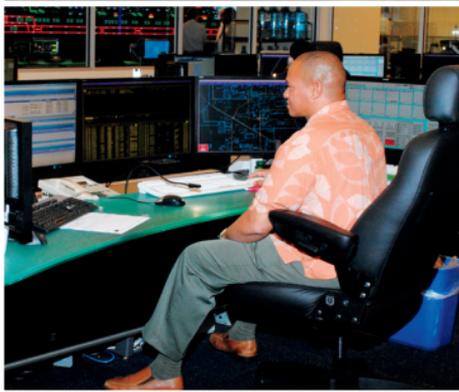


Metrobus Operations/Maintenance Rules and Procedures Manual



Department of Transportation
and Public Works

Department Mission Statement

Miami-Dade's Department of Transportation and Public Works, through its employees, will enhance the quality of life of Miami-Dade county residents, businesses, and visitors by delivering safe, clean, efficient, reliable, sustainable and equitable public transportation infrastructure and services.

Director's Motto

To be the world's best provider of transportation options



A handwritten signature in black ink, appearing to read "Eulois Cleckley".

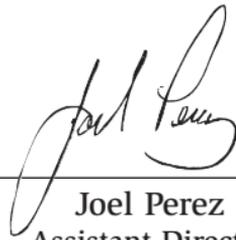
Eulois Cleckley
Director and CEO
Department of Transportation
and Public Works

FOREWORD

The Metrobus Operations/Maintenance Rules and Procedures Manual has been compiled to aid you in the proper performance of your duties. These rules and procedures require your strict compliance for the safe and efficient operation of all Department of Transportation and Public Works (DTPW) vehicles, machinery, and tools. It is your duty and responsibility to understand and become thoroughly familiar with the contents of this manual. As a DTPW professional employee, you are also a Miami-Dade County employee; therefore, your conduct on and off duty must be of the highest standards. Any behavior deemed unbecoming of a Miami-Dade County employee, whether on or off duty, may result in disciplinary action; up to and including your dismissal.



Schneider St. Preux
General Superintendent
DTPW Bus Operations



Joel Perez
Assistant Director
DTPW Bus Services



Eric Muntan
Chief
DTPW Safety & Security

POLICY

“DTPW Bus Services Division shall be responsible for ensuring that operating rules and procedures are carefully developed, maintained, followed and revised as deemed necessary. The General Superintendent of Bus Operations chairs the Metrobus Rule Book Committee which develops and updates rules and procedures and conducts annual reviews of rules and procedures.”

The Metrobus Rule Book Committee shall meet annually to review current Bus Services Special Notices, Bulletins and Standard Operating Procedures to develop and/or update rules and procedures as needed.

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SECTION I

100 - GENERAL RULES AND INFORMATION

101 KNOWLEDGE OF THE “RULES”

101.1 Purpose of the *Metrobus Operations/Maintenance Rules and Procedures Manual* contains policies, procedures, rules, regulations, and guidelines that must be complied with, as applicable, in the effective performance of employee duties. In addition, employees are also subject to all Federal, and State laws, County Ordinances, and Administrative Orders applicable to county employees and customers. As professional employees, you must apply your best judgment at all times when carrying out your job duties. Your first obligation is to operate in a safe manner.

101.2 The *Metrobus Operations/Maintenance Rules and Procedures Manual* is intended for all employees who work in Bus Operations and Bus Maintenance. Employees must know and follow the rules, procedures, and safety guidelines in this manual. They are essential for:

- a. The safety of customers, employees and the general public;
- b. The security of DTPW property and equipment.

Operations/Maintenance rules, procedures, and safety guidelines shall hereafter be referred to as the “Rules.”

- 101.3 A working knowledge of the “Rules” is a requirement for continued employment and to qualify for promotional opportunities. Employees may be required to pass periodic examinations of knowledge of the “Rules”.
- 101.4 Employees, who are uncertain in any situation, shall take the safest course of action. Any questions concerning clarification or interpretation of the “Rules” shall be referred to any chief, superintendent, TOS or instructor.
- 101.5 Refusing to obey, or disregarding the “Rules“ or orders from proper authority or supervisor, shall be considered insubordination and shall result in disciplinary action up to and including dismissal.
- 101.6 Route/Operator may be subjected to selected and/or random video monitoring.

102 BULLETINS

- 102.1 In addition to the *Metrobus Operations/Maintenance Rules and Procedures Manual*, special instructions are issued from time to time either verbally by members of the supervisory staff, or in writing in the form of Standard Operating Procedures (S.O.P.) Bulletins and Special Notices posted on designated bulletin boards and/or monitors at the divisions. All such verbal instructions or written Bulletins and Special Notices will take precedence over applicable portions of the *Metrobus Operations/Maintenance Rules and Procedures Manual* and must be observed while they are in force.
- 102.2 Bulletin boards and monitors shall be examined when reporting for duty, special notices, bulletins and procedure notices shall be read and noted.

Employees are required to comply with all instructions posted on bulletin boards and monitors.

- 102.3 If any doubt exists regarding the exact meaning of the contents of the “Rules”, a bulletin or special notice, additional information or proper interpretation should be obtained from a member of management/instructor staff.

103 PROFESSIONAL BUS OPERATOR (P.B.O.)

- 103.1 Bus Operators are trained professionals who have a great deal of responsibility to both DTPW and its customers. Employees are expected to conduct themselves in a safe manner which fulfills this responsibility. (See Section III, Customer Procedures.)
- 103.2 Bus Operators should make every effort to do their part to fulfill the DTPW mission of providing *safe, reliable, efficient, and courteous bus service*.
- 103.3 Employees should display courtesy, consideration, and cooperation to customers, pedestrians, other motorists, coworkers, supervisors, or any person with whom they may come in contact during the course of carrying out their duties. (See Section II, Customer Relations, and Section III, Customer Procedures).
- 103.4 The bus should be operated with caution, strict adherence to the rules of safety and defensive driving guidelines, adjustment for poor road, weather, driving conditions, and an anticipation of the unexpected move of other vehicles. (See Section V, Bus Operating Procedures)
- 103.5 Employees should adhere to route schedules to the greatest extent possible within safety rules and regulations. (See Section V, Bus Operating Procedures.)

104 ADVERTISING ON BUSES

- 104.1 Employees should be aware that only those advertisements, cards, posters, or signs placed by authorized representatives of DTPW are permitted either on the inside or the outside of the bus.
- 104.2 Employees must ensure that DTPW notices or advertising cards on buses are not altered or removed.

105 GENERAL SUPERINTENDENT OF BUS OPERATIONS

This person is in charge of all DTPW transportation activities at all divisions and locations, and is responsible for ensuring that all scheduled/emergency bus service, orders, discipline, and regulations are carried out. This includes direct, or indirect, supervision of Division Chiefs, Superintendents, Bus Traffic Controllers, TOS, Dispatchers, Bus Operators and other clerical staff.

106 DIVISION CHIEF (Operations)

This person is in charge of all DTPW transportation activities at a division and is responsible for ensuring that all scheduled/emergency bus service, orders, discipline, and regulations are carried out.

107 DIVISION SUPERINTENDENT (Operations) RESPONSIBILITIES

The Division Superintendent is the Bus Operator's immediate supervisor. This person is responsible for ensuring that all rules, regulations, and procedures are complied with, and is also there to provide assistance with all concerns or problems encountered by

the Bus Operator that may affect his/her work performance. The Division Superintendent reports to the Division Chief who, in turn, reports to the General Superintendent of Bus Operations.

**108 YARD DUTY SUPERINTENDENT
(Maintenance)**

The Yard Duty Superintendent schedules and maintains accountability for the cleaning and insect treatment of DTPW's bus fleet at all three divisions. Provide quality control to ensure buses are serviced on a nightly basis to prevent service interruptions during morning pull outs.

**109 BUS TRAFFIC CONTROLLER
RESPONSIBILITIES**

The Bus Traffic Controller (BTC) manages, monitors, coordinates, and directs all DTPW vehicle movements and makes decisions on a daily basis that determine the safety and efficiency of DTPW bus service. Major responsibilities include:

- 109.1 Maintaining and/or restoring reliable, on-time service to DTPW customers through proactive measures such as utilizing, the Bus Route Vehicle Management System (BVMS) to manage the buses, keeping them on-time when possible, continuous monitoring of Automated Vehicle Location (AVL) equipment, other management tools, and directing Bus Operators, TOS, and Maintenance Service Trucks to take actions necessary to adhere to scheduled service.
- 109.2 Manage unusual incidents and emergencies that deal with the safety of customers and operators, the modification of normally scheduled service, or the smooth implementation of specialized service.

109.3 Sharing information and interacting with a multitude of other DTPW and county departments to help improve the reliability of bus schedules, the safety of the community, the image of DTPW, and overall traffic conditions on Miami-Dade County streets.

**110 Transit Operations Supervisor (TOS)
(SUPERVISOR AND DISPATCHER
RESPONSIBILITIES)**

110.1 Directs and regulates the Bus Operator's work assignments.

110.2 Instructs employees on proper adherence to procedures and rules.

110.3 Calls to employee attention, violations of rules and procedures and explains what should be done.

110.4 Issues orders and instructions to the Bus Operator to make sure smooth transit service is provided.

110.5 May relieve employee from duty, if necessary. In cases of insubordination or other serious violations of regulations, employees will be sent to their Division Superintendent.

110.6 Ensure bus service departs from the division as scheduled. This is accomplished through the timely assignment of the operator and available vehicles (buses, p-cars, etc.)

110.7 Ensures normal service is restored after a bus experiences a road call or any other service interruption.

110.8 Ensures that his/her assigned terminal is safe, clean, and operating routes are running appropriately. Required to report any discrepancies for improvement.

- 110.9 Must be available to interact with passengers as needed. Must be accessible and outside of any assigned vehicle at all times.
- 110.10 Be ready to assist with rail service interruptions at the street level Stephen P. Clark Center (SPCC) if necessary.

111 DIVISION DISPATCHER RESPONSIBILITIES (TOS)

- 111.1 This person ensures that Bus Operators report to work on time and in proper uniform. Operators should report directly to their Division Dispatcher for their work assignment and appear fit for duty. Dispatchers must coordinate random drug and alcohol test, or initiate reasonable suspicion drug and alcohol test.
- 111.2 Ensures that operators are in compliance with all rules, regulations, and procedures including, but not limited to reasonable suspicion, biennial physical and 14-90.
- 111.3 Ensures that operators are assigned work in a timely manner.
- 111.4 Ensures that all efforts are made to recruit operators and vehicles to meet all bus service requirements.

112 TOS FIELD SUPERVISOR RESPONSIBILITIES

- 112.1 Provide direct supervision and assistance to Bus Operators in the performance of their duty in coordination with Bus Traffic Control.
- 112.2 Provide information to the public pertaining to routes, schedules, transfers, transfer points, location description, fares, and other information related to transit operations; respond to a variety of requests for transit information and location of public build-

ings, churches, schools, parks, stores, tourist attractions, and special events.

- 112.3 Answer and refer inquiries relative to subsidiary transit services, such as lost-and-found, and advertising.
- 112.4 Maintain route maps, schedules of departures and arrivals, and detours; estimate route distances and calculate intermediate arrival times.
- 112.5 Assist Bus Traffic Control during Metrorail and Metromover service disruptions at stations with crowd control and assist customers with general service information.
- 112.6 Coordinate the removal and replacement of buses having mechanical difficulty in the field; supervise the transfer of customers and rescheduling of run to maintain adequate service.

113 TOS TERMINAL SUPERVISOR RESPONSIBILITIES

- 113.1 Assist the public at major route junctions or in the operation of charter, shuttle, and other high- density special service runs.
- 113.2 Assist Bus Traffic Control during Metrorail and Metromover service disruptions at stations with crowd control and assist customers with general service information.
- 113.3 Maintain route maps, schedules of departures and arrivals, and detours.
- 113.4 Contact Bus Operators on assigned runs to give special instructions and render any assistance that may be required; check Operators' appearance and uniform compliance.

- 113.5 Ensure that clear, concise instructions are given to Operators regarding departure times.
- 113.6 Verify proper operations of all on-board communication equipment.
- 113.7 Conduct field surveys to determine customer (passenger) load factors, time interval of runs, adequacy of service, and proper location of bus zones; observe traffic movements and flow to assist scheduling.

114 INSTRUCTOR RESPONSIBILITIES (BUS OPERATIONS)

- 114.1 Responsible for all training activities through various classifications and qualifying all trainees on customer service, defensive driving, system routes, driving skills, proper equipment operation, and operational policies and procedures.
- 114.2 Responsible for failing trainees and/or current employees who do not meet the training/testing criteria.
- 114.3 Provides training and instruction to Bus Operators to correct violations of operational rules, procedures, defensive driving guidelines, and customer relations.
- 114.4 Provides training during mandatory instructional classes to bus operations employees (Division Chiefs, Division Superintendents, Transit Operations Supervisors (TOS), and Bus Operators).
- 114.5 Issues instructions and orders to trainees and Bus Operators to make sure required transit service is provided.
- 114.6 In cases of insubordination or other serious violations of regulations, employees will be directed to

their Division Superintendent. Instructor will be required to send a report to the Division Superintendent.

- 114.7 Conducts regular or targeted Ride Reports on Bus Operators or TOS.
- 114.8 Conducts defensive driving/customer service class or retraining for any Operator who receives a preventable accident grade.

115 SERVICE CALL AND YARD DUTY OPERATOR RESPONSIBILITIES

- 115.1 Park buses at designated sites in the lot.
- 115.2 Move buses as directed.
- 115.3 Maintain a list of available and defective buses.
- 115.4 Inform arriving operators of where they should park their bus.
- 115.5 Inform operators of bus availability in the bus lot.
- 115.6 Pre-Trip buses in the lot.
- 115.7 Take defective buses to the hotline for repairs.
- 115.8 Take defective buses to the dead lot or the maintenance shop area.

116 PERSONNEL PRACTICES

- 116.1 The Human Resources Division is responsible for all DTPW employee personnel matters. Any questions regarding any personnel policy should be directed to the Human Resources Division at (786) 469-5229.
- 116.2 Employees are encouraged to communicate any personnel-related questions, problems, or concerns to a TOS, Instructor, Superintendent or Chief.

116.3 *Personnel Files:*

- a. Florida Statutes 119, Public Records Law, mandates that personnel files are open records and available for public inspection.
- b. The official County personnel files are maintained in the Internal Services Division, Personnel Department, located in the SPCC on the 20th floor. They may be viewed during regular business hours.
- c. Medical information is kept on file separately, but is not considered public record. Medical records cannot be released without a court order or the employee's permission.

116.4 *Suggestions:*

Employees are encouraged to bring suggestions to the Idea Machine/management. Suggestions may be submitted to the County's Employee Suggestion Program Coordinator at the Overtown Transit Village or by interoffice mail. If a suggestion recommended by an employee is implemented, that employee may earn monetary and/or non-monetary awards.

116.5 *Outside Employment/Volunteer/Trainings and meetings:*

- a. Before accepting any outside employment, employees must complete appropriate forms to be routed through the Chief/Superintendent in order to obtain Director's approval. Blank forms can be obtained from the Division Superintendent or online on TransitNet.
- b. Bus Operations and Maintenance employees, must have prior approval from their respective General Superintendent before signing up for, or working, any volunteer assign-

ments such as poll workers, goodwill ambassadors, etc.

- c. Bus Operations and Bus Maintenance employees shall not attend any trainings (except instructional classes) or meetings without prior authorization from their respective General Superintendents or Chiefs.

116.6 *Resignation:*

- a. Upon resignation, employees must give a written notification to the Chief/Division Superintendent or Human Resources at least two (2) weeks in advance of their last day of employment. Employees will also be required to return all assigned County property including their DTPW Identification Card.
- b. The final paycheck will include all unpaid vacation and holiday time, and a portion of sick leave, if appropriate.
- c. Abandonment of Position - Unauthorized absences from work for a period of three (3) days may be considered by the County as a resignation.

116.7 *Resignation in Lieu of Termination:*

- a. If the recommended final decision on a disciplinary action report is termination, the employee may be given the option of resigning. The resignation must be submitted in writing.
- b. The resignation will be held for 24 hours. Unless retracted by the employee before the expiration of the 24 hour period, the resignation will become final. The 24 hour period only applies when the resignation is accepted

in lieu of dismissal and the employee is advised that he or she will be terminated if no resignation is submitted.

116.8 *Layoffs:*

The County Mayor or Deputy Mayor may layoff any employee in County service whenever such action becomes necessary by reason of shortage of work or funds that necessitates the abolition of a position, or because of changes in the organization. Layoffs shall be conducted in accordance with the county policies and procedures.

116.9 *Testifying in Court or before a Commissioner:*

- a. Unless otherwise instructed by a Division Superintendent, first report in person to the County Attorney's Office on the 28th floor of the Stephen P. Clark Center (305) 375- 5151.
- b. Do not sign any statements or documents pertaining to anything which took place while on duty, unless a county attorney is present and approves. Police or any other authority cannot legally compel anyone to sign statements or documents (except traffic tickets).
 - Failure to sign a traffic ticket may result in your immediate arrest.
 - Immediately notify the Division Superintendent upon receiving a court summons.

116.10 *Promotions:*

Promotional exams are composed of written or multiple-choice questions, and / or performance-based (assessment centers, skill tests, etc.). The test score may be combined with seniority credit.

116.11 Managerial and administrative positions are usually filled using the resume recruitment process. These positions may be advertised as county job announcements on the County's Website and in newspapers listing the minimum requirements and application deadline.

116.12 *Evaluations:*

- a. New Bus Operators are given written objective evaluations, based on performance, in their third and sixth month of employment which are based on performance. The new employee's performance includes the frequency of, and preventability assigned to any accidents, late reports, attendance, customer complaints, schedule violations, ADA, electronic devices and other rule violations.
- b. After the sixth month, all Bus Operators are rated by DTPW's Point System.

(Maybe subject to change based on contract.)

- c. The Point Value Employee Evaluation Program begins each calendar quarter starting each operator with 100 points per quarter. As infractions occur, points are assessed (subtracted) from the quarterly total according to the table which appears below.
- d. Points for infractions may be assessed in conjunction with disciplinary action or independent of discipline according to established procedure.

ATTENDANCE POINTS

1) Late report	6
2) Miss-out	12

SAFETY

- 1) Preventable Accident 15
- 2) Violation of any DTPW safety rule 8
- 3) Failure to report an accident/personal injury 15

ATTITUDE

- 1) Failure to present a neat, well-groomed appearance 4
- 2) Investigated valid complaints 8

PERFORMANCE

- 1) Disregard for schedules 7
- 2) Unnecessary passing up of customers 10
- 3) Failure to comply with instructions, bulletins, special notices, S.O.P.s, or rules 7

116.13 *License*

Employees must have their valid Commercial Driver License (CDL) (Class B), with passenger and air brake endorsements, as required by law. Employees must assure responsibility for compliance in a number of areas, three of which are outlined below.

- a. Single Licensing Requirement - As of July 1, 1987, it is illegal for a commercial vehicle operator to have more than one Driver License. Employees are required to sign a statement confirming that they possess only one (1) Driver License. Any additional Driver License(s) must be surrendered to the Driver's License Bureau to be returned to the state of issuance.

- b. Reports of Moving Violations—Employees must report all moving violations, while off duty, to their Division Superintendent by providing a copy of the citation by the next business day. Employees must report all moving or non-moving violations, while on duty, to BTC and provide the citation to the Division Chief, Division Superintendent or a TOS. Notification of conviction of the violation must be made by the next business day to DTPW.

NOTE: *Be aware of how the decision to either pay the fine or attend traffic school will impact the CDL.*

- c. Notification of Commercial Driver License or any license suspension—Employees must immediately notify their Division Superintendent if their license has been suspended, revoked, canceled or expired, before driving any Miami-Dade County vehicle.
- d. Failure to comply with these requirements will result in disciplinary action, up to and including dismissal. Knowingly driving with a suspended, revoked, canceled, or expired license will result in a dismissal recommendation.

116.14 *Absence without Leave (AWOL)* –An Operator who fails to make a scheduled report on the day following a “miss out” suspension, or is otherwise absent without leave, will be subject to disciplinary action.

116.15 Meetings on Metrobus Property are not permitted unless authorized by the Assistant Director of Bus Services.

116.16 *On-the-job Injury*

- a. When an injury occurs, you must notify BTC

immediately. There are several reports which must be completed by the Superintendent (Teleclaim, Supervisor's Investigation Report) as soon as possible after the accident, normally within 24 hours. The Operator must provide the following information to his or her Superintendent in a timely manner:

- Date and time of the incident
 - Description of the incident (how, where, why)
 - Type of injury (cut, scrape, burn, etc.)
 - Body part injured
 - Witness information (name, address, phone number)
- b. If medical attention is required, it must be obtained from physicians authorized by the county, except in the case of an emergency.
- c. A doctor's certification will be required when, in management's judgment, employee appears unfit for duty or has been off the job for an excessive amount of time. Management will determine what an excessive amount of time is.

116.17 *Personal Debts*

DTPW cannot be involved in any way with the extension of credit to employees by others. Wages earned by an employee must be paid to that employee unless authorized and directed by legal authority to do otherwise.

116.18 *Altercation, Threats and Violence*

Altercations can include actual physical violence, threats of physical violence, or bodily injury. This

includes both verbal and nonverbal threats and actions. Employees involved in this type of activity are subject to disciplinary action, up to and including dismissal. Employees may be immediately relieved of duty pending investigation, until final action is completed.

116.19 *Indictment or Felony Arrest*

- a. Any employee who has been arrested by the police and charged with a felony by the State Attorney, or has been indicted by a grand jury for a felony, is automatically suspended from the county service without pay.
- b. Management may consider and proceed with a recommendation to terminate employment based on the conduct that led to the above charges being filed; such action, however, is a separate administrative action.
- c. Provided that the administrative action described in item “b” above is not taken, the automatic suspension continues until the final outcome of criminal proceedings. If convicted of a felony, the employee automatically forfeits the position. If found not guilty, acquitted, the charge dropped, or adjudication is withheld, then the employee is entitled to reinstatement.

116.20 *Appeals of Disciplinary Action*

- a. An employee who has achieved permanent status may appeal a termination, reduction in grade, or suspension to a hearing examiner or arbitrator.
- b. Any appealable action must be submitted in writing to the Director of Employee Relations

within fourteen (14) calendar days of receiving disciplinary action.

- c. All written communication should be sent to: Personnel Director, Overtown Village, 701 NW 1st Court Miami, FL 33136.

117 PERSONAL APPEARANCE CODE

Bus Operators have a high public visibility career that requires a neat, well-groomed, and professional appearance. The Personal Appearance Code is designed to provide a consistent standard of appearance and is mandatory.

Cleanliness and neatness are required at all times; the uniform must be clean, shirt tails inside trousers (while on duty or off duty), pressed and in good condition; shoes must be shined.

The employee's hair, mustache and beard must be well-groomed keeping within the standard of a professional appearance. Employees who do not have a mustache or beard must be clean shaven. The employee's hairstyle shall not be in a manner that may block, restrict, or limit the employee's vision or become a distraction from the safe operation of the bus. The hair color must be limited to a color in which a human can be born. (No green, blue, yellow, orange, purple, etc.). Dreadlocks must be worn down or pulled back to the rear of the head.

Fingernails shall be neatly trimmed in such a manner as not to impede in the operation of the bus. The wearing of non-uniform apparel will not be permitted, except during extremely cold weather when employees will be permitted to wear a non-uniform jacket or coat.

The following will not be permitted or will be reviewed:

- a. Visible piercings other than the ears.
- b. No facial tattoos

- c. No visible tattoos with profanity, sexual acts, sexual words or anything portraying offensive behavior as solely decided by management.
- d. Multiple gold/platinum teeth or gold/platinum grills are not considered professional and will be subject for review by management.

117.1 *ID Badges*

All employees are to display their employee ID at all times while in DTPW facilities and while conducting DTPW business. ID Badges must be presented for inspection to management, security, or supervisors upon request. (Especially to enter DTPW facilities or to exit with an DTPW vehicle)

117.2 *The Uniform*

The regulation uniform shall be worn as follows:

- a. Either solid black, green, or white socks may be worn with the prescribed uniform. (Socks shall be worn at a minimum of 4 inches above the ankle) (NO FOOTIES).
- b. Black shoes with regulation heels (1½ inch maximum) as per specifications to the uniform supplier will be required.
- c. Watch must be set daily to the clock in the Operator's room and is a mandatory part of the operator's uniform.
- d. The uniform shall not be mixed with other attire at any time. The employee shall, at all times, while on duty, wear the prescribed uniform and said uniform shall be kept in a neat and clean condition.
- e. If employee is wearing uniform while off

duty uniform shall be kept in a neat and clean condition.

117.3 *Uniform Cap*

If a cap is worn, the badge or shoulder patch must be worn on the cap. This applies to both the standard caps (male and female) and the baseball cap. Safety pins may be worn on the cap. However, no other adornments shall be worn on the uniform caps.

117.4 *Name Badge*

The name badge, if worn, should be regulation type with the DTPW insignia. The name badge will be worn on the right pocket flap or just above the pocket.

117.5 *Patches and pins*

Only DTPW authorized patches may be displayed on any part of the uniform. The only authorized pins that can be worn on uniform are the Bus Rodeo, Safe Driving, Employee Incentive, or other buttons as authorized by DTPW.

117.6 *Belts*

Black leather with choice of buckle.

117.7 *Shoes*

Shoes or boots must be leather and black in color (no more than 1½ inch heel). No open toes, open heels, spiked heels, canvas shoes or sandals. Running or tennis shoes are not allowed.

117.8 *Socks*

Socks worn by Operators must be solid white, black or green. In addition, Females may wear stockings. Socks must be worn at a minimum of 4 inches above the ankle with shorts. (NO FOOTIES)

117.9 *Ties*

Ties may be either pre-tied or cross ties in green only for Operators, TOS and Instructors.

117.10 *Shirts*

Long-sleeve shirts must be buttoned at all times and be worn with a tie. Short-sleeve shirts do not require a tie. All shirts must be buttoned up the front with the only exception being the top button on short-sleeve shirts. Shirt tails must be tucked neatly into the trousers at all times. The only exception to this requirement is women in maternity situations. Modified uniform shirts may be worn for maternity reasons; they may be worn outside the trousers.

- a. Polo uniform shirts are light green in color and are the only approved polo shirts that may be worn daily by bus operators while on duty. Polo uniform shirts must be clean, neat, and worn inside the trousers when reporting to work and at all times while on MDT's property.

117.11 *Jackets and Sweaters*

Operators may wear either an authorized jacket or sweater. Only the uniform jacket or sweater is to be worn when operating a bus, weather permitting. Non-uniform jackets may be worn in addition to the authorized jacket or sweater in extremely cold weather only when uniform sweaters and jackets are not sufficient.

117.12 *Trousers or Shorts*

Trousers must be of the specified uniform color of green for Operators. Only trousers purchased from the authorized supplier with Uniform Allowance Certificate may be worn. The shorts are to be hemmed

to individual height at (1) inch above the knee. When standing, long pants must reach top of shoe.

117.13 *Culottes/Shorts (FEMALES ONLY)*

Unless available from the uniform supplier, individually culottes will be permitted, provided that color matches that of the uniform trousers and the length hemmed at (1) inch above the knee.

117.14 *Vests*

Operator may wear individually tailored vest if desired. However, the color must match that of the uniform trousers and worn at waist length.

117.15 *Suspenders*

Suspenders may be black or green in color for Bus Operators.

117.16 *Jewelry*

Any article of jewelry which, in the sole judgment of DTPW, is a safety hazard to the employee on duty is forbidden. Only items authorized by DTPW may be worn on uniforms.

117.17 *Sunglasses*

Sunglasses shall not be worn when checking in with dispatch. The wearing of sunglasses or sunshades is strictly prohibited after the hours of sun-down and prior to sunlight while operating a bus.

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SECTION II

200 - CUSTOMER RELATIONS

201 GENERAL COURTESY

201.1 DTPW has one basic purpose: to serve the transit needs of the public. In addition to this responsibility, Bus Operators have an obligation to the pedestrians and motorists who also share the streets and highways of Miami-Dade County and neighboring counties.

201.2 Bus Operators have more opportunities to make friends for DTPW than anyone else in DTPW.

Every day DTPW carries customers who have never ridden a bus. 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 DTPW provides; in other words, *Bus Operators must be a successful sales representative of DTPW bus service.*

201.3 There are five things Bus Operators must do to make the job pleasant and successful:

- a. Present a pleasing appearance;
- b. Greet passengers and return greetings (“Good morning”, “Good afternoon”, etc.);
- c. Be friendly, helpful, and considerate to passengers;
- d. Operate the bus safely, providing a smooth, comfortable ride;
- e. Use good, mature judgment at all times.

202 CUSTOMER INTERACTIONS

Poor customer relations cause problems for all of us. Dissatisfied customers often become “problem” customers not only for DTPW, but for all Bus Operators who may have to deal with them again and again.

More than anyone else at DTPW, Bus Operators are the key to maintaining good customer relations. *Bus Operators are the DTPW representative customers see and talk to everyday.*

203 HANDLING DIFFICULT SITUATIONS

203.1 There are techniques that you can use 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 empathy. Customers find it harder to argue or be angry when you send them the message: “What you have to say and what you feel is important!”

203.2 Another important aspect of customer relations is to maintain or enhance the customer’s self-esteem. Treating customers in a friendly and respectful way (especially people with complaints and problems) can do much to reduce harsh feelings and gain cooperation.

203.3 A third technique in dealing with customer complaints and problem situations is for the Bus Operator to present the position from his or her point of view and offer suggestions for solving the problem. It is important for you to listen to customers who present problems or complaints.

204 ATTITUDINAL BARRIERS

Some of the barriers Bus Operators should be aware of are listed:

- 204.1 *Prejudice* may be defined as a negative opinion or judgment formed beforehand or without full knowledge or complete understanding of all the facts. It is similar to bigotry and intolerance. It could show up in the form of irrational hatred or suspicion of a specific group, race, or religion.
- 204.2 *Stereotyping* is a convenient way of oversimplifying an opinion, conception, or belief. One believes certain things and attributes certain characteristics to a person, group, event, or issue. This grouping does not allow for individual differences.
- 204.3 *Bigotry* is similar to prejudice. It differs in the fact that you consider one's own attitudes and beliefs above all others. One believes that he or she is right and everyone else is wrong. This can become a fanatical devotion to one's own group, religion, race, or political beliefs.
- 204.4 *Dislike* is a feeling of aversion (intense or definite dislike, avoidance, or distaste).

Remember, your body and verbal language will reveal any of the above attitudinal behaviors, and you may not be aware that you are displaying them. Employees should treat everyone with the level of courtesy with which they would like to be treated.

205 EFFECTIVE CUSTOMER INTERACTIONS AND PROBLEM RESOLUTIONS

The following are the steps to be used in all customer interactions:

- 205.1 *Address the customer in a friendly manner.* A friendly manner can win cooperation or, at least, keep emotional situations from getting out of control. By being friendly and courteous from the start,

a positive tone is set for the rest of the interaction. By doing that, the odds of resolving the situation favorably are increased.

205.2 *Acknowledge the situation.* One of the most basic and effective ways to resolve a difficult situation with a customer is to show the customer an awareness and an understanding of, his or her situation. On the following pages are suggestions on how to handle difficult situations.

205.3 *Openly present your position and check for understanding.* As important as it is to acknowledge the customer's situation, it's just as important that he or she understands the Operator's position. A customer who is aware of the importance of a given policy or guideline is much more likely to follow it. The customer's understanding can be checked by asking questions such as, "Do you see what I mean?" Or "do you see my point of view?"

205.4 *Ask for the customer's cooperation.* Demanding a customer's cooperation in a difficult emotional situation usually doesn't work. In fact, that approach usually just makes the customer 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 the form of questions that are acceptable to both parties.

For example:

- a. "Next time, do you think you could check your Easy Card to see if it's still valid?"
- b. "Guys can you please keep the radio off?"

205.5 *Thank the customer.* A final, sincere "thank you" shows the customer that his or her cooperation is

appreciated. It also ends the interaction on a positive note.

206 INFORMATION TO CUSTOMERS

To help customers who request information, Bus Operators should be familiar with DTPW operating instructions and the area of their route.

If the answer to a customer's question is not known, say so and suggest that the customer call Transit Information at 311. Under no circumstances, should customers be knowingly given wrong information. Bus Operators will be subject to disciplinary action for knowingly providing incorrect information.

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SECTION III

300 - CUSTOMER PROCEDURES

301 ANNOUNCEMENTS BY BUS OPERATORS

- 301.1 To comply with the Americans with Disabilities Act of 1990 (ADA), Bus Operators, on all routes, are required to make the following operational announcements (Routes will be checked by DTPW and ADA personnel, as well as by other on-board observers):
- a. All locations listed on the stop announcements for the assigned route;
 - b. Designated points of interest.
 - c. End of route.
 - d. All stops on express buses.
 - e. Route and destination to blind or visually impaired customers who are waiting at bus stops.
 - f. External announcements-upon opening the door at each transfer point and if automatic voice annunciator is inoperable, the operator must clearly announce the route and destination so that customers are aware of the direction of travel and route they are boarding (ADA required).
- 301.2 At a minimum, announcements must state the intersecting street and avenue of transfer points. If the PA system fails while in service, Operators should speak in a voice loud enough to be heard throughout the bus.
- a. Stops requested by any customer.

- b. Requests that customers move to the rear of the bus or that customers not stand forward of the standee line.

301.3 Violation of any aspects of the requirements of ADA is UNLAWFUL discrimination and will not be tolerated. Failure to comply with the law and policy will lead to disciplinary action up to and including dismissal.

302 TRANSFER POINTS

302.1 *At all transfer points, pull your bus into the bus loading zone and come to a complete stop.* Look in both directions for approaching buses or customers to give them the opportunity to board your bus.

302.2 Give particular attention to transfer connections late at night, on Sundays and holidays when headways are long, or during bad weather. Make sure that you do not leave prior to the scheduled departure time. Wait and board customers walking towards your bus.

302.3 To accommodate connections during the late evening hours, wait a reasonable amount of time for known late buses before leaving; contact BTC.

303 ASSISTING CUSTOMERS BOARDING OR ALIGHTING

303.1 All customers must be given necessary assistance. Always have your mirrors positioned for proper view to prevent any injuries to customers. It is your duty to watch for all customers, especially the elderly or customers with disabilities alighting at the rear door.

303.2 The normal procedure is for customers to board using the front door and to exit using the rear door.

However, any customer requiring assistance should be encouraged to exit through the front door and will have priority.

304 BOARDING AND ALIGHTING CUSTOMERS

- 304.1 Make stops to receive or discharge customers at points along the route only at a designated “Bus Stop”. An Operator is responsible for making sure potential customers waiting at designated bus stops do not want his or her particular bus *before* departing or passing that stop.
- 304.2 Do not block crosswalks or intersections.
- 304.3 When making a stop for customers, pull to the front of the bus zone, if possible, to permit customers to board from the curb without stepping into the street. Bring the bus to a complete stop no farther than one (1) foot from the curb if conditions permit.
- 304.4 Avoid injury to customers and damage to the bus, especially the doors, and mirrors, by keeping a safe distance from trees, poles, fire hydrants, or other obstructions near the curb line. Do not stop with doors opposite an obstruction on the curb or a pot-hole in the street.
- 304.5 Operate in the correct lane of traffic so that customers can be seen at bus stops. Drive at a speed that allows a safe and proper stop at the curb.
- 304.6 A bus must never start moving or be operated with the doors open. Bring the bus to a complete stop before opening doors.
- 304.7 When passing regular loading zones at any point, be extra cautious. Other drivers may expect you to make the usual stop.

- 304.8 When customers begin to fill the front of the bus, courteously, but with persistence, ask the customers to move to the rear of the bus.
- 304.9 For procedures for customers with disabilities see Section IX.
- 304.10 If the bus stop is blocked, preventing you from properly curbing parallel to the curb, stay out at least four (4) feet from the curb and inform customers that they are stepping out into the street.
- 304.11 Use the vehicular hazard warning flashers when servicing a bus stop without a pull-out bay, which would require you to stop in the lane of traffic. The flashers must be turned off, after the stop has been serviced.
- 304.12 If you must stop near a hazard, warn all customers and alight customers from the front, if necessary. (See Section 302.2)
- 304.13 Always check the rear doors to make sure that customers are clear before closing them and leaving the bus stop.
- 304.14 DO NOT SIGNAL WHEN ENTERING A BUS ZONE.
- 304.15 KEEP YOUR FOOT ON THE BRAKE WHILE YOU ARE IN THE BUS ZONE.
- 304.16 **Bike Racks:** Bus operators are not required to place bikes on bike racks. **Placing the bike on the bike rack is a function of the bicyclist, not the Bus Operator.**
- a. **Pre-Trip Inspection:** During pre-trip inspections, operators must ensure the bicycle rack is securely mounted.
 - b. **Usage Instructions:** A diagram is provided near the rack to guide cyclists on proper usage.

- c. Loading/Unloading Location: Bicycles must be loaded or unloaded curbside or directly in front of the bus. Loading/unloading on the street side is strictly prohibited.
- d. Safety Procedures During Loading/Unloading: Place the bus in “neutral. “Apply parking brakes. Turn on emergency flashers.
- e. Bicycle Loading Instructions for Cyclists: Squeeze the latch handle to release the latch, then fold the bike rack down. Place the bicycle on the rack ensuring the front tire is properly oriented in the tire slot clearly labeled FRONT WHEEL. The purpose of the directional placement is to make adjacent bikes easy to load and unload. Secure the bicycle by swinging the wheel lock arm around (from under the Byk-Rak) and on top of the front wheel. On the Proterra bus, secure the bicycle by raising the support arm hook over the front tire. Incorrect support arm hook placement may result in the bike falling from the rack, potentially damaging the transit bus or other vehicles.
- f. Bicycle Orientation: Bicycles with a solid rear wheel must have the front wheel facing the curb (right side of the bus).
- g. Driving Caution: Maintain increased caution and following distance when the rack is extended. Contact Bus Traffic Control for assistance if needed.
- h. Operator Assistance: Do not touch a customer’s bike unless requested for assistance.
- i. Prohibited Items: Bicycles with gasoline engines.

Motorized or fuel-powered scooters and bicycles, both personally owned and commercial.

- j. Operator Responsibility: Ensure bikes remain securely on the rack.
- k. Emergency Procedure: If a bike becomes dislodged or falls, stop immediately. Notify the passenger and Bus Traffic Control.
- l. Rack Availability: Bikes can be placed in any available slot on the rack.
- m. Allowed Items: Regular, non-fuel-powered bicycles. Personal, battery-powered scooters (must be switched off and not block aisles). Electric/battery-powered bicycles (must be switched off and not block aisles). Folding bicycles or scooters (must not block aisles; wait for the next bus if crowded). Motorized scooters or bicycles must be folded (if designed to do so) and stowed safely without blocking aisles, doors, or seating, and must be switched off.

305 BOARDING CUSTOMERS AT TERMINALS AND END OF THE LINE

- 305.1 Any customer who wants to board a bus at a terminal or recovery point is permitted to board before the scheduled departure time as long as the Operator is on the bus.
- 305.2 If an Operator plans to leave the bus during a recovery, the vehicle must be properly secured with the engine off. Every effort should be made to return to the bus as soon as possible to board waiting customers prior to scheduled departure time.

306 EXITS AND ENTRANCES

- 306.1 Whenever possible, exits and entrances must be kept as free and unobstructed as possible so that customers may board or alight safely.
- 306.2 Customers blocking the passageways must be told courteously to move behind the standee line.
- 306.3 Customers, other than the elderly and customers with disabilities, should be encouraged to leave the bus via the rear door.
- 306.4 Make every effort to have standing customers move to the rear of the bus in order to accommodate as many customers as possible.

307 PASSING STOPS

Bus Operators must not pass up customers unless they are deadheading or by orders of a supervisor. When the bus is loaded to capacity, including standees, the Operator should request that customers move to the rear if at all possible to accommodate additional customers (usually, people will cooperate if informed of the situation and are requested to help). In the limited cases where this may be necessary, the operator must report it to BTC and the video may be reviewed for compliance.

- 307.1 **Failure to Pick-Up Passengers:** It is the operator's responsibility to ensure that a person waiting at a bus stop does NOT want his/her bus before passing that stop. Failure to pick up passenger(s) at an Authorized Bus Stop will be considered a severe violation. While we would like for all customers to wave at the operator to indicate they want the bus, all customers are not physically able to do so.

308 MISSED STOPS

- 308.1 If for any reason a customer has been carried beyond his or her stop, do not argue about whether the stop was requested. Simply say “I’m sorry,” and let the customers off at the safest location to the passed stop or the next bus stop.
- 308.2 When customers have been inadvertently carried some distance past his or her stop, if desired, permit the customers to ride to the end of the line and back to their destination without additional fare.

309 EMPLOYEES AS CUSTOMERS

An DTPW employee riding on DTPW’s free transportation must tap the fare box using his/her employee identification card and display the card clearly to the Bus Operator. An employee riding in uniform or free should not occupy a seat if a customer is standing. Employees who are customers shall minimize their conversation with the on duty Bus Operator, especially when the vehicle is in motion. The on duty Bus Operators shall not allow anyone to stand in front of the yellow standee line while the bus is in motion. (May not apply to Instructors while on duty.)

310 UNNECESSARY CONVERSATION AND VISITORS

- 310.1 Unnecessary conversation by the Bus Operator with customers or other employees while driving a bus is a violation of DTPW rules. All specific questions pertaining to the service should be answered briefly and courteously. All other conversation must be discouraged.
- 310.2 Bus Operators must not allow friends or relatives to ride for the purpose of visiting, even though a

fare is paid for each trip. Such visiting by friends while on the duty leads to inattention and possibly to an accident.

311 COMPLAINTS

- 311.1 If a Bus Operator is not able to answer a customer's concern, the customer should be told to call Transit information at 311.
- 311.2 If a customer asks for identification, you must give your badge number to the customer. If asked for this information in connection with an incident or accident, you should obtain witnesses and complete an Incident Report.

312 ARTICLES, PACKAGES AND BAGGAGE

- 312.1 Flammable materials, firearms, and weapons are not permitted on buses. Articles permitted on the bus must not interfere with the operation of the bus or any other customer. *Under no circumstances shall customers be permitted to board a bus carrying gasoline or any other flammable fluid in any container.*
- 312.2 Folding bicycles are permitted onboard the bus when the bike racks are full or inoperable. However, they must not interfere with the operation of the bus or other customers.
- 312.3 The folding bicycle should be treated the same as if it was a large suitcase, grocery cart, or baby stroller.
- 312.4 If there is insufficient room to accommodate the passenger and his/her folding bicycle due to passenger load, in a professional manner, inform the passenger and advise him/her of the approximate time that the next bus should be servicing the bus stop.

312.5 Hoverboards: Hoverboards will not be permitted on board MDT buses. We demand that our operators use the skills sets that they have been trained on as it relates to customer service when explaining this policy to our customers.

313 BABY CARRIAGES AND STROLLERS

Passengers are permitted to board bus with baby seated inside the carriage/stroller. However, the carriage/stroller must be folded prior to the bus being in motion. Folded baby carriages/strollers are allowed on the bus. Explain to customers that babies are not allowed to ride in a carriage/stroller while on the bus. There are wheelchairs for children who are disabled that look like a baby carriages/stroller, and these customers should be allowed to remain in the wheelchair with wheelchair tie downs securely in place. Strollers must be kept folded and out of the aisle or stairwell. If a customer will not comply with your request, call Bus Traffic Control for assistance. Do not drive with a baby inside the stroller on the bus.

Babies are allowed to ride the bus in a carrier when attended by an adult.

314 PETS

All pets must be in a properly enclosed container. The only exceptions are guide or service animals accompanying customers with disabilities (see Section IX).

315 LOST AND FOUND

315.1 Caring for and returning loss articles is an important part of our service to customers. You are required to walk through your bus at the end of the line prior to deadheading back to the garage to look for lost articles. Articles found on buses must be turned in at

the end of the run. Obtain a lost article tag from the dispatcher, fill it out and attach it to the item. Note the amount of money, if any and verify it with the Division Dispatcher.

- 315.2 If the owner claims an article before there is time to turn it in, the TOS (Dispatcher) will require the owner to describe the lost article. The TOS must require identification from the owner to obtain the name, address, and signature of the person who claimed the article.
- 315.3 Articles found by customers and turned over to Bus Operators should have the name and address of the customer finding the article and operator's name written on the tag. It is wise to examine the contents of articles in the finder's presence.
- 315.4 Lost and Found articles are held for 30 days after they come in, and then another 30 days to allow operators who turned articles in to pick them up if they wish. Money turned in to Lost and Found is held for 90 days and, if not claimed, goes back to the person who turned it in. Lost bicycles are held for 10 days at the division. After all procedures are followed, all remaining articles are sent to Goodwill Industries or other approved not-for-profit organizations on a monthly basis.
- 315.5 Should an Operator wish to get an unclaimed article back, he or she should be sure to keep a copy of the lost article receipt. If you are notified to claim an article, please do so immediately since Lost and Found has very limited storage space.

316 PEDDLERS AND PANHANDLERS

Peddlers or panhandlers of any kind are not allowed to sell papers, merchandise, or solicit funds for any purpose

onboard buses. If they persist, call Bus Traffic Control for assistance and provide the description of subject.

317 SCHOOL CHILDREN

- 317.1 Younger children will look to the Bus Operator for security during the bus trip. Watch out for young and/or confused children who might need your assistance.
- 317.2 Teenagers may test the patience of the Bus Operators; win their respect by being firm, yet friendly. They may actually be of help in maintaining control of others on the bus.
- 317.3 If problems are encountered, inform Bus Traffic Control and give as much information as possible. Supervisors will talk to the proper school personnel, if necessary.

318 MISCONDUCT BY CUSTOMERS

For acts of misconduct such as intoxication, vandalism, customer disputes, assaults, robbery, or threat of such actions on the bus, follow this procedure on the following page (See also Section XI, EMERGENCY PROCEDURES).

- a. The Bus Operator should notify Bus Traffic Control using appropriate radio procedures (see also Section VII, Communications) and give his/her name, badge number and, most importantly, location. State the nature and seriousness of the problem. Do not move the bus from that location and follow the instructions given.
- b. Do not leave your bus to engage anyone.
- c. Do not attempt to detain or chase suspect(s). Note only features and mannerisms of the sus-

pect(s) for future identification. Note race, height, weight, pants color and length, shirt (long sleeve or short sleeve) and last known direction of travel.

- d. Follow the Bus Traffic Controller's, street supervisors and/or police instructions. Be sure to complete and submit an Incident Report at the end of the run.

319 INTOXICATED CUSTOMERS

In the event a customer on your bus is intoxicated, call Bus Traffic Control for assistance. The Bus Traffic Controller will obtain needed security assistance. Following Bus Traffic Controller's instructions, obtain witness cards and turn in an Incident Report at the end of the run.

320 EATING/DRINKING

Customers are not allowed to consume food or beverages (alcoholic or non-alcoholic) while on the bus. If a customer is not complying with this rule, politely ask them to stop, if they refuse to comply, call Bus Traffic Control for assistance.

321 VANDALISM

When customers are observed vandalizing buses or DTPW property, immediately notify Bus Traffic Control. Obtain names and addresses of witnesses, if possible, on the bus and complete an Incident Report at the end of the run.

322 BUS STOPS, SHELTERS, AND BENCHES

If damage is noticed on bus stop signs, shelters or benches, or there are shelters that appear to be in bad or dirty condition, please let DTPW know by completely filling out a Service Improvement Report online. You

may also inform a TOS in the field or at a terminal.

323 SPITTING

Spitting on buses is prohibited. If a customer spits, quietly and courteously explain to him or her that such action is prohibited. If the customer becomes unruly, call Bus Traffic Control for assistance.

324 PERSONAL RADIOS

On the bus, customers shall not operate radios or other audio devices without earphones or headphones. If a customer is playing a radio without earphones/headphones explain the policy regarding the proper use of radios on buses. If the customer will not comply, call Bus Traffic Control for assistance.

325 ROLLER-SKATES/IN-LINE SKATES

Persons wearing roller-skate or in-line skates are not permitted on buses. Explain to customers that they must remove their skates to board. If they fail to comply, call Bus Traffic Control.

326 SMOKING ON BUSES

It is against County Ordinance for anyone to smoke on an DTPW bus. This applies to any kind of smoking (i.e. e-cigarettes, cigars, regular cigarettes, etc.). If a customer smokes while on the bus, remind him or her in a courteous manner that smoking is not allowed on DTPW buses.

If the customer refuses to stop smoking, you should call Bus Traffic Control for instructions and continue on the route. (This Rule Also Applies To Bus Operators).

327 VIOLENCE AND DISTURBANCES ON BUSES

327.1 Never engage in a physical encounter with anyone

except in self-defense or in defense of a customer in instances of direct physical attack, and when you believe that physical harm, serious injury, or death may result. Do not leave the driver's cabin or exit the bus to engage in a verbal or physical altercation. Close the bus doors and call BTC for assistance

- 327.2 The Bus Operator is a representative of the county and should exercise good judgment when involved in such a situation. Only the degree of force necessary to subdue the attacker and restore order may be used. Otherwise, it may be found that the Operator was acting outside the scope of employment and he/she may incur personal liability.
- 327.3 Identification, apprehension, prosecution, and conviction of parties committing violent acts and creating disturbances on buses is desirable. Every effort should be made to report such incidents to Bus Traffic Control as soon as possible. (See Section XI, Emergency Procedure). Every effort should be made to secure the names and addresses of all witnesses.

328 DISPUTES

At the first indication of possible violence between customers, use your customer interaction skills described in Section II. Stop the bus, ask the customers to separate or simply ask one to move to the rear or front of the bus so that the trip can continue. Make sure you act fast to protect children or seniors from harm. If the problem cannot be worked out, call Bus Traffic Control for assistance.

329 EJECTING CUSTOMERS

Only a supervisor, police officer, or DTPW-designated security guard may eject a customer from a bus.

330 REFUSING TRANSPORTATION

- 330.1 In extreme circumstances, transportation may be refused to an individual or group that is behaving offensively, threatening the safety or comfort of other customers, or intoxicated. Get medical attention for an ill person before leaving the area.
- 330.2 If transportation must be refused, do it as politely, discreetly, and quickly as possible. Call Bus Traffic Control immediately, and complete and submit an Incident Report at the end of the run.

331 SEATING CERTAIN CUSTOMERS

Wait until elderly patrons, customers with disabilities, pregnant women, persons carrying babies or packages, and any other person who appears incapable of seating themselves to be seated before moving the bus. If the bus is full, ask another passenger to allow one of the above customers to sit before moving the bus.

332 FARE COLLECTION

- 332.1 Sales of all fare products are final. If a customer has a problem, refer him or her to the Easy Card Center at (786) 469-5151 or Transit information at 311.
- 332.2 Children under 42 inches tall must be accompanied by a fare-paying customer and will ride at no cost. A small hole on the post by the door is your quick guide to the 42-inch height level. In addition, a 42 inch sticker has been added to assist the customers with this procedure. Pre-school children with a permit may ride at no cost, regardless of their height.
- 332.3 Bus Operators are responsible for making sure that each fare is properly collected and recorded on the

farebox. (See Section VI, Fare box).

- 332.4 Changes will occur from time to time; make it a habit, as it is your responsibility to check the Bulletin Board/Monitors for changes and announcements. Ignorance is not an excuse for violating the rules.

333 HANDLING OF CASH FARES

- 333.1 Bus Operators are NOT permitted to handle or collect cash fares nor are they permitted to allow anyone else to do so.
- 333.2 Operators are to immediately notify Bus Traffic Control (BTC) when encountering problems with the farebox.
- 333.3 Bus Operators are permitted to assist customers with disabilities when inserting their cash fare into the fare box, if requested by the passenger.
- 333.4 Bus Operators are not to instruct passengers to deposit cash into any type of storage device or anything other than the farebox, unless instructed by BTC or other supervisory personnel.
- 333.5 Bus operators are required to report to BTC if they see anyone selling fare media outside or inside the bus.

334 FARE DISPUTE

Please avoid disputes over fare payments. If a passenger is unable or unwilling to pay the fare, remind them of the policy and continue on your route. Do not engage in arguments or delay the service. Your cooperation ensures a smooth and timely journey for all passengers.

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SECTION IV

400 - WORKING PROCEDURES

401 REPORTING FOR DUTY

401.1 Bus Operators must check in by tapping their I.D. badges and ensure that they are acknowledged by the dispatcher on duty. An electric I.D. badge reader is provided for the purpose of determining the exact time an operator checks in. Operators must report to the Division Dispatcher to pick up their daily work assignment.

(NOTE: NO I.D., NO WORK)

401.2 If a Bus Operator reports to work without the items required to operate a bus or out of uniform he or she will not be assigned work or be checked in by the TOS/Division Dispatcher (see section 117, Personal Appearance Code and 501, items required to operate a bus).

402 RECOVERY TIME

402.1 Recovery time is a period between scheduled arrival and departure time at the end of the route. It allows adequate headway spacing and proper schedule adherence. Recovery time is not a guaranteed time period for personal use. The following are the steps to be followed during recovery time:

- a. If recovery time is 1½ minutes or more at the end of the line, turn off the bus engine, unless otherwise instructed. The engine will turn itself off after 15 minutes, if left running.
- b. During daylight hours engage the parking brake and place the gear shift selector in the

neutral position. Switch off the engine after all customers have alighted and cut any electrical load off.

- c. During hours of darkness, the above procedure will be followed and, in addition, turn off all lights except marker, tail lights.
- d. Do not leave bus at the end of the line, unless absolutely necessary. When it is necessary to leave the bus, the parking brake must be set, the transmission put in the “neutral” position and the engine shut off. Doors should be closed if no customers are on board. (See section 521.1 failure to secure prevention)

402.2 Customers will be allowed to board the bus during the recovery time at the end of the line providing that the bus is properly secured (parking brake engaged and bus in neutral) with the front door left open and the rear doors left in the open position (green exit light on) when the operator is on the bus.

402.3 Recovery at intermediate points on the route for lunch, coffee, or any other personal reason is not allowed.

403 ROUTE DEVIATION

There must be no deviation from the route, including unscheduled stop-over, unless ordered by supervisory personnel or by a necessary emergency detour while police or other authorized persons are in charge. All route deviations must be called in to Bus Traffic Control using the radio or telephone as soon as possible (use a telephone only if the radio is inoperable).

404 SCHEDULES

- 404.1 Operators must have an accurate knowledge of the schedules, running time, time points, and route on the runs they operate.
- 404.2 Operators must leave the garage, terminal, or end of the line at scheduled times unless there is a legitimate delay.
- 404.3 Keeping buses on schedule is a vital component of providing high quality transit service. However, safety must never be sacrificed in an attempt to keep the bus on schedule. Operators must maintain prescribed schedules, reaching time points as scheduled unless otherwise instructed by a supervisor or other authorized DTPW official. Expect to be monitored by Bus Traffic Control via the Fleet-CAD Automated Vehicle Location (AVL) system. The Bus Traffic Controller's primary responsibility is to keep service in place and on time.
- 404.4 Bus Operators are not authorized to put themselves back on schedule by dead-heading or deviating from the route. Contact Bus Traffic Control to be placed back on schedule and follow their instructions accordingly. Bus Operators shall notify Bus Traffic Control immediately when running late (on the next bus schedule) to avoid the clustering of buses.

405 UNAUTHORIZED DRIVER

- 405.1 Do not permit any unauthorized person to operate the bus or sit in the drivers' seat at any time.
- 405.2 Bus Operators are permitted to operate only those vehicles on which they are qualified or trained on by DTPW.

405.3 An operator shall not take control of a bus from the operator assigned to the vehicle, except in an emergency. Once the vehicle is under control, the operator must immediately contact BTC.

406 DEAD-HEAD ROUTES

All routes assigned as 'dead-heading routes' are identified and posted on the Bulletin Board at each of the operating divisions. An Operator's failure to follow established dead-head routes will result in disciplinary action. Any deviation from the established deadhead route must be authorized by Bus Traffic Control or supervisory personnel.

407 WATCHES

Bus Operators are required to have an accurate wrist watch or pocket watch to ensure adherence to operating schedules. Bus Operators shall set their watch by the Bus Operators' room clock. The Operators room clock is synchronized daily with Bus Traffic Control.

Operators must display their wrist watch or pocket watch to the dispatcher on duty. Operators will not be permitted to work without a watch.

408 BUS CLEANLINESS

Bus Operators should show pride in the appearance of their bus by keeping newspapers, waste and loose trash cleaned up and placed in a trash receptacle. Do not throw trash into the streets. Do not scatter supplies on the window ledge, or carry anything in the front window or on the dash. Operators are required to keep the operator compartment and overhead storage area clean.

Prior to returning to the garage, operators should discard any trash from the bus.

409 PERSONAL RADIOS

Florida Statute No. 316.304 states that “*no person shall operate a motor vehicle while wearing a headset, or other listening device.*” If an Operator takes a personal radio aboard a bus, he or she is considered to be in violation of the Rules and is subject to disciplinary action. The only exception is of a run remaining in service on the street after 11:00 p.m. In this case, a small radio may be brought on board for personal use at the end of the line only.

410 CELLULAR TELEPHONES/ ELECTRONIC DEVICE

Use of cellular telephones, audio, video, headset device or any type of electronic device is not permitted on transit vehicles, in maintenance areas, or at any time or location where attention may be diverted from the safe and efficient performance of duty. Electronic Devices must be turned off, shall not be displayed on uniform or person or used at any time while operating a DTPW Bus or other DTPW equipment. Operators violating this policy will receive severe disciplinary action, up to and including dismissal.

410.1 Operators are not allowed to report to work with electronic devices on their uniform.

410.2 Any employee (operations/maintenance) while operating a bus with a cellular phone/electronic device on their person, in hand, or actually using a cellular phone/electronic device in any way, may be recommended for severe disciplinary action, up to and including dismissal.

410.3 Any employee operating a bus and found using a cellular phone/electronic device in any way, may be immediately relieved of duty pending the outcome of the investigation and administrative action.

- 410.4 At no time shall an operator stop the bus to use a cellular phone/electronic device for personal business while in route, or they shall be subject to severe disciplinary action, up to and including dismissal.
- 410.5 Cellular phone/electronic devices must be turned off and stored away in the bus overhead compartment, bag, purse, etc.
- 410.6 Using a cellular phone/electronic device means with a blue tooth, earpiece, speaker phone, playing games, texting, using it as a clock or for any other reason other than the 3 instances shown below. In addition, to cellular phones, this policy also include iPods, iPads, PDAs, calculators, game systems, books, newspapers or anything else that can lead to distraction while operating a bus.

Specifically, employees operating a bus can only use their cellular phone/electronic device in 3 instances:

- a. After the bus is properly parked and secured at the end of the line while still on scheduled recovery time (passengers shall not be delayed due to your personal business).
 - b. After the bus is properly parked and secured to report an incident or accident (after attempting to call BTC via the bus radio).
 - c. After the bus is properly parked and secured to report a mechanical malfunction (after attempting to call BTC via the bus radio).
- 410.7 If your family needs to contact you, please advise them to contact your division dispatcher. The dispatchers will make contact arrangements depending on the severity of the call. Dispatch numbers are for emergencies only not for employment verifica-

tions, credit verification or any other non-urgent matters. They must call DTPW's Human Resource department at (786) 469-5229. Calls deemed non urgent by the dispatcher will not be processed.

DIVISION PHONE NUMBER

Central (305) 638-6045

Coral Way (305) 264-2391

Northeast (305) 652-8777

411 EATING /DRINKING

Consumption of food or beverages is not allowed while operating a bus.

412 LEAVING A BUS UNATTENDED

Bus Operators are not permitted to leave a bus at any point along the route when carrying customers to buy or eat a meal or to transact personal business. Operators may only leave the bus on route for an emergency (illness, restroom use, etc.) or emergency phone calls to Bus Traffic Control.

413 RESTROOM FACILITIES

Available restroom facilities to be used by Bus Operators have been identified and are listed in a service bulletin. If the identified restroom is not available the Bus Operators are to use the following guidelines when choosing an alternative restroom facility along their route alignment:

- a. Stay on the route.
- b. Do not block driveways.
- c. If customers are on board, let them know that you will be right back. Do not leave the bus unattended for a long time.

- d. Use good judgment in selecting the stop.
- e. Secure the bus properly, set the parking brake, place the shift selector in “neutral,” and leave the doors open.

414 FEDERAL, STATE, AND LOCAL REQUIREMENTS

414.1 *Commercial Motor Vehicle Safety Act Of 1986*

- a. No driver may possess more than one license. Operators are required to sign a statement confirming that they possess only one Florida Driver License. Any additional license must be surrendered to the Division of Driver’s License to be returned to the state of issue.
- b. A driver convicted of a traffic violation (other than parking) must notify the motor carrier DTPW and the state which issued the license to the driver within 30 days.
- c. Any person applying for a job as a commercial vehicle driver must inform the prospective employer of all previous employment as a driver of commercial vehicle for the past 10 years, in addition to any other information about the applicant’s employment history.
- d. Notification of Driver License suspension: Drivers of commercial motor vehicles must notify their employers (Division Superintendent) if their license has been suspended, revoked, or canceled. This notification must occur before the end of the business day, if not operating a vehicle that day, and prior to operating a vehicle, if scheduled to work, following such loss of privilege.

NOTE: *Failure to comply with these requirements will result in disciplinary action, up to and including dismissal.*

414.2 *Equipment and Operational Safety Standards Governing Public Sector Bus Transit Systems, Chapter 14-90 of the Florida Administrative Code.*

- a. *“The driver of the bus shall not be permitted or required to driver more than 12 hours period.”* This pertains to platform (actual behind the wheel) hours. All Operators must be checked off before completing 12 platform hours.
- b. *“... or drive after having been on duty for 16 hours in any one 24 hour period,”* “On duty” includes standby time, wait and travel time. Bus preparation time, accident report preparation time, time required to see the superintendent, court and jury duty time, instructional class time, medical examination time, and platform time.
- c. *“...or drive more than 70 hours in any period of seven consecutive calendar days.”* Any operator who works his or her statutory limit of 12 driving (platform) hours within the 24-hour period daily will reach his or her 70-hour limit on the sixth day and that operator will have to be limited to a 10-hour maximum. This clause forces the seventh day off. There could be several variations of this example.

Note that the wording states, *“any period of seven consecutive calendar days.”* This means that the seven-day period may float. It can be Sunday through Saturday, Tuesday through Monday, etc.

- d. *“A driver who has reached the maximum 12 driving hours or 16 hours on duty time shall*

be required to have a minimum of eight consecutive hours off duty time within any one 24-hour period.”

- e. *“A driver’s work period shall begin from the time driver first reports for duty for his or her employer.”* The 24-hour period shall begin with the first report for the Bus Operator each operating day. The 24-hour period in most cases will span two calendar days; for example, from 05:55 on Tuesday through 05:54 on Wednesday.
- f. *“A driver may be permitted to drive for more than the regulated hours if the hours are necessitated by adverse conditions resulting from weather, road or traffic conditions, or emergencies resulting from an accident, medical reasons or disaster.”*
- g. *“The driver of a bus may be permitted to exceed his or her regulated hours in order to reach a regularly established relief point, provided the additional driving time does not exceed one hour.*
- h. A bus with customer’s doors in the open position shall not be operated with customers aboard. The doors shall not be opened until the bus is stopped. A bus with inoperable customer doors shall not be operated with customers aboard. DTPW buses are equipped with door interlocks which should prevent open door operation. Operators are to insure that the interlock system is functioning properly.
- i. During darkness, interior lighting in buses shall be sufficient for customers to enter and exit safely.

- j. Customers shall not be permitted in the step well(s) of any bus while the bus is in motion, or occupy an area forward of the standee line as required in subsection 14-90.007(m) of the Florida Administrative Code.

Application of this provision will obviously require good judgment and common sense on the part of the Operator. The intent of this provision is to prevent crush-loads in which customers, out of necessity, stand ahead of the standee line and in the step wells. In cases where customers cross the standee line as they prepare to exit, with the bus still in motion, the requirements of operational safety and efficiency shall prevail.

- k. With customers aboard, the bus transit system shall require the driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion. *Seat belts must be worn.*
- l. Buses shall not be left unattended with customers on board for an extended period of time, or longer than 15 minutes.

This provision does not apply to buses which are properly secured (engines off and parking brake on) during recovery.

- m. *Buses shall not be left unattended in an unsafe condition with customers on board at any time.*

414.3 Other Areas Regulated by Federal And State Laws:

- a. For informational purposes, applicable laws in the areas listed below may impact one's ability to have a valid Commercial Driver License

(CDL). Lack of a valid CDL will impact one's job as a Bus Operator.

- b. Driving or being in physical control of a vehicle while under the influence of drugs or alcohol. This includes prescribed drugs.
- c. Driving or being in physical control of a vehicle if there has been a charge of reckless driving within a 12-month period.
- d. Driving or being in physical control of a vehicle if there has been a conviction of committing moving violations against laws regulating the movement of traffic.

NOTE: Check with the License Bureau for information on the number of violations that will cause a license to be revoked.

OPERATORS ARE EXPECTED TO KNOW AND OBSERVE ALL STATE VEHICLE CODES AND STATE MOTOR CARRIER SAFETY REGULATIONS.

415 SERVICE IMPROVEMENT REPORT

Bus Operators are encouraged to use the Service Improvement form to communicate concerns and recommendations regarding bus service to management. This form is available online via Transit.net.

SECTION V

500 - BUS OPERATING PROCEDURES

501 ITEMS REQUIRED TO OPERATE A BUS

- a. Valid Florida Commercial Driver's License: Class B with passenger endorsement and no air brake restrictions.
- b. Proper uniform (Clean)
- c. Reflective Safety Vest (Use whenever on bus yard)
- d. Approved watch
- e. Copy of Metrobus Operations/Maintenance Rules and Procedures Manual
- f. Route schedule card, map, and announcement list
- g. Inter-County Connection Ticket (when needed)
- h. Appropriate route schedules for customers
- i. Pre-Trip Inspection Form (If pull-out from the garage)
- j. Eyeglasses or contact lenses must be worn if restriction is noted on drivers license
- k. Ink pen black or blue

502 SCHEDULE CARD

502.1 Bus Operators must carry a schedule card, route map, and announcement list for their scheduled piece of work.

502.2 Before taking a bus out of the garage, obtain a

schedule card from the dispatcher. This card is to remain in the bus until it returns to the garage, at which time you will turn in the schedule card and any unused supplies to the dispatcher.

502.3 When buses must be changed for any reason, transfer ALL supplies to the replacement bus.

503 PRE-TRIP PROCEDURES AND INSPECTION

To comply with Florida Administrative Code, Chapter 14-90, a Pre-Trip Inspection must be completed before a bus pulls out of the garage. In the Operator's Room:

1. Get schedule card, route map, and announcement list.
2. Check watch with Operator's room clock.
3. Check detour board.
4. Check Bulletin Board.
5. Check maps and instructions.
6. Pick up route schedules for customers.

Be especially careful to avoid starting a bus with someone under it or working on it. You should walk around the bus prior to starting and moving it.

In the garage parking lot:

- a. If the bus is already running when you locate it, it is your responsibility to ensure that it is properly secured. Make sure the gear is in neutral and parking brake is set.
- b. Start engine.
- c. Make sure that the air pressure has built up to (120psi) before moving the bus.

- d. Turn on all lights and hazard lights.
- e. Set destination signs and route numbers, check door latches.
- f. Adjust seat.
- g. Program farebox (see Section VI). If you encounter a problem, take bus to farebox repair area prior to leaving garage.
- h. Adjust mirrors, interior and exterior.
- i. Perform Pre-Trip Inspection, which includes checking, but is not limited to, the following:
 - Service brakes
 - Parking brakes
 - Tires and wheels
 - Steering
 - Horn
 - Lighting devices
 - Windshield wipers
 - Rear view mirror
 - Customer doors
 - Exhaust system
 - Equipment for transporting wheelchair
 - Safety and emergency equipment
 - Lift or Ramp and the securement devices

If there is a defect in any item that appears within the heavy black squares on the Pre-Trip Card, contact the dispatcher and follow instructions given.

- j. Check air pressure before moving the bus, 120 psi minimum.
- k. Test service brakes in the parking lot prior to leaving garage.
- l. Cycle wheelchair ramp/lift.
- m. Ensure that the safety triangle reflectors are properly secured and the fire extinguisher is properly charged, prior to leaving garage.

Before leaving the garage you must deposit the signed Pre-Trip Inspection Card in the designated box at the revenue plaza.

NOTE: PLEASE BE AWARE THAT IF YOU DO NOT IDENTIFY PREVIOUS DAMAGE ON THE PRE-INSPECTION CARD, YOU MAY BE CHARGED FOR IT LATER. WHEN A RELIEF OPERATOR COMES TO RELIEVE YOU, ANOTHER CHECK WILL OCCUR. THEREFORE, ATTENTION TO DETAIL IS CRITICAL.

504 OPERATOR CAB DOOR

504.1 For buses equipped with a door to operator cab, the door shall remain closed when the bus is in motion and shall not be tampered with or tied back to a stanchion.

505 OPERATING ON DTPW PROPERTY

505.1 Buses operating inside the garage or rail stations must be limited to a speed of 10 MPH. Speed at revenue plaza is 5 MPH. Speed in all bus terminals is 5 mph. Be prepared to stop for pedestrians walking in front of the bus lanes and crosswalks.

505.2 Bus Operators must not block areas where fire or emergency lanes are designated, even for a few

moments. All driveways in bus parking lots at all divisions are fire lanes. These areas must be kept open at all times.

506 DESTINATION SIGNS

Set all destination signs, including side and rear signs, to show the route and exact designation of the vehicle. Should the designation be changed on orders of the Bus Traffic Control, immediately make customers aware of the change.

507 HORN

The horn is the only means you have of warning others of the approach of the bus. It should be used for the purpose of preventing drivers of other vehicles or pedestrians from getting into a position of danger. The horn should never be used aggressively or in a manner that could be considered “Road Rage”.

508 MIRRORS

Mirrors should be adjusted properly before you move the bus. Before checking the mirrors, be sure the seat is in the proper position.

- a. Adjust the left side-view mirror so that the left side of the bus is visible from the rear of the front wheels to the back of the bus. The left side-view mirror does not cover the areas directly to the left of the Bus Operator’s seat position.
- b. Adjust the interior rearview mirror to get the widest possible view of the bus interior. Make sure that the rear door area is visible.
- c. The rear exit door mirror located above and to the rear of the exit stairwell is used in combination with the mirror located at the right

front corner of the bus interior near the ceiling. Adjust the exit door mirrors so that the exit door stairwell and the area immediately outside the bus at the exit door is visible.

- d. Adjust the right side-view mirror so that the right side of the bus is visible, especially the front and rear doors. When adjusting this mirror, the mirror arm must be set straight forward, and not set out at an angle away from the bus.
- e. Operators are encouraged to use spot mirrors when available.

NOTE: BUS OPERATORS MUST BE AWARE OF THE BLIND SPOTS (AREAS NOT SHOWN IN THE MIRROR) FRONT OF THE BUS (IN FRONT OF THE MIRRORS) AND THE REAR AND REAR RIGHT AREAS ARE NOT VISIBLE IN THE MIRRORS.

509 SEAT BELTS

To comply with state law, seat belt must be worn at all times while operating a bus.

510 PARKING BRAKES

510.1 Do not drive the bus with the parking brake engaged. This will lead to the brakes overheating and may cause a fire.

510.2 Do not use the parking brake except to hold the bus in a parked position or for stopping the bus in an emergency when the air brakes fail. Parking brakes must be completely released at all other times when the bus is in motion.

510.3 Do not leave a bus parked without being properly

secured. First, put the gear selector in neutral and then firmly set the parking brake. The front wheels must be turned to the curb if the bus is facing down hill; or away from the curb if the bus is facing up hill. (see section 521.1 failure to secure prevention)

510.4 To apply the parking brake, pull the control valve knob up.

510.5 Failing to properly secure your bus may lead to a Failure to Secure Accident. This is negligence and will be ground for severe disciplinary action. (see section 521.1 failure to secure prevention)

511 SERVICE BRAKES

511.1 Brakes on the buses are air-operated and applied by pressing the brake pedal. The ability to stop the bus depends on how fast or how slow the brake pedal is pushed.

511.2 The best braking can be obtained by gradually applying the brakes. The brake pressure should then be reduced gradually as speed is reduced so that at the end of the stop only a slight pressure remains in the brake chambers.

511.3 Do not ride the brake pedal. This practice causes poor brake performance and excessive brake wear.

512 INTERIOR TEMPERATURE

Bus Operators are responsible for the adjustment of heating, ventilation, and cooling for the comfort of customers. Turn off a/c for a few minutes in an effort to maintain a comfortable temperature inside the vehicle.

513 DOOR OPERATION

513.1 Buses are not to be moved with the doors open. The rear door interlock is not to be used as a brake under any circumstances.

513.2 Continually observe the operation of the rear doors and be alert for any defects in their operation.

513.3 Under no circumstances should you use the rear door brake interlock in place of the parking brake. The air pressure could leak down and the bus could roll if this is done. Do not set the rear door interlock at the end of the line because the brake shoes need a chance to cool and the linings could crystallize if they remain hot.

513.4 Do not depress the accelerator pedal until the rear door interlock releases, as this can cause damage to the transmission.

- The Brake Interlock program is activated once the front or rear doors are opened, which engages the interlock.
- Once the doors are closed, if interlock does not release, you must apply pressure to the brake pedal to move the bus.
- Kneel Alarm will sound if bus engine is shut off and parking brake has “not” been applied.
- THE BUS SHOULD NEVER BE IN “REAR RUN MODE.”

514 EMERGENCY FLASHERS

Emergency flashers should be operated when:

- a. Stopping at railroad crossings.

- b. Stopped in a bus zone that does not have a pullout bay.
- c. Pullout bays are blocked by other vehicles and it is not possible to curb the bus.
- d. Slowing to service stops where curbs exist without pullout bays requiring the bus to, in effect, stop in a lane of traffic.
- e. The bus is disabled (if necessary flag the traffic around the disabled bus).

515 TRANSFERS

515.1 Paper transfers are only accepted from Broward County Transit (B.C.T.) and are no longer accepted or sold by Department of Transportation and Public Works. Customers will only be able to transfer if they have an Easy Card or Easy Ticket. Customers paying cash will not be able to purchase a transfer and will need to pay full fare every time they board a bus.

515.2 Customers utilizing Easy Card or Easy Ticket will be permitted two (2) free transfers (refer to fare table in section XII).

- 1. Full fare will be deducted from the Easy Card or Easy Ticket when boarding the first bus or train.
- 2. Two (2) free transfers will be permitted to customers continuing on the bus within three hours of the first trip.
- 3. \$.50 will be deducted from the Easy Card or Easy Ticket from customers transferring to rail within three hours of the originating first trip.

516 EMERGENCY TRANSFERS

NOTE: *Emergency Transfers have been eliminated. In the event of a breakdown, advise the Bus Traffic Controller and the Bus Operator of next bus (or replacement bus) of the number of passengers transferring from the disabled bus.*

517 ACCEPTING BROWARD COUNTY TRANSFERS (BCT)

517.1 Department of Transportation and Public Works will distribute free Inter-County Connection Tickets on bus routes where DTPW and BCT buses connect on or north of Miami Gardens Drive (NW 183rd Street) including Golden Glades and Aventura Mall. Passengers transferring from DTPW to BCT will provide the operator of BCT with the Inter-County Ticket and pay \$.50 cents.

- *Accepting* – Passengers transferring from BCT to DTPW will provide the operator of DTPW with a BCT transfer and pay \$.60 cents for full fare, \$.30 cents discount fare or \$.95 cents for an express-bus transfer or \$0.45 for an express-bus discounted fare transfer. Broward County Transfers will be accepted at all existing bus stops along the routes including Downtown Miami and Civic Center.
- *Issuing* - DTPW passengers can request a free Inter-County Connection Ticket on bus routes where DTPW and BCT buses connect or north of Miami Gardens Drive (NW 183rd Street) Golden Glades, Aventura Mall and Downtown Miami. Inter-County Connection Tickets will be issued at all

bus stops along the route including downtown.

518 DRIVING TECHNIQUES

518.1 Developing good driving habits is essential for the Bus Operator and customers. Driving a bus is quite different than driving your car.

Compared to a personal car;

- a. The bus has a higher point of view and a wider range of vision.
- b. The bus is longer, wider, and heavier.
- c. A longer stopping distance is required and the turning radius is much wider on a bus.
- d. A bus does not accelerate as quickly.
- e. The steering wheel of a bus is larger.
- f. A large number of customers are carried on a bus; so there is greater responsibility.

518.2 *Seat and mirrors*

- a. The seat should be adjusted to a comfortable position that allows for full vision of the inside and outside of the bus.
- b. All mirrors should be adjusted so that visibility is achieved with very little head movement.

518.3 *Steering Wheel*

- a. Think of the steering wheel as a clock. The right hand should be at the three o'clock position and your left hand at the nine o'clock position.
- b. Wrap your palms around the steering wheel with your thumbs up. Never wrap your thumbs under the wheel.

- c. Use the push/pull method when steering. When turning to the left or right, use the push/pull method.

518.4 *Making turns*

- a. No turn shall be made at more than 5 mph on local streets. (Does not apply to the highway)
- b. Use the push/pull method. Start with your hands at the three o'clock and nine o'clock positions.
- c. Lean forward to grasp the wheel and lean back pulling it towards the body. Using your entire body rather than just your arms take stress off your back and could prevent sore and aching muscles.

518.5 *Accelerating and braking*

- a. Both accelerating and braking must be done smoothly and evenly to avoid throwing standing customers to the floor or causing seated customers to lurch back and forth thus disturbing their comfort. Quick or erratic starts and stops also increase the potential for accidents.
- b. The accelerator and brake pedal are air-operated. Under certain conditions air supply to the accelerator is cut off as a safety measure.

NOTE: *When you are not accelerating, keep your foot on the brake pedal.*

- c. When braking, apply enough pressure to stop the bus and gradually reduce pressure as the bus slows bringing it to a smooth stop. Never hit the brakes sharply, except in an emergency.

- d. The braking distance and reaction time determine the actual stopping distance. Five conditions that will affect it are: wet roads, fatigue or illness of the Bus Operator, gravel or sand on the road, a full bus, and driving on a downgrade. For your information, under normal conditions:

At **20 mph** – it takes **47.5 feet** to stop a bus

At **55 mph** – it takes **282.25 feet** to stop a bus

- f. Remember that braking distances may vary from bus to bus. Do not assume that the bus will brake
- g. the same way for the entire run. Factors to consider are road, weather, and load conditions.

NOTE: *Pressing and releasing the brake pedal (fanning or pumping) over and over will cause poor braking performance.*

- f. The proper procedure for driving down an open road is to accelerate slowly to reach the desired speed, and then maintain the speed using the accelerator and brake as little as possible.
- g. The proper procedure for driving down a city block is to accelerate smoothly for the first third of the block; maintain your speed during the second third of the block; and then brake slowly during the last third of the block.

518.6 *Making the service stop*

- a. Stop the bus parallel to the curb, and from (6) inches to (1) foot from the curb.
- b. If the bus stop is completely blocked, preventing you from properly curbing parallel to the curb, stay out at least (4) feet from the curb

and inform customers that they are stepping out into the street.

- c. If the bus stop is partially blocked by an illegally parked vehicle, pull up behind the vehicle, if possible, and make sure you leave (15) feet between the bus and the vehicle so that you can pull out safely.
- d. Use the four-way flasher when servicing a bus stop without a pull-out bay, which would require the bus to stop in the lane of traffic.
- e. Make sure the doors do not open where there is an obstruction such as a pole, tree, puddle, etc.
- f. Board customers from the front and exit customers from the rear, when possible.
- g. If you must stop near a hazard, warn all customers. Exit customers from the front, if required.
- h. Always check the rear doors to make sure that customers are clear before closing them and leaving the bus stop.

518.7 *Reduced vision*

At night Bus Operators will encounter decreased vision, the glare of oncoming headlights, and the likelihood of increased road hazards. Fog and heavy rain will also impact your ability to see. Use the following procedures when driving under reduced vision conditions.

- a. DO NOT overdrive your headlights. Adjust speed so that it is possible to see far enough ahead to be able to make smooth and safe stops.
- b. Slow down when meeting another vehicle or when nearing a curve. To safely negotiate a

curve, brake before entering the curve. Do not brake while you are in the curve and keep your path as straight as possible. Accelerate slowly as you come out of the curve.

- c. Use the edge line or center line of the roadway as a guide.
- d. Watch for pedestrians and vehicles stopped along the edge of the road or other objects alongside the road.
- e. Stay alert and be aware of your surroundings. In order to be alert, make use of the following suggestions:
 - Always get proper rest before reporting to work.
 - Open your window and let some fresh air come in.
 - Avoid staring; move your eyes constantly.
 - If you are tired or feel yourself getting sleepy, stop the bus and call Bus Traffic Control.

NOTE: PROTECT THE SAFETY OF THE CUSTOMERS BY RECOGNIZING SIGNS OF FATIGUE.

- f. Reduce your speed sharply if you see headlights down the center of the road or tail lights in bus lane of travel. A vehicle could be coming down the center of the pavement, it may be stopped on the road, or it may be barely moving. Allow time to take action as needed.
- g. Heavy rains will normally create flooding in addition to reducing your vision. When driving through water, never drive faster than

5 mph. Do not attempt to cross water deeper than (8) inches. Always check your brakes after passing through water. Dry your brakes by holding a slight pressure on the brakes with the bus moving for a short distance.

- h. When vision is obscured by fog, rain, smoke, or any other cause, reduce the bus speed to permit stopping within the distance that can be seen.

519 DEFENSIVE DRIVING TECHNIQUES

519.1 Defensive driving can be defined as driving in a manner that will prevent accidents in spite of the actions of others and/or adverse weather, road, or traffic conditions.

519.2 A preventable accident is one in which the Bus Operator failed to do everything reasonable to prevent the accident.

519.3 There is a method for accident prevention and it includes the following steps:

- a. Recognize the hazard immediately. Try to think about what is going to happen or what might happen as far ahead as possible. Never assume that everything will be all right.
- b. Have knowledge of the defensive technique required. Learn what to do in specific situations. Learn it until it becomes second nature to you.
- c. Act in time. Once you see the situation, make a decision and act on it immediately. NEVER take a wait-and-see attitude.

520 SAFE DRIVING

520.1 It is important to carry customers on schedule, but it is more important to carry them safely. DTPW owes

its customers the highest degree of care. In the case of bad weather, bad streets or traffic conditions, **SAFETY MUST NOT BE SACRIFICED FOR THE SCHEDULE.** Drive at a speed that is safe considering the driving conditions.

- 520.2 Stay back far enough from vehicles ahead of the bus so that a safe stop can be made without a collision, no matter what kind of a stop the driver ahead makes. Be prepared to stop ten (10) feet behind the vehicle ahead.
- 520.3 Failure to maintain a safe (4 second rule) following distance is the leading cause of front-end collision violation. This type of violation may lead to disciplinary for negligence.

521 ACCIDENT PREVENTION

Exercising good judgment in avoiding risks and strictly complying with rules and instructions will, in most instances, prevent accidents. Use defensive driving skills at all times.

521.1 Failure To Secure Bus

Failure to properly secure a bus is an act of negligence that has the potential to injure or cause death to passengers, the general public, as well as to our Bus employees.

Anytime you leave the drivers' seat, remember to properly secure your bus by doing the following:

1. Set the parking brake.
2. Place the bus in neutral. (Gear selection "N")
3. Turn the wheel to the curb (where possible).
4. Double check that you have set the parking brake.

When leaving the bus unattended you must also do the following:

5. Dump/release the air from the bus.
6. Shut the engine down (only when no passengers are aboard).
7. The front door shall only be closed and opened manually.

522 RIGHT-OF-WAY

522.1 Metrobus vehicles, when operating on the streets, have only the rights equal to those possessed by other vehicles on the streets. Bus Operators must not take the right-of-way from another vehicle on the assumption that the driver of the other vehicle will permit the bus to proceed.

522.2 Proceed only when it is safe to do so, regardless of the right-of-way. Whether or not a vehicle has the right-of-way will not be accepted as an excuse for a collision with a pedestrian or another vehicle. Use defensive driving skills at all times.

522.3 Police and fire department vehicles, ambulances, and other emergency vehicles have undisputed right-of-way. On approach of these vehicles, as indicated by a flashing light or audible signal, buses should maneuver as far to the right as possible and brought to a full stop. All vehicle doors must be kept closed while emergency vehicles are passing.

523 PROPER SPEED / CITATIONS

523.1 Bus Operators must comply with all local, state, and federal posted speed limits. No bus shall ever exceed

posted speed limits. In addition to the posted speed limits, observe weather, street, and traffic conditions.

- 523.2 Traffic citations received while in the operation of any DTPW vehicle must be reported to BTC immediately and your division superintendent within 24 hours.
- 523.3 If the citation is involving an accident, the citation needs to be provided to the supervisor on the scene of the accident, who will provide the operator with a form as a receipt.
- 523.4 Employee receiving specified traffic citations while operating county equipment will be represented by DTPW in the following circumstances.
- a. Upon receiving a citation as a result of involvement in an accident.
 - b. Upon receiving a citation for the condition of the vehicle or from following established DTPW rules and procedures.
- 523.5 Employee shall not be represented for normal moving violations such as speeding, passing stop signs and red lights, improper lane changes, etc.

524 BRIDGES

Bus speed should not exceed the maximum speed posted on any bridge. By-passing other vehicles while driving on bridges is prohibited. Buses shall not cross a bridge if the bus weight limit exceeds bridge capacity.

Buses on an average weighs:

30' Bus = 15 Tons

40' Bus = 20 Tons

60' Bus = 30 Tons

525 TRAFFIC SIGNALS

- 525.1 Do not enter an intersection unless you know that the bus can get completely across if the signal changes red.
- 525.2 Never run a red or yellow light. Proceed through the signal only on a green light or arrow.
- 525.3 Bus Operators must NOT make a right turn on a red signal, even if posted. No turn is allowed on red signal at ANY intersection.
- 525.4 Be governed by signals of police officers directing traffic at any point. Strictly observe "STOP SIGNS" operated by traffic patrol at school crossings.
- 525.5 Bus Operators have no authority to signal auto drivers or pedestrians to cross in front of their bus; do not assume this responsibility.
- 525.6 In the event that a traffic signal is not operating, that intersection is to be treated as a four-way stop intersection. Come to a complete stop at the intersection and proceed with extreme caution even if you have flashing yellow lights. Buses shall not block the intersection.

526 RAILROAD CROSSINGS

- 526.1 Railroad grade crossings are points of extreme danger. The utmost care must be exercised when approaching and crossing them. Nothing contained in this rule shall be so construed as to relieve the Bus Operator of the responsibility in any case of exercising due caution to be certain that the way is clear before proceeding over a railroad crossing.

- 526.2 When approaching railroad crossings, pull to the right as far as possible and activate hazard signals at least 150 feet prior to the nearest rail.
- 526.3 Approach any railroad crossing at a speed not exceeding 25 MPH during the last 100 feet of approach. Bring the bus to a full and complete stop at a point where the track can be seen clearly in both directions, but not less than 15 feet and more than 50 feet from the nearest track. While stopped, listen and look in both directions along the track for any approaching train or other vehicle using the rails.
- 526.4 Do not move the bus after making a railroad crossing safety stop when the gate or other mechanical signal device is defective until authorized by Bus Traffic Control and after verifying that it is safe to do so.
- 526.5 Should the bus become stalled on the track, immediately call Bus Traffic Control and request assistance. Then assist customers to alight to a place of safety and make every effort under the existing conditions to stop trains approaching from either direction.
- 526.6 Where crossings are protected by gates, such stops must be made at a location that will permit crossing gates to operate properly when trains are approaching.
- 526.7 At night, dome lights are to be turned off at railroad crossings, and then turned on after crossing of tracks. This assures you greater visibility in looking for oncoming trains.

527 PEDESTRIAN SAFETY

Pedestrians have five basic rights:

1. The right-of-way in pedestrian crosswalks;

2. The right-of-way over vehicles when crossing a street using the crosswalk at a signaled intersection during a walk designation;
3. The right-of-way in crosswalks at intersections when the lights are not working;
4. The right to walk on the left side facing traffic along roads without sidewalks; and
5. The fundamental right to expect all drivers to use every precaution to avoid hitting pedestrians.

528 SCHOOLS, PLAYGROUNDS, AND STREET VENDORS

Use extreme caution while driving near schools and playgrounds. Adhere to the school zone speed limit and obey signals of the school patrol, police officers, and other authorized persons stationed to protect the children. When approaching and passing vendors that attract children (ice cream, etc.), you must exercise caution and be aware of the potential for children to run into the street.

529 PASSING STANDING BUSES OR OTHER VEHICLES

When passing slow moving, disabled, or standing buses or other vehicles, exercise caution. Slow down and look for pedestrians. At intersections, watch out for vehicles or pedestrians crossing from behind or in front of other vehicles.

Do not pass a school bus at any time or in either direction when the red lights are flashing and stop arms are extended.

530 DESCENDING GRADES

Gain control of the bus at the crest of a grade by reducing speed and avoid descending the grade at a high rate of

speed. An equipment or brake failure may require emergency measures in stopping.

531 USE OF LIGHTS

- 531.1 Turn headlights, clearance lights, and tail lights on when it is dark, when visibility is poor due to fog or smoke, or when using windshield wipers.
- 531.2 Under most conditions only the low beams should be used.
- 531.3 To provide for safe operation and maximum visibility for other vehicles and pedestrians, turn the interior bus lights on in conditions less than full daylight, except when on pull-outs or pull-ins over an interstate highway and when no customers are on board.
- 531.4 Report a low battery or a generator that fails to charge immediately.
- 531.5 Operate hazard lights whenever a bus is disabled on the street or shoulder and in hazardous recovery areas.

532 USE OF DOME LIGHTS

During the hours of darkness, dome lights must be on (except when deadheading on interstate highways when no customers are aboard). They must be used as indicated in Subsection 530.7, Railroad Crossings. To avoid draining of battery power, dome and all other lights should be turned off except Tail Lights and Marker Lights when the bus engine is turned off.

533 STOPPING BEHIND ANOTHER VEHICLE

- 533.1 Allow 10 feet between the bus and the stopped vehicle. This will let you maneuver around the vehicle if necessary. When the vehicle a head moves forward, allow another 5 feet before you move the bus.

- 533.2 Allow the same following distance for a bicycle, motorcycle, or moped as you would any other vehicle.
- 533.3 Be aware of the clearance to the side as well as to the front of your bus. Leave (4) feet between the bus and curb or parked car.

534 SKIPPING STOPS

Skipping stops is not permissible. The operator of the lead bus should stop and give a signal to waiting customers indicating that the bus behind is headed for the same destination. However, you must not skip stops or pass up customers.

Buses MUST NOT pass other buses at regular bus stops.

535 SLIPPERY STREETS

- 535.1 *REDUCE SPEED* to gain better control of the bus. Safety has priority over schedules.
- 535.2 When applying brakes, begin much sooner than one would on a dry street. Depress the brake pedal lightly. If rear wheels begin the slightest slide or side slip, release the pedal immediately to allow wheels to roll. Repeat the procedure until the wheels no longer slide or side slip.
- a. *INCREASE CLEARANCE* between the bus, parked cars, and fixed objects to provide a safety factor in case of side slipping. However, do not allow so much clearance that another vehicle could get between the bus and the fixed object or parked car.
 - b. *INCREASE FOLLOWING DISTANCE* to allow additional space for braking. The more slippery the street, the greater the following distance required.

- c. *AVOID QUICK OR ABRUPT TURNING MOVEMENTS.* Steer more slowly and gradually to reduce the possibility of skids.
- d. *PROTECT YOUR CUSTOMERS.* Make warning announcements to boarding and alighting customers. Avoid any actions to hurry customers. Remember, under these conditions a simple “Watch your step” may save a customer from injury.

536 ADVERSE WEATHER CONDITIONS

Most accidents that occur in adverse weather are a result of driving too fast for the prevailing road and weather conditions.

- 536.1 *Road surfaces:* Remember that when road surfaces are wet, whether it is concrete or asphalt, *SPEED SHOULD BE REDUCE BY AT LEAST ONE-FOURTH.*
- 536.2 *Glare:* Rain produces a glare which can adversely affect vision. The sun reflecting off the rain makes the problem worse. Always use sunglasses and the visor.
- 536.3 *Skids: DON'T PANIC, MAKE QUICK MOVEMENTS WITH THE STEERING WHEEL, OR JAM ON THE BRAKES.* Ease up on the accelerator and steer in the direction the rear of the vehicle is skidding. For example, if the rear of the vehicle is skidding toward the right, turn the steering wheel to the right.

537 EXPRESSWAYS

- 537.1 When entering an expressway, stay to the right, using the acceleration lane to gain speed and merge smoothly. Watch for motorists entering the expressway and adjust speed up or down to assist them in entering the expressway.

- 537.2 Obey the posted speed limits. Maintain a steady speed whenever possible.
- 537.3 Use a safe following distance at all times and govern speed accordingly. Maintain stopping distance between the bus and vehicle ahead to avoid chain reaction collisions.
- 537.4 Avoid frequent lane changing. When changing lanes, use proper signals. Do not straddle the lines which divide traffic lanes.
- 537.5 Keep your eyes constantly on the move: far ahead, just ahead, and side-to-side. This avoids fatigue and helps maintain awareness of other traffic.
- 537.6 If the bus indicates some sort of trouble, take the first exit possible.
- 537.7 If possible, stay in the right lane, except when operating in “Car Pool” or HOV lanes. Be in the proper lane when making right or left turns.
- 537.8 Remain in single lanes at entrance and exit ramps. When entering an expressway ramp, be sure that the vehicle ahead of you has proceeded.
- 537.9 Do not travel alongside another bus in an adjacent lane except when buses are taking different directions on ramps, and then for only a short distance.
- 537.10 Keep the bus properly lighted before daylight and after dark.
- 537.11 Make no sudden stops except in an emergency. In the event you must stop on the expressway, observe following traffic and make sure appropriate signals are given. Signal by use of stop light, hazard lights and, if necessary, hand signals. Stop gradually and, if necessary, pull off the pavement.

538 HIGHWAY FOLLOWING DISTANCE

The National Safety Council and DTPW require the “*FOUR-SECOND RULE*” to establish safe following distance on highways. The *Four-Second Rule* is the distance needed to drive behind another vehicle and allow for safe stopping distance in normal driving conditions. When streets are wet, increase following distance to a *minimum* of (5) seconds.

- a. Note when the vehicle ahead passes a stationary point (telephone pole, bridge, sign, etc.).
- b. Begin counting, “One thousand and one...one thousand and two...one thousand and three... one thousand and four.”
- c. The bus should not pass that same point before counting to “one thousand and five.”

539 STARTING AND STOPPING

539.1 Start the bus smoothly without jerks or sudden changes in acceleration to help avoid throwing or injuring customers. When there are customers standing in the aisle or walking to a seat, be careful not to make a sudden start or stop.

539.2 If an elderly person, customer with disability, a person holding a child, or a person with arms full of packages has boarded the bus, do not start until the customer is seated or is holding onto a stanchion or handrail. If the bus is full, ask another passenger to allow one of the above customers to sit.

539.3 Sudden stops that result in throwing standing customers must be avoided unless a collision is unavoidable. If the sudden stop was caused by a vehicle cutting in, etc., identification of such vehicle

by license number or other means should be noted and reported.

- 539.4 If there are standees on the bus, be sure that no one is standing forward of the standee line or in the front or rear stairwell before moving the bus. Ask any customer standing in a prohibited space to kindly move back.

540 TURNING CORNERS

- 540.1 No turn shall be made at more than 5 MPH.
- 540.2 Right turns should be made from the traffic lane as near to the right-hand curb as possible. Do not swing wide enough for an automobile to get on your right side of the bus. Adequate room should be allowed when making a right turn so that the right rear wheel of the bus does not ride the curb, or the right side of the bus scrape against poles.
- 540.3 Left-hand turns should be made from the traffic lane nearest the center line of the street when possible, or the left lane on one-way streets.

Note: *When two lanes turn left exist; always use the outside left turn lane.*

- 540.4 Turn indicator lights must be used not less than 150 feet before the vehicle turns. The turn indicator lights on buses are operated by foot control. Turn indicators should be also used when changing from one lane to the other and when pulling from the curb after making a stop.

540.5 U-Turns

Employees operating articulated buses shall not perform u-turns unless they are designed into their route alignment or are instructed by a supervisor or manager on site.

Performing this maneuver may cause your bus to become disabled and block traffic.

541 STANDING WATER

- 541.1 Drive slowly (not to exceed 5 MPH) through standing water to prevent damage to the bus. The bus must not be driven through water deeper than 8 inches.
- 541.2 Brakes should be tested immediately after operating through deep water to check for water in the brake drums. If the brake condition is poor and does not improve after testing, call Bus Traffic Control (using the RTT function).

542 HIGHWAY FOLLOWING DISTANCE

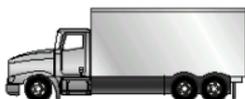
Of all the space around your vehicle, it is the area ahead of the vehicle – the space you’re driving into – that is most important. One good rule says you need at least one second for each 10 feet of vehicle length at speeds below 40 mph. At greater speeds, you must add 1 second for safety. For example, if you are driving a 40-foot vehicle, you should leave 4 seconds between you and the vehicle ahead. In a 60-foot vehicle, you’ll need 6 seconds. Over 40 mph you need 5 seconds for a 40-foot vehicle and 7 seconds for a 60-foot vehicle.

- a. For example, when the vehicle ahead passes a stationary point (telephone pole, bridge, sign, etc.).
- b. Begin counting. “One thousand and one...one thousand and two...one thousand and four.
- c. The bus should not pass that same point before counting to the “one thousand and four.”

HEAVY VEHICLE FORMULA

For timed interval following distance

- 1 second required for each 10 feet of vehicle length at speeds under 40 MPH
- Above 40 MPH use same formula, then add 1 second for the additional speed



40 foot truck (under 40 MPH) = 4 seconds



50 foot truck (above 40 MPH) = 6 seconds



60 foot truck (under 40 MPH) = 6 seconds

543 BUS HEIGHT CLEARANCE

- 543.1 It is your responsibility when driving a county vehicle to ensure that you can safely pass under a structure.
- 543.2 Do not drive any bus under any area where the clearance is less than 12 feet (12'0"). You must note clearances *BEFORE* driving under any overpass unless you are on a fixed route.
- 543.3 Do not drive the New Flyer 60ft hybrid articulated buses, Nabi 40ft hybrid 9100 series Gillig 10000 series buses or Gillig 14000 series in the Miami International Airport (MIA) because the clearance is too low (see bulletin No. S-1494).

544 DRIVING ON UNPAVED SURFACES

Driving on unpaved areas or areas that have not been compacted with hard fill must always be avoided, except in those areas designated as bus zones. Buses are not to be driven on, or across, medians or grass.

545 BACKING A BUS

Do not back up a bus unless it is absolutely necessary. When necessary to do so, use another Bus Operator, maintenance employee, supervisor, security guard, or police officer stationed at the left rear corner of the bus as a spotter. *Bus Operators will be held responsible for any damages or injuries incurred when backing the bus. A preventable accident resulting from backing the bus without the proper assistance shall result in disciplinary action.*

546 PUSHING A BUS

Under no circumstances should one bus be used to push another bus. Buses should only be pushed by maintenance vehicles specially equipped for such a function.

547 TIRE TROUBLE

Upon detecting a flat or partially flat tire, stop the bus and call Bus Traffic Control (using the RTT function) for instructions.

548 BREAKDOWNS

548.1 An attempt should be made to reach the right shoulder or curb when you realize that the bus is breaking down. This attempt should be made **ONLY** if this maneuver can be performed safely. Notify Bus Traffic Control of the problem by radio (using the RTT function) immediately and follow instructions given.

548.2 If the bus breaks down on an expressway, the customers must remain on the bus. Transfer of customers to another bus will be done only by instruction of a police officer or DTPW Supervisor.

EXCEPTION: *In case of fire, direct customers off the bus in an orderly fashion to a safe area in front of the bus and at a safe distance away from the bus. (See Subsection 1104, Fire or Smoke on the Bus).*

548.3 If on an expressway, Operators of other buses approaching the scene of a disabled bus *ARE NOT* to stop unless directed to do so by a Florida Highway Patrol (FHP) Trooper or DTPW Supervisor. Transfer of customers or removal of a disabled bus from the express lane will be performed *ONLY* by instructions from a police officer or DTPW Supervisor.

548.4 If a disabled bus is not on an expressway, following buses shall stop to pick up stranded customers.

549 DISABLED BUS

549.1 Should the bus become disabled, immediately radio or telephone Bus Traffic Control. Bus Operators should not call Bus Traffic Control via telephone if the radio is working properly. Give name, badge number, bus number, route, location, and nature of problem. Explain the trouble as clearly as possible so that the mechanic can make repairs with a minimum of delay.

549.2 Set out the emergency triangles, as per state law, to prevent possible rear-end collisions.

- Two-Way or Undivided Highway
- One Way or Divided Highway
- Obstructed View

- 549.3 *Be careful when moving a bus that is partially disabled, especially when customers are on board. You will be held responsible for injuring a customer or colliding with another vehicle or pedestrian while moving a partially disabled bus.*
- 549.4 The Bus Maintenance Technician is in complete charge of the disabled bus from the time of his/her arrival until he/she releases the bus and states that the trouble has been corrected.
- 549.5 Do not start a bus undergoing repairs unless instructed to do so by the maintenance person. Such instructions should be repeated back to the maintenance person and verified to avoid accidents.
- 549.6 If you return to the garage prior to the end of your shift, you are required to see your dispatcher immediately. When returning to the division with a defective or post-accident damaged bus, the operator is required to see a dispatcher immediately to get a replacement bus. The dispatcher will place you back into service where they determine is necessary. This may or may not be at your scheduled time/location.

550 EMERGENCY VEHICLES

As soon as any emergency vehicle's siren is heard, the bus must be pulled to the right side of the road, stop immediately, and remain stopped until the emergency vehicle(s) has passed before starting again.

551 FUNERALS

Buses must never be operated so as to cut into, or in any way interfere with a funeral procession or convoy. Funeral processions may be identified by "Funeral" flags on the

radio antenna or other part of the vehicle and by the headlights being turned on.

552 PARADES

Follow the directions of the dispatcher or special detour route instruction sheet or posted/electronic map.

553 BUS OPERATIONS ON THE SOUTH DADE TRANSITWAY PROCEDURE

The South Miami-Dade Transitway spans from the Dadeland South Metrorail Station to Florida City.

553.1 Entering the Busway

- a. All routes beginning and/or terminating at the Dadeland South Rail Station shall enter via Datran Drive traveling north through the terminal.
- b. Operators must exercise extreme caution at the crosswalk located at the north end of the terminal. Look out for bicycles, pedestrians and vehicular traffic. Use the convex mirror located at the crosswalk to assist in entering the east side of the Transitway Terminal.
- c. Operators are advised to use caution while entering and exiting all terminals due to the volume of pedestrian traffic at the terminal and bays.

553.2 Intersections

When approaching an intersection regulated or unregulated:

- a. *Be prepared:* Never assume that the other will yield the right-of-way. Approach each intersection with the foot off the gas pedal and

positioned over the brake pedal.

- b. *Look both ways:* When approaching an intersection, look first to the left to make sure other traffic is yielding right-of-way, then to the right. When near the intersection, check again for unusual or unsuspected action on all sides in view.
- c. *Do not contest it:* Remember, Bus Operators have the right-of-way only when they can see that it is safe, regardless of stop signs or the law. Do not count on the other driver always obeying the rules. Keep in mind the duties of a professional Bus Operator.

553.3 Intersection Checklist

- a. Check traffic lights and signs well in advance.
- b. Begin to slow down while approaching the intersection.
- c. Check for vehicles and pedestrians before entering the intersection.
- d. Pull up to the corner to see the cross traffic.
- e. Stop or yield as the situation demands.
- f. Keep foot just above brake pedal.
- g. Check traffic again upon entering intersection.
- h. Check first to the left.
- i. Check to the right.
- j. Check to the left again.
- k. Proceed through the intersection when clear.
- l. Keep both hands on the wheel throughout maneuvers.

553.4 *Unique intersections*—Extreme caution must be

exercised throughout the South Miami-Dade Transitway alignment. The Busway alignment possesses potential danger at all intersections in all directions; extreme caution and proper defensive procedures must be used when approaching and traveling through an intersection.

553.5 Speed

- a. Speed along the Busway alignment shall not exceed 45 MPH.
- b. Speed limit through the Transitway intersections is no more than 30 MPH.

553.6 Disabled Buses

- a. No lane changes are permitted on the Busway with the exception of going around stalled vehicles.
- b. Any stalled or disabled vehicle must pull to the extreme right and use its emergency flashers. Triangles must be placed at the appropriate distances.

553.7 Operating on the Transitway.

- a. Service Stops
- b. Use only designated bus stop.
- c. When passing a bus servicing a bus zone, proceed with caution. WATCH OUT FOR PEDESTRIANS who may be crossing in front of the stopped bus.
- d. Use the left turn signal when departing the bus/bay zone.
- e. The safe operation of the vehicle is the ultimate responsibility of the Operator.

553.8 Buses along the Transitway

- a. Busway Max - Route 38
- b. Coral Reef Max - Route 252
- c. Saga Bay Max - Route 287
- d. Route 1
- e. Route 34 (Express)
- f. Route 35
- g. Route 52

554 SPECIAL EVENTS

A Special Event instruction sheet will be given to you if you are assigned this type of work. Complete ALL information requested on the instruction sheet. This sheet will always be turned in to the dispatcher upon completion of the piece of work.

555 RETURNING TO THE GARAGE

555.1 No customers are allowed to ride a bus into an DTPW garage. All customers must be discharged-prior to entering the garage, unless authorized by supervisory staff.

After completing the last trip, Bus Operators must perform a thorough check at the end of the line to ensure that no customers remain before deadheading back to the garage and to check the bus for lost articles, damage to interior, cut seats, etc.. Operator must assist customers (especially kids, elderly and the disabled) who may be stranded; if you are the last bus. If assistance is needed, contact Bus Traffic Control. If you are not the last bus, provide the customer with information on the next scheduled bus. Operators that bring passengers

into the garage will be subject to disciplinary action as a gross violation.

555.2 When returning a bus to the garage, observe the following procedure:

- a. Drive into the lot, stop at the revenue plaza and then park the bus as instructed.
- b. SET THE PARKING BRAKE.
- c. Place gear selector in NEUTRAL.
- d. Check bus for lost articles, damage to interior, cut seats, etc.
- e. Turn off all lights and switches.
- f. Turn engine off. (wait second)
- g. Cut off air to the front door and close the front door when leaving the bus.
- h. Fill out a defect card and turn it in to dispatch, if needed.
- i. Ensure that all windows and roof hatches are closed. It is very important to make sure driver's side window is closed, which will prevent water from entering the electrical panel on the bus.

Failure to follow any of the above may result in disciplinary action.

SECTION VI

600 - FAREBOXES

Proper collection and accounting of fare revenue is a very important part of a Bus Operator's duties. Customer counts which are generated from fare box information are used by the Planning and Scheduling Division to verify reported problems and to make schedule adjustments. It is essential that every customer boarding be recorded in the fare box so that maximum information is available for scheduling purposes.

The fare box collects cash (coins, and dollar bills - NO PENNIES). When the fare is paid a tone is heard. Bus Operators do not handle any cash fare media, unless requested by a passenger with a disability.

Tampering with or vandalizing the farebox or any county property is prohibited and may be grounds for disciplinary action up to, and including dismissal.

- a. Any operator found stealing bus fares shall be recommended for immediate dismissal.
- b. Operators shall only accept appropriate fare media.

601 KEYBOARD PANEL

This is the section in which data is entered in the Driver Control Console (DCC) farebox. The Operator's badge number and route/run information will be entered using the keyboard panel. The keyboard is similar to that of a touch-tone telephone.

602 FAREBOX LOG-OFF PROCEDURES

Prior to starting a route, the operator should inspect the Farebox and then log in. Performing these simple steps

will ascertain that the Farebox is ready for revenue service. The list below gives a snapshot view of Operator's inspection and log-off procedures. Prior to departing the garage, promptly report any problems and/or malfunctions to the Dispatcher.

603 PRE- LOGIN OPERATIONAL CHECK

Before logging in and leaving the garage, make sure:

- a. Farebox has power.
- b. Customer Display is ON and reads (Press # to log on)
- c. DCC displays a relevant message.
- d. The green Bill Validator light is on.
- e. Coin/token insertion slot light is on.
- f. DCC is clear of alarms.
- g. There is a continuous beep if any of the following occurs.
- h. Examples of DCC relevant messages are:
 - *CASHBOX or CBOX (no cashbox)*. Check to see if the cashbox is securely locked in and push the door closed. If there is no cashbox, please contact Dispatch.
 - *BYPASS (coin bypass)*. In order to make the Odyssey out of Coin Bypass mode, meter must be probed and reset upon returning to the division.
 - *UNLOCKED (cashbox door ajar)*. Push the door closed. If it will not close, please notify Dispatch.

If the system does not perform these functions, contact Dispatch; an inoperable farebox should not be placed in service.

604 POST – LOGIN OPERATIONAL CHECK

1. *LOG-IN* will turn on the following lamps:
 - a. The triangle lamp above the Bill Insertion Slot will turn from red to green after login. If not, press 512 enter, then repeat the log in procedure. If malfunction persists, then notify Dispatch.
 - b. Coin Insertion Slot Not Jammed
2. The DCC displays the proper screen.
3. The *CUSTOMER DISPLAY* shows a new message. Clear all alarms.
 - a. *CASHBOX OR CBOX (no cashbox)* or relevant message, Check to see if the cashbox is securely locked in and push the door closed. If there is no cashbox, please contact Dispatch.
 - b. *BYPASS (coin bypass)* or relevant message. In order to take the Odyssey out of coin bypass mode, please see the dispatcher if still at the division. Note: If in service call Bus Traffic Control.
 - c. *UNLOCKED (cashbox door ajar)* or relevant message. Push the door closed. If it will not close, see the dispatcher.
 - d. *BILL VALIDATOR* Check to see if the bill validator is clear of any obstructions. You can test the bill validator to see if it is working properly, by inserting a piece of paper; it will take the paper, then immediately reject it. If the inser-

tion area is obstructed, then it will not accept the bill, at which point, notify Dispatch.

- e. *COIN INSERTION CUP* check to see if coin insertion cup is clear of any obstructions.
- f. *EASY CARD READER* Check to see if the Easy Card Reader is functioning properly. Place an Easy Card or your Transit County ID in front of the target. The Farebox will either beep if it is accepted and validates proper operations or will follow a relevant course of action.

605 FARE COLLECTION OVERVIEW

GFI's Odyssey Validating Farebox accepts the following US currency for fare payment: 5 cents (nickel), 10 cents (dime), 25 cents (quarter), 50 cents (half-dollar), \$1 US Coin, \$1, \$5 \$10 and \$20 bills.

606 COINS

The Coin Validator recognizes each individual US coin. Any foreign coin or token falls into the coin return cup as rejected. The driver should request the Customers insert ONE COIN AT A TIME. The coin insertion slot works most efficiently when coins are inserted one at a time.

607 BILLS

The Bill Validator is programmed to recognize a \$1, \$5, \$10, and \$20 bill in any orientation.

- a. Make sure that customers insert one flat, unfolded bill at a time.
- b. When a valid bill is rejected, the driver can press the relevant key for the odyssey to override the Bill Validator, accepting it as a valid

bill. This capability is built in through the fare structure setup.

- c. The Bill Validator will not accept \$2, \$50, or \$100 bills.
- d. Bills may be used to add value to a smart card at the Ticket Vending Machines.

608 EASY CARDS

A Customer can use the Smart Card for the following:

- Single fare on-board bus payment
- Transfer (electronically) from bus to bus
- Transfer (electronically) from bus to rail
- Add value to their card using cash or credit cards
- Check the value on their fare payment

609 STUDENT I.D. CARD

609.1 K-12 Students may ride Metro buses anytime, seven days per week, all year, at a discount fare with a discount Easy Card and proper identification. In addition to the reduced fare, there is a reduce fare transfer charge when transferring to and from the bus to rail (bus to bus transfers are free).

609.2 Student I.D. Cards, when issued to students enrolled in grades 7-12, will be valid through September 15. Elementary school students are not required to have a Student I.D. Remember, during the 1st week of school students may not have Student I.D. Cards.

609.3 Students will be required to pay the adult fare unless they have in their possession and show a valid

Student I.D. Card properly filled out in the space provided and bearing the name and picture of the person to whom it is issued.

610 DISCOUNT METRO PASSES

Passengers may also ride by using a discount EASY CARD (Discount EASY Card may be obtained at the Government Center (SPCC 111 NW 1 Street Ground Floor) by qualified individuals.

611 VISUAL CHECK OF FAREBOXES

Bus Operators are to visually check their farebox, making sure that the vault is in place. If the vault is missing or there appears to be evidence that the vault and/or farebox have been tampered with, immediately contact the Dispatcher, if still at the Division, and call Bus Traffic Control if bus is in service. The farebox and vault are to be checked at the following times and place:

- On the bus lot before leaving the garage, for any assignment, including roadcall assignments.
- At the recovery point, before leaving the bus and after returning to the bus.
- Before exiting the bus, after returning the bus to the garage, including buses brought in for service calls.
- When receiving a replacement bus, before leaving the original bus, and again on the replacement bus, while the roadcall operator and mechanic are present.
- In general, fareboxes should be checked any time the Bus Operator enters or exits any bus assigned, for any reason.

612 LEAVING/RETURNING TO THE DIVISION

- 612.1 All buses must exit from and return to the division via the fare revenue plaza. Always use the lane with the green arrow.
- 612.2 Observe a 5 MPH speed in the approach lane, in each direction.
- 612.3 Pre-Trip Inspection Cards shall be turned in at the designated receptacle near the farebox revenue plaza before departing the division.
- 612.4 The fare collection lanes are controlled by traffic lights and access arms are controlled by the electronic key pad. Upon approach, operators are to exercise due caution and proceed at extremely slow speed to avoid collision.
1. Make a complete stop at keypad.
 2. Set the parking brake and gear shift selector in neutral.
 3. Tap I.D. to keypad and enter your PIN number.
 4. Proceed with due caution.

The traffic control devices must be obeyed at all times.

- 612.5 The return procedure into DTPW bus facility is the same. Operators are to exercise all due caution and proceed at extremely slow speed to avoid collisions. Upon reaching the revenue plaza, the vaults will be pulled and the meters will be probed. "Do Not Log Out". Probing is a method to transfer the information stored in the meter. The operator will then be told by the Transit Revenue Collector when he or she may proceed to park.

613 SIGN ON AND ENTER KEY

- 613.1 The DCU keypad contains one large ENTER/ DUMP

[I] key. The function of the key is determined by the functions on the screen. See Section 4.9 for a description of the ENTER/DUMP key functions.

613.2 NAVIGATION KEY

The Navigation Key has the following basic functions.

- The Left navigation [<] key clears the entered value within a data entry field.
- The U/D (Up / Down) [^/v] and Right [>] navigation key moves the cursor with a data entry field.
- The L/R (Left / Right) [< / >] navigation keys move between pages in a fareset.

613.3 POWER OFF

Press Soft Key 1 and Soft Key 9 at the same time.

The Idle Screen is the default screen when no Bus Operator is signed on. Prior to a successful sign-on, DCC only responds to the [#] key, but probing operations can be conducted.

Required Information; For SIGN – ON

1. Press the enter key
2. Press the pound key “#”
3. I.D Badge Number
4. Press enter
5. Month / Year of birth of Operator.
6. Press enter
7. Insert route number
8. Insert run number
9. Select fareset (pre-set)

10. Press enter

You should now be in the Operating Screen, Be SAFE, and Courteous and have a GREAT DAY!

1. Press the [#] key, or tap the CID with an employee CSC to display the 'Sign On' Screen.

NOTE: *When entering an ID or PIN, press the CLEAR [^] key to clear the data field. Press the CANCEL [^] key to return the DCC to the Idle Screen.*

2. Enter an employee ID number.

3. Press the ENTER (I) key.

4. Enter a PIN.

5. Press the ENTER (I) key. The Trip Change Screen appears (Figure 4-11).

613.4 TRIP CHANGE AND INTERLINE CHANGES

The Trip Change screen is displayed after a successful operator sign-on, or when the TrpChng [^] key is pressed. The trip parameters are reset to default values whenever a Sign Off is conducted and must be configured at each Sign On. The farebox does not go into service until the trip parameters have been accepted.

Required Information:

- Route
- Run
- Fareset

Use the following procedures to configure or change the trip parameters.

1. Press the key for Route [>] Run [>] or Fareset [>].
NOTE: Zero [0] is not a valid first number for the Route or Run.
2. Press the U /D [^/v] keys to cycle through the entries or enter the first number using the numeric keypad. Repeatedly pressing the first number causes the DCC to display the next value beginning with the number key pressed.
3. Repeat step 1 and 2 for each field that needs to be changed.
4. Press the ENTER (I) key to accept the selected values and revenue mode. The Main Revenue Screen appears.

613.5 LIGHT AND VOLUME CONTROLS

The Bus Operator may set the DCC light and beep volume through the Lighting and Volume Controls screen. The Bus Operator may choose between two presets “Day” or “Night” or configure the volume.

614 COLLECT FARE DURING SERVICE

614.1 Fare Collection Highlights Include:

- A variety of fare ridership types can be processed by the driver simply by pressing a button on the DCC.
- Operators do not need to visually inspect coins and bills since they are validated by the Odyssey.
- Full fares and valid passes require no operator intervention.

- More payment types are accepted, such as the new \$1 gold coin and additional bills (up to \$20).
- Transit authorities have control of what the farebox will accept (such as \$20 bills).
- Rejected coins and (as well as bills) can be returned to customers.

614.2 DCU MAIN OPERATING SCREEN

The main operating screen on the DCC shows the settings for the active fareset.

614.3 CASH FARES

- Once sufficient value has been inserted, a “beep” sounds; the farebox counts the ride, deducts the appropriate value and displays the remaining value on the screen.
- After 30 seconds of no activity, the Farebox automatically dumps the revenue as “unclassified” and clears the displays.
- The farebox does not issue change (only rejects coins). Normally a Refund form is issued (available at the dispatch counter), which the customer must fill out and return. All value remaining on the farebox should be cleared by pressing the relevant keys before beginning another customer’s transaction.

614.4 OVERPAYMENT

When the value of the inserted coins exceeds the fare table value, the Farebox beeps and the display shows, only the difference between the fare table value and the value of the coins or bills inserted. (Overpayment)

The overpayment counts towards unclassified revenue. Operator shall follow the procedures in Section 617 Incorrect Fares.

614.5 UNDERPAYMENT

When the amount inserted is less than the fare table amount, only the value of money inserted is shown on display. The driver waits until additional money is inserted to complete the full fare payment. If the customer is authorized to pay less, the driver should press the relevant key.

If a customer does not pay the full fare amount, both the DCC and the customer Display screen indicate the inserted amount. Mention the amount to customer and wait for them to deposit it. After the fare is met, Farebox beeps and display returns to 00.00.

If a customer cannot pay the full fare or partial payment, the Operator shall state the fare policy to the customer and press the relevant key to register the customer.

614.6 MULTIPLE FARE TRANSACTIONS

When an overpayment has been made, the amount of overpayment is displayed. Multiple transactions can be processed using the overpayment.

NOTE: *The Farebox dumps the cash after the transaction timer has expired and resets the display to [0.00]. No change is provided by the Farebox for the unused value.*

1. Determine the number and category of patrons to be changed.
2. Patron inserts coins or bills into the farebox.
3. Press the [>] or [<] key(s) ONCE for each patron in each category. The DCC deducts the fare amount and update the displays with the remaining value each time a key is pressed.

614.7 TRANSACTION HOLD

Use the following procedure for a Transaction Hold:

- Press the [0] key. The DCC displays “Transaction Hold”.

NOTE: *The Transaction timer is halted until the fare media is inserted or the Transaction Hold is cancelled.*

To cancel the Transaction Hold and dump fare:

- Press the ENTER/DUMP [] key.

614.8 SHORT FARE

Use the following procedure to accept a short fare:

- Press the [*] key. The current value shown on the DCC display is accepted as payment for the current fare. The operator shall state the fare policy to the customer.

614.9 BILL OVERRIDE

When a bill is rejected by the farebox, the message ‘Fbx Bill Rejected’ is displayed. The Operator may override the fare and unconditionally accept the through the Bill Override screen.

615 BREAKDOWNS

With a breakdown, press the appropriate keys for trip changer and call Bus Traffic Control according to established procedures. DO NOT make any additional farebox entries until the final disposition of the bus is determined. If the bus will go back into service, press the appropriate keys for trip change and resume service as directed. If the bus is exchanged, perform the “log-in” function on the replacement bus and first perform the trip change function then sign off on the dead bus.

616 MUTIPLE FARES

This same procedure will apply for multiple fares using a currency denomination, which will total the combined fare. If a customer inserts a large denomination bill to pay for more than one fare, the additional fares must be counted on the keyboard. For example, if a customer deposits a ten dollar bill to pay for five fares, the farebox will beep for the first fare Operator must press full fare key for the remaining multiple fares.

617 INCORRECT FARES

In the event that a customer mistakenly inserts a denomination larger than one dollar (\$1.00) into the bill collector, immediately call Bus Traffic Control and submit a written report. The report must include; route, run, bus number, location, direction of travel; plus the name, address and phone number of the customer who made the over payment. For refunds, customers should be advised to call Customer Services at 311. Upon entering the garage, advise the Revenue Collector of the fare overage.

618 PRE-SET FARES

Special assignments fareset numbers will be on the assignment maps. During "log-in," the appropriate fareset number should be entered for the service being operated.

SECTION VII

700 - COMMUNICATIONS

DTPW uses a two-way radio system (Fleet-CAD Automated Vehicle Location system) to communicate between Bus Traffic Control and all buses. All buses and Operators in the field are the responsibility of the Bus Traffic Controllers.

701 COMMON USES

- 701.1 Report by a Bus Operator of any emergency condition requiring immediate attention.
- 701.2 Conversation initiated by Bus Traffic Control regarding any business matter that cannot wait until the end of the shift.
- 701.3 Coordination of Transfers.

702 COMMON VIOLATIONS

- 702.1 Operation of radio by an unauthorized person.
- 702.2 Station operation without required identification.
- 702.3 Transmitting messages not related to transit business.
- 702.4 Using profane or indecent language while broadcasting.

703 SETTING THE RADIO

Bus Operators must set the radio and log on before leaving the garage, by entering their Badge Number.

704 OPERATOR IDENTIFICATION

Bus Operators must identify themselves by bus number, route/run number and name/badge number. Additional questions will be prompted by the Bus Traffic Controller.

705 SELECTIVE CALL

The beeper in the radio will sound a pulsating beep. Lift the handset and give the bus number and route/run. Bus Traffic Control will then proceed with any message.

706 GROUP CALL

Bus Traffic Control may initiate a call to all buses on a certain route or to any group of buses. This does not require an answer unless instructed by the Bus Traffic Controller. The beeper in the radio will sound a continuous beep. Lift the handset and listen. Do not answer unless instructed because all of the message may not be heard.

707 CALLING BUS TRAFFIC CONTROL

In the event of an accident, incident, and in the case of emergencies where communications will not threaten the life of the Operator and/or customers, the Bus Operator will contact Bus Central Control using a PRTT (Priority Request to Talk) attention request over the radio. If the lives of the Operator and/or customers are threatened, the Operator will activate the silent alarm (see Silent Alarm section). Situations that may result in PRTT attention requests include, but are not limited to, vehicle accidents with and without injuries, larceny, hold-ups that have already occurred, shootings, homicides, assault, severe customer disturbances that threaten the safety of customers and/or the Operator, sick or injured persons, and fires, etc.

ALWAYS call Bus Traffic Control when:

- a. Involved in an accident or incident.
- b. There is violence of a physical nature on the bus.
- c. The bus has a mechanical problem.
- d. A detour is encountered on the route which was not posted at the Division.

- e. A wheelchair customer must be passed because there are already two (2) onboard.
- f. There is an accident in which there are injuries or the parties involved ask the Operator to call.
- g. There is a serious illness on the bus.
- h. To report any incident that requires the response of police or fire rescue regardless if the incident is in or outside of their bus.
- i. To report all incidents, mishaps, or unusual occurrences in, on, or around a bus. This includes incidents brought to the attention of the operator by other operators, passengers or bystanders.

708 ROUTINE CALL

- 708.1 Plan what will be said. Be as brief as possible, but be prepared to give the Bus Traffic Control all the necessary identification and information related to the situation.
- 708.2 For non-emergency assistance, press the RTT (Request to Talk) button and wait for the Bus Traffic Controller to acknowledge the bus number. Be sure that the PRTT button is not pressed when the intention is to press the RTT button.
- 708.3 After the Bus Traffic Controller acknowledges the bus number, press the PTT (press to talk) button in the handset and hold it for at least three seconds before speaking. Speak directly in the mouth piece in clear, moderate tones.
- 708.4 Give the bus number, route/run number, location, name, badge number and problem (EXAMPLE; “BUS 4848, route 32/1009, at Biscayne Boulevard and 14th Street, name, and badge number. I have a

hot engine warning light and warning signal, what are your instructions?). Release the PTT button and listen for the response.

- 708.5 Before hanging up the handset, acknowledge that the instructions have been received and understood. Listen for the Bus Traffic Controller to give the time before hanging up. Make sure the handset is hung up securely in the cradle.

709 EMERGENCY CALL

In addition to enforcing bus schedule adherence, another major responsibility of a Bus Traffic Controller is to respond to emergency situations. When involved in a serious accident or disturbance, send a PRTT (Priority Request to Talk); wait until Communication is established then:

- a. Pick up the handset.
- b. Tell the Bus Traffic Control, “I have an emergency.”
- c. Give the bus number, route/run number, location, name, badge number.
- d. Questions will be asked. Answer briefly; “yes” or “no” answers are the best if possible.
- e. Follow the Bus Traffic Controller’s instructions.

Send a PRTT during an emergency when communications will not threaten the Operator’s life or the lives of customers. Otherwise, activate the silent alarm (see Subsection 711).

710 INOPERABLE RADIO

- 710.1 If an Operator must call Bus Traffic Control and the radio does not work, they may use the radio in

another bus or use a public telephone or his or her cell phone after the bus is properly parked and secured. Operator must never be in the driver's seat while using a cell phone. Be sure to turn in a Defect Card upon returning to garage to report the defective radio.

- 710.2 Bus Operators should not call Bus Traffic Control via a public telephone or cell phone during normal communication conditions (attempt to use bus radio first) unless first instructed to do so by a Bus Traffic Controller.

711 SILENT ALARM

The silent alarm is to be activated by a Bus Operator only when the Operator's life or the lives of customers are in danger and it is not safe to use regular radio procedures. When an Operator activates a silent alarm, an audible alarm as well as a red "alert" box is activated by the AVL systems to warn the Bus Traffic Controllers of the situation. Bus Central Control is instructed to respond to all silent alarms immediately.

- 711.1 All buses in DTPW's fleet are equipped with silent alarms. During an emergency, when communications can threaten the Operator's life or the lives of customers, the silent alarm will be used. Bus Traffic Controllers are trained to respond to these alarms immediately. The location of the vehicle issuing the silent alarm will be shown on the Controllers screen using the Automated Vehicle Location (AVL) system, and emergency supervisory assistance will be dispatched to its location.
- 711.2 As soon as the emergency has cleared, lift the receiver, press the PRTT button and, when acknowledged, announce that there was an emergency and

the bus number. The call will be given priority by the Bus Traffic Controller.

711.3 The Transmit (TX) and acknowledge (ACK) lights will not light up during the Emergency alarm transmission.

SECTION VIII

800 - EQUIPMENT CARE AND OPERATION

801 GENERAL KNOWLEDGE OF BUSES

Bus Operators must have a general knowledge of the mechanical operation for various types of buses. They must be able to identify basic mechanical trouble and to correctly report problems to the TOS or to Bus Traffic Control. Do not attempt mechanical repairs on the bus.

802 TELL-TALE (DIAGNOSTIC) LIGHTS

Upon starting the bus, a diagnostic test will be performed automatically checking all the tell-tale panel bulbs. Make note of any warning lights that do not light up.

Exception: On the MCI buses, the Operator must press both turn signals (left/right) to perform this diagnostic testing.

803 ENGINE REGULAR STOP

Apply parking brake and place transmission gear selector in "neutral." Idle engine about 30 seconds to allow the engine turbo to cool, and then place the master control switch in the "off" position.

NOTE: Do not allow the engine to idle over 1½ minutes while recovering at the end of the line. This rule was established by MDT in compliance with Federal regulations. Do not let the engine idle while the bus is in gear and parking brakes engaged.

804 ENGINE OVERHEATING

- If the engine begins to overheat, stop immediately (in a safe location) and turn

the engine off. Notify Bus Traffic Control (using the RTT function).

- If the engine should start losing power or start knocking or thumping, stop at once, in a safe location, turn the engine off, and call Bus Traffic Control (using the RTT Function).

805 WATER TEMPERATURE: GAUGE/ OVERHEAT ALARM

The gauge indicates coolant temperature; the needle should be in the center of the gauge. When a buzzer sounds and/or a light comes on; the engine is overheating. Pull over in a safe location, stop the engine and call BTC for assistance.

806 AIR PRESSURE: GAUGE/LOW ALARM

- Air pressure on a bus is very important. The brakes, air suspension system, and other parts of the bus depend on air pressure to operate. Normal air pressure is 125 psi.
- If, during route operation, the LOW AIR light comes on and the buzzer sounds indicating low air pressure, pull over safely, stop the engine as quickly as possible, and call Bus Traffic Control for assistance (using the RTT function).

807 12-VOLT AND 24-VOLT SYSTEM

The needle should be in the middle section of the gauge. If the 12-Volt or 24-Volt indicator light illuminates or if the needle fluctuates or moves into the top or bottom sections, call Bus Traffic Control and follow their directions. (Note

this on a Defect Card and explain when it does it and which section the needle was in.)

808 LOW BATTERY

In the event the generator is not charging, the tell-tale will light and buzzer will sound. If the tell-tale lights and the buzzer sounds indicating the generator has stopped charging, call Bus Traffic Control at once (using the RTT function).

809 OIL PRESSURE: GAUGE/LOW OIL ALARM

- The engine oil pressure gauge is mounted on the gauge panel in front of the driver. Normal readings with engine hot and idling 4 pounds minimum; operating speed-25 pounds minimum. The engine must not be operated when oil pressure falls below 3 pounds, the LOW OIL tell-tale will light and the buzzer will sound.
- If within 8 to 10 seconds after starting the engine the oil pressure does not rise, turn the engine off and call Bus Traffic Control for assistance (using the RTT function).
- When the buzzer sounds and/or the light comes on and the needle shows a sudden reduction in pressure, wide fluctuation in pressure, or a pressure drop to lower than 3 pounds, pull over safely, stop the engine, and call Bus Traffic Control for assistance (using the RTT function).

810 FIRE TELL-TALE LIGHT

Whenever the engine senses a fire or unusual heat in the engine compartment, this light and bell will go off. If the

light comes on and the bell sounds, pull over safely, stop the engine, assist customers in getting off the bus, and call Bus Traffic Control for assistance. (See also Subsection 1204, Fire or Smoke on Bus).

811 BRAKES

- 811.1 Do not take a bus out of the garage until at least 90 pounds of air pressure is built up and the brakes are in proper working order.
- 811.2 Test the brakes in the first block and after relieving another Bus Operator before leaving the garage.
- 811.3 Never press the accelerator and the brake at the same time. This can cause brake, transmission, and engine damage.
- 811.4 When making any stop other than an emergency stop, smoothly apply the brakes to avoid undue wear on the brake system and avoid onboard accidents.

812 DEFECT REPORTS

- 812.1 Upon return to the garage, complete a “Defect Card” providing information on any problem with the bus. Anything that interferes with the safe operation of the bus must be reported immediately. Arrangements will be made to correct the defective equipment.
- 812.2 Do not continue to operate a bus or turn it over to a relief Operator if the bus is unsafe or so defective that it will not give good service. Report the problem to Bus Traffic Control (using the RTT function).

813 TIRES

- 813.1 Do not operate bus when tires are not adequately inflated.

- 813.2 Be careful in pulling to the curb or making turns to avoid striking the curb with the tires. A hard impact against a concrete curbing or steel sewer top will cause severe and costly damage to the tires and often throws customers.
- 813.3 Should curbing of tires occur, be sure to report it on a “Defect Card” so that tires can be inspected and wheels checked for alignment
- 813.4 Avoid running over objects in the streets that might damage the tires.
- 813.5 Observation of pot holes or other dangerous street conditions must be noted and reported on the “Service Improvement Report”.

814 TRANSMISSION

Always place transmission gear selector in “neutral” before stopping engine and set the parking brake.

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SECTION IX

900 - CUSTOMERS WITH DISABILITIES

901 INTRODUCTION

901.1 The Americans with Disabilities Act of 1990 (ADA) requires that transit systems be accessible and user friendly to all customers with disabilities. A disability is not always a 100 percent condition and may not be readily apparent.

Per Code of Federal Regulations (CFR) Title 49, Part 37, Sections 37.5 and 37.123, customers with disabilities who utilize Metrobus Service must be able to independently use the service, with the assistance of required accessibility elements, such as lifts/ramps, bus stop annunciators, priority seating, securement devices and safety belt and shoulder harness. Also, the ADA requires that every employee of a transportation provider who is involved with service to persons with disabilities must be trained to proficiency. When it comes to providing assistance even on special circumstances, a well-trained workforce will result in the delivery of good transportation service to individuals with disabilities.

Some physical/operational barriers that customers with disabilities may encounter are:

- a. High step for entry
- b. Difficulty in getting to a seat
- c. Inability to grasp the handrails
- d. Inability to deposit money in farebox

- e. Total inability to board the bus using the steps
- f. Information system may be confusing and complex

In a final settlement on March 16th, 2001, Miami-Dade County agreed to provide priority boarding and alighting to wheelchair customers.

901.2 Wheelchairs customers have priority boarding and seating rights and MUST be permitted to enter and exit the bus before any new customers are permitted to board the bus.

901.3 Operators are not permitted to pass up any wheelchair customer at designated bus stops without contacting Bus Traffic Control using PRTT.

901.4 The elderly, customers with disabilities and others may appreciate help in boarding or exiting. If asked to help and it is judged safe to do so; do so pleasantly. If not asked to help, but help seems to be needed; offer it. Use discretion. Do not insist on helping, and do not place hands on someone who does not want assistance.

901.5 Always have mirrors positioned for view to reduce the risk of injuries to customers. It is the Bus Operator's duty to watch for all customers, especially the elderly, children, visually impaired, or other customers with disabilities who are alighting. Encourage them to exit through the front door, near the priority seating, should they need assistance.

901.6 If a customer tries to show a note, be sure to read it thoroughly. The customer may be unable to speak, hearing impaired, or visually impaired, and this note may be requesting directions or indicating where the person needs to go.

902 GUIDE, HEARING, AND SERVICE DOGS

- 902.1 People with disabilities may be accompanied by a variety of service animals that assist customers with their daily activities. According to the Americans with Disabilities Act (ADA), “Service animal means any guide dog, signal dog, or other animal individually trained to perform tasks for an individual with disability including but not limited to guiding individuals with impaired hearing to sounds, providing minimal protection, pulling a wheelchair or fetching dropped items.”
- 902.2 A wide variety of guide dogs assist people with vision impairment, and alert people with hearing impairment of sounds around them. Dogs and monkeys are able to assist people by picking up dropped items, opening doors, and other tasks. Seizures alert animals-dog, cat, birds and other animals are able to alert individuals to an oncoming seizure, as well as protect the person from injury or harm during a seizure.
- 902.3 The ADA states that: “public and private entities providing transportation services shall permit service animals to accompany individuals with disabilities in vehicles and facilities. “[Section 37.167 (d).] Stop the bus whenever a person with a dog or other animal is waiting at a bus stop. Since harnesses or other labeling information is not always available to identify a service animal, always give the person the benefit of the doubt. In the event of any problems or if the animal presents a safety hazard to the operation of the bus or to other customers, call Bus Traffic Control for instructions or request the assistance of a Supervisor.

903 CUSTOMERS WITH MOBILITY IMPAIRMENTS

Customers with mobility impairments may use a variety of devices. Some customers may only be using these assisting devices temporarily. For others, the device is their only form of transportation. People using any of these devices may also have speech impediments that make their speech slower or difficult to understand. BE PATIENT AND COURTEOUS.

- *Manual Wheelchairs:* Persons using this type of wheelchair may or may not have strong arms to maneuver the chair (their electric chair might be broken). They may or may not have good upper body balance. Some individuals use a chair lower to the ground and propel the chair with their feet. Some may only use the wheelchair for long distances and transfer to a regular seat on the bus. They may fold the chair but must secure it with the tie-down.
- *Electric Wheelchairs:* Persons using an electric wheelchair probably have less arm strength and trunk balance. They may operate the chair using a toggle switch with their hand, a mouth or head stick, or a “sip and puff” unit.
- *Three or Four-Wheeled Mobility Assistance Devices:* These are a different type of electric wheelchair that is longer from front to back with a seat that swivels. The person may or may not be able to transfer to a regular bus seat.

- *Braces, crutches, walker or cane:* An individual using braces or crutches may need extra time for boarding and getting to a seat. Balance may be poor. It is important to remain stopped until the person is safely seated. This person will not have easy use of both hands because of the reliance on crutches.

904 CUSTOMERS WHO ARE SEMI-AMBULATORY

- 904.1 Upon request, extend the ramp for customers with a disability and elderly customers who have difficulty climbing steps.
- 904.2 Allow extra time for the customer to board and pay the fare.
- 904.3 Be sure that the customer has been seated before moving the bus.
- 904.4 Watch to see that the aisle is free of canes, crutches, packages, and other items that might present a hazard to customers. Ask customers with such items to be sure that they are not in the aisle.
- 904.5 Assist customers with schedule information.
- 904.6 Required to assist customers upon their request, to insert fare in box or tap Easy Card.

905 CUSTOMERS WITH DEVELOPMENTAL DISABILITIES

- 905.1 People with cognitive or mental disabilities may also be physically challenged, have speech impairment, or some other disabling factors, but frequently appear quite ordinary and do not have a visible disability.
- 905.2 Short-term memory loss or thought-processing difficulties may cause the individual to repeat questions

or appear confused. Be patient. Some individuals have processing difficulties so allow time for the person to respond.

- 905.3 Look for a card, bracelet, hearing aid, or anything visible that may have instructions or directions.
- 905.4 Speak in a calm voice so that the customer does not become upset. Ask the customer to repeat a statement that was not understood.
- 905.5 Keep your communication clear and concise. Avoid use of complex sentences but do not “talk down” to the individual. Concrete terms are easier to understand. (For example: “Please sit behind me.” Or “Stand beside this bench to catch Route 11.”)
- 905.6 Encourage the customer to sit near the driver’s seat if possible; be specific as to which seat to sit in.
- 905.7 If a transfer is necessary, be very specific as to where the bus stop is located, where to stand, and what route number to look for.
- 905.8 Provide whatever route/fare information the customer may need. A schedule may not be sufficient; it may be necessary to offer a clear explanation.
- 905.9 Ask where the customer wants to go and let him or her know when his or her destination has been reached.
- 905.10 Although special care and consideration may be needed for this customer, he or she should be treated with the same respect due to all customers.
- 905.11 If unsure how to handle a specific situation, call Bus Traffic Control and request assistance.

906 CUSTOMERS WITH SPEECH IMPAIRMENTS

Some persons with disabilities may have difficulty speaking or may be unable to talk at all. Be patient and take the time needed to communicate. Operators should never pretend to understand when they do not. Ask questions, if necessary, until it is understood what the customer with the speech impairment is trying to say. A customer with speech impairment may communicate by writing notes and a few may use communication boards. If an operator cannot communicate well enough to help these passengers, call Bus Traffic Control for assistance.

907 CUSTOMERS WHO ARE BLIND OR HAVE VISUAL IMPAIRMENTS

907.1 Make a special point to look for customers who are visually impaired at multi-use stops. It is difficult for a customer with a visual impairment to make contact with each bus to determine if it is the desired bus. Even if you have already stopped at the bus stop once, pull up to the customer who has a visual impairment; and stop again to determine if the bus is the desired bus.

907.2 Customers who have visual impairments may be identified by one of several ways. The person might be using a long white cane, a long white cane with red coloring at the bottom, a shorter white orthopedic cane with red coloring near the bottom, a guide dog (identified because of the special U-shaped harness), low-vision travel aids such as a monocular or binoculars, or dark glasses for eye protection or because of light sensitivity. Not all visually-impaired people are totally blind. Visual abilities and travel skills vary from person to person and from day to day.

907.3 When a customer who is visually impaired is near a

bus stop, you are required to stop the bus, open the front doors and state your route number and destination of the bus. Speak loudly and distinctly so that the visually-impaired customer is able to hear your voice over the loud traffic noise.

907.4 Try to make boarding convenient for customers who have a visual impairment. Pull up as close as possible to the person. Allow the customer to use the Operator's voice as a guide in locating the door. (This can be easily accomplished as you announce your route number and destination). Caution them as they board about the presence of a rear view mirror or any other obstacle. Try to allow for a clear path between the Operator and the visually-impaired customer.

907.5 A customer who has a visual impairment may need help in locating the farebox. Encourage him or her to follow the handrail to the farebox. If the customer accidentally drops the fare on the floor, ask if he or she would like assistance finding the fare. If so, pick up the money and deposit it in the farebox in full view of other customers. Tell the customer what is happening.

907.6 If requested, direct the customer who is visually impaired to the nearest available seat by giving specific directions. If seats are unavailable and the person requests assistance, please offer assistance in locating a seat. If the customer chooses to stand, he or she should be allowed to do so. Try to keep the aisles clear for boarding, especially if more than one guide dog is on the bus. Do not begin driving until the customer is secure, either standing or seated.

907.7 Notify the customer who is visually impaired when the desired stop has been reached. As the customer gets off the bus, be prepared to provide him or her

with additional information if requested. When identifying the locations of streets and buildings, use the terms “right” and “left” according to the person’s orientation. Indicate any obstructions that exist either on or off of the bus.

- 907.8 If the stop requested by a hearing- and vision-impaired customer was missed, you should circle the block and return to the desired bus stop after informing Bus Traffic Control that you will be deviating off route. If returning to the stop is impossible, inform the person immediately that his or her stop was missed using the Print-on-Palm method, if necessary. The customer who is hearing and vision impaired may give you a card suggesting emergency procedures or may communicate an alternate plan. If the person is not able to maneuver back to the original spot, try to flag down a bus going in the opposite direction. Explain the situation to the customer and to the driver of the other bus. If this is not possible, tell the customer that he or she will be taken back on the return trip and inform Bus Traffic Control.
- 907.9 If you being relieved and a visually impaired customer is still on your bus, you are required to pass on relevant information to the new operator.

908 CUSTOMERS WITH HEARING IMPAIRMENTS

- 908.1 Customers in this category may range from people who are totally deaf to people with mild hearing losses who cannot understand what you say because of traffic or other background noise. A customer who has hearing impairments may be accompanied by a hearing dog that is trained to alert hearing impaired people to certain sounds. Hearing dogs may be large or small and may be one of a vari-

ety of pure or mixed breeds. If you are not sure the dog is actually a hearing dog, and the customer says the dog is a service animal, let him or her ride.

- 908.2 It may be necessary to speak a little louder and slower; however, do not yell. Yelling may only embarrass and upset the customer.
- 908.3 Do not assume that all customers who are hearing impaired can lip read, but DO face the customer when speaking. Keep your comments short. A simple “yes” or “no” is usually easier to lip read than a long explanation.
- 908.4 Use gestures. Use a shake of the head to indicate “yes” or “no.”
- 908.5 If an operator knows sign language, it should be used, but keep in mind that not all hearing-impaired people know or use signs.
- 908.6 Have a pad of paper and a dark pen handy in case you need to write out directions.
- 908.7 Complete your communication BEFORE the hearing-impaired customer turns to find a seat.
- 908.8 If what a customer who is hearing-impaired is saying something that is not clear, ask him or her to please repeat the statement or write it down.
- 908.9 If a customer who is hearing impaired tries to show a note, be sure to read it carefully and do exactly as it says. The customer may be speech-impaired, unable to speak and may be asking directions or indicating where he or she wants to be let off the bus.

909 CUSTOMER WITH VISION- AND HEARING-IMPAIRMENTS

- 909.1 Some individuals have both hearing and vision loss. Rarely does a person have a total hearing loss and a total vision loss, but it can happen. Usually, the individual will have stronger abilities in one area (for example: the person might have a total hearing loss but be able to see some shapes and forms; another individual might not be able to see anything but can hear if words are spoken louder and enunciated more clearly).
- 909.2 These customers may be identified by either of the means used to identify visually-impaired or hearing-impaired customers. Such a person may be using a white cane or a guide dog. In addition, customers who are hearing- and vision-impaired might be wearing a button or sign which says “I am blind and have poor hearing,” “I am blind and deaf,” “I am deaf and have poor vision,” “I am hard of hearing and have poor vision,” etc.
- 909.3 Communicating with customers who are both hearing- and vision-impaired depends on the individual and his or her particular disability. A person who lost hearing later in life may be able to respond verbally to questions but will need those questions to be written down since he or she cannot hear them. A person who has a hearing loss which was acquired early in life may have strong skills in using sign language. A customer who is blind or visually-impaired since early in life may not be able to utilize printed materials or even have an understanding about the shapes of individual letters. Some persons who have both hearing- and vision-impairment communicate through the use of prepared notes and cards. Some

write notes on paper for the Operator to read or will attempt to use the Print-on-Palm method of communicating with the Operator directly. Communication and information exchanges will be more time consuming with a person that is both hearing-impaired and vision-impaired.

909.4 A customer who is both vision and hearing-impaired may need your assistance in knowing when the bus has arrived. Remember, he or she may not be able to see the bus or hear it approach. It is dangerous for a customer who is totally deaf and blind to attempt to board a bus if he or she is not sure if the bus is moving or stationary. Tap the customer on the shoulder and turn him or her toward the bus. Allow the person to hold onto the operator's arm so his or her movements can be felt while walking toward the bus.

909.5 If a customer who is hearing and vision-impaired presents a card with special directions on it, **READ THE ENTIRE CARD CAREFULLY. DO EXACTLY** as the card says. If the card indicates that a different bus is desired, return the card to the person and turn him or her around toward the steps.

909.6 Assist the customer who has hearing- and vision-impairments in finding a seat. The seat across from the driver is desirable since the customer (and his or her cane, guide dog, or buttons) will be visible to the Operator and will make it easier for you to remember to inform him or her when the bus has reached the desired stop. **DO NOT** begin moving the bus until the customer who has visual-and hearing-impairments is seated. Poor balance often accompanies conditions which result in deafness and/or blindness.

- 909.7 DO NOT try to change the route or drop-off point of the customer who has visual- and hearing-impairment even if the intent is to make it easier for him or her. Many customers who are totally deaf/blind travel ONLY on familiar routes and are looking for specific poles, benches, shorelines, etc. If the customer is dropped off even ¼-block away from the practiced route, he or she may be totally lost, and unable to easily determine where he or she is or how to get back to where he or she is supposed to be.
- 909.8 If the stop requested by a hearing- and vision-impaired customer was missed, you should circle the block and return to the desired bus stop after informing Bus Traffic Control that you will be deviating off route. If returning to the stop is impossible, inform the person immediately that his or her stop was missed using the Print-on-Palm method, if necessary. The customer who is hearing and vision impaired may give you a card suggesting emergency procedures or may communicate an alternate plan. If the person is not able to maneuver back to the original spot, try to flag down a bus going in the opposite direction. Explain the situation to the customer and to the driver of the other bus. If this is not possible, tell the customer that he or she will be taken back on the return trip and inform Bus Traffic Control.
- 909.9 If the customer who has hearing- and vision-impairments travels your route regularly, work out a simple but special signal for identifying the bus. Try to learn to use whatever method of communication the person uses. Always be sure the customer and you understand each other.
- 909.10 NEVER abandon a customer who is hearing-

and vision-impaired person in unfamiliar surroundings. If the customer needs to be guided, allow him or her to hold the arm just above the elbow so that the movements of your body can be followed. NEVER push the customer along in front of you. ALWAYS leave the customer who is hearing and vision-impaired in contact with some object in the environment (e.g., place his or her hand on the bus bench or the side of a building, etc.).

910 WHEELCHAIR LIFT PROCEDURES

The following situations with wheelchair customers will require some exception to normal operational policies and procedures:

- 910.1 Some wheelchair or other customers with disabilities may not have the dexterity to deposit their fare. The Operator is permitted to take the fare (in these cases only) and immediately deposit it in the farebox.
- 910.2 Persons accompanying a wheelchair or other customers with disabilities will be required to pay the applicable fare; personal care attendants do not need to pay a fare.
- 910.3 If the bus is at design capacity with two wheelchair customers and another wheelchair customer wants to board, notify Bus Traffic Control. The wheelchair customer should be permitted to board provided that the customer can sit in a standard bus seat after boarding and has a folding type of wheelchair that can be secured. The Operator should then fold and secure the wheelchair. Otherwise, the customer should not be allowed to board and should be advised to wait for the next bus.

- 910.4 All low floor buses will provide manual loading and off-loading.
- 910.5 If you have a bus (low floor) with a wheelchair ramp on any route, you must use that ramp to board and alight wheelchair customers in automatic or manual mode.
- 910.6 Attendants or aids accompanying the customer with a disability are not allowed to ride the lift, for buses that are equipped, with the customer requiring assistance. The locked chair will be stable enough on the lift. Attendants can accompany customers with a disability on the lift only if they are necessary to help stabilize the customer with a disability.
- 910.7 There are custom-made wheelchairs in use which may pose some accessibility and operational problems for MDT. Wheelchairs or other mobility aids will not be transported unless their mobility aids are properly secured, utilizing the 4 Point Tie Down method.
- 910.8 Seating in locations designed for wheelchairs may be utilized by any passenger until a wheelchair needs to be secured. There are signs and accessible space decals stating that the customers with disabilities have seating priority at the seating location. Customers occupying priority seating must be asked to move prior to boarding a wheelchair customer

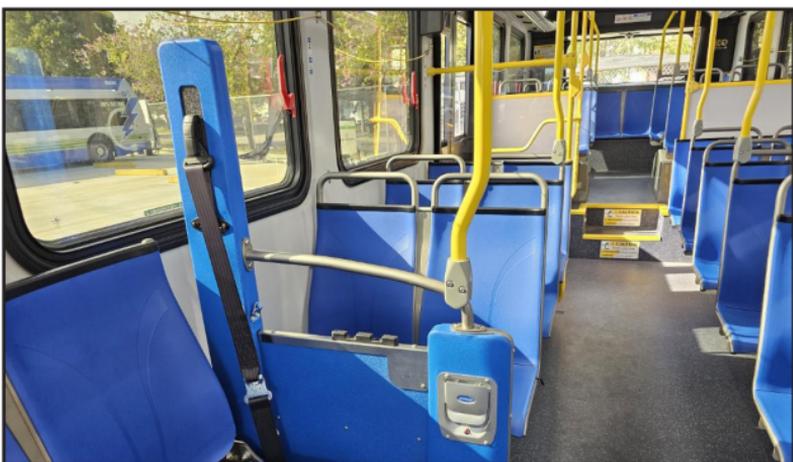
Wheelchair Securement Area

This area is reserved for customers using wheelchairs and any customer seated in this area must move to secure a wheelchair.



Priority Seating Area

This is the priority area for passengers with disabilities, (the first forward seats on the bus). Operators should ask for this area to be vacated if a passenger with disabilities needs to be seated.



910.9 There are six (6) precautions to be aware of when a bus is approaching a stop:

1. The Operator must first determine that the area is clear of persons, vehicles, obstacles and/or fixed objects.
2. Do not allow the right front of the bus to sweep over the curb because the design of the ramp makes it hang lower than normal and it

will not clear the curb. Sweeping the curb would cause extensive damage to the ramp when you attempt to operate it.

3. When loading and unloading customers, the front and rear wheels of the bus should be no closer than six (6) inches and no further than twelve (12) inches from the curb. If conditions exist so that bus cannot get this close, stop parallel from the curb so that your customers will be in a safe position to enter and exit the bus.

NOTE: THIS PROCEDURE ALSO APPLIES TO STOPS WITH NO CURBS.

4. Before operating the customer ramp, comply with all safety precautions for general ramp operations. After selecting a safe, level place to stop with a flat, hard surface, apply the parking brake and shift the gear selector into the neutral position. This will keep the bus from moving in case of a malfunction of the interlock system. If operating a bus with fast idle, turn the fast idle switch to the “on” position. You are advised to use caution when deploying the ramp (watch for pedestrians, cyclists, and stationary objects), and are advised to follow procedures as trained.
5. The customer lift control panel is visually located to the right of the instrument panel. The exact location of this control panel will be different depending on the type of bus you are driving.
6. If the ramp fails to deploy; the Operator must deploy the ramp manually using the T-bar that is attached to the driver’s compartment. In the event you are unable to board the wheelchair

customer, you are required to call Bus Traffic Control, inform the customer of the problem, and advise the customer when the next accessible bus is scheduled to arrive, if headway is within 30 minutes. If headway is more than 30 minutes inform the customer that a back-up accessible transportation service will arrive within 30 minutes to take him or her to the stop or destination of choice.

911 WHEELCHAIR CUSTOMERS LOADING

- 911.1 Wheelchair customers have priority boarding rights and must be permitted to enter the bus before any new customers are permitted to enter the bus.
- 911.2 Stop the coach in a position that will allow the wheelchair ramp to be positioned in the desired spot. (See Subsection 910.9 (3).)
- 911.3 Set the parking brake, open the entrance door, select “neutral,” and engage the fast idle switch (if applicable).
- 911.4 Kneel the bus.
- 911.5 Depress the DEPLOY switch, continue to hold switch until the ramp is deployed completely.
- 911.6 If the ramp fails to deploy, the Operator must deploy the ramp manually using the T-bar that is attached to the driver’s compartment.
- 911.7 Load the customer. Recommend that the customer enter facing the bus; center the wheelchair on the platform.

912 WHEELCHAIR CUSTOMERS OFF LOADING

- 912.1 Wheelchair customers have priority alighting (off-loading) rights and **MUST** be permitted to exit

the bus, before any new customers are permitted to enter the bus, during normal condition.

- 912.2 Stop the vehicle in a position that will allow the wheelchair ramp to position in desired spot. The coach can be positioned from six (6) to twelve (12) inches from the curb. [See Subsection 910.9 (3).]
- 912.3 Set the parking brake, open the entrance door, select “neutral,” and engage the fast idle switch (if applicable). Kneel the bus.
- 912.4 Depress the DEPLOY switch, continue to hold switch until the ramp is deployed completely.
- 912.5 For ramp equipped vehicles, load the customer on the ramp. Recommend that the customer enter the platform facing the exterior of the coach; center the wheelchair on the ramp. Assist the passenger if necessary or allow the passenger to roll off the ramp onto the sidewalk.
- 912.6 Depress the STOW switch until the ramp is stowed back in position.
- 912.7 Close the entrance door, disengage the fast idle switch (if applicable), release parking brake, select the appropriate gear, and proceed to the next stop.

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SECTION X

1000-BUS MAINTENANCE AND SAFETY

1001 GARAGES

- 1001.1 Employees shall not step in front of, between, or go under moving buses/vehicles.
- 1001.2 When in the parking lot/yard areas, employees shall wear personal protective equipment (e.g. safety reflective etc.) vest and be responsible for their own protection.
- 1001.3 Employees shall immediately report, all dangerous, hazardous, defective conditions, and/or unusual sounds made by passing buses/vehicles to their immediate supervisor.
- 1001.4 Leaning against a standing bus/vehicle is prohibited.
- 1001.5 When working around or under a bus, the parking brake should be applied (Except when raising bus on portable electric bus lifts or required to do so by an approved service procedure) and the electrical system disabled by turning the battery power switch to the "Off" position unless electrical power is needed.
- 1001.6 Do not attempt to lift or move heavy objects, without assistance or proper equipment, where strain may result.
- 1001.7 Do not get on or off moving buses or other types of vehicles.
- 1001.8 Do not run while inside buses.

- 1001.9 Do not throw objects out of windows or doors of moving or standing buses.
- 1001.10 Face all doors and windows when opening and closing them.
- 1001.11 Always sound the horn with three (3) bursts and wait several seconds before moving transit vehicles in the shop, the yard, or any area where personnel may be present.
- 1001.12 Safety chocks shall be placed under wheels when:
- Service brakes and parking brakes are not applied
 - Parking brakes are defective and bus is to be secured
 - The service bay's containment berms are missing or loose
 - There is a possibility that bus movement could occur

1002 ELECTRICAL

- 1002.1 Employees shall consider any electrical apparatus of any type to be LIVE AT ALL TIMES unless proper safety measures have been taken and verified.
- 1002.2 Employees shall keep away from all dangling wires and keep foreign objects away from contact with any electrical conductor.
- 1002.3 Only authorized employees may enter electrical power enclosures or sub-stations.
- 1002.4 Do not work on energized equipment, unless necessary and qualified to do so.

- 1002.5 Receptacle plugs of electrical cords shall be disconnected by grasping the plug and not by pulling on the cord.
- 1002.6 Prescribed protection shall be used when working on energized equipment or any equipment that requires same.
- 1002.7 Inspect portable extension lights before use. Non-metallic lamp guards shall be used where there is a possibility of contact with an exposed electrical circuit.

1003 GENERAL SAFETY RULES

- 1003.1 Accidents and Injuries
 - a. Immediately REPORT All ACCIDENTS AND INJURIES to a Supervisor, no matter how minor.
 - b. Promptly obtain first aid and/or medical treatment for ALL injuries.
 - c. Cooperate with the Supervisor in determining the cause of injury. Report any unsafe condition or equipment to a Supervisor.
 - d. Pay attention during Tool Box Safety Meetings and sign the sign-in sheet indicating your attendance at the meeting.
- 1003.2 Employees shall comply with ALL printed safety rules and oral instructions given by a supervisor. Each employee is responsible for the following:
 - Learning safety rules and regulations
 - Locating and avoiding hazards
 - Observing rules, regulations and directives

- Reading safety bulletins
- Working safely under existing conditions
- Always observing all informational/warning signs and notices

1003.3 Horseplay on county property is prohibited. Do not scuffle, play practical jokes or lay hands on another person at any time while on county property.

1003.4 Precautionary Measures

- a. Use only designated walkways. Do not short cut through other work areas. Watch for slipping or tripping hazards when stepping into or walking through an area. No running or jumping. Don't jump across or into pits.
- b. Employees are prohibited from jumping over or scaling enclosures around County facilities. Authorized entrances and exits must be used.
- c. Never walk or stand under a suspended load. At all times, be alert for falling tools or objects if overhead work is being done.
- d. Never walk or drive support equipment through smoke, fog, mists, or any other condition that would obscure vision, unless necessary and proceed with due caution.
- e. Never walk backwards. Exercise extra care on wet floors. Watch head clearance under vehicles. Walk at a safe speed, be alert and watchful for rough uneven walking areas.
- f. Employees shall exercise caution to guard against falling or tripping hazards when temporary openings are made in floors, or when

there is excavation in streets, sidewalks, yards or other structures.

- g. Learn and practice the proper method for lifting. Bend knees, stoop close to the load and lift with the legs, not the back. If the load is too heavy, get help.
- h. An employee should know his or her body's limitations or restrictions. Stay out of awkward positions; do not force, over-reach, or stretch any part of the body. Use hand tools properly.
- i. Use care when climbing ladders or stairs. Watch where you are stepping, and avoid rushing. Keep shoes clean from grease and oil. Make sure portable ladders are stable. Be sure the wheels can be locked when using scaffolds.
- j. Use of personal electronic devices is prohibited while on duty.

1003.5 Operation of Equipment

- a. Only qualified and authorized personnel shall operate tools, equipment, or machinery. Proper procedures must be followed to safely operate the equipment. Employees shall not utilize or operate any DTPW owned vehicle or equipment without proper authorization.
- b. Do not operate any equipment or machinery unless the safety guards are operable and in place. Do not remove or alter any protective guard.
- c. It is the responsibility of the vehicle operator to make certain that shop doors are fully open before entering or exiting the building.

- d. Riding anywhere on the outside of a vehicle is not permitted.
- e. When riding in a vehicle, be prepared for a sudden start or stop.
- f. While working around vehicles, be alert for and avoid approaching vehicles.
- g. When operating equipment, employees must avoid the following:
 - Collisions for their own safety and for the safety of fellow workers
 - Other employees on foot
 - Exceeding posted speed limits (5-10 MPH on DTPW parking lots)
 - Careless behavior when backing up
- h. Employees shall not operate any equipment unless they are fully alert. Employees who become ill or feel they cannot maintain alertness shall notify their Supervisor immediately.
- i. Forklifts shall not be used to lift or transport employees without specially designed platforms (also see Subsection 1008, Forklift Operation).

1003.6 Safety Apparel

- a. Employees shall wear appropriate Personal Protective Equipment (PPE) in accordance with DTPW's Standard Operating Procedure (SOP) #PR-BS-001. It is the employee's responsibility to be familiar with this document and adhere to it while performing their duties.
- b. Use of cellular telephone, audio, video, or headset devices of any type is not permitted

while operating a transit vehicle, in or around the bus maintenance work area, or any time or location where attention may be diverted from the safe and efficient performance of duty.

- c. County issued uniforms and safety shoes with steel toe protection shall be worn. No sneakers, platform shoes, or torn or loose fitting garments are allowed. Short sleeves must not be worn when arm protection is needed. Clothing must not be saturated with grease, oil, or other flammable substances. Do not wear rings or other jewelry, ties, or loose clothing around moving machinery or when lifting or loading heavy materials.
- d. Eye shades or cap visors made of flammable materials may constitute a hazard and must not be worn.
- e. Sunglasses shall not be worn at night or in work areas.

1003.7 Housekeeping

- a. Promptly remove and place in appropriate receptacles, refuse, trash, and salvage materials. At no time should such items be thrown from a vehicle or equipment. Clean up spills or debris as soon as possible. Maintaining a clean work area is the employee's responsibility. All electrical cords and hoses must be properly rolled up and stored when not in use to minimize tripping hazards.
- b. Oil spills, grease spills, or any other hazard encountered on system property must be reported immediately. The substance must be properly cleaned (rag, absorbent, floor scrubber, etc.)

according to approved procedures and the hazard removed as soon as possible.

- c. Employees shall be responsible for keeping work areas, walkways, lockers and facilities, equipment and machinery orderly and free from any accumulation of dirt or grease. Employees should maintain good housekeeping in their area. Items not being used must be properly stored. Store flammable items in a fireproof cabinet. Stack items so they will not topple, roll, or fall.
- d. Exits shall remain unobstructed and unlocked during hours of operation.

1003.8 Wash skin thoroughly with plenty of water when exposed to acids, cleaning agents, or toxic liquids. Do not use solvents for cleaning hands.

- a. Keep your hands, tools, and rags away from moving parts.
- b. Use the proper tool for the job. Maintain tools in good working condition. (See also Subsection 1007, Tools)
- c. Any defective tool or piece of equipment must be immediately reported to a Supervisor and tagged with a “Defective-Do not Use” tag.

1003.9 Employees shall not alter or render inoperative any safety device.

1003.10 Know the proper procedure for checking a hot radiator/surge tank.

1003.11 Follow established procedure when jump-starting a bus to prevent damage to electrical equipment.

- 1003.12 De-energize electrical equipment and circuits before conducting any work on them. Do not perform any electrical repairs unless authorized. Make sure working equipment is properly grounded and in good repair. (See also Subsection 1002, Electrical.)
- 1003.13 Employees shall be familiar with fire regulations and the locations of fire alarms and fire-fighting equipment in their work area. If there is any doubt concerning the use of this equipment, employees should ask their immediate Supervisor for instruction. In addition to knowing the specific fire hazards and protective procedures for an individual task, know the location of the nearest fire extinguisher and how to use it.
- 1003.14 Fire extinguisher must be checked for proper charge level.
- 1003.15 Report to work physically and mentally alert so as to perform the assigned duties in a safe manner.
- 1003.16 Eating and smoking are prohibited in the work areas of the maintenance facilities.
- 1003.17 Most injuries occur because of unsafe acts by the individual and reflect either lack of ability, lack of knowledge regarding safe work procedures or a negative attitude. Injuries can only be eliminated when each and every employee accepts his/her responsibility; therefore SAFETY IS EVERYBODY'S BUSINESS.
- 1003.18 Employees are required to know how to work safely in their environment and within the different hazardous conditions that may exist in the shop. Employees are encouraged to develop safe working habits and maintain a good safety record. This will

contribute in building a safe working team at Miami-Dade Transit.

1003.19 Buses shall not be fueled indoors nor with passengers aboard.

1004 ADDITIONAL SAFETY RULES FOR MAINTENANCE EMPLOYEES

1004.1 Do not smoke, operate welding equipment, or use any other source that may ignite a spark or flame near flammable material or posted areas where flammable material is stored.

1004.2 Maintenance personnel responding to a Road Call shall make immediate and direct contact with Bus Traffic Control prior to boarding the vehicle or starting to work on it.

1004.3 Service Truck Technicians are required to follow the Standard Operating Procedures (Service Truck Dispatch Operation PR-AD-001) while on such assignment.

1004.4 Precautionary Measures

- a. Keep sufficient distance and exercise caution when crossing behind or in front of equipment found in the maintenance facility.
- b. Do not stand or climb on top of machines while in operation, unless the machine is designated for that purpose. Do not place limbs between guards or in the machines' moving parts.
- c. Compressed air must not be used to blow off dust, dirt or other particles off clothing or a person's body.

- d. Use of fingers to determine if a hole is in proper alignment for insertion of a rivet, bolt, pin, or other object is prohibited. Use a drift pin or other suitable item for this purpose.
- 1004.5 Before pulling on a rope, wire cable, chain, or other such tackle:
- a. Have a firm footing
 - b. Assume a braced position
 - c. Move clear in the event of adverse action
 - d. Wear glasses or appropriate safety equipment to prevent bodily injury
- 1004.6 Secure wire stranded cable before cutting to prevent ends from flying or recoiling.
- 1004.7 Do not cut cable, metal, or other objects under tension until precautions have been taken to guard against backlash
- 1004.8 Operation of Equipment
- a. Prior to operating any powered equipment and machinery, perform a visual inspection and test.
 - b. Keep tools, materials, or other items not in use, clear of moving parts of power operated equipment or machinery.
 - c. Do not clean, lubricate or adjust any tool, machine, or equipment in operation unless the design permits it to be done safely.
 - d. Tool rests on grinding machines must be as near the center of the wheels as the design permits; cover the entire width of the wheel and not more than 1/8 -inch from the wheel.

1004.9 Safety Apparel

Maintenance personnel must use all necessary Personal Protective Equipment (PPE) as required in the PPE Standard Operating Procedure PR-BS-001.

1004.10 Do not clean or refill emergency storage batteries while charging. Battery acid shall not be stored in electrical rooms.

1004.11 Use a brush or broom to remove chips, cutting or scales from a drill, hammer, press, or other machine. A steel-hook may be used to remove heavy shavings.

1004.12 Use only authorized solvents when cleaning parts.

1004.13 Red tags, lock out devices, or danger signs placed on equipment, switches, valves, or machine controls, shall be removed only by authorized personnel.

1004.14 All set screws in revolving spindles or shafts must be flush, counter-sunk, or protected by a guard.

1004.15 Employees shall obtain sufficient illumination to work safely.

1004.16 Secure material in the desired position before performing machine work on it.

1004.17 Remove tools and replace all safety guards as soon as repair work on equipment is completed.

1004.18 Store electrical cords and air hoses after use.

1004.19 Make certain that no trash or loose material is left to create a hazard after completing an assignment.

1004.20 If ladders, trestles, or scaffolding are used, ensure the following:

- a. The ladders, trestles, or scaffolding must be in good condition and not slippery.

- b. The ladders, trestles, or scaffolding must be correctly and firmly placed.
- c. Safety guards must be in place.
- d. Proper planking must be used for trestles.
- e. The ladders, trestles, or scaffolding must not be able to be dislodged by an opening door or passing vehicle. Assign a person to guard if necessary.
- f. Straight ladders must have safety feet.
- g. Long ladders must be tied at the top or held at the bottom by a second person.
- h. Step ladders must only be used in the fully open position.
- i. Employees must not stand on a rung or step higher than the third from the top unless designed for such use.
- j. Use caution when ascending or descending.
- k. Do not carry heavy or awkward equipment on ladders.

1004.21 Safety Harness Lines must be checked and used in accordance with all safety procedures.

1004.22 Cutting and welding

- a. Prescribed protective equipment shall be worn at all times when cutting or welding. Protective screens or an appropriate guard shall be placed to ensure the safety of personnel in the surrounding areas.
- b. When cutting or welding, keep hose in a position where sparks or molten metal cannot fall

on it. Place hose where it will not be run over by equipment or vehicles.

- c. Ignite acetylene torch “gas” mixture only with approved flint striker. Use of a match or lighter to ignite acetylene torch is prohibited.
- d. Close valve and remove key from gas cylinder when not in use.
- e. Make sure that no person is on the opposite side of an object before cutting.
- f. Perform cutting, welding, or heating operation on containers, castings, pipes, plugged holes or other such objects only if it is thoroughly vented or drilled to permit escape of gas, steam, or hot air.
- g. Operate torch on material only when sure that fumes will not be generated from oil, grease, gasoline, or other such source or when fumes from torch will not accumulate.
- h. Close the torch valve before laying it down, climbing with it or passing it to another person. Passing a lighted torch, and crimping or kinking hose to stop flow of gas, is prohibited.
- i. Do not use torch to light a fire, other torch, cigarette, or any other item.
- j. Safety devices on cylinders shall not be tampered with.
- k. Only authorized employees will use welding, burning, or cutting equipment.
- . Do not look directly at welding arc without proper eye protection.

- m. Have the proper fire extinguisher at the job site when welding or burning.
- n. Unless cylinders are secured on a special hand truck, regulators shall be removed and valve protection caps shall be put in place before cylinders are moved.
- o. Compressed gas cylinders shall be kept far enough away from moving equipment to prevent them from being struck or ruptured. They must be stored upright capped, and secured with a chain.
- p. Compressed gas cylinders must not be placed where they might become part of an electrical circuit.

1005 HANDLING MATERIAL

- 1005.1 Keep hands, feet, or other parts of the body in a position where a heavy object will not fall or shift against them.
- 1005.2 When lifting objects: spread feet apart, bend at the knees, keep back straight, grasp object with both hands and lift by straightening the legs with a smooth, steady motion.
- 1005.3 Employees shall never carry heavy or awkward equipment on carts or escalators. Elevators shall be used to move such items.
- 1005.4 Employees shall not carry loads which they cannot see over or around and they shall ensure that the path ahead is clear.
- 1005.6 When moving large, heavy, or unwieldy material, make sure it is properly secured.

- 1005.7 When two or more persons are handling material, select one person to give commands.
- 1005.8 Long pipe, lumber, and other such items are to be carried by two employees when turning corners, passing through doorways, and in congested work areas.
- 1005.9 Removal of stacked material shall be done beginning from the top rather than the side or middle. Exercise caution to prevent materials falling or shifting from the stack or pile.
- 1005.10 Promptly remove any nails, screws, hooks, or loose bands from material that is to be stored, transported or reused.
- 1005.11 Keys, metal chains, or metal clasps for key rings shall not be worn on the outside of clothing when they constitute a hazard.
- 1005.12 Before handling slippery or dirty objects, they shall be wiped off. Hands are to be kept free of oil and grease.
- 1005.13 When rolling material or equipment, keep it under control and clear of all body parts.
- 1005.14 When handling materials or reaching into objects, be aware of burrs, sharp edges, or points which can puncture or lacerate.
- 1005.15 Follow safety procedures for use, handling, and storing of flammable liquids.
- 1005.16 The following rules will be adhered to when loading flat trucks:
- a. Ensure all materials are locked and blocked securely to prevent shifting.

- b. Employees are not to ride on top of the loaded material.

1006 HOISTING EQUIPMENT

- 1006.1 Repair work shall not be performed on hoisting equipment without a thorough understanding of its operation.
- 1006.2 An operator shall not move hoisting equipment without making sure it's clear of all personnel.
- 1006.3 When the operator's view is obstructed in the direction of movement, an employee shall be assigned to precede the hoist and warn others of its approach. The operator shall take signals only from the assigned employee.
- 1006.4 Before lifting large and heavy loads the operator will ensure the brakes are functional. The Operator will lift the load a few inches off the ground before proceeding with the lift to ensure the hoisting equipment does not shift.
- 1006.5 Make sure the load is properly secured before lifting.
- 1006.6 Do not shorten chain, cable or slings.
- 1006.7 Use only the slings and accessories designed for the hoist.
- 1006.8 When setting a load down, stay clear until line is slack and there is no danger of the load shifting.
- 1006.9 Use caution to prevent being caught or pinned between a suspended load and other objects.
- 1006.10 Do not move hoisting equipment unless empty cable, sling, or chain has been secured.

- 1006.11 Do not leave hoisting equipment unattended unless the load or bucket is in a stable and supported position.
- 1006.12 Do not ride or hang on any part of suspended load, hook, or bucket.
- 1006.13 Do not exceed the rated load capacity of hoisting equipment.

1007 TOOLS

- 1007.1 Use a “soft” faced hammer or hardwood cushion when striking tempered or case hardened object.
- 1007.2 Prior to performing maintenance, repair, or adjustment of power-operated equipment, employees shall ensure that the power supply switch is “Off”, “Do Not Operate” tag is properly placed, and appropriate lock is secured to equipment. (Also see ESP, Subsection 1106)
- 1007.3 Before repairing a high pressure line or apparatus, close the control valve, place “Do not operate” warning tag and lock the valve. Release remaining pressure.
- 1007.4 Store shovel, fork, rake, hoe, or other such pointed or sharp-edged tools with the point or edge down when not in use.
- 1007.5 Pointed tools and those with a cutting edge shall be stored or carried in a pocket or on a person only in a protective sheath or when adequately protected.
- 1007.6 Employees shall be alert to other work being performed in the area.

- 1007.7 When using a bar or lever as a pry:
- a. Place it securely with firm bearing under or against the object.
 - b. Assume a braced position with firm footing by never sitting, standing on, or straddling it.
 - c. Do not position the body so it will be caught between a bar and any other object.
 - d. Grip bar securely and move it slowly and steadily.
 - e. Maintain constant watch of base and/or contact points to make any necessary adjustments.
 - f. Use suitable block under bar, lever, or raised object, if it becomes necessary.

- 1007.8 When using a wrench:
- a. Select the proper size wrench or socket, or adjust an adjustable wrench to fit the object.
 - b. Shim must not be used between wrench jaws and nut, bolt head, or other items to make the wrench fit.
 - c. Wrench handle must not be lengthened with pipe or another object unless wrench is designed to do so.
 - d. Confine stroke of wrench to space available to prevent finger, hand, or any part of body from being caught in and to prevent striking other objects.
 - e. Brace body securely to avoid overbalancing in case wrench disengages or wrench, bolt, nut, or other object falls.

- f. Before attempting to apply full force, make sure wrench has proper grip and then gradually increase force until bolt, nut, pipe, or other item turns.
- 1007.9 Metallic tapes, rules, or ladders shall not be used near exposed electrical equipment. Cloth tapes with metal reinforcement shall not be used at any time.
- 1007.10 Only those persons who are qualified, authorized, or those being qualified and under close supervision, shall operate self-propelled, cartridge powered tools, or other power operated equipment or machinery.
- 1007.11 Place small oil cans in a position to prevent the end of the spout from injuring eyes, arms or bodies.
- 1007.12 When bleeding air reservoirs, do not open the drain cock fully at first, as dust will be blown from the ground into a person's eyes by the sudden blast. A gradual release of air will clear dust away gently.
- 1007.13 Unless machine construction permits it to be done safely, change speeds on lathe only when it is stopped.
- 1007.14 Prior to starting grinder, employees shall inspect grinding wheels for defects. Operation of defective grinding wheel is prohibited.
- 1007.15 Use rubber sleeves on impact type tools.
- 1007.16 When using a power rip saw:
- a. Be sure that spreader and/or kickback guard is in proper position.
 - b. Stand to the side of material being sawed to prevent being struck in the event of a kickback.

- c. Use forked push stick of sufficient length to feed the back end of material into saw.
- d. Lower saw blade or raise the table so that the blade will provide a full cut, but not project above material when the machine is in motion.
- e. Remove loose or scrap pieces of material from saw or table as soon as cut is completed by using a suitable stick instead of hands.

1007.17 When using pneumatic tools or other equipment:

- a. Control switch on the supply line valve must be turned off at the source before connecting, disconnecting, examining, repairing, leaving, or storing power on pneumatic tools. Bleed down pressure unless the supply hose is equipped to connect or disconnect it under pressure.
- b. Remove chisel or other attachment from tool before laying it down with the pressure on unless the tool is equipped with pneumatic hammer safety clip and coil spring retainer.
- c. Pneumatic hammer must be equipped with spring clip or other arrangements for holding die or set when riveting.
- d. When holding pneumatic hammer never point it towards another person.
- e. Lay pneumatic drill, reamer, or other such tool down only when not in operation and then only with trigger valve or switch shielded to prevent its being started.
- f. Secure or firmly hold and be prepared for a jerk if reamer, drill, taps, or nut should stick jam.

- g. Disconnect power supply to install drill, reamer, tap, or other such tool. Do not leave unattended with drill, reamer, or tap attached to hose.
- h. Have control valve of tool in closed position when turning the air supply on.
- i. Do not take hold of auger, drill bit reamer, or other such attachment while attached to power supply.
- j. Kinking or crimping air hose as a means of shutting off air supply is prohibited.

1007.18 When operating a jack:

- a. Use proper handle.
- b. Insert handle fully in socket.
- c. Remove handle when jack is not being used.
- d. Use only a jack with sufficient lifting capacity required for the job. If in doubt, employees should consult their immediate Supervisor.
- e. When using a ratchet jack, stand at side handle in braced position and move handles slowly and uniformly, being sure that latches are fully engaged and that the employee's head is clear of handle before releasing pressure on it.
- f. Set jack securely with solid contact at top and bottom. When foundation is insecure, place suitable blocking under jack.
- g. Keep hands clear of moving parts and pinch points.
- h. When not in use, lower the head of the ratchet jack and lay the jack on its side where it will not constitute a tripping hazard.

- i. Use only a sound wood block base at least six inches thick to make the use of heavy block between the jack head and load. Do not use metal block as a spacer.
 - j. The use of wood larger than the jack head when jacking with the head against metal is prohibited except when using track jacks, which are designed for this purpose.
 - k. Use wood larger than the top of metal trestle and metal object which it is to support.
 - l. Prior to jacking end of vehicle hoisting equipment, motor truck, or other such equipment, block both sides of one wheel and at opposite ends.
 - m. When foundation is insecure, place suitable blocking under trestle before allowing it to support the load.
 - n. When air hoses and electrical power cords are used, they shall be free of loops or kinks.
- 1007.19 Before using, and periodically while in use, make visual inspection of tool tackle, strap, rope, jack, and other items or equipment. Tools with a cracked or mushroomed striking surface shall be considered defective.
- 1007.20 The correct tool shall be used for each job.
- 1007.21 All tools shall be used in the proper manner and for their intended purpose.
- 1007.22 Tools and equipment shall not be placed or stored in a position that could cause injury to oneself or others.

1008 FORKLIFT OPERATION

- 1008.1 Only trained and authorized operators, with current National Safety Council (NSC) certification will be permitted to operate a forklift truck. The operator will carry current certification on his/her person to be displayed upon request. Methods will be devised to train operators in safe operation of forklift trucks. Use of forklift by unauthorized employees may result in disciplinary action.
- 1008.2 Forklift trucks will not be driven up to anyone standing in front of a bench or fixed object.
- 1008.3 No person is allowed to stand or pass under the elevated portion of any truck, whether loaded or empty.
- 1008.4 Personnel, other than operator, will not be permitted to ride on forklift trucks.
- 1008.5 The employer will prohibit arms or legs from being placed between the uprights of the mast or outside the running lines of the truck.
- 1008.6 Before a forklift truck is left unattended, load engaging means will be fully lowered, controls placed in neutral, power shut off and brakes set.
- 1008.7 A forklift truck is considered unattended when the operator is 25 feet or more away from the truck, which remains in his view, or whenever the operator leaves the truck and it is not in his view.
- 1008.8 When the operator of a forklift truck is dismounted and within 25 feet of the truck still in his view, the load engaging means will be fully lowered, controls neutralized and the brakes set to prevent movement.

- 1008.9 A safe distance will be maintained from the edge of ramps or platforms while on any elevated dock, or platform, or freight car.
- 1008.10 Forklift trucks will not be used for opening or closing freight car doors.
- 1008.11 Brakes will be set and wheel chocks will be in place to prevent movement of trucks, trailers, or railroad cars while loading or unloading.
- 1008.12 Fixed jacks may be necessary to support a semi-trailer during loading or unloading when the trailer is not coupled to a tractor.
- 1008.13 The flooring of trucks, trailers and railroad cars will be checked for openings, cracks, and weakness before they are driven onto.
- 1008.14 Sufficient headroom space must be maintained under overhead installations, lights, pipes, sprinkler system, etc.
- 1008.15 An overhead guard is used as protection against falling objects. However, an overhead guard is intended to offer protection from the impact of small packages, boxes, bagged material, etc., representative of the job application, but not to withstand the impact of falling capacity load.
- 1008.16 A load backseat extension will be used whenever necessary to minimize the possibility of the load or part of it from falling rearward towards the operator.
- 1008.17 Only approved industrial trucks will be used in hazardous locations.
- 1008.18 Whenever a truck is equipped with vertical only, or vertical and horizontal controls which may be elevated with the lifting carriage or forks for lifting per-

sonnel, the following additional precautions will be taken for the protection of personnel being elevated:

- a. Use of safety platform firmly secured to the lifting carriage and/or forks is required.
- b. Means will be provided whereby personnel on the platform can shut off power to the truck.
- c. Such protection from falling objects, as indicated necessary by the operating conditions will be provided.
- d. Fire aisles, access to stairways, and fire equipment will be kept clear and free of obstructions.
- e. All traffic regulations will be observed, including authorized plant speed limits.
- f. A safe distance of approximately three truck lengths will be maintained from the truck ahead.
- g. Yield the right of way to ambulances, fire trucks, or other vehicles in emergency situations.
- h. Other trucks traveling in the same direction at intersections, blind spots or other dangerous locations will not be passed. They must slow down and proceed with caution.
- i. The forklift operator is required to slow down, sound the horn and proceed with caution at cross aisles and other locations where vision is obstructed.
- j. When the load being carried obstructs forward view, the driver shall be required to travel with the load trailing.
- k. The driver will be required to look in the direction of, and keep a clear view of, the path of travel.

- l. Grades will be ascended or descended slowly.
- m. When ascending or descending grades in excess of ten percent (10%), loaded trucks will be driven with the load facing the upgrade.
- n. Under all travel conditions, the operator will have full control of the truck and operate at a speed that will permit stopping in a safe manner.
- o. Stunt driving and horseplay are not permitted.
- p. The driver will be required to slow down and proceed with caution on wet and slippery floors.
- q. Dockboards or bridge plates will be properly secured before they are driven over.
- r. Dockboards or bridge plates will be driven over carefully and slowly and their rated capacity never exceeded.
- s. Elevators will be approached slowly and then entered squarely after the elevator car is properly leveled. Once on the elevator, the controls will be neutralized, power shut off and the brakes set.
- t. Motorized hand trucks must enter elevator or other confined areas with load end forward.
- u. Running over loose objects on the floor/road way surface is to be avoided.
- v. While negotiating turns, speed will be reduced to a safe operating level by means of turning the hand steering wheel in a smooth, sweeping motion. Except when maneuvering at a very low speed, the hand steering wheel will be turned at a moderate, even rate.

- w. Only stable or safely arranged loads will be handled. Caution will be exercised when handling off-center loads, which cannot be centered.
- x. Only loads within the rated capacity of the truck will be handled.
- y. Extreme care will be used when tilting the load forward or backward, particularly when high-tiering. Tilting forks forward with an elevated load is prohibited except to pick up a load.
- z. An elevated load will not be tilted forward except when the load is in a deposit position over a rack or stack.
- aa. When stacking or tiering, only enough backward tilt to stabilize the load will be used.
- bb. If, at any time, a forklift truck is found to be in need of repair, defective or in any way unsafe, the truck will be red-tagged and removed from service until it has been restored to a safe operating condition.

1009 MAINTENANCE SUPERVISOR RESPONSIBILITIES

- 1009.1 Develop safety instructions for every job and instruction of all personnel under their supervision in the safe work practices and methods at the time assignments are made.
- 1009.2 Enforce the safety and health standards applicable to the use of proper Personal Protective Equipment (PPE) as required in the Rules and Safety Compliance Review (Standard Operating Procedure PR-BS-003)

- 1009.3 Provide PPE and enforce its use at all times.
- 1009.4 Detect, correct, and prevent all unsafe acts and conditions that exist in their area of responsibility.
- 1009.5 Follow good housekeeping practices by keeping an orderly arrangement of tools, equipment, storage facilities, and supplies.
- 1009.6 Set a good example for employees under their supervision. Offer positive reinforcement to employees who need to improve their safety behavior.
- 1009.7 See that proper and prompt first aid is administered when an injury occurs.
- 1009.8 Assure that all accidents /unusual occurrences / incidents (i.e. fires, collisions, major spills, etc.) that occur at a maintenance facility or on DTPW property be reported to Bus Traffic Control.. Assist in the investigation of each accident, interview each employee/witness involved. Prepare Accident / Unusual Occurrence / Incident Form and submit to the Maintenance Manager Take corrective action, as required.
- 1009.9 Schedule and conduct daily tool box safety meetings with employees and follow up on their suggestions.

1010 EMERGENCIES

- 1010.1 Emergency situations shall command first priority in the employment of resources available to or within DTPW.

1010.2 Any employee observing smoke, fire, or an accident shall inform the nearest available Supervisor.

1010.3 When notified of an emergency situation, the Supervisor that received the report shall be responsible for coordinating all activities to alleviate the situation. The Supervisor's primary concern shall be the safety of employees, followed by the protection of property and equipment.

1010.4 The first employee at the scene of an emergency shall, within his or her capabilities, take action to prevent further injury or damage, and notify the immediate Supervisor or the nearest Supervisor on the status of the emergency.

1010.5 Employees dispatched to the scene of an emergency shall respond immediately to the DTPW official in charge.

1010.6 DTPW Customers shall be removed from the scene of an emergency as soon as it is safe to do so, with all available employees assisting in this effort.

1010.7 Leak or Spill of Hazardous Material

In the case of a leak or spill of hazardous material, follow a Supervisor's instructions and/or the established response procedures. The order in which the steps are followed below may vary according to the circumstances.

- a. If necessary, sound the fire alarm and call the appropriate emergency phone numbers (Fire Department, Miami-Dade Regulatory and Economic Resources, etc.)
- b. If possible, and without endangering oneself, try to stop the flow of hazardous materials and prevent a spill from spreading.

- c. Notify the nearest Supervisor.
- d. Consult the product's Safety Data Sheet (SDS) for emergency spill/leak information.
- e. Assist, evacuate, or clear the area as directed by the Supervisor.
- f. Shut down equipment as instructed by the Supervisor.
- g. Employees must not begin the clean-up alone unless they have been trained, authorized, and have the appropriate protective safety equipment to do so.
- h. Label and dispose of the waste and contaminated absorbent materials in accordance with applicable standards and the SDS.

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SECTION XI

1100 - EMERGENCY PROCEDURES

1101 ACCIDENTS WITH AND WITHOUT INJURIES

In the event of an accident, incident, and in the case of emergencies where communications will not threaten the life of the Operator and/or customers, the Bus Operator will contact Bus Central Control using a PRTT (Priority Request to Talk) attention request over the radio. If the lives of the Operator and/or customers are threatened, the Operator will activate the silent alarm (see Silent Alarm section). Situations that may result in PRTT attention requests include, but are not limited to, vehicle accidents with and without injuries, larceny, hold-ups that have already occurred, shootings, homicides, assault, severe customer disturbances that threaten the safety of customers and/or the Operator, sick or injured persons, and fires, etc.

BUS OPERATOR

- 1101.1 Contact Bus Traffic Control using the PRTT function immediately. If the radio is inoperable, use a public telephone or cellular telephone. Secure the bus in a safe manner.
- 1101.2 Check for injuries to customers and occupants of any other vehicle; aid the injured if possible.
- 1101.3 Set out emergency triangles as prescribed by state law.
- 1101.4 Attempt to keep all customers on the bus and obtain the names of all customers and any witnesses who may have seen the accident. Gather all information

necessary for a detailed report. The accident information envelope contains packets for this purpose.

1101.5 Bus Operators are not to make any statements describing the accident, how the accident occurred, or opinion of fault to anyone except the police, DTPW Supervisors, or other DTPW personnel assigned to investigate the accident. If the other person asks for information, the Bus operator should simply state that a complete written report will be made.

1101.6 If a student Operator was driving the bus, both the student and the instructor must make out separate reports.

1101.7 The Accident/Incident Report is an Official DTPW document. It must be completed accurately by the Bus Operator no later than 24 hours after the accident or when requested by supervisory personnel. The Bus Operator's Signature confirms agreement with the entire contents. Failure to disclose all information is a major infraction and may result in termination.

1101.8 *Accident/Incident Reports*

The Accident/Incident Report must be legible and completed in black ink; submit the report at the end of the shift in which the accident/incident occurred or no longer than 24 hours after the occurrence.

CBA ARTICLE V/16 ACCIDENT, INJURY, OR INCIDENT REPORTS

Service Related Accidents, Injuries or Incidents – Accidents, injuries or incidents of any nature involving the employee or passenger shall be immediately reported to their supervisor. A full written report shall be submitted by the employee when required by his/her supervisor but in no case later than twenty-four hours following the occurrence.

All written reports by the employee shall include: What vehicle number one (County vehicle) was doing; what vehicle number two (other party) was doing; what happened; and names of passengers or others to support the employee's statement, and any other information required by DTPW.

Unless the employee is incapacitated, failure to follow this rule may be cause for disciplinary action, up to and including dismissal.

- 1101.9 Accidents Involving Animals If the bus strikes an animal, the Bus operator must call Bus Traffic Control immediately and follow instructions. In addition, an accident/Incident report must be turned in within 24 hours.

BUS TRAFFIC CONTROLLER

- 1101.10 The Bus Traffic Controller will contact police and rescue services, if needed, and will dispatch a Supervisor to the scene. Vehicle number, route and run number, and badge number will be confirmed in case communication is lost.
- 1101.11 If applicable, the appropriate emergency notifications will be made by the Controller in accordance with the Bus Traffic Controller's notification procedures.
- 1101.12 Bus Traffic Control (BTC) will follow all procedures related to accidents in the BTC manual.
- 1101.13 If the Operator and/or bus must be replaced, Bus Traffic Control will provide replacement/cut out bus information and receive information regarding cut-in.

TRANSIT OPERATIONS SUPERVISOR (TOS)

- 1101.14 Upon arrival will report to BTC and if possible will talk to the bus operator and provide emergency assistance if required.
- 1101.15 TOS will provide BTC with an assessment of the accident scene.
- 1101.16 TOS will secure the accident scene as required by TOS manual.
- 1101.17 TOS will follow all procedures in the TOS manual related to accident and complete all require documentation.
- 1101.18 The Operator may be required to submit to a post-accident drug test when: 1.) Injuries require anyone involved in the accident to be transported to a medical facility; 2.) Either vehicle is towed from the scene or the bus is disabled; 3.) in all cases where there is a fatality.

1101.19 Inspection of Equipment Involved in an Accident

In the case of an accident in which the mechanical condition of the bus comes into question, the Supervisor or maintenance personnel will decide whether the bus should be sent to the garage or kept in service.

1101.20 “MOVE IT, YES YOU CAN”

Florida law requires that every traffic stop be made without obstructing traffic more than is necessary, and, if a damaged vehicle is obstructing traffic, the driver of such vehicle must make every reasonable effort to move the vehicle or have it moved so as not to block the regular flow of traffic. Any person failing to comply with this

subsection of the law shall be cited for a non-moving violation.

Therefore, effective immediately when involved in an accident without injuries, notify Bus Traffic Control (BTC) that you will be moving the transit vehicle out of the flow of traffic. Please note, this does not mean leaving the scene of the accident, simply moving off the roadway. Of course; do not move the vehicle when involved in a major accident involving injuries until advised by police.

Supervisors must ensure that our transit vehicles are positioned safely out of the flow of traffic.

Note: Operators and Supervisors are reminded of their responsibility to obtain any witness information (i.e. passenger information, pedestrians witness information, other motorists, etc.).

1102 BOMB THREAT AND / EXPLOSION ON BUS

If DTPW receives a bomb threat, Bus Traffic Control will contact the appropriate Bus Operator. The Operator will be instructed to stop the bus at the closest point of least activity and evacuate all customers immediately.

BUS OPERATOR

- 1102.1 Upon being contacted and provided instructions by Bus Traffic Control, the Operator will stop the bus at the closest point of least activity and evacuate all passengers immediately as instructed.
- 1102.2 The Operator should keep all customers and the public clear of the bus. The operator, customer(s), or bystander(s), *SHALL NOT TOUCH ANY EXPLOSIVE DEVICES OR SUSPICIOUS PACKAGES.*

- 1102.3 The Bus Operator should use a land line for all subsequent communications with Bus Traffic Control. *DO NOT USE THE BUS RADIO. DO NOT USE A CELLULAR TELEPHONE NEAR A SUSPICIOUS PACKAGES.*

BUS TRAFFIC CONTROLLER

- 1102.4 Immediately upon being notified of a bomb threat, Bus Traffic Control will contact the appropriate Bus and instruct the Bus Operator to stop the bus at the closest point of least activity and evacuate the customers immediately.
- 1102.5 The Bus Traffic Controller will contact the fire department, police, and rescue services, if needed. Vehicle number, route / run number, and badge number will be confirmed in case communication is lost. The vehicle will be monitored by the Fleet-CAD AVL system at Bus Traffic Control.
- 1102.6 All buses directly behind the bus under alert and all buses approaching the bus from the opposite direction will be advised of the bomb threat and instructed to detour from the site of the bus with the least amount of disruption to customers. *APOLOGIZE, BUT DO NOT INFORM CUSTOMERS OF THE BOMB THREAT.*
- 1102.7 Bus Traffic Control (BTC) will follow all procedures related to Bomb Threat and/Explosion on bus as per the BTC manual.

TRANSIT OPERATIONS SUPERVISOR (TOS)

- 1102.8 Upon being dispatched by the Bus Traffic Controller, the TOS unit will go to the location where the bus involved is located to

make sure all of the procedures are being followed.

- 1102.9 TOS unit will assist Bus Central Control with any detours resulting from this event.
- 1102.10 TOS unit will complete a Bus Investigation Report accordingly.

1103 CIVIL UNREST

BUS OPERATOR

- 1103.1 Bus Operators shall report any incident of civil unrest to Bus Traffic Control immediately using the PRTT function. Be prepared to provide the Bus Traffic Controller with all necessary information such as the nature and location of the unrest, any damage and/or injuries that have occurred, and the potential for damage and/or injury.
- 1103.2 If there is a Police Detour already established, follow it and inform Bus Traffic Control.
- 1103.3 Make announcements to the passengers on the bus to advise them of the stops that are going to be bypassed a result of the civil unrest.
- 1103.4 Follow the instructions provided by Bus Central Control.

BUS TRAFFIC CONTROLLER

- 1103.5 The Bus Traffic Controller will instruct all affected Bus Operators to keep all customers on the bus and exit the area affected by civil unrest. Make periodic announcements on the bus advising customers of the stop(s) that will be by passed as a result of ensuing civil unrest. Follow all instructions given

by Bus Traffic Control. The safety of customers and Operators shall be the highest priority.

- 1103.6 The Bus Controller will dispatch a Supervisor to the scene and contact police and/or rescue services, if needed. Vehicle number, route / run number, and badge number will be confirmed in case communication is lost.
- 1103.7 Bus Traffic Control will follow all procedures related to Civil Unrest in the BTC manual.

TRANSIT OPERATIONS SUPERVISOR (TOS)

- 1103.8 Responding TOS will assist Bus Operators with detours and coordinate with Bus Central Control accordingly.

1104 FIRE OR SMOKE ON BUS

BUS OPERATOR

- 1104.1 At first indication of fire or smoke on the bus, proceed as follows:
- a. Stop bus immediately, out of traffic if possible, turn the engine off, and open doors to discharge customers.
 - b. Ask customers to alight in an orderly manner. Getting customers off the bus is the first priority. Give assistance to any customer that may require it, especially the elderly and customers with disabilities.
 - c. Attempt to turn off batteries and extinguish the fire when safe to do so.
 - d. Notify Bus Traffic Control using the PRTT function (if the radio is inoperable or it is

unsafe to use, call via telephone) and give the location of the bus and fire. If possible, attempt to control the fire by turning off the batteries and using the fire extinguisher.

- e. All buses are equipped with an automatic fire detection and suppression system for the engine compartment. If a fire or high heat condition is detected, the red “FIRE” LED illuminates on the “FIRE SUPPRESSION SYSTEM CONTROL PANEL,” accompanied by an alarm buzzer. Activation of the red “FIRE” LED will also trigger an engine shutdown in 15 seconds. The chemical agent will then be released into the affected area to extinguish the fire. If the system fails to detect a fire in the protected areas, the system can be operated manually using the Emergency Actuator on the side console. To operate the system manually; pull out the fire safety ring pin to break the plastic lock-wire and manually discharge the fire extinguishing system.
- f. The Bus Traffic Controller will confirm the vehicle number, route / run number, and badge number in case communication is lost.
- g. Make a written report on the proper form upon returning to the garage.

BUS TRAFFIC CONTROLLER

1104.2 The Bus Traffic Controller will contact the fire department, rescue services, and police (if necessary). A Supervisor will be dispatched to the scene, even in cases when the Operator reports that no police and/or rescue services are needed. A service truck will also be dispatched to the

scene to inspect the bus and determine if it can be safely driven to the garage.

- 1104.3 In the event of a bus fire, the bus must be removed from service (DEAD), and the Operator must be relieved for a mandatory post-accident drug test.
- 1104.4 If the Operator must be replaced, Bus Traffic Control will coordinate.
- 1104.5 Bus Traffic Control will follow all procedures related to Fire or Smoke on the bus as per the BTC manual.

TRANSIT OPERATIONS SUPERVISOR (TOS)

- 1104.6 The responding TOS will assist the Operator and passengers.
- 1104.7 The responding TOS will complete the appropriate reports.
- 1104.8 The responding TOS will coordinate with Bus Traffic Control to effectuate the required Drug and Alcohol Testing.

1105 HOLD-UPS, SHOOTING, HOMICIDES, HOSTAGE SITUATIONS, ASSAULTS, AND SEVERE PASSENGER DISTURBANCES ON THE BUS

BUS OPERATOR

- 1105.1 Do not resist or try to overwhelm the attacker(s). When safe to do so, during an emergency when communication can threaten the Operator's life or the lives of customers, the silent alarm will be used. Bus Traffic Controllers are trained to respond to these alarms immediately. The location the vehicle issuing the silent alarm will be

shown on the Controllers screen using the Automated Vehicle Location (AVL) system, and emergency supervisory assistance will be dispatched to location.

- 1105.2 If possible, signal Bus Traffic Control as soon as possible using the PRTT function and provide a description of the attacker(s). To help in reporting the incident accurately, write down the facts as soon as possible. Recording accurate detail is very important.
- a. Note the number of people involved in the incident.
 - b. Estimate each perpetrator's age, height, and weight.
 - c. Indicate each perpetrator's sex (male or female).
 - d. Indicate the color of skin, hair, and eyes.
 - e. Look for any unusual marks such as tattoos or scars.
 - f. Listen for any unusual speech patterns.
 - g. Identify each perpetrator's nationality, race (Anglo, Asian, Black Hispanic, etc.), if known.
 - h. Look for the type of clothing (jeans, sweats, the color, etc.).
 - i. Indicate the type of personality (aggressive, calm, excited, etc.).
 - j. Did the perpetrator(s) have a weapon? If yes, identify what type.
 - k. Were the perpetrator(s) left or right handed?
 - l. If the perpetrator(s) spoke, write down the exact words.

- m. Were there any unusual mannerisms? (speech, limp, body movement, etc.).

BUS TRAFFIC CONTROLLER

- 1105.3 The Bus Traffic Controller will contact the police and rescue services (if needed) immediately.
- 1105.4 A Supervisor will also be dispatched to the scene. The vehicle number, route/run number, and badge number will be confirmed in case communication is lost. The vehicle's location and any movement will be monitored by the Fleet-CAD AVL system at Bus Central Control.

TRANSIT OPERATIONS SUPERVISOR (TOS)

- 1105.5 The supervisor on the scene will assess the situation and determine if the Bus Operator will be relieved from duty to provide information to the police, calm down, etc.
- 1105.6 If the Operator must be replaced, the Supervisor will coordinate Bus Traffic Control will make arrangements with the Division Dispatchers to effectuate the relief.
- 1105.7 Bus Traffic Control (BTC) will follow all procedure related to this area in the BTC manual.

1106 LARCENY ON BUS

BUS OPERATOR

- 1106.1 Contact Bus Traffic Control (BTC) using the PRTT function and be prepared to give the Bus Traffic Controller all pertinent information including a description of what occurred and if the perpetrator is still on the scene. If possible provide BTC with details such as:

1. Note the number of people involved in the incident.
2. Estimate each perpetrator's age, height, and weight.
3. Indicate each perpetrator's sex (male or female).
4. Indicate the color of skin, hair, and eyes.
5. Note the number of people involved in the incident.
6. Look for any unusual marks such as tattoos or scars.

BUS TRAFFIC CONTROLLER

- 1106.2 Bus Traffic Controller will contact 911 services for assistance.
- 1106.3 Bus Traffic Controller will dispatch a supervisor to the scene.
- 1106.4 Bus Traffic Control (BTC) will follow all procedures related to larceny in the BTC manual.

TRANSIT OPERATIONS SUPERVISOR (TOS)

- 1106.5 The Supervisor will respond to the scene to assist the Bus Operator and complete corresponding reports.

1107 SICK OR INJURED BUS CUSTOMER

BUS OPERATOR

- 1107.1 If a customer on the bus becomes seriously ill, the Operator must call BTC immediately via the PRTT function and request medical assistance. Bus

Operators should follow the instructions given and render whatever assistance they are capable of.

- 1107.2 If possible, get as much information about the sick passenger as possible. This information will be asked by the 911 Operator when BTC calls for assistance.
- a. The age of the person
 - b. Is the person conscious
 - c. Is the person breathing
 - d. Do you know if the person is taking any medication
 - e. Approximate age of the person

BUS TRAFFIC CONTROLLER

- 1107.3 Bus Traffic Controller will contact 911 services for assistance.
- 1107.4 Bus Traffic Controller will dispatch a Field Supervisor to the scene.

TRANSIT OPERATIONS SUPERVISOR (TOS)

- 1107.5 The Supervisor will respond to the scene to assist the Bus Operator.
- 1107.6 The Supervisor will complete all the necessary reports pertaining to this incident.

1108 INFECTIOUS BODY FLUIDS

BUS OPERATOR

- 1108.1 If infectious medical waste, body fluids, or other such material (i.e., Blood, vomit, feces, urine,

human tissue, etc.) is found on the bus, the Operator shall:

- a) Stop the bus at the nearest safe place (bus zone, bus bay, etc.), disembark all passengers, contact Bus Traffic Control and wait for instructions.
- b) Operators should be prepared to give specific information to the Bus Traffic Controller regarding the following:
 - When and how the incident occurred.
 - Where in the bus the possibly infectious materials are located.
 - Type of material.
 - Whether the operator or any customer came in contact with the material.
 - Whether medical attention is needed.

BUS TRAFFIC CONTROLLER

- 1108.2 The Bus Traffic Controller will take the infected bus out of service and send it to the garage.
- 1108.3 The Bus Traffic Controller will coordinate with Bus Maintenance to have the bus disinfected.
- 1108.4 Transit Operations Supervisor (TOS) will respond as instructed by BTC.

TRANSIT OPERATIONS SUPERVISOR (TOS)

- 1108.5 If a TOS is dispatched, the TOS will inspect the bus and coordinate with BTC for a bus replacement or disposition of the affected vehicle.

1109 BUS BRIDGE PROCEDURES FOR METRO RAIL AND METROMOVER SERVICE INTERRUPTIONS

BUS OPERATOR

1109.1 Bus Operator will follow the instructions of Bus Central Control and TOS.

BUS TRAFFIC CONTROLLER

1109.2 Controller will assign as many buses as operationally needed to respond to the Bus-Bridge request.

1109.3 Controller will assign as many feasible TOS Units as required to Supervise the Bus-Bridge.

1109.4 Controller will provide detailed instructions to the Bus Operators.

1109.5 When the Bus-Bridge is no longer needed, the Controller will return the buses that were being used to their corresponding former status.

TRANSIT OPERATIONS SUPERVISOR (TOS)

1109.6 TOS Units will respond as instructed by Central Control.

1109.7 TOS Units are responsible for coordinating all Bus-Bridge assignment with Central Control.

1109.8 TOS Units will supervise the Operators and assist them as necessary.

1109.9 TOS Units are responsible for assisting passengers with information and travel guidance.

1110 HURRICANES

BUS OPERATOR

- 1110.1 Bus Operators must read the annual Hurricane Procedure Bulletin and be knowledgeable of responsibilities, participation and duties, in the DTPW Evacuation Plan.
- 1110.2 Be aware of all hurricane advisories issued by the National Weather Service during the hurricane season (June 1 through November 30) and follow reporting/call-in instructions in service bulletins. Public employees have an obligation to the community to be available for emergency service. All Bus Operations and Bus Maintenance employees should make plans for their families well in advance of a hurricane warning being issued.
- 1110.3 Prior to or after a hurricane, all Bus Operations and Bus Maintenance employees are to make regularly scheduled report time, unless told otherwise by the dispatcher. Disregard any information regarding county employees not reporting for work which may be broadcast on the radio or television.
- 1110.4 A roster will be maintained of all Operators volunteering to work during the emergency.
- 1110.5 Prior to the safety of customers, Operators, and equipment being threatened, BTC and dispatchers will begin canceling regular service in preparation for evacuation procedures. Operators must make full use of the expressway system whenever possible, detouring as necessary to avoid high water areas. Bus Operators must move bus to the fuel area to fill tanks to capacity prior to parking the bus.

- 1110.6 Follow the Instructions of Central Control and Field Supervisors.

BUS TRAFFIC CONTROLLER

- 1110.7 Supervise the cancelation of service as directed by Management and the Emergency Operations Center (EOC).
- 1110.8 Coordinate emergency evacuations with Lead TOS, Field Units and the EOC.
- 1110.9 Post Hurricane coordination with EOC and Lead TOS to conduct inspections of the Bus Routes in order to ensure safety for service restoration.
- 1110.10 After routes a safe to restore service, coordinate with Management and Dispatchers to reinstate service.

1111 LOSS OF RADIO COMMUNICATION SYSTEM

- 1111.1 Under normal operating conditions, Bus Operators may communicate with DTPW Bus Traffic Controllers through use of the Fleet-CAD system, which enables both voice and text communications through the radio system. In the Event that the Fleet-CAD system fails, voice communications are still possible through the radio communication system. However, in the event that the DTPW radio communication system becomes disabled for any length of time, no direct communication between Bus Operators and Bus Traffic Controllers will be possible. In instances where the radio communication system fails during normal operating conditions, Bus Operators will be required to contact Bus Central Control via a public telephone or a cellular telephone.
- 1111.2 In the event of an emergency that requires Bus Central Control to contact Bus Operators while the

radio communication system is inoperable, Bus Traffic Controllers will contact lead workers and Supervisors to dispatch field units to points of the most frequent bus intervals to contact and disseminate information and instructions to Bus Operators regarding the nature of the emergency. Selected points of contacts include, but are not limited to:

- a. Central Business District
- b. Lincoln Road and Washington Avenue
- c. Dadeland South Metrorail Station
- d. Aventura Mall
- e. Mall of the Americas
- f. 163rd Street Shopping Center
- g. South Miami Metrorail Station
- h. 27th Avenue and 79th Street
- i. Omni Terminal
- j. Busway

1111.3 As soon as the DTPW radio communications system and the Fleet-CAD system have been restored, a fleet call will be made to Bus Operators indicating that attention request communications should be followed. The announcement will occur hourly for the following two hours to ensure that all Operators are aware that communications have been restored.

BUS OPERATOR

1111.4 If there is a need to contact Bus Central Control while the radio system is inoperable, use a land line of cell phone.

1111.5 Follow the instructions of TOS units.

BUS TRAFFIC CONTROLLER

1111.6 Assign TOS Unit to the strategic locations described above in order to assist Bus Operators and coordinate Operations while radio communication not available.

TRANSIT OPERATIONS SUPERVISOR (TOS)

1111.7 Use land line or cell phone to contact BTC for instructions.

1111.8 Follow the instructions of Central Control to supervise, coordinate and assist Operators accordingly.

SECTION XII

1200-REFERENCE

1201 EMERGENCY PHONE NUMBERS: DTPW, POLICE/FIRE FACILITIES, HOSPITALS

<u>DTPW</u>	<u>Address</u>	<u>Phone</u>
Bus Central Control	Stephen P. Clark Government Center 111 NW 1st St. 5th Floor Miami, FL 33128	(305) 375-2924 (305) 375-2925 (305) 375-2926
Central Operations	3300 NW 32nd Ave. Miami, FL 33142	(305) 638-6045
Central Maintenance	3311 NW 31st St. Miami, FL 33142	(305) 638-6046
Coral Way Operations	2775 SW 74th Ave. Miami, FL 33172	(305) 264-2391 (305) 264-2393
Coral Way Maintenance	2775 SW 74th Ave. Miami, FL 33172	(305) 263-6321
Northeast Operations	360 NE 185th St. Miami, FL 33177	(305) 652-8797
Northeast Maintenance	360 NE 185th St. Miami, FL 33177	(305) 654-6519
Support Services	3295 NW 31st St. Miami, FL 33142	(305) 638-7250

NOTE:

- 1. During an emergency (life threatening, or crime in progress incident), the local police/fire jurisdiction shall be notified.*
- 2. All other routine calls should be reported to the Miami-Dade Police/Fire Complaint Desk (305) 595-6263.*

Emergency Services	9-1-1
Local Government	3-1-1

(For reporting problems with traffic lights, street signs, downed power lines, fallen trees, etc.)

Metrorail	(305) 375-3940 (305) 375-3938
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Metromover	(305) 375-3935 (305) 375-3936
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DTPW Information	(305) 891- 3131 or 3-1-1
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**Jackson Memorial Hospital
(Drug Testing)**

	<u>Address</u>	<u>Phone</u>
Biscayne Medical Plaza	3801 Biscayne Blvd. Ste. 110	(786) 466-8468
Downtown Medical Center	111 NW 1st St. Ste. 110	(786) 466-7200
North Medical Center	160 NW 170th St. Ste. 410	(305) 654-6850
South Community Hospital	9333 SW 152nd St.	(305) 256-2123

**DRUG TESTING AFTER 5PM AND
SATURDAYS AND SUNDAYS**

Jackson Memorial Hospital Emergency Room	1611 NW 12th Ave.	(305) 585-6910
Special Transportation Services		(786) 469-5000
DTPW Safety and Security		(305) 375-4240

<u>Area Hospital</u>	<u>Address</u>	<u>Phone</u>
Aventura Hospitals & Medical Center	20900 Biscayne Blvd	(305) 682-7000
Baptist Hospital of Miami	8900 N Kendall Dr.	(305) 596-1960
University of Miami Hospital	1400 NW 12th St.	(305) 325-5511
Coral Gables Hospital	3100 Douglas Rd	(305) 445-8461
Jackson South Community Hospital	9333 SW 152 St.	(305) 251-2500
Doctor's Hospital	5000 University Dr.	(305) 666-2111
Hialeah Hospital	651 E 25th St.	(305) 693-6100
Highland Park Pavilion	1660 NW 7th Ct.	(305) 355-9404
Homestead Hospital	160 NW 13th St.	(305) 248-3232
Jackson Memorial	1611 NW 12th St.	(305) 585-1111
Jackson North	160 NW 170th St.	(305) 651-1100
Kendall Medical Center	11750 SW 40th St.	(305) 223-3000
Larkin Community Hospital	7031 SW 62nd Ave.	(305) 284-7500
Mercy Hospital	3663 S Miami Ave.	(305) 854-4400
Miami Children's Hospital	3100 SW 62nd Ave.	(305) 666-6511
Miami Heart Institute	4701 N. Meridian Ave.	(305) 535-1696
Mount Sinai Medical Center	4300 Alton Rd	(305) 674-2121
North Dade Health Center	16555 NW 25th Ave.	(305) 628-7299
North Shore Medical Center	1100 NW 95th St.	(305) 835-6000

Palm Springs General Hosp. (HIA)	1475 W 49th St.	(305) 558-2500
Palmetto General Hospital (HIA)	2001 W 68th St.	(305) 823-5000
Metropolitian Hospital of Miami	5959 NW 7th St.	(305) 264-1000
South Miami Hospital	6200 S.W. 73rd St.	(305) 661-4611
University of Miami Hospital	1475 NW 12th Ave.	(305) 243-1000
Veterans Administration Hospital	1201 NW 16th St.	(305) 324-4455
Westchester General	2500 SW 57th Ave.	(305) 264-5252

1202 TRANSITWAY MAP AND STATIONS

South Miami-Dade Transitway

1203 BUS FAMILIARIZATION

Specifications

Service data, test specifications or tolerances are listed at the end of component sections under the heading “Specifications”. Manufacturer’s model or part numbers are often used in this tabulation. This information is provided for unit identification and should be referenced when ordering parts. All detail replacement part numbers should be obtained from the applicable Parts Catalog.

Special Tools

Special Tools and equipment are sometimes mentioned or illustrated in the text. These tools are specially designed to accomplish certain operations efficiently and safely. Such tools or equipment are identified in the test by supplier’s numbers if available.

Service Bulletins

Service Bulletins are issued, when required, to supplement or supersede information in this manual. Information in these bulletins should be noted in the text and filed for future reference.

General Specifications

40 Foot Low Floor NABI

Overall Length	40' 7"
Overall Width (excluding mirrors)	102"
Overall Height	10' 5"
Turning Radius	44'
GVWR	42,000 lbs

40 Foot Low Floor NABI Hybrid

Overall Length	41' 4"
Overall Width (excluding mirrors)	102"
Overall Height	11' 5"
Turning Radius	44'
GVWR	42,540 lbs

40 Foot Low Floor Gillig Hybrid

Overall Length	41' 9"
Overall Width (excluding mirrors)	102"
Overall Height	11' 0"
Turning Radius	43' 9"
GVWR	39,600 lbs

MCI

Overall Length	45' 7"
Overall Width (excluding mirrors)	102"
Overall Height	11' 5"
Turning Radius	46' 6"
GVWR	48,000 lbs

60 Foot New Flyer Articulated

Overall Length	62' 10"
Overall Width (excluding mirrors)	102"
Overall Height	11' 5"
Turning Radius	43' 8"
GVWR	64,150 lbs

30 Foot Optima Opus 32

Overall Length	31' 11"
Overall Width (excluding mirrors)	100"
Overall Height	10' 8"
Turning Radius	33' 6"
GVWR	31,500 lbs

CNG New Flyer XN40 Transit Bus

Overall Length	41 ft.
Overall Width (excluding mirrors)	8.5 ft.
Overall Height	11.1 ft.
Turning Radius	43 ft
GVWR	44,000 lbs.

Gillig CNG 40 FT Transit Bus (19232)

Overall Length	41 ft
Overall Width (excluding mirrors)	8.5 ft.
Overall Height	11.1 ft.
Turning Radius	43 ft
GVWR	41,600 lbs.

PROTERRA ZX5 40 FT BUS

Overall Length	42.5 ft.
Overall Width (excluding mirrors)	8.5 ft.
Overall Height	10.7 ft.
Turning Radius	41.91 ft
GVWR	43,650 lbs.

30 Foot Low Floor Gillig

Overall Length	31' 9"
Overall Width (excluding mirrors)	102"
Overall Height	11' 0"
Turning Radius	29' 3"
GVWR	30,000 lbs

VIN and Serial Number Locations

- On some models, the Vehicle Identification Number (VIN) Plate is attached to the dash curb-side lower panel facing the entrance step well. The label contains the name of the manufacturer.
- On some models, the VIN plate is located above the operator's seat.

1204 IMPLEMENTATION OF EASY CARD AND EASY TICKET (October 1, 2009)

Department of Transportation and Public Works has implemented the EASY CARD AND EASY TICKET. The implementation of this card eliminated all paper transfers requiring customer without a card to pay the appropriate fare at each boarding. An EASY CARD or EASY TICKET is required in order to earn a transfer.

Passengers may purchase an EASY CARD or an EASY TICKET at any Metrorail Station or locations where there is a Ticket Vending Machine (TVM), at Government Center Kiosk (2nd floor by the entrance of Metrorail and Metromover) or at over 90 authorized retailers.

The appropriate fare will be deducted from the EASY CARD or EASY TICKET when boarding the first bus.

1205 PURCHASING/LOADING OF EASY CARD/ EASY TICKET

Passengers are permitted to purchase or load value immediately on their EASY CARD OR EASY TICKET at a Ticket Vending Maching (TVM), Government Center Kiosk (2nd floor by the entrance of Metrorail and Metromover) or at over 90 Authorized Retailers.

Loading value on the internet may take 48 hours.

1205.1 Mobile Ticketing: Passengers are able to use their mobile devices to store One Day Tickets. On the bus the passenger will display their mobile device (Cell Phone) to our operator and the operator will see the current Date and Time counting down or the QR code moving after verifying Mobile Ticket, the Operator must record transaction on meter by pressing the tally button on page 2 of DCU labeled 1 DP BC. Operators are not permitted to touch passenger mobile devices.

1206 TRANSFER POLICY (BUS TO BUS)

- Passengers paying with cash do not have the option of purchasing a transfer and will need to pay full fare when boarding all buses.
- Passenger utilizing EASY CARD OR EASY TICKET will be permitted unlimited free transfers within the first 3 hours.
- Emergency Transfers have been eliminated.
- When experiencing an interruption in service, operator needs to contact Bus Traffic Control as previously trained.
- Operator will provide assistance to passengers to board buses traveling in the same direction when possible.
- When operator is instructed by BTC to resume service or (Return to Garage) RTG he/she must provide BTC with the estimated number of passengers that were on their bus and left at the bus stop.
- BTC must contact the bus or buses traveling in the same direction that are scheduled to ser-

vice the bus stop and advise those operators of passengers that might be waiting at this location. These passengers should not be charged the fare again to continue their trip.

1207 TRANSFER POLICY (BUS TO RAIL)

- Passenger with EASY CARD or EASY TICKET will be charged \$.60 transfer fee for full fare and \$.30 for discount fare within 3 hours of the originating trip (refer to fare table in section XI)
- The appropriate fare will be deducted from the EASY CARD or EASY TICKET on the bus and transfer will be deducted when entering Metrorail.
- Passenger paying with cash on the bus will need to purchase an Easy Ticket or Easy Card to ride Metro Rail (an EASY CARD or EASY TICKET may be purchased at any Metrorail Station).

1208 TRANSFER POLICY (BCT TRANSFER AND DTPW INTERCOUNTY CONNECTION TICKET)

- *Issuing* - DTPW passengers can request a free Inter-County Connection Ticket Only on bus routes where DTPW and BCT buses connect and travels north of Miami Gardens Drive (NW 183rd Street) including Golden Glades and Aventura Mall. Inter-County Connections tickets will be ISSUED at all bus stops along the route including Downtown. Passengers transferring from DTPW to BCT will provide the operator of BCT with the Inter-County Ticket and pay \$.60 cents.
- *Accepting* - Passengers transferring from BCT to DTPW will provide the operator of DTPW

with a BCT transfer and pay \$.60 cents for full fare, \$.30 cents discount fare or \$.95 cents for an express-bus transfer or \$0.45 for an express-bus discounted fare transfer. Broward County Transfers will be ACCEPTED at all existing transfer points along the routes including Downtown Miami and Civic Center.

1209 TRI-RAIL

- Fees are effective as of October 1, 2013, for passengers transferring from Tri-Rail Metrobus and Metrorail.
- Transfer fees apply to Tri-Rail trips paid with cash value on as EASY Card or EASY Ticket issued by either Miami-Dade Transit (DTPW) or Tri-Rail.
- Transfers must be made within three (3) hours and are not for return trips.

Tri-Rail EASY Card Passengers using cash value (Must tap-off Tri-rail and tap-on DTPW to use transfer)		
<i>Transferring from Tri-Rail to:</i>	Full Fare*	Discount Fare*
Metrorail	\$1.20	\$0.60
Metrobus	\$0.60	\$0.35
Express Bus	\$0.95	\$0.45
<i>Return Trip</i>	Full Fare	Discount Fare
All Modes/Express Bus	\$2.25/\$2.65	\$1.10/\$1.30

*advise a minimum \$2 cash value.

DTPW EASY Card/Ticket Passengers using cash value		
Transferring from DTPW to Tri-Rail	Full Fare	Discount Fare
	\$2 discount on trip to any one of six Tri-Rail zones (need minimum \$5 cash value)	\$1 discount on trip to any one of six Tri-Rail zones (need minimum \$5 cash value)

Transfer Fee Information

- The new fees only apply when using as EASY Card/Ticket issued by either DTPW or Tri-Rail with sufficient cash value to pay the appropriate transfer fee.
- Tri-Rail passengers using a Tri-Rail paper ticket will be required to pay full fare when transferring from Tri-Rail to Metrorail or Metrobus. These passengers will need an EASY Card or EASY Ticket with either sufficient cash value or a valid DTPW pass to board Metrorail. Cash is only accepted on Metrobus.
- Tri-Rail riders can still transfer to Routes 132 and 133 free of charge.
- DTPW pass products (7-Day or Regular Monthly Pass) cannot be used to pay Tri-Rail fares.
- Tri-Rail fare products (One-Way, Round Trip, 12 Trip Ticket, Weekend Pass, Regular Monthly) cannot be used to pay DTPW fares.
- Without a Regional Monthly Pass, only an EASY Card/Ticket with sufficient cash value can be used on both the DTPW and Tri-Rail Systems.

1210 HIALEAH TRANSIT

- The City of Hialeah's Transit System and DTPW share a common transfer and fare policy.
- DTPW customers who present an EASY Card or EASY Ticket when boarding a Hialeah Transit System bus at the Hialeah Metrorail Station pay only a \$0.50 transfer fee. All others will be charged the full fare.
- Hialeah Transit System honors all DTPW Discount-Fare, Golden Passport, Patriot Passport and STS EASY Cards.

1211 AUTHORIZE PERSONNEL WHO RIDE DTPW FREE

Police Officers/Bailiffs/Correction Officers and Firefighters are allowed to ride public transportation by tapping their EASY Card on the farebox.

1212 GOLDEN PASSPORT / PATRIOT PASSPORT

- All Golden Passport Passengers over or under the age of 65 must have an EASY CARD Pass or pay appropriate fare.
- All Patriot Pass holders must have an EASY CARD or pay appropriate fare.

1213 STUDENT PASS

- Elementary age students are not required to display student ID or Discount Fare permit when paying cash, they will pay \$1.10.
- Middle School and High School Students will need to tap their K-12 Easy Card display their student I.D. when requested. (During the first

week of school, students may not have ID.)

1214 COLLEGE DISCOUNT PASS

- Miami-Dade universities, colleges and adult education centers participating in the College/Adult Education Center Discount Program will use the EASY TICKET (orange).
- Students must show valid Student Identification (ID) when using their monthly College Discount Pass to ride on Metrobus/Metrorail.

1215 DISCOUNT FARE EASY CARD

- In order to ride the bus for a reduced fare, those who qualify must go to the Government Center Kiosk (2nd floor SPCC bldg.) To obtain a Discount Fare Easy Card.
- As of Oct. 1, 2009 the Medicare card (red-white-blue) will no longer be valid for reduce fare rides, even for those paying cash. These persons will be required to get the discount fare Easy Card or Golden Pass Easy Card.

1215.1 Passengers enrolled in the Commuter Reduced Fare Program will have a fare card with top half in light green, with the passenger's photo, and the words "COMMUTER REDUCED FARE PROGRAM" on it. The Commuter Reduced Fare Program works in the same manner as other MDT cards.

1216 WHEELCHAIRS AND MOTORIZED MOBILITY AIDS

- All passengers in a wheelchair or motorized mobility aids are required to have an EASY

CARD as of October 1, 2009. Operators must provide assistance when requested by passenger.

NOTE: A PCA does not need to travel with an additional EASY Card.

- STS Customers in wheel chairs and motorized mobility aids will be permitted to ride for free if they have an STS EASY CARD.
- STS Customers certified as traveling with a (PCA) will continue traveling with their PCA free of charge on Metrobus and Metrorail.
- Non STS passengers that do not have an EASY CARD or Discount Fare Card will be required to pay full fare.

1217 TRANSIT FARES

I. Cash Fares	Base Fare	Discount Fare	Miami-Dade County Golden/Patriot Pass
A. Metrobus, including intra-County express bus services or Metrorail (Travel inside Miami-Dade County)	\$2.25	\$1.10	Free
B. Metromover	Free	Free	Free
C. Transfer from bus to rail, or rail to bus	\$0.60	\$0.30	Free
D. Transfer from bus to Metromover	Free	Free	Free
E. Transfer from Metromover to Bus	\$2.25	\$1.10	Free

F. Transfer from Metrorail to Metromover	Free	Free	Free
G. Transfer from Metromover to Metrorail	\$2.25	\$1.10	Free
H. Metrobus inter-County express bus services (Travel outside Miami-Dade County)	\$2.65	\$1.30	Free
I. Metrobus Shuttle	\$0.25	\$0.10	Free
J. Parking fee-daily maximum	\$4.50	\$4.50	\$4.50
K. Parking fee-special events and Non-transit patron daily maximum	\$10.00	N/A	Free
L. Juror Parking	Free	Free	Free
M. Full Fare Transfer Bus/Rail to Express Bus Transfer	\$0.95	\$0.45	Free

II. Special Transportation Service Fares Rate Equal to \$3.50

A. Minum Per Trip	\$3.50
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III. Prepaid Passes

A. Monthly Transit Pass	\$112.50
B. Discount Transit Passes	\$56.25
C. Monthly Group Discount-10% Corporate Discount	\$101.25
D. Monthly Group Discount-15% Corporate Discount	\$95.64
E. Monthly College/Adult Education Pass	\$56.25
F. Monthly Parking Permit	\$11.25
G. Weekly Transit Pass	\$29.25
H. Discount Weekly Transit Pass	\$14.60

I. Daily Transit Pass	\$5.65
J. Daily Discount	\$2.80
IV. Easy Card/Easy Ticket	
A. Easy Card	\$2.00
B. Easy Ticket	Free

METRORAIL DAILY PARKING FEE \$4.50

METRORAIL MONTHLY PARKING PERMITS \$11.25

(with purchase of monthly pass)

SPECIAL TRANSPORTATION SERVICE (STS) \$3.50

CORPORATE DISCOUNT 4-99 PASSES \$101.25

CORPORATE DISCOUNT 100 OR MORE PASSES \$95.65

NOTE: Corporate Discount Program provides group discounts and pre-tax savings to customers who purchase their monthly transit pass through a payroll deduction from their employer.

COLLEGE PASS \$56.25

1218 Easy Card / Easy Ticket Validation

- One Beep Indicates Valid Easy Card / Easy Ticket
- Three Beeps Indicates Defective Easy Card

The following messages will produce 3 beeps or no beep at all and will require passenger to tap their Easy Ticket or Easy Card a second time. If the message is repeated, passengers will be required to pay their fare or alight the bus. If the passenger refuses to alight the bus, operator must continue in route and contact BTC.

Insufficient Funds:

- Read Error

- No Pass Available
- CSC Invalid (Contactless Smart Card)
- If card does not provide a message or Beep
- If the EASY CARD or EASY TICKET beeps once and it displays a negative value on the DCU the passenger is permitted to ride to their destination. (May happen with some transfers)