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## Operator's Guide: Section I – IV



# 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 dress code 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

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or the public while on duty may be grounds for discipline. Some 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

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an independent investigation of the facts. The supervisor 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

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violates a work rule and yells at the supervisor who notices the 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

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manager or supervisor and disrespectful behavior toward a 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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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 FMLA 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

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## 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

- The Instructors are responsible for training and qualifying all operators on routes and driving skills within the District.
- The Instructor has a responsibility to instruct any operator on operation of the equipment or any other method of procedure pertaining to the job.
- 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.
- The Instructor has a responsibility to issue instructions to operators in the interest of keeping transit service moving smoothly.
- 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.
- 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.

#### 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.



# Operators Guide

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## Section III

### 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

#### **RTD Operator Dress Code Guidelines Overview**

As an RTD bus operator, you represent the organization and set the tone for creating a welcoming transit environment. Your attire must reflect RTD’s values, and your appearance must always remain professional. This guide outlines general appearance standards, approved apparel, and how it must be worn while on duty.

#### **General Appearance Standards**

- Bus Operators must wear only RTD-approved apparel while on duty or reporting for duty, unless instructed otherwise.
- Clothing must be clean, neat, well-fitting, and in good condition—no faded, worn-out, sagging, or overly tight garments.
- Acceptable personal hygiene is always required.
- Use sound judgment when dressing for weather.

#### **Fit Check Station - Proud to represent. Dressed to lead.**

Each bus operating division has a Fit Check Station to help bus operators quickly check their appearance and stay compliant with RTD’s dress code standards. These stations include a full-length mirror, visual examples of approved apparel, and a detailed checklist to promote accountability and support RTD’s commitment to professionalism and excellence.

#### **Ordering Approved Apparel**

Authorized Vendor: ServiceWear Apparel (SWA)

- Website: <https://uniforms.wwwof.com>
- Customer Service: 1-800-578-9023 (Mon–Fri, 7:00 a.m.–5:00 p.m. CT)
- Email: [SWA@wwwof.com](mailto:SWA@wwwof.com)

If you have questions or need assistance, contact your Business Support team or division uniform designee.

#### **While Off-Duty**

Avoid wearing RTD-approved apparel when off-duty, except when commuting to or from work. Your actions while wearing RTD-branded items may impact your employment if:

- They damage RTD’s reputation, or
  - They create a real or perceived conflict of interest.
- RTD-issued apparel and allowances are for employee use only. Do not share, sell, or give away any items.

# Operators Guide

## Section III

### Approved Apparel Guidelines

#### 1. Shirts

Must be purchased from the authorized apparel vendor.

- Button-up shirts: Gray only. May be tucked in with a belt or untucked if
- hemmed with a box cut.
- Polo shirts: Available in approved RTD colors. May be worn tucked or untucked (no belt required if untucked).
- T-shirts: Only solid black, white, or gray may be worn underneath. Undershirt sleeves must not be visible.

#### 2. Jackets and Outerwear

Must be purchased through the authorized apparel vendor.

- Black is the approved color.
- Only RTD-approved jackets or sweaters may be worn.
- Cold-weather items such as coats, vests, and sweaters are allowed during extreme weather.
- Optional embroidery is allowed (white on black outerwear only).

#### 3. Pants, Shorts, and Skirts

Must be purchased through the approved vendor or be Dickies® brand.

- Must provide adequate coverage and a professional fit.
- Shorts and skirts: Must fall no more than one inch below the knee.
- Belts are required when belt loops are visible (e.g., with tucked-in shirts).
- Skirts from other retailers require manager approval.
- Not allowed: Baggy pants, sagging, skinny jeans, leggings, capris.

#### 4. Belts

- Must be solid black.
- Buckle options: gold, silver, black, or brown.
- Official Roadeo belt buckles are acceptable.

#### 5. Footwear

Shoes or boots must be:

- Fully black in color (including laces and soles)
- Leather or athletic style
- Close-toed and fit securely

Footwear must provide adequate foot protection.

### Identification and Insignia

#### 6. Name Badges & Embroidery

- Polo shirts must include name and employee number embroidered on the upper-right chest. RTD insignia must be embroidered on the right sleeve.
- Name badge: Gold, with RTD insignia, operator's name and employee number. Wear over the right pocket or on the right pocket flap.
- If wearing outerwear, ensure your name remains visible.

#### 7. Pins and Patches

- Allowed pins: American flag, Bus Roadeo, Safe Driving, ATU, RTD logo, and other RTD program-related pins.
- Wear pins on either the **collar or epaulet**.
- All pins/patches must be pre-approved.

### Optional Accessories

#### 8. Accessory Items

- Jewelry is permitted but must not interfere with the safe operation of the vehicle.
- Items such as hair clips, ties, and suspenders must match approved color schemes.
- Decorative accessories are not allowed.

#### 9. Head-wear

##### Approved styles:

- Solid black or gray RTD issued hat with approved RTD insignia.
- Hard-bill driver's cap
- Solid Black baseball-style cap (bill forward, plain, and no embroidery)
- Knit stocking cap (cold weather)
- Black hunter's cap
- RTD program caps (e.g., Roadeo, 5280)
- Head-wear that is not listed require manager approval.

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

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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 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

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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 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.

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RTD ADA PAX PASS UP FORM			Sequential Numbering For placement only
<small>Note to operator: You are required to give the yellow copy to the ADA PAX and return the original copy with your supplies.</small>			
Date:	Employee #:	Division:	
Route #:	Block #:	Vehicle #:	
Location on:	At/Near/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"/> Offer courtesy transfer, pax accepted transfer? Y / N			
Did you relay dispatch's response to the ADA pax? Y / N			
<small>Regional Transportation District • 1600 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 Yellow Copy: Give to PAX</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 not 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 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:

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- 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.
10. 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

1. Do not assume that all customers who are deaf can lip read, but do face the customer when you speak.
2. Keep your comments short. A simple "yes" or "no" is usually easier to lip read than a long explanation.
3. Use gestures. Shake head to indicate yes or no.
4. If you know sign language, feel free to use it, but keep in mind that not all deaf people know it.
5. Keep a pad of paper and a dark color pen handy in case you need to write out directions.
6. If a customer who is deaf or hearing impaired

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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.

7. 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

1. 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.
2. Customers traveling with a respirator or a portable oxygen supply are allowed to ride.
3. 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.
4. 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.
5. You are not allowed to complain to other customers about transporting customers with disabilities, or using them as an excuse for schedule delays.
6. 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 dehumanizing. 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:

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

### 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 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

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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:**

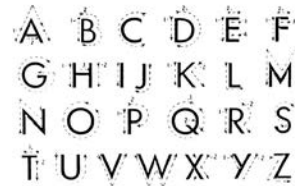
**adareasonablemodification@RTD-Denver.com**

- 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

#### 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.

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.
- 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.



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### 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 the 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:

- 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 "Lift" rental devices.

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

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### 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 your 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.

### 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.

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

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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 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.

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### 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, 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.

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### 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 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

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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.

### 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.
- 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

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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 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 items 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 blush 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 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

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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 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

- 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.
- Leapfrogging is permitted only when you are running



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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 16th Street

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

- When the 16th Street 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.

### 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

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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 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

- 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

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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 affect 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 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

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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.

### 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 16th Street 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 debarking 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

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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.

### 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

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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 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.

## 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

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## Section IV: Winter Driving Procedures

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 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.

### 18. AutoSocks

**AutoSocks are available at all divisions. If you want a pair of AutoSocks ask a Division Supervisor.**

#### About the AutoSock

1) AutoSocks CAN be used in place of tire chains when chain law is in effect.

2) RTD has two different sizes for buses in our fleet (this number is found on the upper right-hand side of the package):

- A) AL79 is for our New Flyer articulated buses.
- B) AL84 is for our MCI and Gillig buses.

3) NEVER use AutoSocks unless the roads are covered in snow or ice. AutoSocks should be removed immediately once the conditions no longer require it to be used. If you use them on dry pavement, you will cause unnecessary damage to the AutoSocks.

4) NEVER exceed 20 mph while AutoSocks are on your tires. Drive slower in deeper snow. If you are on dry pavement (very short distances) do not exceed 5 mph.

5) NEVER leave the AutoSocks on when your vehicle is parked overnight. This could cause damage to the bus or AutoSock.

#### Installing the AutoSock (install on both sides of the bus)

- 1) In a safe location, place gear in neutral and engage the parking brake.
- 2) Check to make sure you have the correct size for your bus. AL79 for New Flyer and AL84 for MCI and Gillig. Take your AutoSocks out of the bag and put on accompanying gloves. Your bag should contain a pair of AutoSocks and gloves.
- 3) Stretch the elastic band over the top of the tire, so that the band is on the inner side of the tire. Then pull the crossing strap in order to adjust the AutoSock into correct position as far down as possible until the front panel of the Autosock reaches pavement. Move to the other side of the bus and do the same on that tire.
- 4) Once in the proper position, with only the lower part not over the tire, move the vehicle forward approximately 3 feet, over and beyond the front panel of the AutoSock.
- 5) Stop your bus, place the gear in neutral and set your parking brake. Get out and adjust the elastic band the rest of the way over the tire.
- 6) Do not worry about proper position of the AutoSock, it will automatically self-center when you start driving. Repeat steps on other side

#### Removing the AutoSock

- 1) Park your bus in a safe location, place the gear in neutral and engage the parking brake.
- 2) Find the AutoSock bag, put the gloves on and exit the bus.
- 3) Reach over the top of the tire and remove the elastic band from the top of the tire and let it fall to the pavement.
- 4) Get back in your bus and pull forward about 3 feet.
- 5) Stop your bus and set your parking brake.
- 6) Pull the rest of the elastic band off the tire if necessary. Shake off any snow, fold it in half, then fold it in half again. Place the AutoSock back in the bag.
- 7) As soon as you return to the garage the AutoSock will need to be hung to dry before the next use.

#### 19. Automatic Chains

Automatic Chains are installed on the 3600 and 3700 series buses.

#### Activating Automatic Chains

To activate the automatic chains, make sure your bus is moving NO faster than 10 mph, press the switch labeled snow chains. The street surface must be covered with snow. Make sure the street surface is covered with snow before activating the automatic chains. Do not exceed 25 mph with the automatic chains activated.

#### Deactivating Automatic Chains

To deactivate the automatic chains, make sure your bus is moving no faster than 10 mph, press the switch labeled snow chains.

