a daily basis.

The Free MallRide requires a special dedicated operator who understands the operation, remains calm, drives safely, adheres to light cycling, accommodates customers/ pedestrians, and ensures the automatic service announcements are correct for all stops. In addition, you may be required to operate the "Free Metro Ride" articulated coach on 17th and 15th streets when the 16th Street Mall closes due to special events. What follows is a list of mandatory procedures for Free MallRide operators.

##### **B. Safety**

The 16th Street Mall is a pedestrian zone. Make every effort to ensure pedestrian safety, especially at night and during adverse weather. Yield to all pedestrians. Observe pedestrians to anticipate any movement into your path. Use the bell or horn to alert others of your approach. **SAFETY IS YOUR FIRST PRIORITY.**

##### **C. Speed Limits**

- 15 mph along the entire length of the mall.
- 10 mph permanent slow order is in effect between Glenarm and Welton on weekdays from 11:00am - 1:30pm and 3:30pm - 6:30pm due to heavy sidewalk activity and traffic conditions.
- 5 mph at DUS and CCS Mall loops.

##### **D. Customers using mobility aids**

Offer the ramp to riders using mobility aids by saying, "Would you like the ramp deployed?" Never assume customers can board by lifting their mobility aid onto the bus, however, do not insist a customer board via the ramp. If you are unable to accommodate a customer using a mobility aid, contact dispatch by using message #12 "ADA PAX PASS-UP" and follow their directions.

- Mobility aid securement is at the customer's discretion, however, "Segways" being used as mobility aids **MUST** be secured to prevent injury to other customers.
- Do not allow customers to store large items in the securement area.
- The ramp is manually operated. Please use caution to prevent injury to others or yourself.
- Buses operating on the 16th Street Mall will permit as many customers in wheelchairs to board as will fit on the bus.

##### **E. Fire procedures**

1. Open all customer doors immediately. Make sure all customers are safely off the bus. If it is safe to reach controls, close the doors to prevent newly arriving customers from boarding.
2. Shut the bus off.
3. Call dispatch. If unable to use the radio, call (303) 299-3000.
4. Wait for the fire department at a safe distance. In this kind of situation, your duty is to observe and report only. Do not touch the bus or any component until cleared to do so.

##### **F. Normal operating procedures**

- Safety takes priority over schedule adherence.
- Check surroundings before moving shuttle.
- Ensure the ramp is accessible when loading and unloading.
- Ring bell and close doors to depart on green traffic signal. Proper timing is essential to avoid service gaps and shuttle bunching.
- After ringing bell and before closing doors you are required to check for customers that are boarding or alighting.
- After 7:00pm weekdays, and all day Saturday, Sundays, and holidays, please be aware of approaching customers and allow a little extra time for them to board.
- If you catch up to your leader and stay a block behind them. Mall buses cannot serve the same stop at the same time. Open your doors and wait an extra light cycle.
- Four-way flashers communicate to other Mall Shuttles to cross over or pass your bus. Use the Four-way flashers only for a major delay in your progress. **DO NOT USE** during a routine ramp deployment.
- Do not rub or strike the curb with tires. Rubbing tires on the curbs seriously damages tires increasing the chances of a blow out.
- Use only the "D1" gear selection on the Mall. "D2" is for deadheading without customers.
- Monitor the Automatic Service Announcements. Ensure all stops are called out correctly. If the "Doors are closing" announcement is malfunctioning please use the PA to warn customers.
- Block-to-block standard running time is approximately 30 seconds.
- It is your responsibility to be safe and courteous when accommodating customers. Use patience, professionalism, and good judgment to maintain mall operations while promoting good customer relations.

##### **G. Union Station and Civic Center Station Mall loops**

- Be aware of street supervisors, they may have special instructions for you.
- Pull forward in the Drop-Off Area so your follower has space behind you. Keep all doors within 6" of the curb. Do not use overhang.
- To avoid bus damage, do not kneel the bus if it is overhanging the curb.
- Mall reliefs are usually made at the DUS Drop-Off area.
- When using the Boarding Area, pull forward until your shoulder lines up with the shuttle stop sign.
- Shuttles are dispatched by starting signals. Weekday peak hours and noon departures are defined by light cycles. Follow station starter instructions.

# Operators Guide

## Section VI: Mall, Civic & Union Station Operation Procedures

- On the Amber Signal, ring bell twice. Ensure the doors are clear before closing.
- On Diagonal Signal, check surroundings and proceed with caution.
- If you are the only shuttle at DUS when a light rail train arrives, you must wait for train customers needing the Free MallRide.
- During peak hours, there may be little or no layover or recovery time and you are required to adhere to the light cycles.
- If you must side-track at DUS, park behind the marked area to leave room for other shuttles to get around.
- At CCS during weekday evening peak hours you are required to use the Drop-Off Area before proceeding to the Boarding Area.

### H. Crossover operation

1. Read the road at least 2 blocks ahead. Look for other Mall Shuttles with their four-way flashers on, emergency equipment, construction, or any other obstructions seriously delaying progress in your lane.
2. Observe traffic traveling in the opposite lane before attempting a cross-over to prevent going nose-to-nose with another bus.
3. Take extreme care for the safety of pedestrians and your customers. Perform multiple traffic checks before, during, and after each maneuver.
4. Be very patient. Use your bell, horn, and turn signals to warn pedestrians.
5. Use your PA to warn customers, i.e. "We need to go around a blockage ahead. Please hold on."
6. After crossing back into your correct lane, stop at the far side of the intersection to unload and load customers. Use the PA to announce location, i.e. "Curtis Street, far-side. Mind your step!"
7. If you have to wait for a red light at the next intersection before crossing back into your correct lane, politely inform potential customers waiting at the normal stop that you will be stopping on the far-side of the intersection. Use the PA to inform on-board customers, i.e. "This is not a safe location to open the doors. We will be dropping off across the intersection."
8. Yield to other buses performing cross-overs. Read the road ahead before entering an intersection. Allow on-coming shuttles to cross back to their correct lane.

### I. Bad order buses

- If bus is in immediate danger of breaking down on the mall, safely unload all customers and then pull the bus off the mall, using a legal left turn, onto the nearest side street. Notify dispatch.
- For minor repairs, notify dispatch or a station starter and follow their instructions.
- If a bus breaks down on the mall and you cannot reach a dispatcher due to a malfunctioning radio, turn on four-way flashers. Walk back to the corner behind you to STOP the next bus from entering the block. Ask the operator to contact dispatch for you.

### J. Gaps/bunching

- The first priority in Free MallRide operations is safe customer service, which is provided by an evenly spaced "conveyor-belt" operation.

- Street supervisors may use various methods to eliminate a gap or to achieve evenly spaced service. Follow their instructions.
- Once service has been returned to normal, supervisors should re-space buses to facilitate scheduled breaks and road reliefs.

## 2. Civic Center Station (CCS) operating instructions

### A. Entering the station

Maximum speed in the station is 5 mph. Make sure the bus interior lights are on. Buses leaving gates always have the right-of-way; however, vehicles leaving the loading dock inside will most likely be unaware of this. Align the front door with the line on the curb. Articulated and Regional Buses should place the front door within 6 inches of the curb, and the rear wheels 18 inches from the curb to allow for tail swing when pulling away. All other buses should place both the front and rear doors within six inches from the curb. Parking with front tires too close to the curb will inhibit your ability to turn the steering wheel. Make sure you go to the correct gate by checking your train card each time you enter station. If picking up, don't pull into the station early and call dispatch if more than 5 minutes late.

### B. Dropping off Customers during Morning Peak-Hours

When dropping off at CCS, use your PA to announce the actual gate customers will be alighting. Pull into the first available gate to discharge customers. Articulated buses should use Gates 5, 6, 8, or 9 unless otherwise directed. Do not discharge customers in the busway unless directed by the station starter, dispatcher, or street supervisor. Leave the gate immediately after your walk through, as other buses will need access. Be aware of tail swing at Gate 5. If you must use the restroom, pull out to one of the staging areas as defined in "Staging", and then walk back into the station.

### C. Picking up Customers

Always check train card for gate assignment changes and refer to Trailblazer for Civic Center Station Diagram. Station activity is monitored with video surveillance cameras. The station starter will signal confirmation that your assigned gate is available. Stay to the left as you pass the other gates. If gate is occupied, don't bypass unless directed by the station starter, dispatcher or supervisor. During evening peak hours, customers do not pay when boarding regional routes. Open all doors for more efficient boarding, and collect fares when customers disembark.

### D. CCS Gates 1 – 6

- Use 16th Avenue to access the CCS Entrance. If there are emergency vehicles blocking 16th then continue on Lincoln, L - 18th, L - Broadway, L - 16th Avenue to the station.
- Stop at starter window and wait for signal to proceed.
- Station activity is monitored with video surveillance cameras. The station starter will signal you clear to enter your assigned gate. Stay to the left until you approach the gate. If the gate is blocked you must wait for it to clear unless directed otherwise. If you must circle back around proceed via L-Broadway, L-14th Avenue, L-Lincoln, L-16th Avenue to the station.
- If you are instructed to use Gate 1, both the front and rear wheels should be spotted six inches from the curb. Because of the tighter configuration you will need to use extra caution when pulling away from the gate.

# Operators Guide

## Section VI: Mall, Civic & Union Station Operation Procedures

- If scheduled to layover at 16th & Lincoln but running late, it's ok to turn left from Broadway onto 16th and right into station.
- From Lincoln: After crossing 13th Avenue, move to the second lane from the left. After crossing Colfax, carefully move into the far left lane. After turning left on 16th Ave, the entrance into Civic Center Station is the last vehicle entrance on the left, nearside of Broadway.
- On Lincoln, don't turn left onto 16th Avenue unless you can clear the intersection. Police can and have written tickets for blocking intersections.

### E. CCS Bus Way Gates 7 – 9

- Use Broadway to access the Bus Way.
- Station activity is monitored with video surveillance cameras. Stay to the left until you approach the gate. If the gate is blocked you must wait for it to clear unless directed otherwise. If you must circle back around proceed via L-Lincoln, L-18th Avenue, L-Broadway, L-into the Busway.

### F. Circling to Other Entrance

If you accidentally used the wrong entrance, circle around:

- a) **(From CCS Gates 1-6 to Bus Way Gates 7-9):**  
DO NOT attempt a U-Turn at the CCS Broadway Exit.  
Use L - Broadway, L - 14th, L - Lincoln, L - 18th,  
L - Broadway, L - Bus Way Gates 7 - 9.
- b) **(From Bus Way Gates 7-9 to CCS Gates 1-6):**  
Use L - Lincoln, L - 16th, L - CCS Entrance to Gates 1-6.

### G. Pulling Away from the Gate

During evening peak hours, customers do not pay when boarding regional routes. Open all doors for more efficient boarding, and collect fares when customers disembark. Departure from the gate is based on the station clock. Contact the starter or dispatcher if it varies from your own timepiece. Make sure you are reading your train card timepoints appropriately; leave on your leave time (**Lv**), not on your arrival time (**Arr**).

1. From your gate at CCS, exit the bus and step inside the concourse. Using your own voice, announce the boarding of your route from the doorway.
2. Turn your wheels as far as possible to the left before moving the bus forward. Use signal when leaving gate and don't assume other buses will yield. At Gate 3, pull out until both headlights are shining to the left of the mark on the wall. This will normally provide sufficient clearance to maneuver around the bus in the next gate. Pull away slowly. You may have to back up to clear if the bike rack is down – always check behind your bus or get a spotter before you use the reverse gear.
3. Be aware of tail-swing.
4. Watch for late arriving customers. For customer safety and to be courteous, delay your departure by a few seconds, especially in inclement weather. It is your responsibility to stop and board customers running to catch your bus. Customers running alongside a bus are at risk of personal injury or even falling under the bus. If you determine that it is truly unsafe to stop, then proceed with extreme caution to the nearest safe location and WAIT for the customer to come to you. Once the customer is safely on board the bus, politely advise them of the dangers of chasing after a bus (example: "For your safety, please board at the gate and do not chase a bus that has departed.")

5. As you approach other gates, remember that buses leaving gates always have the right-of-way.

### H. Exiting Civic Center Station and Busway

- **(Gates 1 - 6):** DO NOT turn left on red light. Wait for the green light before proceeding south on Broadway or west on Cheyenne Place. Tap your horn twice. Yield to pedestrians in the crosswalk. Be aware of rail swing. Avoid blocking multiple lanes of traffic on Broadway while waiting for a green light at Colfax. If left turn lane onto Colfax is full, continue on Broadway to L- 14th, L - Lincoln, R - Colfax to regular route.
- **Busway (Gates 7 – 9):** You must make a COMPLETE STOP before the side-walk when exiting Bus Way. Tap your horn twice and check for pedestrians before moving. During heavy traffic wait for northbound Lincoln traffic to stop for red light at Colfax. Avoid blocking multiple lanes of traffic on Lincoln St. while waiting for a green light at 16th Ave.

### I. Staging

The timing of your arrival into Civic Center Station is critical. Additional driving time is built into the Pull-Out from the garage or Interline to allow for a timely arrival and departure from the station. If you arrive early, use the staging areas.

- **Lincoln/16th (staging):** On Lincoln St, headed north, nearside of 16th Ave, on left side of street. Do not park south of the Civic Center Bus Way. During peak hours this is considered a short-term staging area (less than 7 minutes before Gate Arrival time).
- **There is no recovery on the right side of Lincoln St, headed north, nearside of 16th Ave.**
- **Broadway/14th (staging):** On Broadway, headed south, nearside of 14th, on the left side of the street. Stage here for recovery time greater than 7 minutes during peak hours. If after leaving the staging area you are running early to the station, pull over in the Lincoln/16th staging area to prevent early arrival.
- **21st/Champa (Staging):** On 21st St between Curtis and Champa for routes using the CCS Busway, Gates 8 or 9, including FF4, 90L and 122X.
- **Due to the limited space available in the recovery areas, be aware of other buses pulling forward or leaving and continue to move your bus forward to keep gaps to a minimum. If there is not enough room in the staging areas, you may need to circle the block.**

### J. Late arriving customers

RTD customers depend on you to make every effort to serve them safely and courteously. It is safer to accommodate late arriving customers than to leave them standing in traffic or put them at risk of falling under the bus by running alongside.

### K. Breakdowns

Do not enter the station if there is a risk of the bus breaking down. Discharge your customers at either the Broadway/ Cleveland bus stop or the Lincoln bus stop far-side of Colfax. Contact the dispatcher for further instructions. In the event of a breakdown inside the station, contact the dispatcher immediately using the "Mech Out" message on the radio (message #8), then contact the station starter. The bus radio should normally function inside the station.

# Operators Guide

## Section VI: Mall, Civic & Union Station Operation Procedures

### L. Smoke-Free Zone

Smoking is not allowed anywhere in the station, including the busway and loading gates. Please be advised all bus stops are not to be utilized as smoking areas.

### 3. Denver Union Station (DUS) operating instructions

#### A. Entering the Station

Check the train card and Trailblazer to determine the appropriate entrance; this will depend on subsequent routing and the time of day. Enter using the right side of the entrance ramp. At the entrance of the station, come to a complete stop, read the electronic message board and obey the traffic signal. If present, the station starter will use this to signal you to enter. Turn on your interior lights. Proceed to the left until you approach the gate. Station activity is monitored with video surveillance cameras. Do not enter the station at either entrance if the electronic signs display the words, "Bus Ramp Closed". Do not enter the station if the bus is displaying warning lights, sounding audible alarms, or if you have reason to believe that the bus may break down. Call dispatch for further instructions before arriving at the station.

#### B. Station Starter Signals

- Solid Red Light - Come to a complete stop and wait for a green signal. Look to see if the station starter is attempting to communicate special instructions via a sign or hand signal. Once you have received a green signal you may proceed when it is safe to do so. The signal only clears you from the station starter, it does not give you the right-of-way. You must still yield to buses circling and exiting the station and you are responsible for making sure it is clear before you proceed.
- Yellow Light - Come to a complete stop, then proceed when clear (even if a station starter is present).
- If the traffic signal malfunctions - Operators must come to a complete stop at the stop sign and follow hand signals from the starter. If the station starter office is empty, operators must come to a complete stop and proceed when clear.

#### C. Dropping Off Customers (Rush Hour)

When dropping off at DUS, use your PA to announce the actual gate at which customers will be alighting. Do not alight customers at more than one gate unless accommodating a customer with a disability. Do not discharge customers in the busway. Drop off customers using first available gate with the exception of gates B8, B12, B13, B21 and B22.

- Gate B8 is reserved solely for Route 15.
- Gates B12, B13, B21 and B22 are reserved solely for the Free MetroRide.
- The following gates are marked and designed to accommodate articulated buses: B1/B2, B9, B10, B11, B12/ B13, B14, B15, B16 and B17.

After dropping off customers, proceed (IMMEDIATELY) to the north wall for staging (across from gates B12-B22). When staging, continue to pull all the way forward leaving only

enough room to pull out. Unless otherwise noted, proceed to your gate according to the arrive time on your train card, or 3 minutes prior to your scheduled departure time to allow time for boarding customers and to ensure you depart the station on time.

#### D. Picking Up Customers (Rush Hour)

The timing of your arrival into Union Station is critical. Additional driving time is built into the pull-out from the garage or interline to allow for a timely departure. Train cards will show whether to proceed directly to a gate or to staging. Stay to the left as you pass the other gates. During evening peak hours, customers do not pay when boarding regional routes. Open all doors for more efficient boarding, and collect fares when customers disembark.

- If your gate is occupied, circle station until gate is available unless directed by the station starter.
- Buses in the busway should yield the right-of way to buses leaving the gate.
- Contact the dispatcher before leaving the garage if you are assigned an articulated bus on a route not assigned to gates B1/B2, B9, B10, B11, B12/B13, B14, B15, B16 and B17.

#### E. Staging Areas

The on-street staging area is located on Wewatta St. nearside 21st St. The Staging Area inside the station is located along the north wall immediately inside from the Chestnut ramp across from gates B12-B22.

#### F. Pulling Away from the Gate

Open all doors for more efficient boarding, and collect fares when customers disembark. Departure from the gate is based on the station clock. Contact the starter or dispatcher if it varies from your own timepiece. Make sure you are leaving on your leave time, not arrival time.

- From your gate at DUS, exit the bus and step inside the concourse. Using your own voice, announce the boarding of your route from the doorway.
- Turn your wheels as far as possible to the left before moving the bus forward. Use signal when leaving gate and don't assume other buses will yield.
- Pull away slowly. You may have to back up to clear if the bike rack is down – always check behind your bus or get a spotter before you use the reverse gear.
- Be aware of tail-swing.
- Watch for late arriving customers. For customer safety and to be courteous, delay your departure by a few seconds, especially in inclement weather. It is your responsibility to stop and board customers running to catch your bus. Customers running along side a bus are at risk of personal injury or even falling under the bus. If you determine that it is truly unsafe to stop, then proceed with extreme caution to the nearest safe location and WAIT for the customer to come to you. Once the customer is safely on board the bus, politely advise them of the dangers of chasing after a bus (example: "For your safety, please board at the gate and do not chase a bus that has departed.")
- As you approach other gates, remember that buses leaving gates always have the right-of-way.

# Operators Guide

## Section VI: Mall, Civic & Union Station Operation Procedures

### G. Breakdowns

In the event of a breakdown inside the station, contact the dispatcher immediately using the “Mech Out” message on the radio (message #8), then contact the station starter. The bus radio should normally function inside the station.

### H. No Smoking Area

Smoking is not allowed anywhere in the station, including the busway and loading gates.

## 4. Downtown Boulder Station operating instructions

### A. Entering the Station

Maximum speed in the station is 5 mph. Make sure the interior lights are on in the bus. When circling the station, please exercise caution on 14th street, as buses may be leaving gates. Buses leaving gates always have the right-of-way. Regional Buses should park with the front door within 6 inches of the curb, and the rear wheels 18 inches from the curb to allow for tail swing when pulling away. All other buses should place both the front and rear wheels within six inches from the curb. Parking with front tires too close to the curb will inhibit your ability to turn the steering wheel and may cause damage to both the tires and the curb itself.

### B. Dropping Off Customers

When dropping off customers at DBS, use your PA to announce the actual gate customers will be alighting. Pull into the first available gate to alight passengers. For regional routes, if gates 1-4 are occupied, pull around to 14th street and alight passengers in gate C. Do not alight in gate J unless it is assigned to your run and do not “short turn” on pull-in. Do not discharge passengers on the East wall of the busway inside the station unless authorized by dispatch or street supervisor, and if authorized, you must physically block traffic as well as kneel the bus for safer alighting. Never alight a customer using a mobility device along the East wall - circle the station until a gate is available. Proceed to the staging wall or gate depending on your train card instructions. Do not back up in the bus way to park along the East wall. Please circle around until there is room on the East wall.

### C. Picking Up Customers

Always check train card for gate assignment changes and refer to Trailblazer for Downtown Boulder Station. Once your leader exits the gate, proceed from the staging wall to the gate to free up space on the staging wall. Prior to boarding, proceed to the station PA system and announce your boarding Route and Gate. For Gate E, please follow train card and pull up beyond gate sign to allow your follower to pull in behind you and not block the alley.

### D. Pulling away from the Gate

Follow your train card for leave time, rather than the PIDS (Public Information Display System). Make sure you are reading your train card timepoints correctly, leaving on your leave time (LV), not your arrival time (AR).

1) Turn your wheels as far as possible to the left before

moving your bus forward. Use signal when leaving gate and don't assume other buses will yield. Pull away slowly, ensuring you can clear any buses in front of you. If you need to back up for any reason, please use a spotter before you use the reverse gear.

2) Be aware of tail swing.

3) Watch for late arriving customers. For customer safety and to be courteous, delay your departure by a few seconds, especially in inclement weather. It is your responsibility to stop and board customers running to catch your bus. Customers running into the busway and alongside your bus are at risk of personal injury or even falling under the bus. If you determine that it is truly unsafe to stop, then proceed with extreme caution to the nearest safe location and WAIT for the customer to come to you. Once on board, politely advise them of the dangers of chasing after the bus.

4) As you approach the other gates, remember that buses leaving gates have the right-of-way.

### E. Exiting Downtown Boulder Station

Gates 1-4: As you approach the STOP sign before Canyon Blvd., be aware of pedestrian traffic. Pedestrian traffic has the right of way at all times.

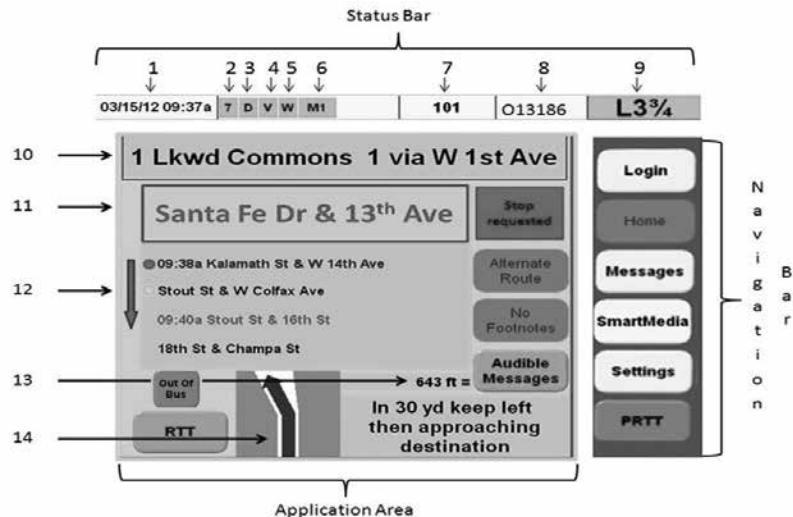
### F. Smoke-Free Zone

According to B.R.C. Chapter 6-4, smoking is not permitted anywhere in or around the station, this includes electronic cigarettes. No smoking signs are posted throughout the station.

# Operators Guide

## Section VII: Radio Procedures

### Mobile Data Terminal - TOUCHmon - Home screen overview



#	Function Overview
1	Date and Time
2	Indicates the number of the available satellites for GPS reception.
3	Green indicates the data communication status is good/red status is fallback.
4	Green indicates the voice radio communication is available/red not available.
5	Indicates the vehicle is steady in WLAN coverage.
6	Indicates a message being sent to Dispatch. A red background indicates that a talk request / message has been sent. A green background indicates request was received.
7	Route/Block
8	Operator Employee Number
9	Indicates schedule deviation in minutes. The color of the box changes.
10	Displays current route and destination.
11	Displays the next stop. If that stop has been requested, a red box stating <b>Stop requested</b> will appear on the right side.
12	Displays the next stops (up to 4). The dot to the left appears informing the operator of a connection route. Touch the dot to display details.
13	Gives the vehicle's distance to the next bus stop. If you pass a stop, a minus (-) will appear.
14	Displays the next navigation instruction. By pressing the navigation area the navigation screen is opened.
Out of Bus	When leaving the bus at a layover, press the "Out of Bus" button to signal Dispatch that you are away from the radio. Press the button again when you return.



# Operators Guide

## Section VII: Radio Procedures

### 1. Definitions:

- A. Radio System** - The bus communication system consists of the COPILOTpc2 and the TOUCHmon. The COPILOTpc2 organizes voice and radio data traffic, calculates vehicle location information and automatically controls devices in the vehicle such as customer information signs and displays. The mobile data terminal TOUCHmon is an easy-to-view control panel with a fully graphic touch screen.
- B. Voice Fallback** - The state where the radio has lost data communication and can only transmit or receive using the handset.
- C. Preprogrammed Data Messages** - Your first option to contact Dispatch is to send a preprogrammed data message. These are prioritized messages that alert Dispatch to the nature and urgency of the problem.
- D. RTT (Request to talk) Button** - Sends a call request (normal priority), not covered by a specific preprogrammed data message, to dispatch.
- E. PRTT (Priority request to talk) button** - Opens the PRTT screen where you can send an emergency message or a (priority) request to talk to dispatch.
- F. Silent Alarm** - In the vehicle, an emergency button is installed. By pressing this button an emergency message indicating that the driver is in a life threatening situation and unable to use the radio is sent to dispatch. Pressing the silent alarm will activate the covert microphone.
- G. Log-on/Log-off** - The process of logging on to the radio system identifies the bus, route, and operator to the computer system controlling the radio system.

### 2. Log-on/Log-off Procedures

#### A. Logging on

Whenever you take over a bus (pull-out, relief, or trade) fully log in to the radio.

Login - Operator ID

1. Press the **Login** Button on the navigation bar. The **Operator ID** screen is displayed.
2. Enter your employee number by using the number pad.
3. Press the Login button. If the entered employee number is recognized, a message is displayed that shows the employee number you entered and your name.

4. If the displayed data is correct, press the Yes button to confirm the message. **Note** - If the displayed data is incorrect, press the **No** button and enter your Employee number again.
5. The **Status Check** screen is displayed. Press the OK button.
6. If no system errors are detected, the **Block Number** screen is displayed. **Note** - If a system error occurred, the **System Log Screen** will be displayed. Press the **Back** button to continue to the **Block Number** screen.
7. You have logged in. Your employee number appears in the status bar.

#### B. Route/Block Automatic Login

Login - Block Number

After logging in, the **Block Number** screen is displayed with the message "Please wait for automatic route/block assignment!", and the COPILOTpc2 will attempt to automatically login the **Radio Route/Block** assigned to the operator.

If the correct **Radio Route/Block** is identified, press the **Accept** button. If this information is not identified or you want to log in a route/block manually, press the **Block Login** button.

Message - Block Login

# Operators Guide

## Section VII: Radio Procedures

### C. Route/Block Manual Login

Message - Block Login

Touch the field needing to be corrected. Use the **Red Arrows** to delete incorrect information and the **Numeric Key Pad** to input correct information.

1. Enter the route number (input the **Radio Route** number found at the top of the traincard).
2. Enter the block number.
3. Press the OK Button.

A list with all trips of the selected route/block is displayed. By default, the trip is preselected which is closest to the present time. If not, press the **up/down arrows** or touch screen to manually select a trip.

4. Press the **OK** button.

The **Home** screen is displayed and shows the route/block in the status bar. After the route/block login, the destination linked to the current trip is set immediately.

### D. Operator Logoff

When getting relieved or pulling in to the garage, logoff the radio.

1. Press the **Login** button on the navigation bar. The operator ID screen is displayed.
2. Press the Logoff button. You have logged out. Your employee number will disappear from the status bar

### E. Route/Block Logoff

Usually, a route/block log-off is performed automatically at the end of the run. To log-off a route/block manually, proceed as follows:

1. Press the **Login** button on the navigation bar. The **Operator ID** screen is displayed.
2. Press the Block Login button. the **Block Number** screen is displayed.
3. Press the Logoff button. You have logged off a route/block. The route/block number disappears from the Status Bar.

### 3. When to contact Dispatch

Contact dispatch immediately for any incident requiring maintenance, supervisors, police, fire, or paramedics. by sending a preprogrammed data message, RTT, PRTT, using the handset (if in fallback), or telephone (303-299-3000). Tell the dispatcher

your location and the general nature of the problem. If you are in doubt, always contact dispatch. Examples requiring you contact dispatch are:

1. You are involved in an accident. Stop your bus. Send data message: **Accident W/Injury or W/Out Injury**.
2. There is physical violence on the bus. Stop your bus and open the doors! Send: **PRTT**.
3. The bus has a mechanical problem. Send data message: **Mech Prob: Vehicle in Service or Mech Prob: Vehicle Out of Service**.
4. You may not be able to leave your next terminal on schedule (more than 5 minutes late). Send: **RTT**
5. You encounter a detour or blockade on the route which has not been posted at the division. Send data message: **Detour/Traffic**.
6. You are unable to accommodate a customer in a mobility device. Send data message: **ADA Pax Pass-Up**. Wait for dispatch directions before leaving bus stop.
7. You must pass up customers due to an overload. Send data message: **Full Bus (Pax Passed)**.
8. Give the following information to the Dispatcher: Number of customers passed up. Location where picking up resumed.
9. To report any situation that may interfere with service. Send: **RTT**.
10. To report an accident (you are not involved) needing paramedics/police. Send: **PRTT**.
11. You are lost. Stop the bus in a safe location. Send: **RTT**
12. You are uncertain if you should call dispatch. Send: **RTT**

### 4. How to Contact Dispatch

**A. Preprogrammed Data Messages** - Your first option is to send Dispatch a preprogrammed data message using the Mobile Data Terminal (MDT) TOUCHmon. These are prioritized messages that alert Dispatch to the nature and urgency of the problem.

Messages - Send Message

1. From the home screen, select the **Messages** button. The **Message** screen is displayed listing the data message categories.
2. Touch or use black up/down arrows to select desired category then press OK.

# Operators Guide

## Section VII: Radio Procedures



The preprogrammed data messages belonging to that category are listed. Each data message is identified by a message number code, e.g., **12 ADA PAX passup**.

3. Select the desired message and press **Send**.

**Note:** The message can also be sent by inputting the number code in the box above the keypad and pressing send. Message number codes can be manually entered even before the correct category has been selected.

4. After sending a message, the MDT display will automatically return to the Home Screen, a message status indicator, **M12** for **12 ADA PAX passup**, with a red background will be displayed in the status bar. When the message is successfully routed to Dispatch the red background will turn green. **Note:** After turning green the message status indicator, **M12**, may disappear before you get a response from Dispatch.

### B. List of Preprogrammed Data Messages

Data Messages used by bus operators are marked and explained below:

EMERG MENU	Quick Codes	MECH MENU	Quick Codes	PASS MENU	Quick Codes
✓ SUPERVISOR NEEDED		✓ MECH PROB: VEH IN SERV	7	✓ FULL BUS (PAX PASSE) 10	
✓ STUCK/WEATHER	2	✓ MECH PROB: VEH OUT OF SERV	8	ADA PAX BOARDING	
RED SIGNAL		✓ WC LIFT STUCK OUT	9	✓ ADA PAX PASS-UP	12
✓ ACCIDENT/W/INJURY	4			PAX OVERLOAD	
✓ ACCIDENT/W/OUT INJURY	5			SECUREMENT DECLINED	
✓ FARE DISPUTE	99			✓ SECUREMENT AREA CONFLICT	27
SERV MENU	Quick Codes	DRVR MENU	Quick Codes	Sending Messages using the Radio Quick Codes: 1. Press Messages in the Navigation column on the right side of the radio screen. 2. Enter your Radio Quick Code on the numeric keypad. 3. Press send.	
IN SERVICE		✓ FARE QUESTION	21		
OUT OF SERVICE		✓ NO RELIEF OPERATOR	22		
✓ DETOUR/TRAFFIC	17	✓ DRIVER RELIEF MADE	23		
✓ LATE OVER 15 MIN	18	✓ HOLD CONNECTING BUS	24		
EXITTING YARD		ACK RECEIPT OF INFO			
ENTERING YARD		✓ ROUTE/SCHEDULE INFO	26		
		✓ FARE UNPAID	100		

### EMERG MENU-

**#2 STUCK/WEATHER:** (Stuck in snow and unable to continue)

**NOTE:** After sending this message, do not wait for a response. Install chains. If you are able to proceed, do so; it is not necessary to notify dispatch of your progress as this is monitored and noted automatically. Dispatch will make

contact with you at some point in order to complete the incident log. If you are not able to proceed, Dispatch will contact you according to the priority of your call.

**#4 ACCIDENT W/INJURY:** Ask the bus customers

**#5 ACCIDENT W/OUT INJURY:** and occupants of the other vehicle(s) if anyone needs medical attention then send appropriate message.

**#28 AGGRESSIVE PET:** Informs Dispatch that you have an aggressive or unruly animal on your bus.

**#99 FARE DISPUTE:** Informs Dispatch that you are dealing with a serious fare dispute or used if operator feels they need to report a repeat offender. (When an operator feels threatened, they should still use PRTT.)

### MECH MENU-

**#7 MECH PROB: VEH IN SERV:** After sending this message, do not wait for a response.

**#8 MECH PROB: VEH OUT OF SERV:** Unable to proceed due to Mechanical failure.

**#9 WC LIFT STUCK OUT:** Unable to proceed due to lift malfunction.

### PASS MENU-

**#10 FULL BUS (PAX PASSED):** After sending this message, do not wait for a response. When Dispatch contacts you, advise where and how many customers were passed.

**#12 ADA PAX PASS-UP:** When unable to accommodate a customer in a wheelchair for any reason, stop and inform the customer of the situation. Call dispatch via ADA PAX PASS-UP, report the circumstances, wait for direction, report to the customer how and when the alternative transportation will be provided.

**#27 SECUREMENT AREA CONFLICT:** Send to notify dispatch that you have a customer refusing to fold their stroller and does not offer a disability related reason or a customer with a large item refusing to use the seats behind the Securement Areas and Priority Seating for themselves and their objects. In addition, used if a customer lifts the securement area seats to store items and does not comply with your request to relocate.

### SERV MENU-

**#17 DETOUR/TRAFFIC:** Deviated from route due to an unexpected detour.

**#18 LATE OVER 15 MIN:** Send when you are running 15 or more minutes late AND will not be able to make up the time at your next recovery.

### DRVR MENU-

**#21 FARE QUESTION:** Dispatch is notified that you have a fare question.

**#22 NO RELIEF OPERATOR:** If no relief operator, send message, wait 3 minutes then continue.

**#23 DRIVER RELIEF MADE:** Only to be used in conjunction with no relief - Send once relief is made.

**#24 HOLD CONNECTING BUS:** Per customer request

**#26 ROUTE/SCHEDULE INFO:** For immediate Pax needs only - otherwise call 303-299-6000

**#100 FARE UNPAID:** Identifies the specific bus stop and reports the customer who rode without paying the fare, presented an invalid pass or refused to show their smart card pass picture. This action will not result in a call back from the dispatcher. The incident will go to an electronic data base.

**C. RTT** - If a preprogrammed data message does not cover your problem, press the RTT (Request to Talk) button for routine issues.

1. Press the **RTT** button on MDT.

A confirmation screen is displayed

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## Section VII: Radio Procedures

2. Press **Yes** to confirm.

Your request will be sent to dispatch and a message status indicator, **RTT**, with a red background is displayed in the status bar. When your request has been successfully routed to Dispatch, **RTT** is displayed in the status bar with a green background, and an audible sound is played on the MDT. **Note:** After turning green the message status indicator, **RTT**, may disappear before you get a response from Dispatch.

**D. PRTT** - To send an emergency call request with high priority, press the **PRTT** (Priority Request to Talk) button.

1. Press the **PRTT** button on the navigation bar. The **PRTT** screen is displayed and asks you to confirm your type of emergency, i.e., Fire, Police, Medical, or Other Emergency.
2. Press the most appropriate button. Your request will be sent to dispatch and a message status indicator, **PRTT**, with a red background is displayed in the status bar. When your request has been successfully routed to Dispatch, **PRTT** is displayed in the status bar with a green background. An audible sound is played on the MDT.

**Note:** After turning green the message status indicator, **PRTT**, may disappear before you get a response from Dispatch.

**E. Communicating in Voice Fallback** - When in fallback mode, all communication is facilitated by use of the handset.



When the Data Communication Status box is red, your radio is in **FALLBACK**.

To contact dispatch:

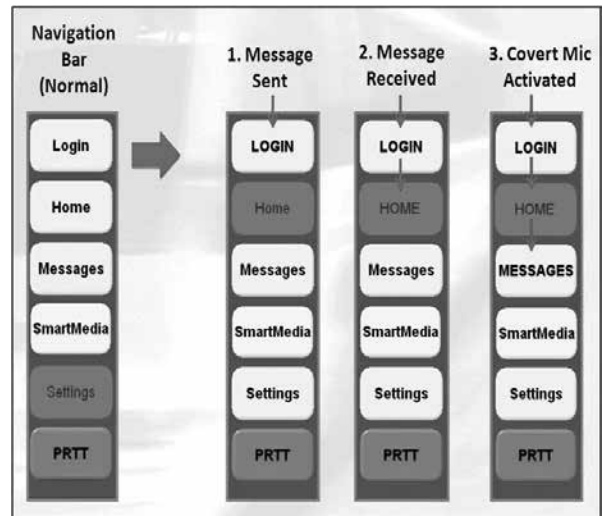
1. Pick up handset.
2. Listen for clear air.
3. Press and hold transmit button firmly for at least 2 seconds.
4. Announce bus number and state: **"Fallback"**, e.g., "Bus 2101 in fallback"
5. Wait 5 seconds, repeat your bus number and **"fallback"** a second time. If you have an emergency, state bus number and "in **fallback** with an **EMERGENCY!**"
6. Wait for the dispatcher to acknowledge your bus number. If no response after 15 seconds, repeat steps 4 and 5.
7. After the Dispatcher calls back speak slowly and clearly and give the following information: **BUS NUMBER, LOCATION, AND PROBLEM. EXAMPLE:** "Bus 2101, on Federal at 29th. My lift is stuck out on the curb".
8. Acknowledge and follow dispatch's instructions. Terminate the call by placing the handset in the cradle. Do not randomly pick-up the handset because this will automatically send an RTT.

**F. Phone** - When the radio does not work use the radio in another bus or call Dispatch at 303-299-3000 on a cell or pay phone. Call using the same technique you use when calling in Fallback as Dispatch needs to create a record on the computer. Step off the bus to use your cell phone. **DO NOT** give out the number to Dispatch to the general public except in the case of an emergency. Report defects on the DVIR.

### G. Contacting Dispatch when under Duress

**"Silent Alarm"** In the event of a serious disturbance or life threatening situation where you cannot safely communicate verbally with the Dispatcher using the handset, press the silent alarm button. Pressing the silent alarm will activate the covert microphone, and Dispatch can hear what is happening in the bus in the following sequence:

There are three slight changes to the Navigation bar when activating the silent alarm.



1. When the silent alarm has been **SENT**, the text of the "Login" button changes to all capital letters - **"LOGIN"**
2. When the central system has **RECEIVED** the silent alarm, the text of the "Home" button changes to all capital letters - **"HOME"**.
3. When the **COVERT MICROPHONE** is activated, the text of the **"Messages"** button is now in all capital letters - **"MESSAGES"**. Dispatch is listening. If you are able to give any verbal clues, do so. If pushed by mistake, you can also alert dispatch to that fact. **Note:** The operator cannot deactivate or reset the Silent Alarm; reset of this mode can only be accomplished by dispatch. When the dispatcher resets the Silent Alarm for the vehicle, the MDT Navigation bar labels return to normal. Pressing the "Silent Alarm" in Fallback will trigger an emergency call to dispatch. You will receive **NO** indication on the MDT when the covert microphone activates in Fallback.

### 5. How to Answer Calls from Dispatch

#### A. System in Normal Operations:

After receiving a call request, Dispatch will set up a radio call to your bus. Once connected, the MDT will make a single loud "beep" and **Single Call** is displayed in the status bar with a green background.

1. Pick up the handset, press and hold the transmit button firmly for at least two seconds.
2. State your bus number. Release the transmit button and listen.
3. When call ends, replace the handset in the cradle.

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## Section VII: Radio Procedures

### B. System in Fallback:

You will hear Dispatch announce your bus number:

1. Pick up handset.
2. Listen for clear air.
3. Press and hold transmit button firmly for at least 2 seconds.
4. Announce bus number.
5. Release transmit button and listen.
6. When call ends, replace the handset in the cradle.

### 6. Receiving New Messages

**A. Priority Messages** - When new messages are received from dispatch, an alert sound is played through the MDT speakers, and the Priority message is displayed immediately:



### 7. Cleaning the TOUCHmon

To avoid causing damage, alcohol prep pads will be used to clean the TOUCHmon. Each division will have a supply of alcohol prep pads made available to all operators. To avoid dirt accumulating in the corners, wipe toward the center of the screen.

**WARNING: DO NOT** apply liquids or use window cleaning spray directly to the screen. It can cause the screen to fail!

### 8. Smart Media

For more information on the Smart Media Fare screen, boarding Smart card holders, and using the Setting screen options, request a copy of the **COPILOTpc2 Operator's Guide** available from the Training Department.



No further operations are possible until the message is acknowledged by pressing OK.

After acknowledgment, the message will be cleared and the MDT will return to the previous view.

The message will be stored in the Message List for later review if needed.

### B. Non-Priority Messages

1. When a non-priority message is received, the **Messages** button on the Navigation Bar will change to the number of new messages available, e.g., **4 New Messages!** Touching this **button** brings up the Messages Screen.
2. Pressing the **New Messages** button in the Message screen will bring up the first new message. All messages received since Operator Login are stored for later recall. Messages are deleted when the Operator logs off or the system is shutdown

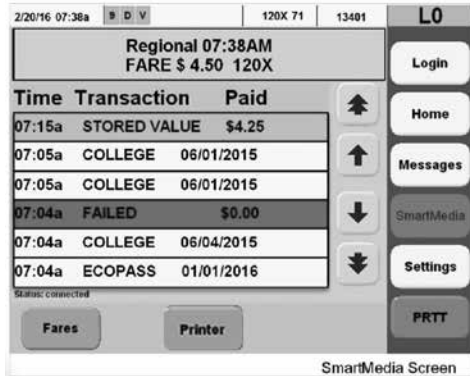


# Operators Guide

## Section VIII: Fare Media Radio/MDT Procedures

### Smart Media Technology

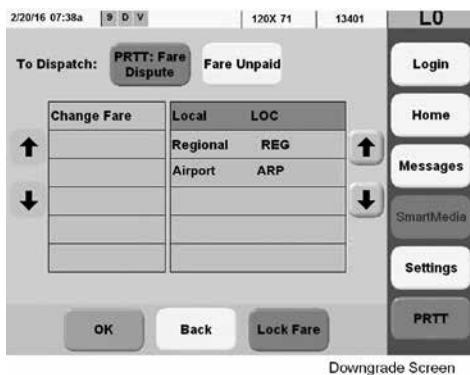
1. When you open your bus door near the bus stop, the CAD/AVL SmartMedia screen will display automatically and list the current level of service and fare at the top of the screen. (You can access this screen manually by pressing the **SmartMedia** button on the Navigation bar.)



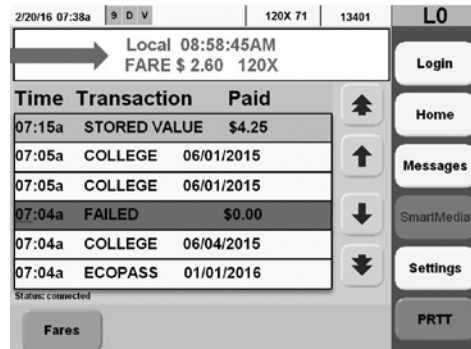
**2. What is Smart Card?** Smart card is a term used to refer to College passes, Eco passes, and MyRide cards that customers “tap” on the smart card validator. Customers must tap their card on the smart card validator every time they board.

**3. Fare Downgrades** - By default, Smart media fares charge at the highest service level provided by the route. A customer using a smart card should inform you prior to tapping if a lower service level applies to his/her trip. (You may need to assist them in determining the correct fare.) If a downgrade is necessary, you must adjust the fare.

Press the **Fares** button on the SmartMedia Screen to open the Downgrade screen. Scroll to the correct fare on the **Downgrade Screen** and Press OK.



The SmartMedia screen will temporarily display the downgraded fare.



Ask the customer to tap his/her card. You must follow these steps each time a customer requests a downgrade.

**Note:** If the customer taps the card before the downgrade is set, the ride is automatically charged at the level programmed into the system and cannot be changed.

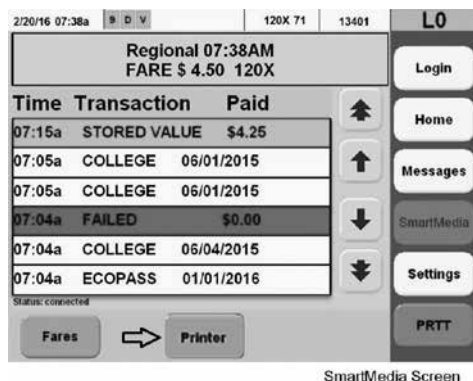
**4. Lock Fare** - When traveling on a portion of a route where your fare is lower than the default setting, open the Downgrade screen, select the fare that best represents the fare setting at that time, and press the Lock Fare button. Once you lock a fare, you will still have the ability to adjust a new fare type for an individual customer if necessary, but the SMT will switch back to the last locked fare type.

**5. Unlock Fare** - Press the Unlock Fare button to return to the default fare.

The Home screen will return after closing the door and pulling away from the stop. You can access the Home screen manually by pressing the HOME button on the Navigation bar.

### Accessing the Print Screen

3-hour Passes, Day Passes and Upgrades (Upgrades to Regional/Airport Day Passes) are issued from the on-bus printer. To access the Print screen, select the green “PRINTER” link at the bottom of the Smart Media screen.



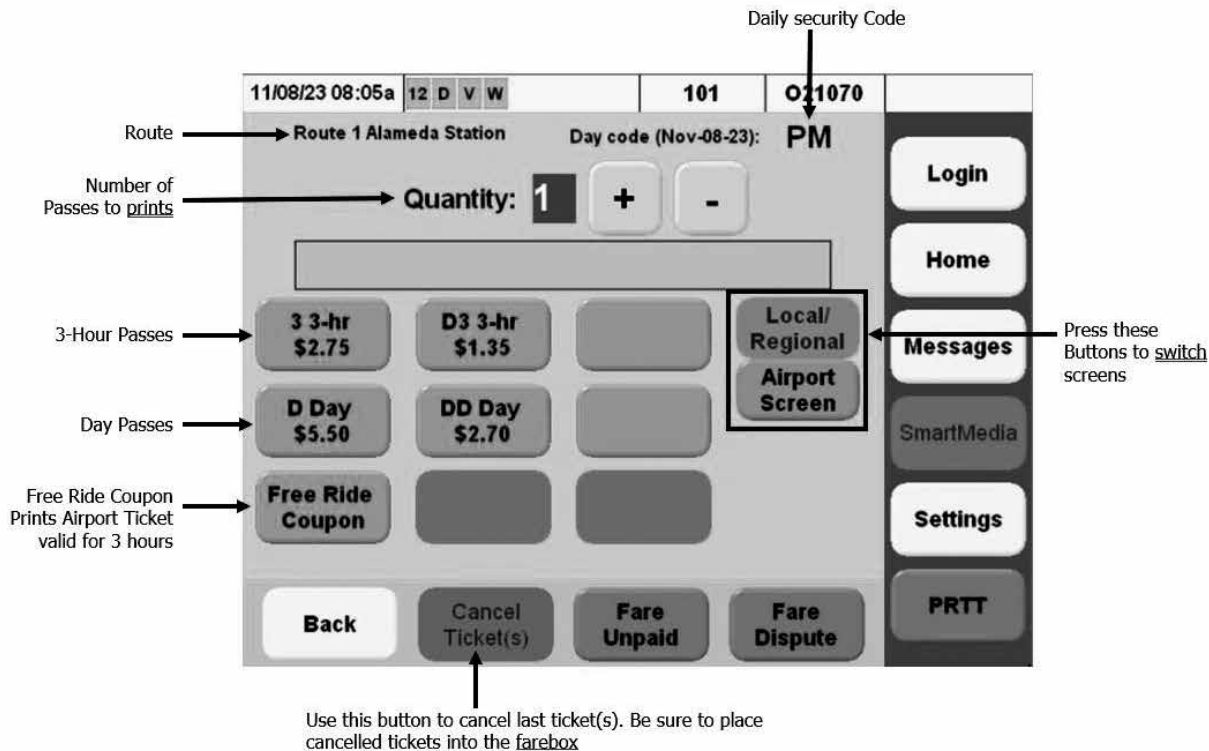
# Operators Guide

## Section VIII: Fare Media Radio/MDT Procedures

### The Print Screen

1. Select the correct screen for the level of service, i.e., Local Screen or Airport Screen.
2. Select the number of 3-Hour Passes or Day Passes you want to print.
3. If you need to cancel the ticket(s), press the "Cancel Last Ticket(s)" button, then collect the ticket(s) and place them in the farebox.
4. Daily Security Code: The system generates a two letter Security Code (bus only) at midnight. The code is displayed on the MDT Print screen and printed on all tickets and passes that are issued on the bus. Buses that are not communicating properly with the system will print the Fallback Security Code (XX). Tickets with the "XX" security code are valid.

**Local/Regional Screen** - Use this screen to print Local 3-Hour Passes, Local Day Passes and Free Ride Coupons.



# Operators Guide

## Section VIII: Fare Media Radio/MDT Procedures

**Airport Screen** - Use this screen to print an Airport Day Pass or an Airport Day Pass when a customer upgrades from a Standard 3-Hour Pass or Standard Day Pass.

11/08/23 08:06a		12 D V W	101	021070
Route 1 Alameda Station		Day code (Nov-08-23): PM		
Quantity: 1		+	-	
A Day \$10.00	3 -> A \$7.25	D -> A \$4.50	Local/ Regional	
Free Ride Coupon			Airport Screen	
Back	Cancel Ticket(s)	Fare Unpaid	Fare Dispute	PRTT

Login

Home

Messages

SmartMedia

Settings

PRTT



# Operators Guide

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## Section VIII: Fare Media Radio/MDT Procedures

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# Operators Guide

## Section VIII: Fare Media Radio/MDT Procedures

### Printer Paper Procedures

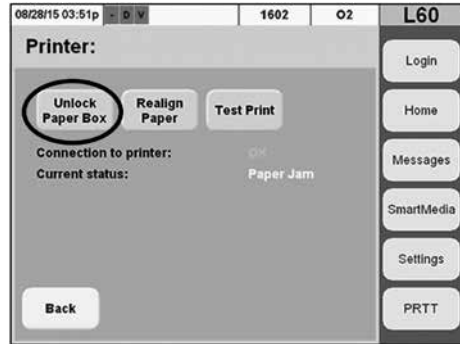
- One spare roll of paper (stored in a cardboard canister) will be issued at sign-up.
  - If the operator needs more during the shift, a street supervisor will bring a new roll.
  - Station Starters also carry extra rolls.
- Spare rolls of printer paper should be stored in the driver's compartment of the bus or in an area that is out of plain sight.
  - Do not store the spare rolls on the dashboard of the bus.
- Each roll has up to 700 tickets numbered 1-700 on the backside.
- A gray stripe appears on the backside of the last 28 tickets on the roll.
- Once you receive a "Paper Running Low" warning on the radio screen or notice the gray stripe on the backside of a ticket, change out the paper roll as soon as possible.
- Turn in all spare, empty, or almost empty paper rolls to the Division Supervisor.
  - Return unused spare rolls to the Division Supervisor in the cardboard canister.
  - If the spare roll is used, return the cardboard canister to the Division Supervisor empty.
  - Return empty, almost empty, or damaged rolls of paper to the division supervisor.

### Changing the Paper

1. First, select "Printer Settings" from the Settings screen.



Next, press and hold the "Unlock Paper Box" button on the printer screen until the confirmation page appears before attempting to unlock the printer box. Once you have unlocked the printer, you have 30 seconds to open the printer box.



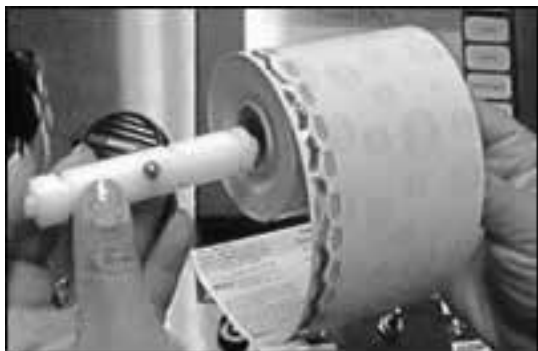
3. Open the printer paper box by pressing the button on top of the printer and lifting the lid. NEVER try to pry open the box.



4. A plastic spindle holds the paper roll in its place inside the paper box. Be sure to remove the spindle from the empty roll of paper.

# Operators Guide

## Section VIII: Fare Media Radio/MDT Procedures



5. The spindle must be placed inside the new paper roll before placing it in the paper box

Be sure to keep track of the spindle when you change the paper. After you place the plastic spindle inside the cardboard tube of the new paper roll, slide the spindle into its grooves inside the paper box.

6. Feed the paper from the bottom, or the printer will not work.

7. Pull about an inch of paper over the edge of the paper box. Make sure the paper sets inside the paper guides (white arrows). A failure to do this may result in a paper jam.



8. Close the lid by applying normal pressure. Do not force or slam shut. Call dispatch if the printer paper box will not open or close.

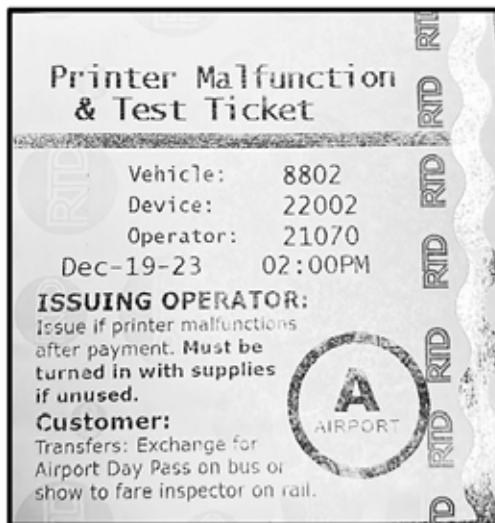
- The paper will then automatically retract into the paper box and print a straight edge stub. Remove stub and place in the trash bag near the operator.

### Farebox or Printer Malfunction

- You must not change, tamper or abuse fare collection equipment. If either the bill or the coin receiver ceases to function, continue on route and call the dispatcher for instruction. **DO NOT COLLECT FARES BY HAND.** If other functions on the farebox fail to operate correctly, notify the dispatcher, continue operation, and describe the farebox problem on the defect report form.
- If your printer jams or is not working properly, contact Dispatch immediately. Ask customers to pay on the next bus/rail and press key #1 on the Farebox to record the ride.

### Test Printout and Printer Malfunction

In the rare instance, that someone pays a fare before to the printer malfunctions, issue that customer a receipt for paid fare (each operator will print a test ticket during their pre-trip inspection and keep it with the bus all day. Then inform the customer to use this as a ticket.



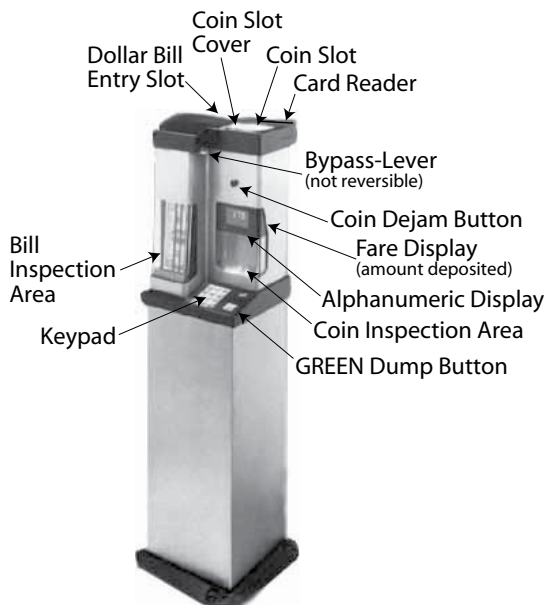
# Operators Guide

## Section IX: Farebox

### Farebox sign-on and change procedures

1. Bus must be started before programming the farebox.
2. Press # key then \* on key pad. The farebox will emit a warble sound to indicate that segmenting action has been completed.
3. Press # key. The L.E.D. will flash for one second and then display last fare set entered. Enter appropriate fare set.
4. Press # key. The L.E.D. will flash for one second and then display last employee number. Enter your employee number.
5. Press # key. The L.E.D. will flash for one second and then display last route number. Enter your route number.
6. Press # key. The L.E.D. will flash for one second and then display last run number. Enter your run number code shown on the train card.
7. Press # key. The L.E.D. will display TRIP. Enter TRIP Number 1.
8. Press dump (green) button
9. Always press # key and then \* at the end of each trip or any time you make a change to the farebox program, for example:
  - a. Pre-trip (pull out)
  - b. Change fare
  - c. Change direction (end of each trip)
  - d. When making relief or being relieved (change driver)
  - e. Change route
  - f. Change buses (breakdown)
  - g. On pull in (before vault is pulled)

### Fare set mode



When programming the fare set:

- Key #1 sets the fare to \$2.75 (Local)
- Key #2 sets the fare to N/A (Regional)
- Key #3 sets the fare to \$10.00 (Airport Day Pass)

### A good general rule to follow is:

Any time there is a change of status of your bus or a change of driver, push the # key and then the \* buttons to “warble”. If you are in doubt whether you “warbled” the farebox or not, warble it again.

### Relief operator

- A. When you are being relieved on the road, press the # key and the \* button to close your record. The relief operator must then press the # key and the \* button to create a new record. The farebox will emit a warble tone to indicate that segmenting action has been completed.
- B. Follow steps 3 through 9 on farebox sign-on and for relief change procedures.

### Fare collection

- A. Fare observation is an important part of your duty. When the proper fare is not paid, please state the fare, and if not presented ask the customer to take a seat or alight the bus. If they take a seat, press “Fare Unpaid” (quick code #100) on the CoPilot.
- B. When boarding the bus, customers must promptly deposit the fare in the farebox. Drivers do not deposit fares for customers, except in extreme emergencies (i.e. for an individual with disabilities).
- C. An exception to Item B above includes boarding customers on Regional routes in the evening at Civic Center, Union Station or I-25 & Broadway, customers do not pay when boarding. All doors are opened for more efficient boarding, and fares are collected when customers disembark.

### Recording customers with the keypad

**Key 1** - Full fare. This is used to record cash purchases of any full fare, e.g. a Local fare on a Local route or a Regional fare on a Regional route.

**Key 2** - Day Pass purchase. This is used to record cash purchases of full-fare or discounted Day Passes on any level of service, and SkyRide fare.

**Key 3** - Discount. This is used to record cash purchases of any discounted fare, e.g. youth, senior or RTD-issued Special Discount eligibility card.

**Key 4** - Wheelchairs. Counts any mobility device for which the operator is required to offer securements.

**Key 5** - Bicycles. This is used to count customers who board with a bicycle.

**Key 6** - Partial/Upgrade. This is used to record the cash purchase of an upgrade from any lower level 3-Hour Pass, 10-Ride Ticket, or Day Pass to ride a higher level of service; or cash from a partial/incomplete fare.

**Key 7** - Access-a-Ride. This is used to record customers displaying an Access-a-Ride pass.

# Operators Guide

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## Section IX: Farebox

### Keys 1, 2, 3 and 6, in detail

These keys are used to reconcile all cash purchases entering the farebox:

**Key 1** is used to count a full cash fare paid for any Local or Regional level of service. Local and Regional routes and fare segments are shown on the route maps in section B and fare charts provided in Part A, Section X of the current Trailblazer.

**Key 2** is used to count cash paid for any Day Pass purchase, including discount Day Passes, at any level of service, and SkyRide fare.

**Key 3** is used to count cash fare paid for any discounted Local or Regional level of service, accompanied by appropriate eligibility.

**Key 6** is used to count cash paid for an upgrade from a lower level 3-Hour Pass, 10-Ride Ticket or Day Pass to ride a higher level of service; or cash from a partial/incomplete fare.

### Keys 4, 5, and 7, in detail

These keys are used to count customers using wheelchairs and bicycles or customers who present an Access-a-Ride pass as fare.

**Key 4** is used to count customers using wheelchairs or mobility devices, including scooters or walkers, for which securement might be an option.

**Key 5** is used to count customers who board with a bicycle. The bicycles may be loaded on the front bike rack or in the underlying baggage compartments.

**Key 7** is used to count customers who present a valid Access-a-Ride pass as their fare when boarding.

### EXAMPLES:

1. If you are operating a Regional route, use **key 1** when a customer riding on the Local portion **pays the full Local fare**.
2. **You are operating a Local route and a customer pays for a Regional fare, press key 1 and print a Regional 3-Hour pass.**
3. **A couple of senior citizens board the Route AT, the husband** puts two five dollar bills and two quarters in the farebox. The fare box recognized two dollars and 50 cents, when in fact \$10.50 has been deposited. Enter **key 2** twice to record the two discounted SkyRide fares.
4. You are operating a Local route, and a customer pays with two quarters and ten one-dollar bills for a Regional Day Pass. The fare box will beep three times and will show the extra revenue in the display. Press **key 2**. You will hear another beep recording the purchase of the Day Pass.
5. You are operating a Regional route, and a 15-year old boards and pays \$1.60, and presents a student ID from a high school. Press **key 3** to record the discounted fare purchase.
6. You are operating a Local route and a customer pays a discounted fare and shows an RTD-Issued Special Discount eligibility card. Use **key 3** to record the purchase.
7. For customers who have a Local 3-Hour Pass, but who are paying a cash upgrade to a higher level of service, use **key 6** to record their purchase.
8. You are operating a Local route, and a customer pays a partial fare not recognized by the farebox; press **key 6**.
9. You are operating a Local route, and a customer puts three dollars in quarters into the farebox. The farebox will beep; you will not need to press any buttons.

### Driver keypad decal for reference

<b>1</b> Full fare	<b>2</b> Day Pass Purchase	<b>3</b> Discount
<b>4</b> Wheelchairs	<b>5</b> Bicycle	<b>6</b> Partial/ Upgrade
<b>7</b> Access-a-Ride ID Pass	<b>8</b> N/A	<b>9</b> N/A
<b>*</b> Output	<b>0</b> Hold Display/ start coin Mech	<b>#</b> input

### Sign-off procedures

Sign-off before the farebox is probed and anytime you leave the bus at the end of your shift by pressing the # key and the \* buttons. The farebox will emit a warble to indicate this action is complete.

# Operators Guide

## Section X: Fare Structure

### Fixed route cash fares

	STANDARD	DISCOUNT
3-Hour Pass	\$2.75	\$1.35
Day Pass	\$5.50	\$2.70
Airport Day Pass	\$10	—

### Discount fares

\*Discount fares apply to seniors 65+, individuals with disabilities, Medicare recipients, and customers enrolled in LiVE. Proof of eligibility is required. Customers may use cash to upgrade from Discount fare products to Standard fare products. All Discount fares include travel to/from the Airport Fare Zone.

Customers enrolled in LiVE, RTD's income-based fare program, now receive the same discount as seniors 65+, individuals with disabilities, and Medicare recipients. Therefore, the fare products were combined into one "Discount" fare and the specific LiVE tickets and passes were discontinued. LiVE customers can now pay cash on the bus and use all Discount fare products.

Youth ages 6-19 ride at no cost September 2023–August 2024 as part of the Zero Fare for Youth pilot program. Children ages 5 and younger continue to ride free with a fare paying adult.

### Proof of eligibility

Customers must show proof of eligibility when boarding.

The Colorado Digital ID in the MyColorado app may be accepted as proof of age for senior and youth discounts.

- Seniors, age 65+: photo ID showing customer's age, Medicare card or RTD-issued Special Discount Card
- Individuals with disabilities: RTD-issued Special Discount Card or Medicare card. Customers with an Access-a-Ride ID are eligible to ride fixed-route and FlexRide service for free.
- Youth, ages 6-19: A current middle school or high school ID, government issued photo ID showing customer's age, or RTD-issued Youth Special Discount Card. Operators should use common sense and only ask for proof of eligibility for students appearing to be over the age of 13. Children 5 and under ride for free (normally there is a limit of three children with each fare paying adult, but it does not apply during the Zero Fare for Youth pilot program).
- RTD LiVE Program: Must show the RTD-issued LiVE Discount Card.

Sometimes you will encounter a customer claiming to have a disability, who does not have an RTD Special Discount Card or an Access-a-Ride ID. **It is important to remember that under no circumstances should you make any comments, question the nature of a customer's disability, question the customer's eligibility for the discounted fare, or engage in any unnecessary conversation that could draw attention to the customer's disability.** Instead, politely inform them about the fare policy, in general, and allow them to ride at the discounted fare.

An aide or trainer for the customer with a disability is allowed to ride free. If a customer with a disability requests free fare for more than one aide or trainer call dispatch and follow their instructions. Proof is not required. If you have concerns contact the dispatcher or fill out an incident report, but refrain from any discussions with the customer about their disability. As in all cases when a customer is unable to pay the proper fare or refuses to pay, continue on route and report the incident to the dispatcher when convenient. If there is a repeat problem with the same customer or the customer becomes disruptive, call the dispatcher immediately. Then, stop the bus, open the doors, and wait for assistance. If the customer calms down or exits the bus before help arrives, call the dispatcher again for further instruction before proceeding.

Discount fare ticket books and monthly passes are available for purchase online at [rtd-denver.com](http://rtd-denver.com), RTD Sales Outlets, and participating King Soopers and Safeway stores throughout the metro area. The customer eligible for the discount fare pass and/or ticket book does not need to be present at the time of purchase. Customers **MUST** show proof of eligibility when boarding a bus or when approached by a train fare inspector.

**Please note:** Discount fares are not available to students 20 years of age or older. This includes, but is not limited to, high school, college, tech or trade school students. Students age 20 and older must pay the full cash fare, pay with a full fare 10-Ride Ticket, purchase a full-fare Day Pass or Monthly Pass, or use a CollegePass.

# Operators Guide

A

## Section X: Fare Structure

### Youth Discount Card and LiVE Discount Card

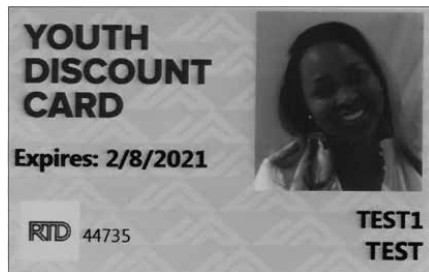
#### Special Discount Card (Pink)

SDC cardholders for seniors 65+ or individuals with disabilities receive 50% off all Standard RTD fares, see fare table for correct discounted fare. A Medicare (White, Red, & Blue) card is also accepted as a proof of eligibility for Discount fares. Seniors (65+) can also show a valid photo ID to receive the discount. Aides to customers with disabilities ride free.



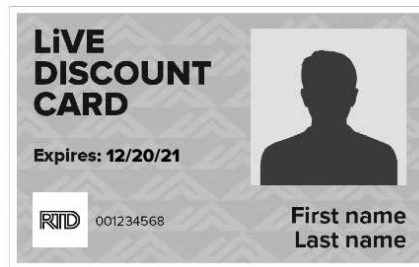
#### Youth Discount Card (Blue)

Youth ages 6-19 normally receive 70% off all Standard RTD fares. Youth ride at no cost during the Zero Fare for Youth pilot program from September 2023 through August 2024. A current middle school or high school ID, government issued photo ID showing customer's age, or RTD-issued Youth Discount Cards are all accepted as a proof of eligibility for Youth fares. Operators should use common sense and only ask for proof of eligibility for youth appearing to be over the age of 13. Children 5 and under ride for free (normally there is a limit of three children with each fare paying adult, but it does not apply during the Zero Fare for Youth pilot project).



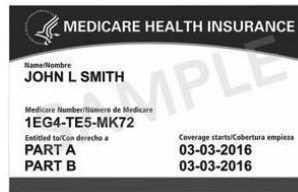
#### LiVE Discount Card (Gold)

Low-Income customers enrolled in the RTD LiVE Program receive a 50% discount off all RTD Standard fares. The Discount fare products are now valid for seniors 65+, individuals with disabilities, Medicare recipients, as well as customers enrolled in LiVE. Customers may use cash to upgrade discounted fare products.



#### Medicare Card

Medicare (White, Red & Blue) cardholders receive 50% off all Standard RTD fares, see fare table for Discount fares. Medicare cards do not expire. Never confiscate a Medicare card or question a customer's eligibility for discount fare.



Current Medicare Card

# Operators Guide

## Section X: Fare Structure

### General information

The fare table below shows the cash fares for all levels of RTD service effective January 1, 2024. Fares on RTD rail lines are based on two (2) fare zones, Local and Airport. All travel to/from Denver International Airport requires an Airport fare. All Discount fares include travel to/from the Airport Fare Zone, while customers paying a Standard fare must purchase an Airport Day Pass. The Airport Day Pass is valid for travel across the system for the RTD service day, until 2:59 a.m. on the following morning). Monthly passes are valid (calendar month) from the first service day of the month through the end of the last service day of the month, ending at 2:59 a.m. on the first day of the following month. There is no grace period. However, please use common sense and good judgment to avoid unnecessary disputes with our customers. NOTE: All RTD fare product and Free Ride Coupons are valid for one fare and one customer only, regardless of their stated value.

NOTE: Tickets, transfers, Free Ride Coupons and passes are valid for one fare and one customer only, regardless of their stated value.

### Fare structure summary charts

#### Bus fare procedures

##### 3-Hour Pass

	STANDARD FARE	DISCOUNT FARE	YOUTH FARE
<b>3-HOUR PASS</b> - Cash On-Board Bus - Mobile Ticket - TVM Ticket - FlexRide Ticket punched as 3-Hour Pass - MyRide Mobile Barcode or MyRide Card using stored value	\$2.75 (no Airport)	\$1.35	N/A
<b>10-RIDE TICKET BOOK</b> - Paper ticket book	\$27.50 (no Airport)	\$13.50	N/A
<b>DAY PASS</b> - Cash On-Board Bus - Mobile Ticket - TVM Ticket - FlexRide Ticket punched as Day Pass - MyRide Barcode or Card using stored value (after customers has been charged for the price of the day pass in the service day)	\$5.50 (no Airport)	\$2.70	N/A
<b>AIRPORT DAY PASS</b> - Cash On-Board Bus - Mobile Ticket - TVM Ticket - FlexRide Ticket punched as Airport Day Pass - MyRide Mobile Barcode or MyRide Card using Stored Value (after customers has been charged for the price of the Airport Day Pass in a service day)	\$10 (includes Airport)	N/A - travel to/from Airport included in all Discount fares	N/A
<b>MONTHLY PASS</b> - Paper Pass - Mobile Ticket - MyRide Mobile Barcode or MyRide Card using stored value (after customers has been charged for the price of a monthly pass in the calendar month)	\$88 (includes Airport)	\$27 (includes Airport)	N/A
<b>EcoPass, CollegePass</b> - Pass issued to MyRide Mobile Barcode or MyRide Card	Required to scan mobile barcode or tap card (includes Airport)	N/A	N/A
<b>Free Ride Coupon</b> - Paper coupon	N/A	N/A	N/A
<b>AIRPORT UPGRADE</b> - Cash onboard bus - TVM	\$7.25 (from 3-Hour Pass) \$4.50 (from Day Pass)	N/A	N/A



# Operators Guide

## Section X: Fare Structure

The 3-Hour Pass allows customers to take unlimited trips at the corresponding fare and service levels on bus and/or train within a 3-hour time window. 3-Hour Passes are issued from the on-bus printers and are marked with the expiration time (3 hours from time of issue).

The following rules apply:

1. 3-Hour Passes are issued on request at the time when the correct fare is paid or 10-ride ticket is received.
2. All passes issued from the on-board printers have a wavy holographic foil strip with the words "DPS SECURAFOL" embedded in it.
3. All 3-Hour Passes from ticket vending machines (TVMs), shown on page A84, will serve as a valid fare on bus. The bus operator needs to confirm the 3-Hour Pass is still valid per the time printed on the pass.
4. 10-Ride tickets (shown on page A93) and Free Ride Coupons (shown on page A91) should always be placed in the farebox. Provide 3-Hour Passes to customers on request. For 10-Ride tickets provide a 3-Hour Pass for the fare level of the ticket (Standard 3-Hour Pass - no Airport, or Discount -Hour Pass - incl. Airport). For Free Ride Coupons, print an Airport Day Pass using the Free Ride Coupon button on the radio print screen.
5. 3-Hour Passes are not valid on Special Services, except Senior Shopper.

6. 3-Hour Passes are not valid on Access-a-Ride.

7. 3-Hour Passes are valid until the time printed on the pass. In some situations, the next available bus may arrive after the expiration time indicated on the pass. Other factors may extend the expiration time such as service delays, detours, and inclement weather.

8. 3-Hour Passes will be issued for Standard and Discount fare levels.

Customers using Standard Fare must pay an upgrade if they take a trip to or from the Airport. The cost for upgrading a Standard 3-Hour Pass to the Airport fare is \$7.25. Print an Airport Day Pass using the Airport Upgrade button "3->A" on the radio print screen. All Discount fare products include travel to/from the Airport while ticket or pass is valid.

9. The same 3-Hour Pass is used for the entire trip. Bus operators should visually inspect the pass and possibly request to hold it to review if necessary. The bus operator will hand the pass back to the customer so they can use it on the next bus or train.

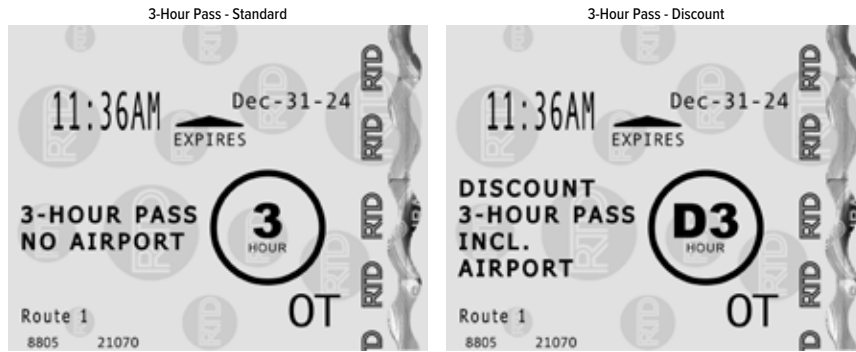
10. Customers disputing the bus operators' decision about the value or expiration of the 3-Hour Pass should pay the fare and retain the pass as evidence. Inquiries should be directed to RTD's Customer Care Department.

	SPECIAL SERVICES (BUS)	ACCESS-A-RIDE	FREE CIRCULATORS
<b>FARE PRICES</b>	Currently N/A because all services except Senior Shopper are suspended. On Senior Shopper, all regular RTD fare products are accepted	One-Way: \$4.50 One-Way Airport: \$19 One-Way LIVE: \$2.25 One-Way Airport LIVE: \$9.50	No fare payment required
<b>SERVICE DESCRIPTION</b>	Currently only Senior Shopper is in service.	Paratransit services for individuals with disabilities. Customers must qualify for and obtain an Access-a-Ride ID. Customers who qualify for the LIVE income-based discount must enroll in the program to receive the discount.	<ul style="list-style-type: none"> <li>• RTD Free MallRide</li> <li>• Free MetroRide (currently suspended)</li> </ul>
<b>PAPER AND MOBILE FARE PRODUCTS ACCEPTED</b>	Senior Shopper – all regular RTD fare products and Free Ride Coupon accepted	<ul style="list-style-type: none"> <li>• Access-a-Ride Paper Ticket</li> <li>• Access-a-Ride Paper LIVE Ticket</li> <li>• Access-a-Ride mobile tickets</li> <li>• Customers can combine paper ticket(s) and cash for additional fare to/from Airport</li> <li>• Free Ride Coupon</li> </ul>	No fare payment required
<b>MYRIDE MOBILE BARCODES AND MYRIDE CARDS</b>	Senior Shopper – all regular RTD fare products accepted, including MyRide Mobile Barcodes and MyRide Cards	N/A	No fare payment required

# Operators Guide

## Section X: Fare Structure

### Bus-issued 3-hour passes (from on-bus printers)



# Operators Guide

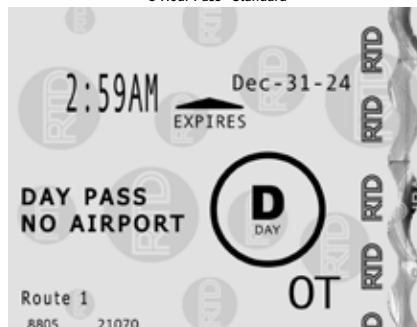
A

## Section X: Fare Structure

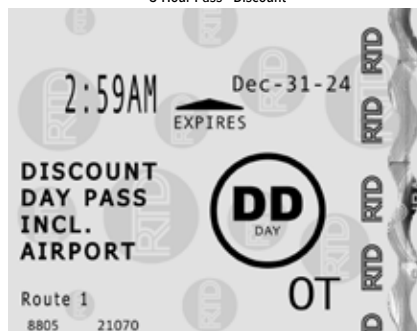
### Day Passes

1. Day Passes are available on the bus and issued to customers who request and pay the Day Pass fare. Customers will be able to request a Standard Day Pass (does not include Airport), Discount Day Pass (includes Airport) or Airport Day Pass (only applies to Standard Fare) on any bus so they can pay for their entire day of transit on the first boarding.
2. All passes issued from the on-bus printers have a wavy holographic foil strip with the words "DPS SECURAFOIL" embedded in it.
3. Day Passes from the ticket vending machines, shown on page A81, do not need to be exchanged for a new Day Pass on the bus but should be shown to the driver so they can confirm that the date is valid.
4. Day Passes are not valid on Special Services, except Senior Shopper.
5. Day Passes are not valid on Access-a-Ride.
6. Day Passes are valid until the end of the service day (2:59 a.m. the following morning). The expiration date and time is printed on the pass. In some situations, the next available bus may arrive after the expiration time indicated on the pass. Other factors may extend the expiration time such as service delays, detours, or inclement weather.
7. Customers cannot upgrade to a Standard Day Pass or Discount Day Pass from a 3-Hour Pass.
8. Customers must pay an upgrade if they use a Standard Day Pass for a trip to/from the Airport. The cost for upgrading a Standard Day Pass to an Airport fare is \$4.50. Print an Airport Day Pass using the Airport Upgrade button "D->A" on the radio print screen. All Discount fare products include travel to/from the Airport Fare Zone while ticket or pass is valid.
9. A Standard Day Pass is valid for any trip on bus, rail, or FlexRide, except trips to or from the Airport. A Discount Day Pass or Airport Day Pass is valid for any trip on bus, rail, or FlexRide, including trips to and from the Airport.
10. The same Day Pass is used for the entire service day. Bus operators should visually inspect the pass and possibly request to hold it to review it. The bus operator will hand the Day Pass back to the customer so they can use it on the next bus or train.

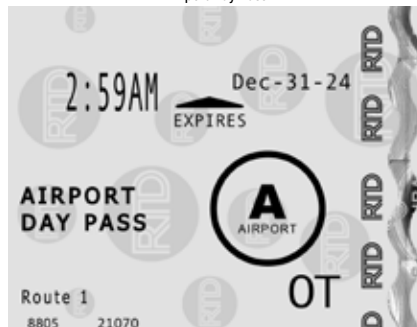
3-Hour Pass - Standard



3-Hour Pass - Discount



Airport Day Pass



# Operators Guide


## Section X: Fare Structure

Buy RTD tickets and passes on the RTD MyRide app.

3			D			A		
JAN			FEB			MAR		
APR			MAY			JUN		
JUL			AUG			SEP		
OCT			NOV			DEC		
1	2	3	4	5	6	7	8	
9	10	11	12	13	14	15	16	
17	18	19	20	21	22	23	24	
25	26	27	28	29	30	31		
FX			10000			PM		
12			FlexRide			0		
1						20		
2						40		
3						0		
4						20		
5						40		
6						0		
7						20		
8						40		
9						0		
10						20		
11			40					

2024/25

Front - Yellow and Black



**DAY PASS OR 3-HOUR PASS  
ISSUED ON FLEXRIDE**

**For Use on Bus and Train**

A 3-Hour Pass is valid for up to 3 hours from time issued for travel in any direction. A Day Pass is valid for unlimited trips until 2:59 a.m. the following morning.

**Valid fare levels**

**Standard Fare** – Passes are valid on all bus and rail, except travel to or from the Airport Fare Zone. Travel to or from the Airport Fare Zone requires additional payment or purchase of an Airport Day Pass.

**Discount Fare** – Passes are valid on all bus and rail, including travel to or from the Airport Fare Zone. Discount fare applies to seniors 65+, individuals with disabilities, Medicare recipients, and customers enrolled in LIVE. Proof of eligibility required. Not valid for Special Services or Access-a-Ride.

**One pass per customer.**

**Non-refundable and non-transferable.**

For detailed terms and conditions, visit [rtd-denver.com](http://rtd-denver.com)

For route and schedule information, call RTD Customer Care at 303.299.6000 (TTY 711) or visit us online.

**Expires December 31, 2025**

Back - Black Only

### FlexRide Transfers

The FlexRide Transfer can be used as a **3-Hour Pass**, a **Day Pass**, or an **Airport Day Pass**.

Customers boarding a FlexRide vehicle will have the option to purchase either a Standard 3-Hour trip, a Standard Day Pass, or an Airport Day Pass. For customers using Discount Fare, customers will be able to purchase Discount 3-Hour trips or Discount Day Passes. Since FlexRide vehicles are not equipped with on-board printers, we use one paper product that is punched to show the type of fare product purchased and the expiration date/time.

When issued as a 3-Hour Pass for a one-way trip, the FlexRide pass expires three hours from the time of purchase. The expiration date and time is indicated by the “tear-off.” If the FlexRide operator punches the 3, D or A box, the ticket becomes either a 3-Hour Pass (3), Standard Day Pass (D) or Airport Day Pass (A). A day pass is valid at the appropriate level of service until 2:59 a.m. on the following day.

In the example, the FlexRide Transfer has been punched as an Airport Day Pass and expires at 2:59 a.m. on January 22, 2024. If the transfer **had not** been punched as a Day Pass it would expire at 7:00 a.m. on January 21.

Since all Discount Fare passes include travel to/from the airport, FlexRide operators will punch any FlexRide pass issued to a Discount Fare customer as an Airport Day Pass.

When the customer holding a FlexRide Transfer or day pass boards the next bus, the operator will be required to collect the FlexRide Day Pass, **put it in the farebox**, and exchange it for the appropriate day pass using the on-board printer.

If the customer boards a train, the pass will be presented to the fare inspector, but no further paper product will be issued.

The customer can also use the FlexRide Pass on any FlexRide route, including the route where it was issued.

# Operators Guide

A

## Section X: Fare Structure

SKYRIDE/AIRPORT ROUTES					
AB	Boulder	US 36 & Table Mesa	US 36 & McCaslin	US 36 & Flatiron	Denver Airport
Boulder	Local	Local	Local	Local	Airport
US 36 & Table Mesa	Local	--	Local	Local	Airport
US 36 & McCaslin	Local	Local	--	Local	Airport
US 36 & Flatiron	Local	Local	Local	--	Airport
Denver Airport	Airport	Airport	Airport	Airport	--
AT	Arapahoe Station	Nine Mile Station	Airport Blvd & 40th	Denver Airport	
Arapahoe Station	--	Local	Local	Airport	
Nine Mile Station	Local	--	Local	Airport	
Airport Blvd & 40th Ave PnR	Local	Local	--	Airport	
Denver Airport	Airport	Airport	Airport	--	

### SkyRide/Airport routes

An Airport Day Pass, Discount Day Pass, Discount 3-Hour Pass, Monthly Pass, and Free Ride Coupon (FR) are all valid for the full SkyRide fare.

Customers using the Discount fare may travel to all RTD destinations including the Airport (\$1.35) and may request a 3-Hour Pass or purchase a Day Pass (\$2.70).

Full fare customers riding all or a portion of a SkyRide trip beginning or ending at the airport pay the Airport fare (\$10) and may request an Airport day Pass. The Standard fare (\$2.75) applies when riding portions of the route not beginning or ending at the airport.

Customers should indicate to the operator if they are paying for travel in the Local Fare Zone. Example: On a route AT from Arapahoe Station to Nine Mile Station, the Standard Fare (\$2.75) applies, and operators should configure the smart card reader to charge the appropriate fare, accept the appropriate pass, or issue an appropriate pass if requested. After leaving DIA, the operator should set and lock the validator to the Local Fare Zone.

Customers with a Standard 3-Hour or Day Pass can upgrade to an Airport Day Pass (\$7.25 from 3-Hour/\$4.50 from Day). All Discount fare products and all Monthly Passes include travel to/from the Airport.

**EcoPass, Neighborhood EcoPass and CollegePass include trips to/from the Airport.**

### Relief points

The driver being relieved must collect fares from all customers boarding the bus at the relief point. All fare transactions must be completed before the driver being relieved may leave the driver's seat.

### Rail fare procedures

#### Zones

Rail fares are based on whether a customer is traveling to/from the Airport Fare Zone.

- Travel in Local Fare Zone: All eligible fare products accepted while valid
- Travel in Airport Fare Zone: Airport Day Pass required for customers paying Standard fare. Monthly Passes include trips to/from the Airport regardless of the customer paying Standard Fare or Discount Fare.

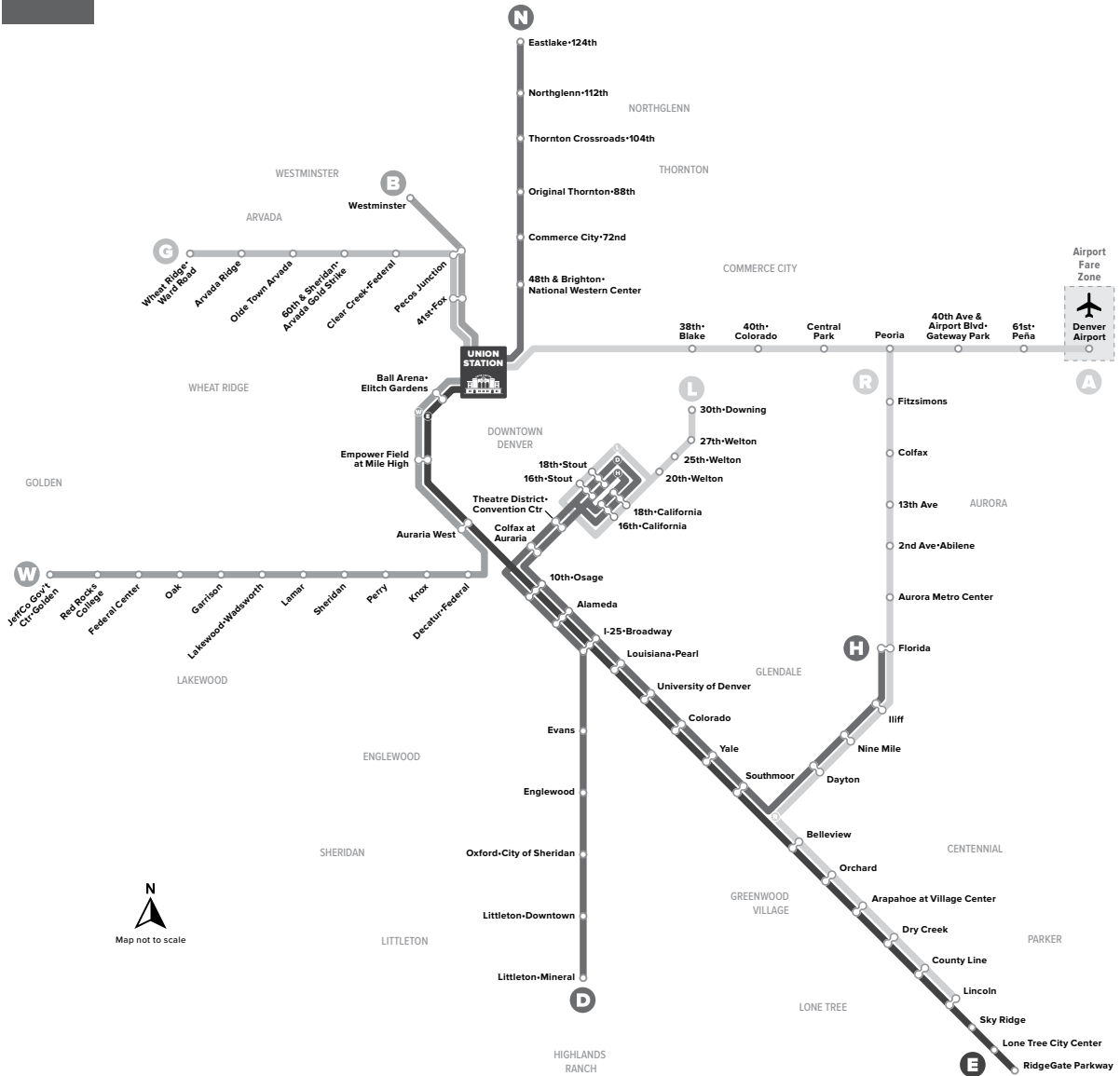
Note: The RTD Rail Map shows the various rail lines and defines the Airport Fare Zone. The A Line to Denver International Airport has a hard boundary for the Airport Fare Zone, and any trip starting or ending at DIA requires the appropriate fare product regardless of trip length.

# Operators Guide

## Section X: Fare Structure



### Rail Map



#### STANDARD FARES

3-Hour Pass  
Day Pass  
Airport Day Pass  
Monthly Pass

\$2.75  
\$5.50  
\$90.00  
\$88.00

#### DISCOUNT FARES

(includes Airport Fare Zone)

3-Hour Pass  
Day Pass  
Monthly Pass

\$1.35  
\$2.70  
\$27.00

# Operators Guide

A

## Section X: Fare Structure

### **Ticket vending machine (TVM) tickets**

TVMs sell 3-Hour Passes, Day Passes, Airport Day Passes, and Airport Upgrades for Standard fares, as well as 3-Hour Passes and Day Passes for Discount fares. The tickets all show the station of purchase. Bus operators and fare inspectors should use the following general rules to confirm that customers are riding with a valid TVM ticket:

1. All TVM tickets have a wavy holographic foil strip with the words "DPS SECURAFOIL" embedded in it.
2. For Standard 3-Hour Passes fare inspectors should confirm that the customer is within the Local Fare Zone where the ticket was issued as well as verify the expiration time on the ticket. Standard 3-Hour Passes are valid as long as the customer boards the vehicle within the three-hour time limit shown on the ticket.
3. Standard fare Airport Day Passes, Discount Day Passes and Discount 3-Hour Passes are valid in all zones including the Airport Fare Zone. Discount 3-Hour Passes are valid on any route as long as the customer boards the vehicle within the three-hour time limit shown on the ticket.
4. A Standard Day Pass and Standard 3-Hour Pass are not valid for trips to/from the Airport Fare Zone. Inspectors should use discretion and let customers know that if they are traveling to/from the Airport they need to purchase an Airport Day Pass.
5. An Airport Day Pass, and Discount Day Pass, are valid for unlimited trips throughout the service day so inspectors only need to confirm that the day pass is for the current service day.
6. The only two upgrades from a TVM will be an upgrade from a Standard 3-Hour Pass (\$7.25) and an upgrade from a Standard Day Pass (\$4.50). If the customer has an Airport Upgrade ticket, they will need to show both the upgrade ticket and the original ticket or pass.

### **Fare products on rail**

Customers can also use a 10-Ride Ticket, mobile ticket, bus-issued 3-Hour Pass or Day Pass,, Free Ride Coupon, Monthly Pass, MyRide mobile barcode or card, EcoPass, Neighborhood EcoPass, or CollegePass for travel on rail. The following general procedures should be used to confirm that customers are riding with valid fare media:

1. A 10-Ride Ticket must be validated at the rail platform at the paper stamp validator. Inspectors should confirm that customers are riding within three hours of the time stamp. The time stamp does not easily identify the station location so if the customer has a Local 10-Ride Ticket, the inspector should ask if the customer taking a trip to or from the Airport Fare Zone, and confirm that the customer paid the appropriate fare.
2. 3-Hour Passes from the bus are valid on rail and have the expiration time clearly noted. Standard 3-Hour Passes are valid for all rail trips except trips to or from the Denver Airport Station. Fare inspectors should confirm that the customer did not travel in the Airport zone and is traveling before the expiration time printed on the transfer. Discount 3-Hour Passes are valid for all rail travel, including trips to or from the Airport Fare Zone.
3. A Day Pass purchased on the bus is valid for travel on rail and has the expiration date and time clearly identified. If the customer has a Standard Day Pass, the inspector should ask if the customers is traveling to or from the Airport to ensure that they paid the appropriate fare.
4. A Monthly Pass is valid for unlimited trips for the month to and from all rail stations, including the Airport Station.
5. Free Ride (FR) Coupons must be validated at the rail platform at the paper stamp validator. These are valid for 3 hours for travel to and from all rail stations.

# Operators Guide

## Section X: Fare Structure

### 3-HOUR PASSES

3-Hour Pass - Standard



3-Hour Pass - Discount

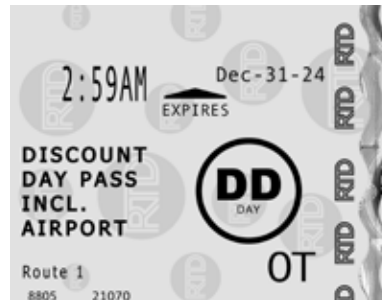


### DAY PASSES

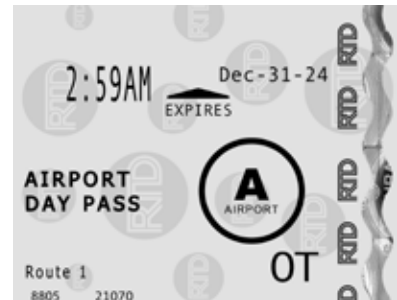
3-Hour Pass - Standard



3-Hour Pass - Discount



3-Hour Pass - Discount



### AIRPORT UPGRADE PASSES

From 3-Hour Pass



From Day Pass





# Operators Guide

A

## Section X: Fare Structure

### Recognized free fares

**Children five years of age or younger** may ride free (limit three children with each fare paying adult). Note: An adult must accompany children under six years old. However, do not pass up young children riding alone. Contact the dispatcher for assistance.

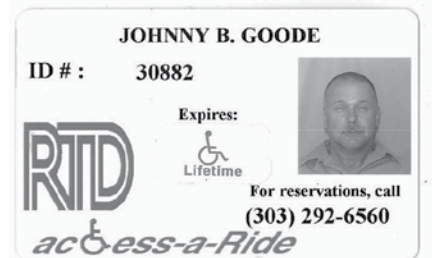
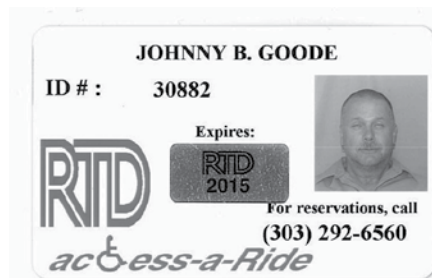
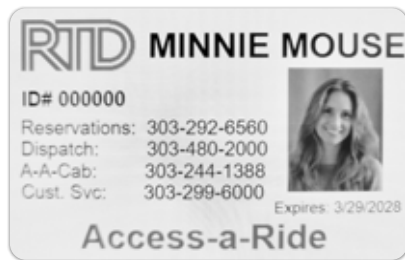
During the **Zero Fare for Youth** program all children and youth aged 19 or younger ride free.

An **aide, attendant or trainer** may ride free with a customer with a disability whether the customer is in a wheelchair or not. **Service animal trainers** are permitted to ride free. No certification or documentation is required.

**Access-a-Ride certified clients with a valid Access-a-Ride identification pass** ride free on all RTD services except Access-a-Ride and Special Services.

**RTD employees** in regulation uniform or in civilian clothing who present an employee ID; **employee spouses and/or dependent children** who present a spouse/child ID; **retired employees** presenting a retiree ID; and **RTD board members** presenting a Board ID. **All RTD IDs must have the current year sticker.**

### Access-a-Ride Identification Passes



### Access-a-Ride identification pass

This identification pass is issued to Access-a-Ride customers and is valid for unlimited rides on FlexRide, Local/Limited, and Regional bus service, train and SkyRide service. Pass is valid on Access-a-Ride vehicles along with the appropriate Access-a-Ride cash fare or Access-a-Ride ticket. Pass is not valid on Special Services. Pass must be valid with a proper expiration date either printed on the card or with an RTD sticker. Some Access-a-Ride customers are granted a "Lifetime" pass. These passes either have a "Lifetime" sticker or have the word "Lifetime" printed on them. The Lifetime Access-a-Ride pass is valid for the same services as all other Access-a-Ride passes.

# Operators Guide

## Section X: Fare Structure

### Employee and special employee identification passes

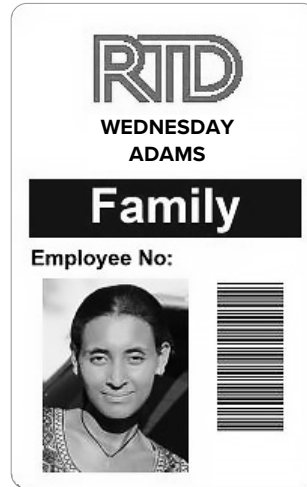
#### Employee Identification Pass

Background stripe color above the photograph is **BLUE**.



#### Spouse Identification Pass

Background stripe color above the photograph is **GREEN**.



Valid for unlimited rides throughout the District, on any route at all times.  
**Pass must show current year printed or via sticker.**

Additional types of employee badges that are also accepted:

- Employee Spouse
- Employee Dependent
- All with bi-annual decal

# Operators Guide

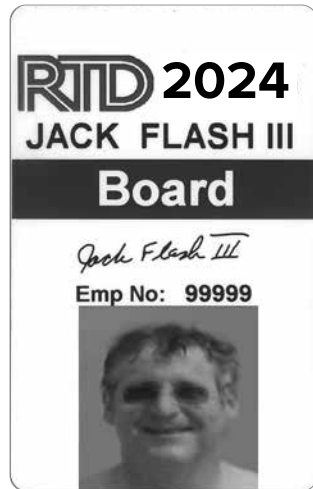
A

## Section X: Fare Structure

### Retiree and Board of Directors and other identification passes

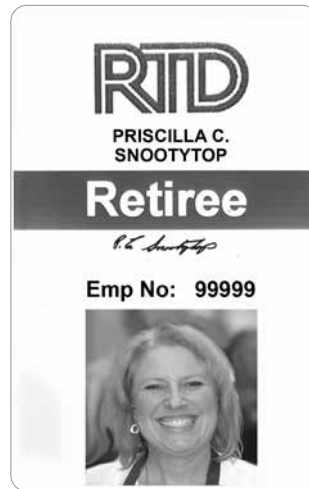
#### Board Member Identification Pass

Background stripe color above the photograph is **BLUE**.



#### Retiree Identification Pass

Background stripe color above the photograph is **GREEN**.



**The Newly designed RTD Retiree Badges (effective for 2017) will no longer show the current year printed or have decals affixed.** The new badges will **not** expire and are valid for unlimited rides throughout the District on any service at all times.

Valid for unlimited rides throughout the District, on any route at all times.  
**Pass must show current year printed or via sticker.**

Other types of employee badges that are also accepted:

- Retiree Spouse
- Retiree Dependent
- Retiree Family
- Contractor
- All with bi-annual decal

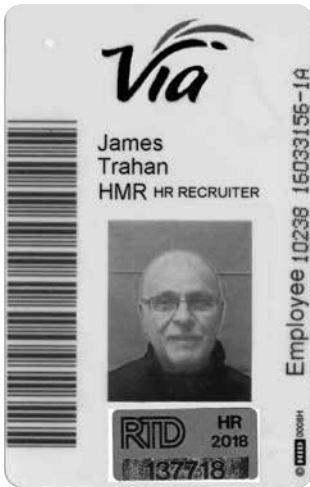
# Operators Guide

## Section X: Fare Structure

### Private carrier identification passes

#### Private Carrier (Via Mobility Services) Identification Pass

Background color of the photograph is **COOL GRAY**.



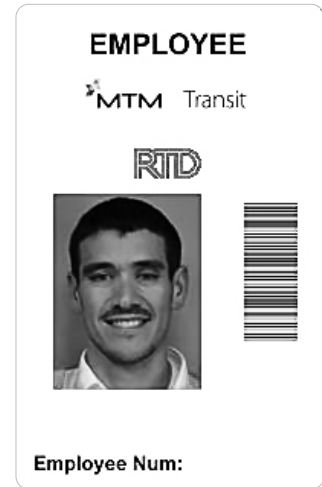
#### Private Carrier (TRANSDEV) Identification Pass

Background color of the photograph is **BLUE**.



#### Private Carrier (MTM) Identification Pass

Background color of the photograph is **COOL GRAY**.



Valid for unlimited rides throughout the District, on any route at all times.

**Pass must show current year printed or via sticker.**

Additional types of Transdev badges that are also accepted:

- Transdev Access-a-Ride
- Transdev Yellow Cab
- Transdev Paratransit
- Transdev on Demand

# Operators Guide

A

## Section X: Fare Structure

All RTD IDs must have the current year sticker.

### Police, sheriff, state, federal and park officers along with firefighters

All uniformed **police, sheriff, state, federal and park officers along with firefighters** will be provided free transportation. If these officers are not in uniform then a proper government issued photo ID showing their authority and badge will provide free transportation (no retirees). **The following list identifies “certified” police officers under CRS 16-2.5-101 through 16-2.5-148:**

- Adult Probation Officer
- Attorney General Criminal Investigator
- Auto Industry Investigator
- Certified peace officer-P.O.S.T. certification required
- Chief Security Officer for the General Assembly
- Colorado Attorney General and Deputy Attorney Generals
- Colorado Bureau of Investigation (Director and Agents)
- Colorado National Guardsman
- Colorado Parks and Recreation Officer
- Colorado State Higher Education Police Officer (CU, CSU, DU, Auraria, etc.)
- Colorado State Higher Education Security Officer
- Colorado State Patrol
- Colorado State Security Guard
- Colorado Wildlife Officer
- Commissioner of Agriculture
- Community Parole Officer
- Coroner
- Correctional Security Officer Employed by the Colorado Mental Health Institute at Pueblo
- Department of Corrections Inspector General (Investigators)
- Director of Marijuana Enforcement and Medical Marijuana
- Director of Racing Events (Investigators)
- Director of the Division of Gaming (Gaming Investigator)
- Director of the Office of Preparedness, Security, and Fire Safety
- District Attorney and Assistant District Attorneys
- District Attorney Investigators
- Executive Director Department of Public Safety
- Executive Director of Department of Corrections
- Executive Director of the Department of Revenue-Senior

- Federal Special Agents (FBI, USSS, ATF, ICE, DEA, FPS, FAMS)
- Fire Arson Investigator
- Juvenile Parole Officers
- Juvenile Probation Officer
- Liquor Enforcement Investigator
- Municipal Court Marshal
- Peace Officer Standards and Training Director
- Peace Officer-Defined-General Authority
- Police Administrator-Police Officer Employed by the Colorado Mental Health Institute at Pueblo
- Police Officer
- Port of Entry Officer
- Public Transit Officer
- Public Utilities Commission Member
- Railroad Peace Officer
- Reserve Police Officer-Reserve Deputy Sheriff Reserve Deputy Town Marshal
- Sheriff (Deputy Sheriff)
- Southern Ute Indian Police Officer
- State Brand Inspector
- State Lottery Investigator
- State Student Load Investigator
- Town Marshal (Deputy Marshal)
- Ute Mountain Indian Police Officer

#### Military ID cards

All active duty members of the Army, Navy, Air Force, Marines, Coast Guard, Reserves, and Military Academy Cadets ride free. They must be in uniform or show their United States Government issued military ID card. Verify the photo matches the person with the ID card and check the expiration date for validity. Retirees, military dependents and ROTC are NOT included for free rides. **Active duty members of the U.S. military currently ride for free on all RTD services.** Colorado National Guardsmen fall under the category of “certified” police officers as shown on the list above.

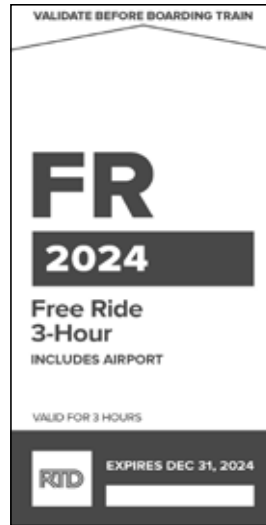
# Operators Guide

## Section X: Fare Structure

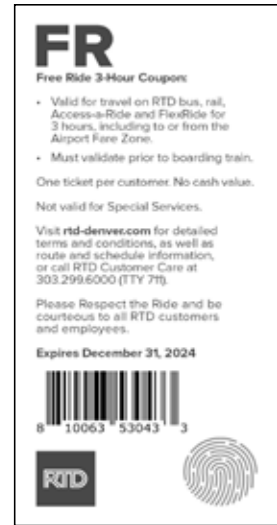
### Free Ride (FR) Coupons

Customers can pay their fare with a Free Ride Coupon and request a 3-Hour FR pass valid for travel to any destination, including the airport. Free Ride (FR) Coupons are issued and tracked for marketing purposes. Coupons have a specific expiration date printed on them. When traveling on rail coupons must be validated at the rail platform at the paper stamp validator.

Free Ride Coupon Valid on Local/Limited, Regional, and SkyRide bus service, all rail zones including Airport fare zone, and Access-a-Ride service.



Front



Back

### Free Ride Coupon Pink with Purple Highlights

Valid on Local/Limited, Regional, and SkyRide bus service, and all rail zones including Airport fare zone with train service to Denver International Airport.

# Operators Guide

## Section X: Fare Structure

### Fare evasion

#### Non-payment and underpayment of fare

If a customer is unable to pay the fare, or presents an invalid transfer or pass:

- Your first duty is to educate. Advise them of the correct fare or explain why the transfer or pass is invalid.
- Ask for compliance with the fare policy by depositing the correct fare into the farebox. Do not ask more than once. If the customer asks for an exception, state, "I am not authorized to grant a free ride, the fare is [state fare]. For safety reasons, please have a seat or exit the bus." You are not authorizing a free ride and should emphasize that the customer is expected to pay. In any case, you must verbalize your request in a polite and professional manner.
- A transfer should only be issued when the appropriate fare is paid.
- Use common sense and good judgment. You may decide to continue on the route without customer compliance.
- This is your decision to make based on the situation.
- Record the incident by selecting the message "Fare Unpaid" (quick code #100) from the DRVR Menu on the radio system. This action will identify the specific bus stop and reports the customer who rode without paying the fare, presented an invalid transfer or refused to show the picture on their EcoPass, Neighborhood EcoPass or CollegePass. You will not receive a call back from the dispatcher. The incident will go to an electronic database and the security staff will use information compiled from these reports to determine where to deploy undercover fare inspectors.

#### Dealing with repeat fare evaders

When dealing with repeat fare evaders, it is important to continue reporting the incident using the "FARE UNPAID" feature on the radio system and submitting an incident report when you return to your division so that a paper trail can be established. On the fourth occurrence, you may use "FARE DISPUTE" [quick code #99] to inform Dispatch of your situation. If you feel threatened, you should use PRTT. Use the following procedures if fare evader is causing a disturbance.

- Contact the dispatcher to report the problem. Use "FARE DISPUTE" [quick code #99] or "PRTT". Be sure to mention if it is a continuing problem.
- Stop the bus at the nearest safe location.
- Open all doors. Do not attempt to detain anyone on the bus.
- Contact dispatch. Use the "PRTT" to request assistance from the dispatcher.
- State the nature of the problem and the action you decided to take against the fare evader.
- Do not leave the bus except for the purpose of your own personal safety. Do not chase after suspects.
- Contact dispatch again if the offending parties leave the bus and the situation is clear. Do not proceed without authority from the dispatcher or street supervisor.

- Be a good witness. Make note of as many details about the suspect and the incident as possible.
- Be sure to sign the police report.
- If a supervisor or RTD security decides to refuse service, the refusals of service and evictions must be reported to the dispatcher and followed up with an incident report. You may continue in route and use "RTT" for this purpose if there is no threat of violence or delay in service.
- Some people should never be ejected from the bus without turning them over to a street supervisor, police or someone capable of assuming responsibility for their welfare. Examples include:
  - Young children.
  - Seriously intoxicated adults.
  - Anyone in an unconscious state.
  - Individuals appearing to be incapable of caring for themselves.

#### Fare inspectors

Fare inspectors, either uniformed or undercover, may ride your bus on a random basis. You must comply with any fare inspector's instructions and not extend policy exceptions (related to continuing service or fare) unless directed otherwise by the fare inspector. When a fare inspector is present, it is important for you to speak to the fare evader in a tone of voice that is loud enough to be heard by the fare inspector and recorded on the video surveillance system, but low enough to maintain a professional atmosphere.

All conversations should take place while the customer is near the farebox. Do not call out to the offending customer after they move away except to calmly ask them to return to the front of the bus. Do not use the PA system to draw attention to them.

If an undercover fare inspector steps into the discussion, please turn over any further action to them. Do not tip off customers regarding the presence of fare inspectors (undercover or uniformed), as this negatively impacts fare enforcement efforts.

Many reasons will be offered that appear innocent and reasonable. You will need to advise customers that you are not authorized to grant a free ride. Everyone is expected to pay the appropriate fare.

The District has put a great deal of effort in placing undercover police officers and fare inspectors (undercover or uniformed) on the buses to help bus operators enforce the policy. They are also there for your safety and security. Any effort on the part of a bus operator to alert fare evaders of the presence of undercover officers or in any way interfere will not be tolerated. REMEMBER, you and your customer's safety always take precedence in these situations.

# Operators Guide

## Section X: Fare Structure

### Pre-purchased paper fare media

#### 10-Ride Ticket Books

RTD offers Standard 10 ticket ride books and Discount 10-ride ticket ride books. Each booklet contains 10 tickets, and each ticket is good for three-hour travel for one (1) customer. Only one ticket per customer. Standard 3-Hour Passes are not valid for travel to or from the Airport Fare Zone. Customers using a Standard fare 10-Ride Ticket can purchase an Airport Upgrade (\$7.25). Discount 10-ride tickets are valid for travel to and from the Airport Fare Zone; no upgrade is needed. An Airport Day Pass can be issued for the higher level of service on request (\$7.25 from 3-Hour Pass, \$4.50 from Day Pass). Upgrades to other day passes are not available. A customer who forgot his or her proof of eligibility may use a Discount fare ticket with a cash upgrade for a Standard fare trip.

The customer must remove the individual ticket from the booklet and deposit it in the bill slot of the farebox. For train, the ticket must be validated at a paper ticket validator at the rail station. All customers using 10-Ride tickets will place them in the farebox and a 3-Hour Pass will be issued if requested. Only one ticket can be used per ride. Operators should check the expiration date. Remind customers with outdated tickets to exchange old tickets for new tickets or purchase new tickets at RTD sales outlets. 10-Ride Ticket Books can be purchased online at [rtd-denver.com](http://rtd-denver.com), RTD sales outlets, and select King Soopers and Safeway stores. 10-Ride Ticket Book prices are as follows:

#### 10-Ride Ticket Book Pricing

Standard Fare	Discount Fare
\$27.50	\$13.50

**Note the following exception:** LIVE 10-Ride Ticket Books are also available through nonprofit organizations through RTD's Nonprofit Program and are to be used solely by individuals enrolled in RTD's LIVE program. Ticket books may not be sold, exchanged for any other RTD fare product, or refunded, except by participating agencies if permitted by program guidelines.





# Operators Guide

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## Section X: Fare Structure

### Monthly Passes

RTD offers Standard fare monthly passes and Discount fare monthly passes. Monthly passes are about the size of a credit card. They are printed with a different color ink each month. Each pass is marked with the month, year and type of pass (Standard or Discount).

Monthly passes are good for unlimited rides at all service levels. Customers are required to show the pass to the operator when boarding the bus.

Monthly passes can be purchased online at [rtd-denver.com](https://rtd-denver.com), RTD sales outlets, and select King Soopers and Safeway stores. Monthly Pass prices are shown below.

### Access-a-Ride Ticket Books

RTD offers Access-a-Ride Ticket Books. Each booklet contains six tickets good for one trip on Local Access-a-Ride service. The Access-a-Ride paper ticket can also be used as partial payment towards an Access-a-Ride Airport trip.

Access-a-Ride customers also have the option to buy Access-a-Ride tickets through the RTD Mobile Tickets, Transit, and Uber apps. Local and Airport tickets available. Access-a-Ride paper and mobile tickets are available in Standard Fare as well as LIVE Fare versions.

These tickets are **NOT VALID ON ANY OTHER RTD SERVICES**. Customers must have a valid Access-a-Ride ID to ride the service.

Access-a-Ride fares are as follows:

- Access-a-Ride One Way: \$4.50
- Access-a-Ride Airport: \$19
- Access-a-Ride LIVE One Way: \$2.25
- Access-a-Ride LIVE Airport: \$9.50

The price for the Standard Fare Access-a-Ride Ticket Book 6-Ride is \$27.00 and each ticket has a \$4.50 value that can be used for a Local trip or as partial payment towards an Airport trip.

The price for the LIVE Fare Access-a-Ride Ticket Book 6-Ride is \$13.50 and each ticket has a \$2.25 value that can be used for a Local trip or as partial payment towards an Airport trip.

Access-a-Ride Ticket Books can be purchased online at [rtd-denver.com](https://rtd-denver.com), RTD sales outlets, and select King Soopers and Safeway stores.

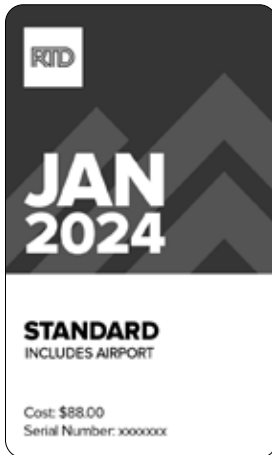


# Operators Guide

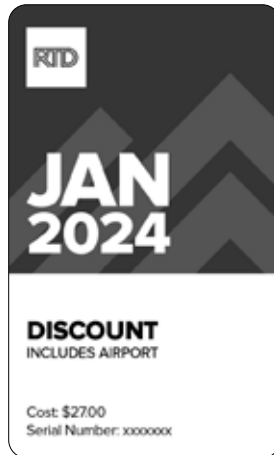
## Section X: Fare Structure

### Monthly Passes

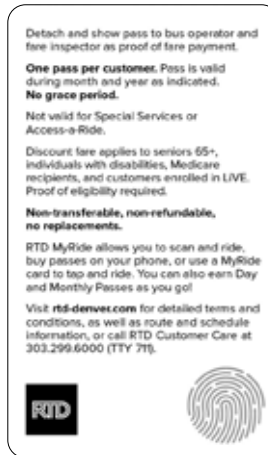
Standard Fare Monthly Passes	Discount Fare Monthly Passes
\$88	\$27



Standard Fare Monthly Pass



Discount Fare Monthly Pass



Back

# Operators Guide

## Section X: Fare Structure

### RTD MyRide, EcoPass and CollegePass

#### MyRide stored value

The RTD MyRide fare payment system allows customers to electronically load value onto the RTD MyRide app and MyRide card online or at RTD Sales Outlets. Customers then access their stored value via the MyRide mobile barcode or MyRide card to pay for their fares on bus and train by scanning their phone or tapping their card on a validator located on all buses and at rail stations. In addition to Standard Fare, MyRide customers can have a Discount, Youth or LiVE fare discounts associated with their MyRide mobile barcode or card.

#### Transfers with RTD MyRide

Transfers are built into the RTD MyRide system. When a customer scans or taps while transferring within a three-hour window no fare will be deducted from their MyRide account balance.

Customers can transfer to a higher level of service, and with fare capping they will only pay the difference between the fare levels. This now only applies to Standard Fare. The MyRide system accumulates 3-hour charges to Day and Monthly Passes if the trips are taken with the same MyRide barcode (in the RTD MyRide app) or new MyRide card.

#### Downgrades with stored value

The service level and therefore the default fare level for the bus is set when the operator logs into the Mobile Data Terminal (MDT) with the applicable “route” and “block”.

If a customer will be taking a trip on a SkyRide bus not ending at the airport, they need to request a downgraded fare. Please follow downgrade instructions.

#### Ribbon colors and lights for stored value

When a customer taps their card on a validator, one of the following colored ribbons will appear on the driver's screen.

- Green: Card is valid. No action required by operator.
- Yellow: Card is valid, but may require further action by the operator. See the smart card instructions in the table on page 29.
- Red: Card is NOT valid. Another form of payment should be requested. Under no circumstances should the customer be kicked off the bus or forced to pay. However, a red light does indicate that the customer has not paid a fare and the operator should ask the customer to:
  1. Try to tap again.
  2. If the light is still red, they should be asked to pay the fare with cash.

MyRide Card Front - Red, Blue and Yellow



MyRide Card Back - Black & White



# Operators Guide

## Section X: Fare Structure

EcoPass, Neighborhood EcoPass and CollegePass are issued on mobile barcodes or the new MyRide cards. Customers using these fare media do not have to show a picture ID.

Students attending Auraria campus have the option to download their CollegePass through the RTD MyRide app. Students presenting their Mobile CollegePass do not need to show a picture ID.

Operators may see the following messages for EcoPass, Neighborhood EcoPass or CollegePass cards. The following table summarizes the actions required.

# Operators Guide

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## Section X: Fare Structure

### Screen messages for MyRide barcodes and cards

In addition to the colored light, customers and operators may see one of the messages that are shown in the table below. The CoPilot PC2 will advise the operator when a customer uses a Discount, Youth or LiVE MyRide card. Proof of eligibility is required.

VALIDATOR MESSAGE	MEANING	ACTION REQUIRED
<b>SHOW ID</b>	EcoPass and CollegePass: The customer must be the owner of the card, i.e. the person in the photo.  MyRide: Proof of eligibility is required.	Customer is required to show his or her card to the operator.  Customer is required to show operator proof of eligibility for a Discount MyRide card.
<b>XFER</b>	Transfer	---
<b>LOCAL (LOC)</b>	Local service level	---
<b>REGIONAL (REG)</b>	Regional service level	---
<b>AIRPORT (AIR)</b>	Airport service level	---
<b>READ ERROR PLEASE TRY AGAIN</b>	Card was tapped too quickly and cannot be read by the validator.	Customer should tap and hold the card against the validator again.
<b>CARD ALREADY TAPPED</b>	Card has already been tapped on this ride. Only one person can board per card, per ride.	Another form of fare payment is required for the other customer(s) in the group or family.
<b>INSUFFICIENT VALUE \$X.XX</b>	EcoPass and CollegePass: The pass has expired and needs to be recharged.  MyRide: The available card balance (displayed) is not enough for the fare amount due.	Customer should contact Customer Care immediately at 303.299.6000. Treat the card as a flash pass.  Another form of fare payment is required. Customer should visit a sales outlet to load value onto their card.
<b>CARD SUSPENDED</b>	Card has been suspended.	Customer should contact Customer Care immediately. Another form of fare payment is required. Do not confiscate suspended cards.
<b>CARD DEACTIVATED</b>	Card has been permanently deactivated.	Customer should contact Customer Care immediately. Another form of fare payment is required.
<b>CARD EXPIRED</b>	Card has expired.	Customer should contact Customer Care immediately. Another form of fare payment is required.
<b>CARD DORMANT</b>	Card has not been used in five years and can no longer be used.	Customer should contact Customer Care immediately. Another form of fare payment is required.
<b>NO CONTRACT ON CARD</b>	Card does not have a valid pass or stored value contract loaded on it.	Customer should contact Customer Care immediately. Another form of fare payment is required.

VALIDATOR MESSAGE	MEANING	ACTION REQUIRED
<b>FARE \$X.XX</b>	Fare amount due	The fare will be automatically deducted from the card. However, if insufficient funds are on the card, the customer is required to use another form of fare payment.
<b>STORED VALUE \$X.XX</b>	As the customer taps, the validator shows the remaining balance on the card.	---
<b>SV DISC SHOW ID \$X.XX</b>	This is a discount card. As the customer taps, the validator shows the remaining balance on the card. Proof of eligibility for discount card is required.	Customer is required to show operator proof of eligibility.
<b>TRANSFER SVC HH:MM \$X.XX</b>	Transfer. SVC indicates the level of service (LOC, REG, or AIR). The time displayed is when the transfer period expires. The current card balance is also displayed.	---
<b>INSUFFICIENT VALUE \$X.XX</b>	The available card balance (displayed) is not enough for the fare amount due.	Another form of fare payment is required. Customer should visit a sales outlet to load value onto their card.
<b>LOW</b>	Low balance. The card balance after the current tap is \$2 or less.	Customer should visit a sales outlet to load value onto their card.

07/15/19 02:47p
7 D V W M1
1501
19430
L3¾

Time Transaction Paid

03:43p VALID
03:27p Discount
03:12p Smartcard failed auth
02:50p Live
02:47p Youth

Login
Home
Messages
SmartMedia
Settings
PRTT

Status: connected
Fares
Printer

# Operators Guide

## Section X: Fare Structure

### Mobile Tickets

In addition to the MyRide Barcode, the RTD MyRide app offers a variety of ticket types:

- Standard 3-Hour Passes
- Discount 3-Hour Passes
- Standard Day Passes
- Discount Day Passes
- Airport Day Passes (only required for customers using Standard Fare)
- Standard Monthly Passes
- Discount Monthly Passes
- Auraria Mobile CollegePass
- Access-a-Ride
  - One Way
  - Airport
  - LiVE One Way
  - LiVE Airport

Proof of eligibility for Discount fare is required.

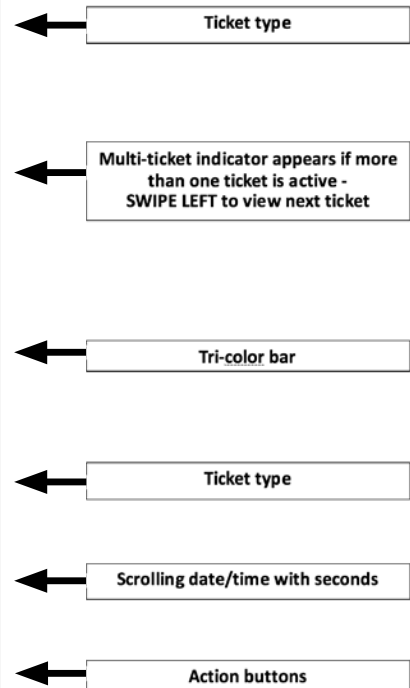
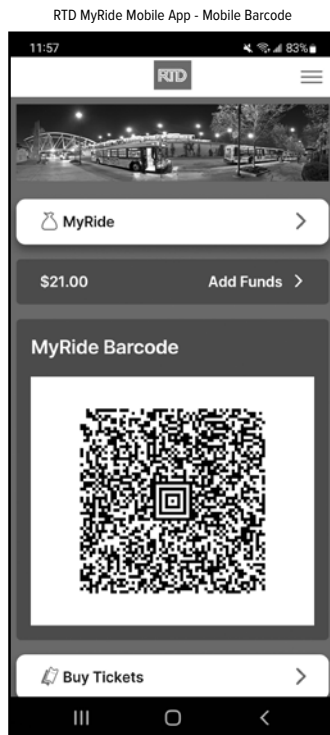
#### Ticket Expiration:

1. Mobile day passes and 3-hour passes can be purchased up to 45 days ahead of time. Unused mobile day passes and 3-hour passes will expire at 2:59 a.m. on the 46th day after purchase if a customer does not activate them within that usage period. When activated, mobile day passes expire at 2:59 a.m. on the day after activation; this expiration time is the same as for printed day passes. Mobile 3-hour passes expire 3-hours after activation; this is the same as for other printed 3-hour passes.
2. Mobile monthly passes can be purchased up to fourteen days before the beginning of the month but can only be activated after 12:00 a.m. on the first day of the month. All mobile monthly passes will expire at 2:59 a.m. on the first day of the following month.

#### Mobile Ticket Verification Procedures:

Like mobile MyRide Barcodes, activated mobile tickets should be scanned at validators. Operators can also verify the mobile ticket by visually checking security features:

- Watermark and level of service.
- This looks similar to any printed pass including a circle around an 3 or D for Standard fares ; or a circle around D3 or DD for Discount fares. Customers should present proof of eligibility for any Discount fare.



# Operators Guide

A

## Section X: Fare Structure

- Correct scrolling date/time with counting seconds. This is the current time and should match the phone/system time.
- Pulsing tri-color bar. All ticket colors across all devices should be the same for customers boarding at the same time. Colors will slowly change over the course of the day:
  - The color on the right changes every few minutes
  - The color in the middle changes more slowly
  - The color on the left changes very gradually over 12 hours
- If unsure of ticket validity, you may verbally direct the customer to navigate through an interactive feature (example: ask them to display the Details screen). This helps confirm that the customer is not showing a screen shot or a video of a ticket.

**DO NOT TOUCH A CUSTOMER'S MOBILE DEVICE.**

- 2 Customers may have multiple active tickets on one mobile device if they are traveling with a group. Customers may swipe left/right on the ticket screen to display the next/previous ticket.

- Once the pass or passes are verified, allow the customer(s) to board
- 3 Your first duty is to educate. Follow RTD fare policy.
  - 4 Direct the customer to address app issues to Customer Care at 303-299-6000.

### Mobile Ticket Upgrades:

Mobile Passes may be upgraded in cash for travel to and from the airport. This must be done in cash on the bus or with an upgrade ticket purchased at a ticket vending machine. Upgrades apply to Standard fares and cost \$7.25 from a 3-Hour Pass, and \$4.50 from a Day Pass. There are no upgrades to other day passes, consistent with the upgrade policy for other fare media.

RTD MyRide Mobile App - Mobile Tickets



# Operators Guide

## Section X: Fare Structure

### Special Services

#### Senior Shopper

Open to the general public. Customers of any age can ride SeniorShopper.

All RTD fare media, passes and tickets accepted.

Fares for SeniorShopper:

#### Senior Shopper

	Round-trip
Customers age 65+ (or any other discount eligible rider)	\$1.35
All other customers	\$2.70

#### SeniorRide - *Currently Suspended*

Open to the general public. Customers of any age can ride SeniorRide. RTD fare media are NOT accepted. Customers need to pay in cash. Fares for SeniorRide:

#### SeniorRide

	Round-trip for Local fare	Round-trip for Regional fare
Customers age 65+ (or any other discount eligible rider)	\$1.35	\$1.35
All other customers	\$2.70	\$10

Special Services, like Senior Rides or Senior Shoppers, have unique train cards that look similar to a vertical Flatiron Flyer train card. These train cards give specific radio and fare-box log-in information, fare rates, sign codes, and routing with turn-by-turn instructions. Bus operators should follow all routing and pick-up point information as well as special driver instructions, and provide accurate customer counts as requested.



# Operators Guide

## Section XI: Destination Sign Regulations and Miscellaneous Codes

### Destination sign regulations

RTD'S destination sign is meant to convey the maximum information with maximum clarity. Thus, the front of the bus should display the route number, letter, or branch, and the exact destination where the bus will terminate. **Under no circumstances should a blank sign be displayed on a bus with an operating destination sign.** Readings and codes for electronic destination signs are listed on the page of the individual route description. Check the list for correct "destination" and "via" information and dial the exact code into the electronic sign control above the windshield of your bus. After several seconds the message will be visible on the monitor display and on the destination sign. All operating personnel are responsible for knowing and implementing these regulations, which are part of the RTD Operators' Manual.

### Pull-Ins/Pull-Outs

Buses pulling out should display the appropriate destination signs for the first trip in regular service. Buses pulling into garages should display "GARAGE".

### Route Deviations

Below is a list of those destination sign codes not found on any route descriptions and are generally used for special circumstances.

### Interline Destination Sign Codes

When interlining to another route, you will set the sign code "0091" which will display "Interline". You should set the sign code for the next route shortly before arriving at the starting terminal. This can be done easily by utilizing the Destination A and Destination B programs. You will continue to set the sign for your first route before pulling out of the garage, and set the sign for the appropriate garage at your last terminal before pulling in.

**REMINDER:** Always be prepared to accommodate customers on your deadhead trips, including pull-out, interline, and pull-in. Do not bring customers into the division.

### Miscellaneous Sign Codes

READING	CODE
Boulder Garage RTD IS HIRING Bus Operators Diesel Mechanics.....	0EE8
Commerce City Garage NOW HIRING Bus Operators Diesel Mechanics.....	0132
East Metro Garage RTD IS HIRING Bus Operators Diesel Mechanics.....	0EEC
First Transit Garage NOW HIRING Bus Operators Diesel Mechanics.....	0133
Garage NOW HIRING Bus Operators Diesel Mechanics.....	00D2
Garage RTD IS HIRING Bus Operators Diesel Mechanics.....	00D3
Instruction Bus NOW HIRING Bus Operators Diesel Mechanics.....	00E4
Instruction Bus RTD IS HIRING Bus Operators Diesel Mechanics.....	0EF0
Interline NOW HIRING Bus Operators Diesel Mechanics.....	00D4

READING	CODE
Interline RTD IS HIRING	
Bus Operators Diesel Mechanics.....	0EE4
Platte Garage RTD IS HIRING	
Bus Operators Diesel Mechanics.....	0EF4
Transdev Garage NOW HIRING	
Bus Operators Diesel Mechanics.....	0134
ABX Boulder ABX Transit Center .....	0C69
ABX Boulder Express.....	0B7C
ABX Denver Airport .....	0C67
ABX Denver Airport ABX Express .....	0ED4
ABX Downtown Boulder .....	0F39
104th & Revere PnR.....	0F99
104th & Washington.....	0F98
106th & Melody Transfer Center.....	0F9A
10th & Osage Station .....	0CAE
13th Ave Station .....	00D6
14th & Walnut.....	0F9B
16th St & California Station.....	0F9C
16th St & Stout Station .....	0F9D
18th & California Station 18th & Stout Station.....	0CA4
19th St & Stout.....	0F9E
20th St & Welton Station .....	0F9F
25th and Welton Station .....	0FAE
27th St & Welton Station.....	0FAF
27th Way & Broadway PnR.....	0FC6
2nd & Abilene Station.....	00D0
30th & Downing Station .....	0FC7
38th & Blake Station .....	0FC8
39th St & Table Mesa .....	0FC9
40th & Airport Station .....	0856
48th & Brighton National Western Center Station.....	0281
41st & Fox Station.....	0FCC
41st & Fox Station.....	0FCC
60th & Dahlia .....	0FCE
60th & Sheridan-Arvada Station .....	0FCD
61st & Pena Station .....	0FCF
6th Ave Freeway .....	0CB0
8th & Coffman PnR Longmont .....	0FD0
Airport Express .....	00BA
Alameda Havana PnR.....	0959
Alameda Station .....	0CB1
Anschutz Medical Campus CU Aurora.....	0FD1
Applewood .....	0303
Arapahoe Crossing.....	0FD2
Arapahoe Station.....	0A7F
Arvada Ridge Station.....	0FD3
Aspen Park PnR.....	0FD4
Auraria West Station .....	0CA7
Aurora .....	002E
Aurora Metro Center Station .....	0183
Ball Arena .....	0CA1
Ball Arena Station Elitch Gardens Station.....	05A9
Bear Valley .....	0FD5
Bellevue Station .....	0A8E
Bergen Park PnR .....	0FD6
Boulder.....	051A
Boulder Church of The Nazarene .....	0FD7
Boulder via Broomfield.....	051B

# Operators Guide

## Section XI: Destination Sign Regulations and Miscellaneous Codes

READING	CODE	READING	CODE
Boulder Garage.....	0990	Evans Station .....	OCB4
Boulder Junction Station.....	0FD8	Event Extra .....	0E12
Broadway Marketplace.....	0FD9	Evergreen PnR.....	0FE9
Broomfield.....	052D	Federal & Evans.....	0FEA
Bus Bridge.....	024C	Federal Center .....	03C5
C470 & University Blvd PnR.....	0FDA	Federal Center Littleton Station.....	0C38
Central Park Station.....	0FDB	Federal Center Station .....	0FEB
Centrepont Transfer Center .....	0A83	Federal Center Station Mineral Station .....	0E13
Charter .....	03B8	Federal Shuttle .....	0392
Cherry Creek.....	0FDC	First Transit Garage .....	098E
Children's Museum .....	0531	Fitzsimons Station.....	00D8
Circulator .....	03BA	Florida Station.....	00DA
Civic Center.....	03BB	Free MallRide Civic Center .....	00E1
Clear Creek-Federal Station .....	0FDD	Free MallRide Union Station.....	00E2
Colfax .....	03BD	Front Range CC .....	0FEC
Colfax & Federal .....	0FDE	Garage .....	03C6
Colfax at Auraria Station.....	0CAC	Garrison Station.....	0FED
Colfax Station.....	00DC	Genesee Park PnR.....	0FEE
Colorado Station.....	0A89	Golden.....	03C7
Commerce City Garage .....	098D	Green Mountain.....	03C8
Commerce City/72nd Station .....	0283	Greenwood Plaza .....	03C9
Coors .....	03BE	Highlands Ranch Town Center PnR .....	0FEF
County Line Station.....	0A86	Hwy 119 & Niwot PnR.....	0FF0
Crosstown.....	03BF	I-25 & Broadway Station .....	0CB2
Dayton Station .....	0A8C	I-25 & Broadway Station Arapahoe Station .....	
Decatur-Federal Station .....	0FDF	Nine Mile Station .....	0E15
Denver Airport .....	0FE0	IBM.....	03CB
Denver Airport Station.....	0FE1	Iliff Station .....	00DE
Denver Bus Center.....	0FE2	Info Ride Welcome Aboard .....	074A
Denver Tech Center .....	03C0	Instruction Bus.....	03CC
Denver West.....	03C1	Interline.....	0991
Denver West Marriott .....	0FE3	Inverness .....	03CD
District Shops.....	0E11	Jeffco Govt-Golden Station.....	0FF1
Downtown .....	03C2	Ken Caryl & C-470 PnR.....	0FF2
Downtown Boulder Station.....	0FE4	Knox Station .....	0FF3
Downtown Boulder Station		Lafayette PnR.....	0FF4
US36 & McCaslin Station .....	0547	Lake Arbor .....	03CE
Downtown Boulder Station		Lakewood Commons .....	0FF5
US36 & Table Mesa Station US36 & McCaslin		Lakewood-Wadsworth Station .....	0FF6
US36 & Broomfield Station .....	0579	Lamar Station .....	0FF7
Downtown Boulder Station US36 & Table Mesa Station		Light Rail Shuttle .....	0C3D
US36 & McCaslin Station .....	058C	Lincoln & Jordan PnR.....	0FF8
Downtown Boulder Station		Lincoln Station .....	0A8F
US36 & Broomfield Station.....	0FE5	Littleton.....	03CF
Drop Off Only.....	0103	Littleton Downtown Station .....	0CB8
Dry Creek Station.....	0A87	Local .....	03D0
DU Station .....	0A8A	Longmont.....	051C
East High School .....	036B	Louisiana Station .....	0A8B
Eastlake/124th Station.....	0284	Lutheran Church PnR .....	0FF9
East Metro Garage .....	098C	Lyons PnR.....	0FFA
El Rancho.....	0FE6	Maintenance Bus.....	0D66
Elitch Gardens.....	0538	Mall Shuttle .....	0508
Empower Field at Mile High .....	0023	Mineral Station.....	0802
Empower Field at Mile High Station.....	0024	Morrison PnR .....	0FFB
Englewood.....	03C3	Nederland PnR.....	0FFC
Englewood Station .....	0FE7	Nine Mile Station .....	0A80
Euclid & 18th CU Boulder .....	0FE8	Nine Mile Station Arapahoe Station.....	0A81

# Operators Guide

## Section XI: Destination Sign Regulations and Miscellaneous Codes

READING	CODE	READING	CODE
Nine Mile Station Araphoe Station		Theater District Convention Center Station	0CA9
I-25 & Broadway Station	0D8C	Thornton PnR	0028
Niwot Longmont	0355	Thornton Crossroads/104th Station	0288
North Local North Broadway Iris	0E1B	Transdev Garage	00A1
Northglenn/112th Station	0285	Ulster & Tufts	0029
North Thornton/Hwy 7 Station	0286	Union Station	0CA3
Not In Service	0728	Union Station I-25 & Broadway	0E68
Oak Station	0005	Union Station Shuttle	0E66
Olde Town Arvada PnR	059E	University Station	0CBE
Olde Town Arvada Station	0007	US285 & Mountain View PnR	002B
Olympic Park PnR	000B	US285 & Twin Forks PnR	002D
Orchard Station	0A88	US287 & 21st Ave PnR Longmont	0030
Original Thornton/88th Station	0287	US287 & Niwot PnR	0031
Oxford Station City of Sheridan	0CB5	US36 & Broomfield Station	0033
Paradise Hills PnR	000D	US36 & Broomfield Station US36 & Sheridan Station	0996
Parker PnR	07C6	US36 & Broomfield Station US36 & Sheridan Station	
Park-n-Ride	03D7	Union Station	0E52
Pecos Junction Station	0014	US36 & Church Ranch Station	0035
Pena Blvd & 61st Avenue Station	0017	US36 & Flatiron Station	081A
Peoria Station	0019	US36 & McCaslin Station	0F33
Pepsi Center	05A8	US36 & Sheridan Station	0039
Pepsi Center Station Elitch Gardens	0CA0	US36 & Table Mesa	003F
Perry Station	001A	US36 & Table Mesa Station	003B
Pine Junction PnR	001B	US36 & Table Mesa Station Baseline Rd	003D
Pinery PnR	001C	US85 & 72nd St PnR	0042
Pinery PnR Parker PnR	0596	US85 & Bridge St PnR	09B0
Platte Garage	098B	Wadsworth Hampden PnR	0957
Public Hearing	00CC	Wagon Road PnR	03E3
Public Meeting	00CE	Wagon Road PnR Thornton PnR	0390
Race & Davies	001D	Ward Road PnR	0746
Race Track	03D8	Westminster Station	0126
Red Rocks College Station	001F	Wheat Ridge Ward Station	00BC
Road Test	03FC	Yale Station	0A8D
Rockies Baseball	0C3C	York / 144th	0289
RTD Bus Rodeo	08AD		
RunRide	0345		
Senior Ride	0559		
SH 72 & SH 93 PnR	0020		
Shopper Special	055A		
Shuttle	03D9		
Smoky Hill & Picadilly PnR	0021		
Sorry Bus Full	03DB		
South High	051D		
South Local Table Mesa Baseline	0E18		
Southglenn	03DC		
Southmoor Station	0A85		
Southwest Plaza	03DE		
Special	03DF		
Special B	0E84		
Special E	0E85		
Special P	0E86		
Stadium	03E0		
Stadium Shuttle	03E1		
Stapleton	0025		
Table Mesa	052E		
Table Mesa Baseline	0994		
Tantra Dr & Table Mesa PnR	0027		

# Operators Guide

## Section XII: Transit Operations Dictionary

### **Public Relations (P/R) messages on RTD destination signs**

RTD has three P/R messages programmed into the destination signs of the fixed route buses. The P/R messages can be turned on and off by the operator only (see below) and are intended for use when directed/needed. When activated, the P/R message will alternate with the route/block information being displayed. Only one P/R message can be used at a time.

#### **RTD's P/R messages:**

P/R #1: SORRY BUS FULL

P/R #2: USE REAR DOOR

P/R #3: MASKS REQUIRED

P/R #4 Now Hiring

P/R #5 Free Fares Today

#### **OPERATING INSTRUCTIONS:**

##### **Turning on the P/R message:**

After logging into the CAD/AVL system with the correct route/block, the P/R message needs to be activated on the destination sign operator display keypad (ODK). To activate, press the P/R button (see figure A) on the ODK, then press the corresponding number for desired P/R message (see above list) on the ODK, then press enter on the ODK. The P/R message will now alternate with the route and block information.

##### **Turned off the P/R message:**

When the P/R message is no longer needed, it can be turned off by the operator by pressing the P/R button (see figure A) on the ODK, press zero (0) on the ODK, then press enter on the ODK and the P/R message will no longer be displayed.

FIGURE A: P/R button



FIGURE B: #3 button on keypad, use 1, 2, 3, or 0 depending on the P/R message desired



# Operators Guide

## Section XII: Transit Operations Dictionary

### Transit Operations Dictionary

Every industry has its own language, which may sound strange or baffling when heard for the first time. Transit is no exception. Although knowledge of the meaning of many of transit terms can be helpful in communicating with fellow employees, it is not recommended that these terms be used in providing service information to the general public. There is no substitute for clear, concise, understandable English when dealing with the public. Some of the terms used in transit operations have been around since the inception of public transit. Usage may vary from system to system and many transit systems have developed their own particular language.

The following list, while not including all of the hundreds of terms used in the special disciplines of transit such as maintenance, scheduling, planning, marketing, finance and auditing, does incorporate most of the commonly used terms heard in day to day system operations.

#### **\*\*B\*\***

##### **..Base Service..**

Base service refers to the normal level of service outside of the peak hours. It is the time of day or day of week that lies before, in between and after the peak hours. Some transit agencies offer lower fares during base times.

##### **..bike-n-Ride..**

A system whereby a customer rides a bicycle to a defined parking location and completes his/her trip by transit. Also, a system whereby a customer rides a bicycle to a bus stop, places it on a bike rack or in the luggage compartment, continues the trip by bus, and completes the trip by bicycle.

##### **..Block Number..**

A number used in identifying a particular time space of a bus on a route. It is sometimes interchanged with the term "Train Number", which is a holdover from street railway operations. (Example - Route #4, Block # 10).

#### **\*\*C\*\***

##### **.."C" Car..**

Slang description for an automobile used by Street Supervisors.

##### **..Charter..**

A bus or group of buses rented by a particular individual or group, for a specific and exclusive transportation need.

##### **..Circulator..**

Circulator service generally serves a particular neighborhood or business area and often travels in a continuous loop, clockwise, counterclockwise, or both. It may also be demand responsive such as RTD's FlexRide service.

##### **..Control..**

light rail dispatching functions operate under this name.

Due to the requirements for operating our own railway, the use of a different name from "**Dispatch**" identifies the special role within the RTD of "**Control**".

##### **..Crosstown..**

This indicates a long route that goes across the street number dividing lines (across Broadway east-west or from north to south addresses across Ellsworth Avenue or vice-versa), while bypassing Downtown Denver.

#### **\*\*D\*\***

##### **..Daylight..**

One of the classifications of bus operators' work schedules. A daylight run is usually a straight 8 hour run that originates in the early morning hours and extends to midday.

##### **..Deadhead..**

A term used to describe a transit vehicle proceeding to or from a route. Customers are allowed to board and alight the bus on deadhead routes.

##### **..Deck Sign..**

The sign above the windshield on the front of a transit vehicle indicating route number, branch letter and destination.

##### **..Destination Sign..**

See above... also referred to on some systems as a "Head Sign".

##### **..Detour Sheet..**

A list of route specific detours updated and posted daily at each division and on the Operator Information Page. Operators must check this list daily for the most current detour information.

##### **..Dispatcher..**

The person responsible for knowing all transit vehicle movements and who is authorized to make necessary, immediate changes to routes or schedules to provide a continuity of service.

##### **..Division..**

A location from which transit service is operated. A Division usually includes administrative offices, bus storage areas and repair & servicing facilities.

##### **..Division Manager ..**

The person in charge of the daily operation of a division including all operators and support personnel.

#### **\*\*E\*\***

##### **..E & H..**

Abbreviation of "Elderly & Handicapped" referring to a specialized transportation program for those who qualify for either discount fares on regular transit service or door to door subscription service. Those who qualify for "Handicapped" must be certified as such, either by a physician or qualified agency. A Medicare card, Colorado driver's license or Colorado identification card will serve as

# Operators Guide

## Section XII: Transit Operations Dictionary

### Transit Operations Dictionary

identification for an elderly person in paying appropriate discount fares. An RTD handicapped identification card serves as identification for handicapped persons paying the discount fare.

#### **..Exception Stop..**

A designated bus stop to be serviced on a route that is otherwise being operated without stops; usually encountered on Local/Limited or Regional routes.

#### **..Express..**

Express service is characterized by a portion of the route operating without stops unless an Exception Stop is noted.

#### **\*\*F\*\***

##### **..Fare..**

The amount of money charged a customer for transportation service.

#### **..Farside Stop..**

A bus stop located across the street on the farside of the intersection.

#### **\*\*G\*\***

##### **..Garage..**

Another name for an operating division.

#### **\*\*H\*\***

##### **..Headway..**

The time spacing or interval between buses on a particular route. (Example - Route 15 operates on a 5-minute headway during the peak hours). This means there is a bus every 5 minutes in each direction on that route.

#### **..Headway sheet..**

A master schedule sheet showing the headway of all the buses (or blocks) on any given route.

#### **..Hot..**

A transit vehicle running ahead of schedule.

**A practice that is subject to discipline.**

#### **..HOV Lane..**

High occupancy vehicle lane.

#### **...Hub..**

A terminal used by many routes as a central hub for the purpose of transferring customers to continue their trips.

#### **\*\*I\*\***

##### **..Interface..**

A connection of two or more transportation modes.

#### **..Interline..**

A deadhead route in which you will travel from one terminal or short turn on a route to another terminal.

#### **\*\*K\*\***

#### **..kiss-n-Ride..**

A system whereby someone drives a person to a bus stop or park-n-ride and the rider completes their trip by transit. **(kissing is optional).**

#### **\*\*L\*\***

##### **..Layover..** • See Recovery

#### **..Leapfrog..**

Term used when two operators on the same route and headed for the same destination alternate servicing stops. Operators leapfrogging must never pass up users of mobility devices or visually impaired customers.

#### **..Load..**

Refers to the number of customers you carry on a route, or more often a specific trip.

#### **..Local..**

A classification of transit service. Local service is that which makes all stops on a line. A Local route is identified by a route designation containing one, two, or three digits. **(Examples: Route 1, Route 21, Route 121).**

#### **..Local Limited..**

A classification of transit service much like local service, with the distinction that only exception stops are serviced along a portion of the route. A Local/Limited route is identified by a route designation containing one, two, or three digits followed by the letters **"Ltd."** **(Examples: Route 3Ltd, Route 38Ltd).**

#### **..Loop..**

Loop Extra is a Denver term for a bus or train with operators route assignment left open. "Loops" are used to cover trips which otherwise would not be made due to accidents, delays, etc. "Loops" also assist with overloads, emergencies, and equipment changeovers, and other bus or movements as directed by dispatchers and street supervisors.

#### **..LRT..**

Light rail transit

#### **\*\*M\*\***

##### **..Make-up-Time..**

See pad time.

#### **..Matinee..**

A classification of bus operators' work schedules. A Matinee schedule is usually a straight 8 hour or split run that begins in the midday and continues into the evening.

#### **..Mid-block-stop..**

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### Transit Operations Dictionary

A bus stop located in the middle of a block.

#### **\*\*N\*\***

##### **..Nearside Stop..**

A bus stop located before you cross the street of an intersection. On the nearside of the intersection.

##### **..Night Meets..**

For safe and easy connections, most bus routes with service after 7:00 P.M. in Downtown Denver have been scheduled to meet at stops on or close to California Street. Arrivals and departures are grouped around the "Night Meet" times of :15 and :45 minutes after each hour.

#### **\*\*O\*\***

##### **..Occurrence..**

An absence occurrence will be charged for any day an employee fails to complete the normally assigned duties, inclusive of overtime. Bus operators will be charged with an occurrence for failing to complete extras or trippers, in addition to normally assigned duties.

##### **..Operator..**

A person who drives or operates a bus.

##### **..Operators' Room..**

A room at each division where operators may assemble before or after scheduled work assignments and where information concerning routes, schedules or events is posted. Sometimes referred to as the "Train Room".

#### **\*\*P\*\***

##### **..Pad Time..**

Time added to a regular run to create an eight 8 hour work day.

##### **..park-n-Ride..**

A system whereby a customer drives their car to the park-n-Ride, parks their car and completes their trip by transit.

##### **..Peak..**

Refers to the morning (**AM**) and afternoon (**PM**) time period's when transit riding is heaviest. RTD has defined peak periods as 6AM to 9AM and 4PM to 6PM Monday through Friday. There are no peak periods on weekends or holidays.

##### **..Platform Time..**

Actual time spent operating (**driving**) a vehicle.

##### **..Pull-In..**

A bus that has completed the day's work assignment and is returning from the ending terminal to the division.

##### **..Pull-Out..**

A bus leaving the division and proceeding to the assigned start terminal.

#### **\*\*R\*\***

##### **..Recovery..**

A scheduled interruption of continuous operation of a bus in service, to stay, or to get back on schedule. Recovery time is not a guaranteed time for your personal use.

##### **..Recovery Point..**

The location on a route where recovery is taken.

##### **..Regional..**

A classification of transit service characterized by a portion of the route operating without stops and serving the more distant points in the district's service area. A Regional route is identified by a route designation containing two, or three numerical digits or letters followed by an "X" or a single or double letter. (**Examples: Route 120X, Route EV, Route N**).

##### **..Relief..**

The process by which one driver takes over from another along a particular transit route, at a pre-determined location, at a pre-determined time. Sometimes called "making relief".

##### **..Report Time..**

The amount of time an extra board person spends waiting for work to become available.

##### **..Road Call..**

A function of the Maintenance Division where a mechanic is dispatched to a bus on a route to make repairs.

##### **..Route..**

An established course of travel.

##### **..Run..**

A bus operators' scheduled day's work. A "**RUN**" is one or more pieces of work...

##### **..Runboard..**

A list of all work scheduled from which operators vote work assignments.

#### **\*\*S\*\***

##### **..School Tripper..**

This is a streetcar-vintage term that has lasted because it is a useful way of describing extra service that is added to a regular transit route to benefit students and the general public. By definition, this extra service is open to all customers. School trippers are run when student demand is so high that it would otherwise overload the normal service or result in other types of service problems. Because they are only needed to prevent overloads, they may be cancelled

# Operators Guide

## Section XII: Transit Operations Dictionary

when school is not in session or if students switch to other routes. Due to their use by some adult commuters, they may be left in service on some teacher training days or other short closures of schools.

### ..Sign-up-Time..

The time paid to a bus operator to secure necessary run supplies and prepare the bus for customer service.

### ..Skinning the Line..

Slang expression for running ahead of schedule. A practice that places more customers on the following bus. (See "HOT"). **A practice that is subject to discipline.**

### ..Split Run..

An operators' run with one or more breaks in paid time. A run that consists of two or more pieces of work.

### ..Street Supervisor..

An employee of the transit system, equipped with a car with radio communication to the dispatcher and who supervises the daily functioning of the transit system to see that routes, schedules and operating rules are followed.

### \*\*T\*\*

### ..Terminal..

The starting or ending point of a route. The farthest point reached on a route. It is usually the point of the route where recovery is taken.

### ..Time Point..

A location along a route for which the schedule specifies a time for the bus to pass.

### ..Train Card..

A card or sheet carried by a bus operator containing the specific time schedule and other information for a particular bus on a specific route.

### ..Train Number..

See Block Number

### ..Transfer..

A form of ticket that allows a customer to continue a trip within a specified time without paying any additional fare except for the higher priced service.

### ..Trip..

Travel from one terminal to another on a route.

### ..Tripper..

Any piece of work that cannot be combined with

another piece of work to make a full days work.

### ..Turn-back..

The point in a transit route where selected peak hour buses complete an outbound trip, but do not proceed to a route terminal. **(also called short turn)**

### ..Turn Short..

A bus that does not go to the end of the line before returning to the division. **A practice that is not allowed without permission.**

### \*\*V\*\*

### ..Vacation board..

A calendar that lists vacation blocks selected by individual operators.

### \*\*X\*\*

### ..X,Y,Z..

Designations for specific bus stops on 15th and 17th Streets in the Denver downtown area.

### \*\*Y\*\*

### ..Yield..

A defensive driving practice that can often prevent accidents.

## \*\*\*\* CONCLUSION \*\*\*\*

No manual of instruction could cover all possible situations you may be faced with as an RTD operator. Being familiar with this manual and **using good judgement** will make you a good operator. Remember, you are a professional, and the public is depending upon your ability to perform in an exemplary manner at all times and under all conditions. RTD will be judged on how well you accomplish this task.

## Operator Information Pages

The online **Operator Information Page** gives you access to RTD information and resources, including driver and rider alerts, bus and light rail bulletins, the runboard and its dates and production schedule, current detours in the metro area, timetables, daily train orders, running times, Park-n-Rides, the *Trailblazer*, train-cards and the extraboard. And with the sign-on/log-in feature, your personal data is protected from other users.

The Operator Information Page also provides links to other



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## Section XIII: Operator Information Page/Operator Bulletin Board

RTD divisions, such as the Wellness Center, Dispatch, TIC, Human Resources for forms, Contracted Operator Divisions and Special Services. And it's also your direct link to RTD's Service Planners/Schedulers.

You can pull up bus and light rail connections at light rail stations, bus stops and major transfer locations or pulse times, Park-n-Rides, operator restroom codes and locations, the pay calendar and fare information. And you can keep in touch with RTD's employee newsletter the *Monday Morning Q*.

### Step-by-step instructions for logging on to the Operator Information Page:

1. Go to [www3.rtd-denver.com/operator](http://www3.rtd-denver.com/operator)
2. Read the legal use agreement, and, if you agree, click the box next to the statement *I have read and accept these terms*. Then click *Accept*.
3. Click *Create an account*.
4. Click either *I am an employee of RTD* or *I am a contractor employee*.
5. Enter your employee number (only enter the digits-no initials), the last four digits of your social security number, your birth date (MM/DD/YYYY) and click *Submit*. (Make sure to enter your birthdate exactly as shown in the example, otherwise the system will not recognize your information.)
6. Verify if the information is correct. If it is, then click *Continue* to create account. If it is not, then click *Start over*, re-enter the information and click *Submit*.
7. Enter a username. Choose any name, number or alpha numeric combination.
8. Enter a password. Choose any name, number or alpha numeric combination.
9. Confirm the password by entering it again.
10. Click *Create my account*.

### Choose your security questions

1. Select the first security question by using the pull-down arrow on the right of the text box.
2. Type your answer to the question.
3. Select the second security question by using the pull-down arrow on the right of the text box.
4. Type the answer to your question.

5. Click *Submit*.
6. Enter your *Username* (use the one you created for your account).
7. Enter your *Password* (use the one you created for your account).
8. Click *Login*.

### Forgot your password?

1. Click *I forgot my Password*.
2. Enter your *Username*.
3. Enter the answers to the two security questions.
4. Click *Continue*.
5. Enter your *New Password* (this can be the same as your old one).
6. Confirm your *New Password*.
7. Click *Submit*.

# Operators Guide

## Section XIII: Operator Information Page/Operator Bulletin Board

### **Operator bulletin board**

One of the many helpful links you'll find on the Operator Information Page is the **Operator Bulletin Board**. It is your avenue to communicate with RTD management staff and to post comments from your own home, at a public library or from an RTD computer. To access the site and post comments or questions, you need to register and create a username and password. With the sign-on/log-in feature, your personal data is protected from other users.

#### **Step-by-step instructions for logging on to the Operator Bulletin Board:**

1. Go to [rtd-denver.com/operator](http://rtd-denver.com/operator)
2. Read over the legal use agreement, and, if you agree, click the box next to the statement *I have read and accept these terms*. Then click *Accept*.
3. Log on to the Operator Information Page using the username and password you created for the Operator Information Page.
4. Click the *Operator Bulletin Board* link either under the *Operator Bulletin Board* pull-down heading on the top of the page or the short-cut link in the list on the right-hand side of the page.
5. Read over the legal use agreement, and, if you agree, click *Accept*.
6. Type *bulletinboard* in the text board next to the word *Password* in the middle of the page to access the Operator Bulletin Board. Click *Submit*. At this point, you will be able to view all posts and comments on the Bulletin Board, but you will not be able to make any posts. To do so, you will have to enter your username and password.
4. Enter your full name and click the *Private* box for additional security.
5. Enter your location, which is your currently assigned division. If at any point that assignment changes, please remember to update that information.
6. Enter your *Occupation*, such as operator. This will help the operator bulletin board moderator locate you within the organization.
7. You may enter any information, such as an avatar or a profile picture, hobbies or homepage URL; however, all of that information is optional. You do not have to enter a signature, including your name, title, department or phone/email unless you are in a management position.
8. Scroll to the bottom of the screen and click *Submit*. All other settings are set. You may edit them if you would like prior to clicking *Submit*.
9. Click *Back to Main Page*.
10. Enter your username and password and press *Enter*.
11. Congratulations! You are now ready to post information, comments or questions!

**To get instructions on how to post information, comments or questions,** go to the Operator Information Page, choose the Operator Bulletin Board pull-down on the top of the page and click *Operator Information Page Instructions*.

**To get information on all Operator Bulletin Board Forum Contacts,** go to the Operator Information Page, choose the Operator Bulletin Board pull-down on the top of the page and click on *Operator Information Page Forum Contacts*.

For more information or any questions, please contact Nataly Handlos in Bus Operations' Service Development Division at **303.299.2059** or email [nataly.handlos@rtd-denver.com](mailto:nataly.handlos@rtd-denver.com).

#### **Step-by-Step instructions to create your username and password for the Operator Bulletin Board:**

1. Click the *Register* tab in the middle of the top of the page.
2. Create your unique username and password.
  - a. Your username and password can be the same that you use for the Operator Information Page; however, remember that this is a separate web site, and you will need to enter your username and password each time you want to get into the Operator Bulletin Board.
  - b. The system is case-sensitive.
  - c. To enhance the security of your password, your username and password needs to be at least six 6. characters long.
  - d. You may choose any name, number or alphanumeric combination.
3. Enter your email address. (This will only be used for internal and direct communication between you and the operator bulletin board moderator.)

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### **Workday Human Resources Software**

Workday gives you the ability to view your paystubs, maintain personal information and payment elections. You can also view tax forms like W-2.

With Workday you have direct access to manage Tax Withholding Elections, view Disciplinary Action and Attendance Infractions. You will also receive alerts for any commendations received. You will have access to apply for internal jobs and access to digital learning.

#### **Step-by-step instructions for logging on to Workday:**

- 1) Open your preferred web browser.  
(Microsoft Edge is NOT recommended.)
- 2) In the address bar, type portal.office.com and press enter on your keyboard.
- 3) Enter your RTD email address in the Sign In task box and click on the Next button. Your email address should be firstname.lastname@rtd-denver.com
- 4) Enter your password.
- 5) When redirected to stay signed in task box, click on the No button.
- 6) In the upper left corner, click the App Launcher.



#### **Finding Help**

Okay you have successfully logged into Workday. You might need to stop and ask for directions. Below are some helpful contacts if you don't know your way around.

If you click on the Workday Training Materials Icon



Workday Training  
Materials

Next, click on the Workday Training Materials for Employees Tab (if not already selected). Here you will find helpful guides to:

- Change contact information and emergency contacts
- Maintain Payment Elections
- Mobile Setup and Navigation

If you need further help navigating Workday feel free to contact IT at 303-299-6100.

