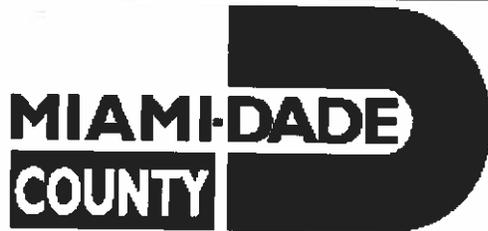


***Miami-Dade County Department of
Transportation & Public Works***
Transit Operations
Supervisor Training Manual

The logo for Miami-Dade County, featuring the text "MIAMI-DADE" in a white box above "COUNTY" in a black box, with a large black stylized "D" shape to the right.

**MIAMI-DADE
COUNTY**

Third Edition
Effective

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DTPW Transit Operations Supervisor Training Manual

Statement of Department of Transportation and Public Works Training Policy

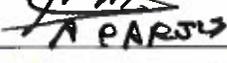
Miami-Dade County (MDC) is committed to providing a safe, reliable, efficient and effective public transportation system for the benefit of all Miami-Dade County residents and visitors. In support of this commitment, the Department of Transportation and Public Works (DTPW) shall provide training for its employees to enhance their knowledge, skills and work performance.

Training is an important part of the County's career service. A DTPW Training Program has been established and is implemented for all DTPW employees. DTPW Bus Services Training is responsible for the administration of the training program plan and all of its related activities.

Qualification procedures have been established and implemented for those employees whose work performance may affect the safety of DTPW passengers, employees and/or equipment. Safety is the responsibility of all employees and the department will make every effort to ensure that all employees are aware that safety is the primary consideration in every action taken.

The plan will be implemented as a dynamic working document; appropriate revisions to the plan will be made on an on- going basis.

REVIEWER SECTION:

	DTPW Operations/Maintenance Training Supervisor	Date: <u>2/11/2020</u>
	Section Chief, Bus Operations	Date: <u>2/11/20</u>
	General Superintendent, Bus Operations	Date: <u>2-11-2020</u>
 A PARJW	Office of Civil Rights and Labor Relations	Date: <u>2-14-2020</u>
	Chief, Human Resources	Date: <u>2/24/20</u>
	Assistant Director, Bus Services	Date: <u>2-24-20</u>
	Chief, Office of Safety and Security	Date: <u>12/3/2020</u>

APPROVAL SECTION:

	Deputy Director, Operations	Date: <u>12/14/20</u>
 A PARJW	Administration	<u>2-14-2020</u>

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100 INTRODUCTION

This Manual has been prepared to offer guidance in the many functions that must be performed by the Transit Operation Supervisor (TOS). There are many procedures that have been prepared to assist in carrying out these functions and when dealing with specific situations. However, this Manual cannot possibly anticipate every situation that a Transit Operations Supervisor will encounter. Much of the TOS's function will be to utilize good judgment and common sense "consistent with prudent business practices. The purpose of this manual is to train new Transit Operation Supervisors and to provide guidance for existing and future TOS in their daily responsibilities. It is always the responsibility of all TOS to familiarize themselves with the contents of this manual and to maintain their skills proficiency.

This manual supersedes all previous versions and is available on DTPW's TransitNet. It will be reviewed annually and revised as needed.

101 Moving Into Supervision

101.1 Leadership

The TOS is a vital extension of management and DTPW as a whole. The TOS's leadership is especially important because he or she has direct contact with Bus Operators. It is imperative that instructions and guidance be provided assertively and respectfully.

While a Bus Operator is primarily concerned with the operation of his or her own vehicle and route, the TOS is responsible for many Operators, vehicles, routes, and for making daily decisions affecting those routes, traffic flow, and passengers. The TOS is also responsible for the performance of Operators who were once peers and are now subordinates. A TOS must balance a fine line between being in charge and maintaining professional working relationships. It is important to show by actions that he or she is concerned about those being supervised and that everyone is working together toward a common goal. Leaders must earn the respect and acceptance of employees by being competent, hard-working, and self-confident when making decisions. A leader also provides praise for outstanding work and reprimands tactfully, constructively, and impartially.

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102 TOS Role & Responsibilities

Transit Operation Supervisors (TOS) are the first line of supervision. Their duties require leadership, good judgment, exceptional communication, knowledge, skill, and discretion. The essence of this job is quality control, through observing the operation of Metrobus service, correcting deficiencies, and reporting conditions of service and actions taken to the proper authorities. The TOS must also take a proactive approach to customer service. Effective supervision results from good communication skills, a thorough knowledge and understanding of policies and procedures, and a willingness to understand the problems confronting employees. The objective of the TOS is to ensure that we provide safe and reliable service. TOS must instill in others a desire to perform efficient, productive, and set a good example for other employees.

103 TOS Responsibilities:

No matter which of the functions listed below is being performed at any given time, an individual is performing as a TOS. As such, each TOS can expect to be assigned interchangeable functions. These functions are not limited to:

- Window Dispatch
- Lot Supervision
- Field Supervision
- Terminal Supervision
- Other important functions

TOS responsibilities include but are not limited to:

- Enforcing DTPW Metrobus Operations/Maintenance Rules & Procedures Manual
- Management of manpower and equipment availability
- Keeping buses on schedule
- Investigating accidents/incidents
- Providing customer service
- Ensuring safety

These are all vital components of providing high quality transit service. Each of these functions, as well as several others outlined throughout this Manual, are the responsibility of the TOS position.

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The TOS is responsible for direct and/or indirect supervision of Bus Operators. Duties include coordinating and controlling operations on all bus routes with TOS and other field units at the direction of Bus Traffic Control; initial and subsequent dispatching of Operators to assigned vehicles and routes, special assignments, and special events; observing and supervising operators and bus operations. Assignments may include disseminating information regarding routes, schedules, and fares to bus customers at terminal points, major route junctions, park-and-ride locations, and other points in the system.

The TOS is also responsible for providing information on a variety of factors indicating the adequacy and efficiency of service; and assisting Bus Operators in loading passengers and departing the terminal and other loading points in a timely manner. Other responsibilities include initiating complete reports of damage to vehicles or injuries to passengers by investigations performed at the scene of an accident or incident. Work may be performed on unusual work shifts and employees must work within established departmental rules, regulations, and procedures, while exercising independent judgment in handling emergency problems in the field. General direction is received from the TOS Division Superintendent and or the TOS Lead Workers who reviews work for compliance with departmental procedures.

The major tasks to be performed by the TOS are listed below. Each function is outlined in greater detail in the following sections of this Manual.

103.1 Window Dispatch Functions

- Plan, assign, and review the work of Bus Operators to assure compliance with departmental rules and regulations, including ADA (Americans with Disabilities Act) and the 14-90 rules.
- Assign Bus Operators according to the Collective Bargaining Agreement (CBA), departmental rules, regulations, and procedures; calculate personnel needs based on level of service required, and availability of equipment and personnel.
- Assure the availability of Operators and equipment for posting work assignments.
- Double-check for correct work assignments before giving out work.

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- Assign all regular runs and trippers to Bus Operators on assigned shifts.
- Assemble and distribute schedule cards, transfers, and other related forms.
- Maintain Operator attendance records.
- Check Operators reporting for duty on uniform appearance.
- Account for transfers disbursed to Bus Operators and assure adequate supply of all transit operations forms.
- Inspect special events reports, defect cards, and other forms upon completion of Operators' assignments and place material in the proper location.
- Account for all lost-and-found items turned in by Bus Operators.
- Maintain close coordination with Maintenance for exchange of defective coaches and for vehicle availability.
- Communicate and coordinate with other TOSs and Bus Traffic Control regarding vehicle and manpower availability and other issues.
- Ensure schedule adherence for Operators upon leaving and returning to the garage, on the lot, and in the dispatch office.
- Ensuring that RANDOM FTA Drug Tests are executed timely
- Staying Alert for any Operator appearing to be impaired.

103.2 Lot Supervision Functions

- Ensure that all routes go out safely and in a timely manner.
- Early in the morning the Lot TOS is responsible for ensuring that all buses are in their proper location.
- Enter all information into the dispatching system in a timely manner.
- Ascertain bus availability for all work assignments, turn-around roadcalls, and additional shuttle services.
- Dispatchers must exercise good judgement in deciding the restoration of service versus pullouts when experiencing bus shortages.
- Insert shortages the buses in the dispatching system within 15 minutes before they are scheduled to leave the garage, so that the automatic log-in will occur.
- Supervise Operator activity on the lot; re-check Operators' uniforms and appearance; report any suspicious activity on the lot.
- Be sure Operators leave in a timely manner and that the proper bus is assigned to each individual route.

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- Coordinate with Bus Maintenance to assure that vehicles are ready for service
- Assist with other dispatch duties as instructed or assigned by management
- Assist with the Window Dispatch function when needed

103.3 Field Supervision Functions

- Provide direct supervision and assistance to Bus Operators in the performance of their duty in coordination with Bus Traffic Control.
- 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 buildings, churches, schools, parks, stores, tourist attractions, and special events.
- Answer and refer inquiries relative to subsidiary transit services, such as lost-and-found, shuttle, trolley services, and advertising.
- Maintain route maps, schedules of departures and arrivals, and detours; estimate route distances and calculate intermediate arrival times.
- Assist Bus Traffic Control during Metrorail and Metromover service disruptions at stations with crowd control and assist customers with general service information.
- 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.
- Receive phone calls and radio transmissions from Bus Traffic Control.
- Notify Central Control when accidents and/or unusual incidents occur.
- Compile DTPW vehicle accident reports on the scene including photographs, sketches, and witness statements.
- Resolve any differences between Bus Operators and customers within their assigned zone and/or wherever they are dispatched.
- Coordinate field operations involving special events and emergency service.
- Cooperate with law enforcement agencies investigating accidents. Request medical response as needed.

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- Recommend an increase or decrease in the number of buses used in special events based on ridership data.
- Contact Bus Operators on assigned runs to give special instructions and render any assistance that may be required.
- Verify proper operations of all on-board communication equipment.
- Report Bus Shelters and Bus Stops that need repairs or cleaning.
- Check and enforce schedule adherence.
- Determine and report causes for buses not adhering to schedule.
- Investigate consumer complaints.
- Perform terminal supervision duties.

103.4 Terminal Supervision Function

- Provide information to the public similar to the Field Supervision function.
- Assist the public on all inquiries of service related adjustments.
- Assist Bus Traffic Control during Metrorail and Metromover service disruptions at stations with crowd control and assist customers with general service information (see section on Bus Bridges section for specific instructions).
- Have route maps, schedules of departures, arrivals, and detours on person.
- Contact Bus Operators on assigned runs to give special instructions and render any assistance that may be required; check Operators' appearance and uniform compliance.
- Ensure that instructions given to Operators regarding departure times are clear and concise.
- Verify proper operations of all on-board communication equipment.
- 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.
- Monitor appearance and cleanliness at DTPW locations centers and report any problems.
- Monitor and assist with on-time performance.
- Check fare media of customers prior to boarding.
- Assist Bus Operators by boarding customers as appropriate.
- Assist customers in making connections at transfer points.

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103.5 Other Important Functions

- Prepare, coordinate, and supervise Special Event services.
- Request and review video footage from on-board the buses at random and in response to accident/incident investigations; write and submit reports as appropriate.
- Check farebox activity to ensure Operators are following proper procedures regarding use of the farebox.
- Verify operation of on-board radio/communications equipment.
- Perform related work as required and as assigned by management.
- TOS Supervisors may be assigned to the Miami-Dade Emergency Operations Center (EOC) to support evacuation or other emergency efforts.

104 Proactive versus Reactive - A Focus on Customer Service

The Transit Operation Supervisors in conjunction with the Bus Traffic Control and a fully functioning Automatic Vehicle Locator (AVL) system, is in a position to proactively manage DTPW's bus service, rather than waiting for situations to arise. The Transit Operation Supervisors must have a high level of energy and a strong sense of personal accountability for high quality customer service.

The AVL system has allowed Bus Traffic Control to be more proactive in monitoring schedule adherence. While schedule adherence is still an important responsibility of the TOS, it allows the TOS to spend more time performing other duties where they can be of assistance to DTPW customers and Bus Operators. For example, having TOS spend more time at transfer centers (performing the Terminal Supervision function) will allow them to better control bus service leaving these critical locations in the system. Having an DTPW representative at the transfer points to provide information, check on the condition of buses and facilities, assist disabled passengers, and give directions to tourists is yet another way of "meeting the mobility needs of our customers."

If the Transit Operation Supervisors do their jobs well, DTPW's on-time performance and customer focus will improve, helping the agency accomplish its mission of providing *"clean, safe, reliable, and courteous transit service."*

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104.1 General Courtesy

DTPW has one basic purpose: to provide safe and reliable service for the general public. *Bus Operators and Transit Operation Supervisors* are the faces of DTPW. Bus Operators as well as TOS have more opportunities to build relationships for DTPW more than anyone else in the organization. DTPW Operators have 300,000 opportunities per day to make a good impression.

Every day DTPW carries customers who have never ridden a bus before. Many of these new customers will become regular passengers if they like our service. Most will continue to be passengers only as long as they are satisfied with the quality of service DTPW provides; in other words, *Transit Operation Supervisors must assist Bus Operators in being successful representatives of DTPW bus service.*

When dealing with DTPW customers and the general public, Transit Operation Supervisors operating in the field or at terminals should present a professional appearance; be friendly, helpful, and considerate. Ensure that Bus Operators are following rules and procedures and use good judgment at all times.

104.2 Handling Difficult Situations

There are techniques that can be used to effectively handle difficult situations with customers as well as Bus Operators. One of the most important is to acknowledge the customer's or Operator's situation and feelings. A good way to get results in an emotional situation is to show that you believe their situation and feelings are understood and are important. People find it harder to argue or be angry when they get the message: "What you have to say and what you feel is important!"

Another important aspect of customer relations is to maintain or enhance the individual's self-esteem. Self-esteem is defined as "having a good opinion of oneself." Often the difference between handling a problem successfully and ending up with an even bigger problem is how well the person's "good opinion" of himself or herself is maintained or enhanced. Treating customers, as well as Operators, in a friendly and

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respectful way (especially people with complaints and problems) can do much to reduce harsh feelings and gain cooperation.

A third technique in dealing with customer complaints and problem situations is for the TOS to present the position from his or her point of view and offer suggestions (in the form of questions) for solving the problem. It is important to listen to customers or others who present problems or complain, but it is just as important that they hear and understand the TOS's position.

104.3 Listening

When a customer or Operator is speaking, give them undivided attention. Do not let distractions or preoccupations interfere with giving them the message that what they are saying is being listened to and is worth listening to. Remember, it is *their* idea and most important to them.

- Stop Talking: One cannot listen while talking.
- Empathize with the Other Person: Imagine the situation from the other person's perspective to see what he or she is trying to say.
- Ask Questions: Do not be afraid to ask when something is not understood or needs clarification.
- Do Not Give Up Too Soon: Do not interrupt others; give them the time to finish what they have to say.
- Concentrate on What the Speaker is Saying: Actively focus attention on the speaker's words, ideas, and feelings related to the subject.
- Look at the Other Person: Make eye contact and observe body language; it will help in understanding and will make the speaker feel you are really listening.

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- **Leave Emotions Behind:** They can interfere with listening and understanding.
- **Control Anger:** Try not to get angry when communicating; it may prevent the understanding of words or meanings.
- **Eliminate Distractions:** They will take attention from the speaker.
- **Share Responsibility for Communication:** Only part of the responsibility rests with the speaker. The rest of the responsibility for communication and understanding lies with the listener. Ask for clarification if necessary.
- **React to Ideas, Not the Person Speaking Them:** Reactions to the person should not influence the interpretations of what he or she says.
- **Do Not Argue Mentally:** When trying to understand another person, it is a handicap to argue mentally as he or she is speaking. This sets up a barrier between the listener and the speaker.
- **Listen for What is Not Said:** Sometimes, as much can be learned by determining what the other person leaves out or avoids talking about as can be learned by what he or she actually says.
- **Do Not Antagonize the Speaker:** Arguing, criticizing, taking notes, not taking notes, asking too many questions, not asking questions at all, etc., can have the effect of antagonizing the speaker. If someone feels antagonized, he or she may conceal ideas, emotions, or attitudes. Try to judge and be aware of the effect on the other person.
- **Avoid Jumping to Conclusions:** Do not assume that everyone uses words the same way; assumptions may turn out to be true, but more often they just get in the way of understanding and reaching agreement or compromise. Wait until all the facts are in before making judgments.

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- Avoid Classifying the Speaker: It can affect the listener's response to what is being said. People have the trait of being unpredictable and not fitting in to various classifications.

104.4 Attitudinal Barriers

Attitudinal barriers are the way one thinks or feels that affects not only oneself, but others, too. These attitudes can have a negative impact on the relationship with customers. Some of the barriers of which Transit Operation TOS should be aware are listed below.

- 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.
- 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 and all, therefore, members of a group are treated alike.
- Bigotry is similar to prejudice. It differs in the fact that one considers 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.
- Dislike is a feeling of aversion (intense or definite dislike, avoidance, or distaste).
- Discomfort can be described as mental or physical distress that shows up in the form of an annoyance or inconvenience that results in making one feel uncomfortable.

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Remember that body and verbal language will reveal any of the above attitudinal behaviors, and one might not even be aware that he or she is displaying them. TOSs should treat everyone with the level of courtesy with which they would like to be treated.

104.5 Effective Customer Interactions and Problem Resolution

The following are the steps to be used in all customer interactions, as well as interactions with Bus Operators that are being supervised:

- **Address the individual 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.
- **Acknowledge the situation:** One of the most basic and effective ways to resolve a difficult situation is to show the other person an awareness of, and an understanding of, his or her situation.
- **Openly present your position and check for understanding:** As important as it is to acknowledge the other person's situation, it is just as important that he or she understands the TOS's position. A customer (or Operator) who is aware of the importance of a given policy or guideline is much more likely to cooperate in enforcing it. The person's understanding can be checked by asking questions such as, "Do you see what I mean?" or, "Do you see my point of view?"
- **Ask for cooperation:** Demanding cooperation in a difficult emotional situation usually does not work. In fact, that approach usually just makes the individual angrier and more defensive. *Asking* for cooperation is usually much more effective. One of the best approaches is to offer suggestions in question form that are acceptable to both parties.

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- Thank the person: A final, sincere “thank you” demonstrates to the individual that his or her cooperation is appreciated. It also ends the interaction on a positive note.

104.6 Information to Customers

To help customers who request information, TOS should be familiar with all DTPW operating instructions and the area of their zone. If the answer to a customer’s question is not known, say so and suggest that the customer call Transit Information at 305-770-3131 (311) or 305-891-3131 (south of 216th Street). It is best not to guess and provide information that is not accurate. Under no circumstances should customers be given wrong information. Do not provide Division Dispatch or Bus Traffic Control telephone numbers to the general public.

105 Team Approach

While Transit Operation Supervisors are expected to perform several functions, sometimes on an individual basis, they must regard themselves as *part of a team*. They must operate in a spirit of shared information. They should seek input from fellow TOS and others who might have pertinent information when necessary. All TOS shall be prepared to cover the responsibilities of another TOS if he or she has to focus on other duties related to a major incident or other reason. The phrase “not my job” does not apply to the TOS. More than 300,000 Metrobus customers per day are relying on DTPW to provide service in accordance with published schedules. The job of Transit Operation Supervisor is to help ensure the highest quality of bus service possible throughout DTPW’s system.

A team approach among Transit Operation TOS is required and expected amongst all TOS. Every Transit Operation Supervisor must share a high sense of purpose in improving DTPW’s service to the public. It is essential that TOSs work well and maintain a good rapport with other employees and with Bus Operators in particular. For example, TOS must always exercise courtesy, patience, and be tact when speaking with an Operator. TOSs can also improve communications within the agency by providing Operators with information on agency initiatives and progress, while providing

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planning and scheduling managers with their insights on needs for service adjustments and improvements.

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106 TOS Conduct & Appearance

The Transit Operation Supervisor shall act in a businesslike manner at all times, being courteous to all with whom contact is made. A TOS shall have a personal interest in each employee, give clear instructions, and command respect through competence, firmness, and fairness.

Cleanliness and neatness are required at all times. Hair, mustache, and beard must be well-groomed. Male TOSs without a mustache or beard must be clean-shaven. The issued uniform shall always be worn properly and with pride. The TOS sets an important example in this regard: his or her adherence to the appearance standards set forth in the Metrobus Operation Rules and Procedures Manual is vital.

107 Work Assignments

Choice of work assignments will be picked by seniority order. Regardless of selection of work assignments, shifts may be subject to changes of duty as may be indicated by the Lead TOS or other circumstances. During any natural or civic disturbance, all TOSs will remain in touch or make themselves available in case they are needed.

TOSs must report on time and remain on duty until the completion of their shift, unless otherwise instructed by the Lead TOS. Swapping of shifts must be approved through superintendent or lead workers. If a relief fails to report on time, the TOS will notify the Superintendent or Lead TOS for instructions and remain on duty until properly relieved.

Failure to call before two (2) hours of your report may result in an unauthorized leave status on the PAR. After hours (5:00pm-8:00am) and on the weekends and holidays call Bus Traffic Control at (305)375-2924 or 26 and then your Superintendent as soon as possible during normal business hours and once a day for each day of absence.

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108 Equipment

Depending on the assigned function, the Transit Operation Supervisor will be responsible for various equipment associated with each function. Proper recording of the use of equipment is required. The TOS is not only responsible for knowing how to properly use each piece of equipment but is also responsible for maintaining and reporting any problems with equipment to keep it in working order. Equipment used for the various TOS functions is outlined in subsequent sections of this Manual that specifically address each function.

All property issued to the TOS for the performance of his or her duties shall remain the property of DTPW and shall be surrendered upon request. Loss or damage of any County property must be immediately reported to the Lead TOS. It is the TOS's responsibility for the care and security of all tools and/or equipment issued to him or her. In the event such tools or equipment are lost, stolen, or broken, and the TOS is found negligent, he or she will be financially responsible for its replacement cost.

109 Reports, Memos, and Recordkeeping

TOS must have the ability to communicate in writing effectively, not only when filling out forms, but also when completing various required reports and also when preparing memos. Such reports and memos are often shared with other departments within DTPW, including management, and must be clearly and concisely written. All pertinent information must be included when filling out required reports, and all memos should include the basic tenets of "Who," "What," "When," "Where," and "Why." Examples of when it is appropriate to prepare particular reports and memos are included for each TOS function in subsequent sections of this Manual.

All recorded information must be complete, clearly written, and only state the facts as presented to you without prejudice. When performing the Field Supervision function, the TOS must compile accident reports on the scene including photographs, sketches, witness statements, etc. In the Field Supervision or Terminal Supervision functions, the TOS will conduct field surveys to determine customer loads and to assist in scheduling. The TOS must collect, log, deliver, and account for all lost-and-found articles turned in by Bus Operators. In addition, Daily Reports and Operator Checks must be submitted.

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The TOS must perform and document periodic checks of Operators' performance and their knowledge of operating and safety rules and procedures; informally counsel/reprimand Operators when rules or procedure violations occur; receive, organize, and distribute Operator reports for deficits and accidents; and update, correct, and report environment information in various Operators databases.

110 Collective Bargaining Agreement

The TOS should always have available a copy of the Collective Bargaining Agreement (Union contract). All working rules and procedures that are not covered in this Manual will be found in the union contract. If a TOS is unsure of rule interpretation, he or she should contact the Lead TOS.

TOSs should also have available a copy of the *Metrobus Operation Rules and Procedures Manual*, as well as a copy of this Manual.

111 Forms

Because of the wide variety of duties associated with each TOS function, and the need for timely and appropriate documentation of various issues, the ability to properly fill out required forms is essential. The TOS must ensure an adequate supply of all transit Operation forms—make copies before they are all used. Some general forms are included here, and copies of other necessary forms are included in this manual according to the corresponding TOS function. When filling out hand written forms, upper case or block letters must be used. Forms and reports must be double checked for accuracy.

111.1 Banked Holiday

This form is required when a TOS requests that a holiday be paid. If this form is not submitted, the holiday will be automatically banked. The request must be received no later than the week of the holiday being banked.

111.2 Problem and Service Improvement Report

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TOS will submit an email or service improvement report (Online) to report the problem and suggest a solution.

112 Unsafe Driving Practices by Bus Operators

All Transit Operations Supervisors are required to be observant of any of the Unsafe Driving Practices listed below whether on duty or off duty.

- Failure to secure the bus (put gearshift lever in neutral and set parking brake when leaving the bus to avoid serious accidents).
- Using a cell phone while operating the bus. Covering driver's side window with paper.
- Failing to keep proper following distance between the bus, and the vehicle ahead or following too closely, (#1 Cause for front end collision). Where our vehicle hits another vehicle in the rear.
- Changing Lanes or preparing for turn without clearing traffic approaching from the rear or exiting from bus zones without clearing properly.
- Failing to slow down and yield to vehicles, or pedestrians (failing to drive defensively).
- Delayed braking or sudden stopping to avoid hitting other vehicles, pedestrians and other hazards.
- Speeding (driving faster than posted speed limit or too fast for conditions, particularly in school zones).
- Accelerating from the bus zone fast. Approaching and entering bus zone too fast, delayed braking.
- Making turns, either, too wide, too short or over the 5 mph limit (too fast!).
- Making right or left turns on red traffic signals.
- Failing to come to a complete stop at railroad crossings and stop signs.
- Operating bus with defective stoplights or headlights. Improper signal usage of the turn signal.
- Operating the vehicle without wearing the seat belt.
- Running over curbs with tires while making a turn. Driving too close to parked vehicles and hazards

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- Eating, Drinking, or listening to electronic devices or reading newspaper, magazine, etc., while operating the bus.
- Backing the bus without proper assistance and/or failing to use the horn appropriately.
- Failing to: **1)** use due caution before entering intersections, especially those with flashing traffic signals. **2)** stop for flashing red light, and **3)** use due caution at flashing yellow, and flashing red traffic lights.
- Blocking lane of traffic while making unauthorized stop for personal business.
- Failing to properly curb the bus (bringing the bus to no more than 12 inches from the curb, when possible).

200 WINDOW DISPATCH FUNCTION

201 Description

- Plan, assign, and review the work of Bus Operators to assure compliance with departmental rules/regulations, including ADA (Americans with Disabilities Act).
- Assign Bus Operators according to departmental rules, regulations, and procedures; calculate personnel needs based on level of service required, and availability of equipment and personnel.
- Assure the availability of Operators and equipment for posting work assignments.
- Before giving out work, double-check for correct work assignments
- Assign all regular runs and trippers to Bus Operators on assigned shifts.
- Assemble and distribute schedule cards, intercounty tickets (if needed) and other related forms.
- Maintain Operator attendance records.
- Check Operators reporting for duty on uniform regulation compliance.
- When assigning work to an Operator, TOS shall meet with each Operator and shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.
- Assure adequate supply of all transit operations forms.
- Inspect special events reports, defect cards, and other forms upon completion of Operators' assignments and place material in the proper location.
- Properly log and store all lost-and-found items turned in by Bus Operators and others.
- Keep track of Service Call/Yard Duty operators at all time.
- Maintain close coordination with Maintenance for exchange of defective coaches and for vehicle availability.
- Communicate and coordinate with other TOS and Bus Traffic Control regarding vehicle and manpower availability and other issues.
- Ensure schedule adherence for Operators upon leaving and returning to the garage, on the lot, and in the dispatch office.

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The Window Dispatch function completes the process of matching bus schedules to vehicles to Operators. **It is the primary responsibility of the Window TOS to continually ensure that DTPW's bus service schedule is met.** In this function, it is necessary to anticipate, on a continual basis, Operator and equipment needs and changes in supply. The Window TOS should always be able to answer the questions: "What is the Operator availability?"; "Who is the next Operator?"; and "What is the status of bus availability?" *It must also be remembered that Operator availability is always governed by the limits imposed by 14-90 on regulated hours.*

In addition to ensuring that current bus service is met, the Window TOS must also deal with service failures, new services/schedules that are added, schedule changes, route alignment (map) changes, bus assignment changes (route, run, or division), changes in Operator assignments (such as open run bids and deletions), and prepare for additional service requests such as special events/services, and emergency variations from scheduled work (such as evacuation/hurricane procedures and bus bridges for Metrorail/Metromover breakdowns). When performing this function, the TOS must always be sure to keep all proper records, enforce all County and DTPW rules and procedures, and work to prevent favoritism, errors, and misjudgments among Operators, TOS, and other employees. Finally, the Window TOS must be familiar with the Trapeze Operations Production System and any other operational system, **and must remember to make entries/changes in Trapeze as the changes are occurring, and not at any later time.**

Window TOS on duty at all divisions MUST make sure all "exceptions" are entered in Trapeze, by checking that entries made manually during the operating day in hand-kept documents are correctly entered into OPS.

202 General Daily Timeline of Responsibilities (Duties specific to the shifts are outlined in detail on the following pages).

3:00 p.m. Activate the day for next day's service
 Allocate a.m. extra boards to open work
 Create extra list for the next day (the extra list consists of Operators exclusively working overtime to supplement boards)
 Complete extra list worksheets

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- 5:00 p.m.* Post boards and extra list for Operators (contractual obligation)
Print dispatch sheets
- Midnight* Secure available bus list for the next day (from Maintenance Shop)
Update assigned buses for the next day by 2:00 a.m.
Print sheets again now including assigned buses
- 3:30 a.m.* Usually Operators begin to report for work (subject to change and may vary by garage)
- 4:30 a.m.* Take names for the P.M. extra list and next day's A.M. extra list
- 7:45 a.m.* All report boards should be assigned for A.M. peak service
Allocate the P.M. extra boards
Create P.M. extra list
Transpose of boards to P.M. dispatch sheet
- 8:30 a.m.* Post P.M. boards and extra list for Operators (contractual obligation)

202 Window Duties All Shifts, All Divisions

202.1 4:00 a.m. – 12:00 p.m. ----- 12:00 p.m. – 8:00 p.m.

- Responsible for all dispatch functions.
- Dispatch regular runs and trippers.
- Check in Operators assigned to regular work and assign Board Operators to open work, using the extra list if necessary.
- Maintain attendance log and recap (Absence Details Report), and an accurate recording on work sheets in Trapeze.
- Assignment of Operators and equipment to special events, checking special events slips for accurate information and recording of special events slip (location, hours, mileage, passenger count, etc.).
- Insert special notices/detour maps in the operators work

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- Record Board Operators and extra list Operator pay.
- Coordinate with the TOS at the lot window for bus changes and assignment of P.M. pull-outs buses and regular runs.
- Obtain all information on calls for reports from Operators involved in accidents or incidents from Bus Traffic Control. Dispatch needed assistance and following through with Bus Traffic Control.
- Coordinate with Bus Traffic Control for information needed regarding buses, Operators, and routes, etc.
- Check overtime slips for accuracy, accident/incident forms for legibility, and make sure any witness cards and accident kits are attached.
- Receive and record lost-and-found items. Secure and lock all items, including bikes.
- Relay messages to Operators from Superintendents/Chief.
- Pass out paychecks/stubs when needed.
- Coordinate manpower needs with other divisions and BTC.
- Other duties as required.

202.2 Other duties as assigned 4:00 a.m. - 12:00 p.m.

- Generally responsible for dispatching all A.M. work up to 12:00 p.m. and entering all information in Trapeze.
- Check in P.M. Operators assigned to regular runs and correct errors in assignment if needed.
- Keep attendance recap up-to-date, including late and excused information (Absence Details Report).
- Assign and record special events, secure Operators and buses for special events.
- Record information regarding cancellation of run due to miss/late trips in Metrobus Daily Service Report. If Daily Service Report is inaccessible, record Daily Service Report save in file shared folder.
- Assign and record unscheduled reliefs for Operators who are sick, have court appointments, and physicals, etc.
- Assign Operators to open pieces of work.
- List Operators that request to be excused or are sick (follow through).

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- Coordinate with Lot TOS on pull-out buses.
- Check in special events; check for proper information and record time.
- Dispense and receive overtime slips. Check for correct information.
- Dispense and receive accident reports. Have Operator sign a non-driving slip, if appropriate.
- Receive and record lost-and-found items.
- Pass out interoffice mail to Operators.
- Relay messages from Superintendents/Chiefs.
- Pass out Operator paychecks/stubs.
- Work with Bus Traffic Control as to information needed on buses, routes, and Operators.
- Coordinate with superintendents for hold downs assignments.
- Receive and forward operators choice/bid slips for open runs, hold downs and line up picking.
- Other duties as assigned.

202.3 12:00 p.m. – 8:00 p.m.

- Generally responsible for all P.M. work reliefs, regular runs, trippers, and control of P.M. Boards, all second reports for A.M. board and extra list. Enter all information in TOS as it happens.
- Dispatch all P.M. runs, reliefs, and special events, etc.
- Dispatch all P.M. unscheduled reliefs and record properly.
- List Operators that request to be excused or are sick.
- Dispense and receive Operator overtime slips. Check for correct information.
- Dispense and receive accident reports. Make sure they are properly fill out (name route, run, IR#, location, etc., etc.) Have Operator sign a non-driving slip, if appropriate.
- Receive and record lost-and-found items. Lock and secure all items, including bicycles.
- Provide reports for the afternoon/next day (phone calls).
- Pass out Operator paychecks/pay stubs.
- Relay messages to Operators from Superintendents/Chiefs.
- Coordinate flow of buses with the Lot TOS, Yard Duty operator and Maintenance TOS at each division.

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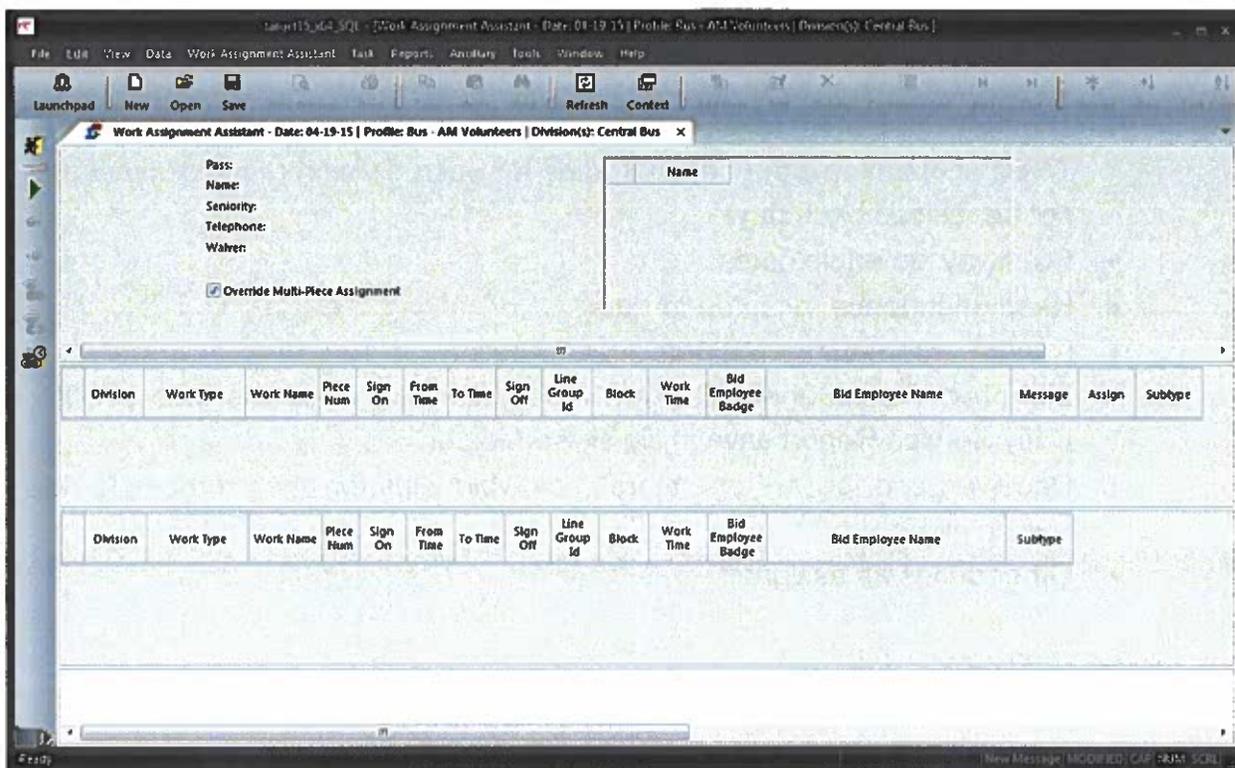
- Assign buses to pull-outs and make lot changes as needed.
- Determine the priority of trippers to be cut when necessary because of a shortage of buses or Operators and inform Shop of shortage prior to need. TOSs should know the priority routes for each division (same routes/runs should not be missed each day)
- Put away schedule cards.
- Keep attendance recap up-to-date.
- Record information regarding cancellation of run due to miss/late trips in Metrobus Daily Service Report. If Daily Service Report is inaccessible, record Daily Service Report save in file shared folder.
- Received and forward operators choice/bid slips for open runs, hold downs and line up picking.
- Other duties as assigned.

202.4 8:00 p.m. – 4:00 a.m.

- Work window: receive schedule cards as operators return to the division.
- Enter into TOS Operators that request to be excused (based on manpower availability) or are sick.
- Dispatch late special events or other late services.
- Make any schedule and map changes (including detours).
- Place schedule cards and detour maps in rack for next day's runs.
- Receive and record late special events.
- Receive Operators overtime slips. Check for correct information.
- Receive and record any unscheduled reliefs that have been made.
- Give report times for next day (phone calls).
- Checked all work and correct boards if needed (no 2 hours or 4 hours reports)
- Other duties as assigned.

202.5 Afternoon Assignment (after 7:45 a.m.)

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Button	Button Name	Note/Description
	Start Work Assignment	Starts manual work assignment process
	Next	Assigns suggested work shown in the Assignment pane and go to the next employee
	Previous	Assigns suggested work shown in the Assignment pane and go to the previous employee
	Assign Work	Assign open work
	Unassign Work	Unassign work
	Auto assign all work	Starts automatic work assignment

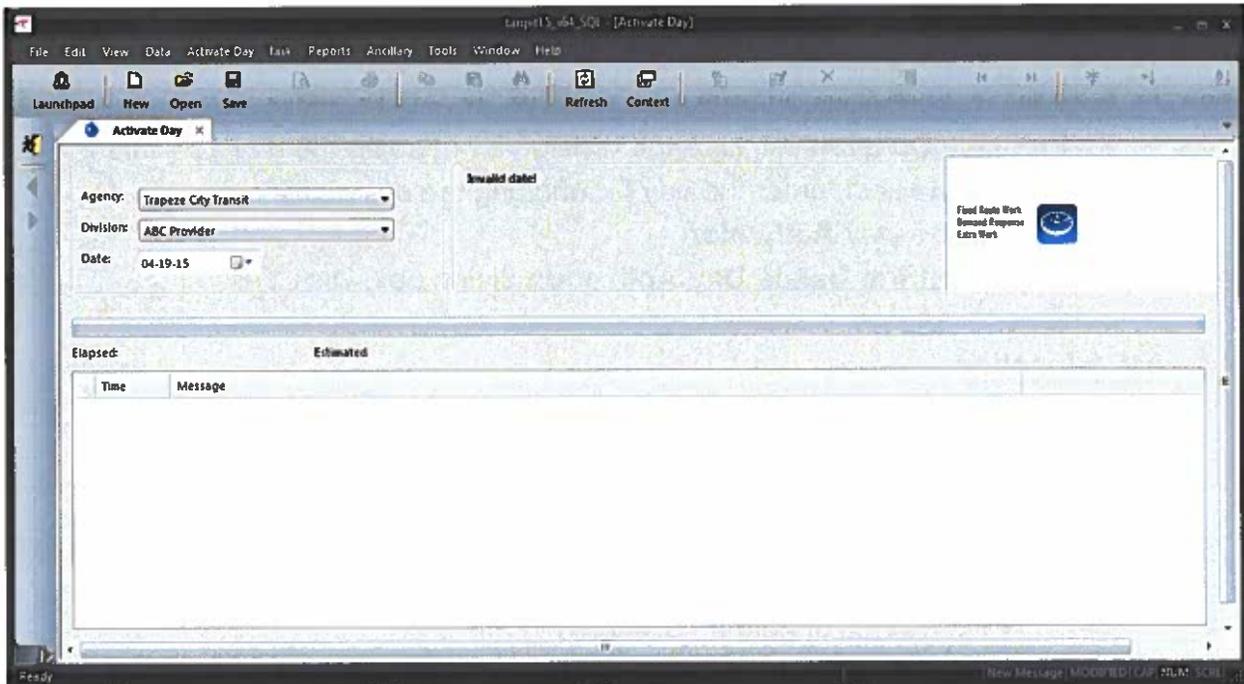
PM Allocation

1. Click Task > Daily Lists > Work Assignment Assistant.
2. Click Context (F3). The Context dialog box appears.

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- a. Agency - click the agency.
 - b. Profile - click the profile, The profile specifies rules and priorities for assigning work.
Note: Boards should be allocated in this order:
 - PM Timeslot
 - AM Report Board (PM Report)
 - AM Report Board (PM Standby) RXP
 - c. Date - enter a date.
 - d. Click OK. The Work Assignment Assistant screen returns.
3. Click Auto Assign All Work. The system automatically assigns open work to employees. Assigned work information appears in the pane at the bottom of the screen.

202.6 Next Day Assignment (after 3:00 p.m.)



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Button	Button Name	Note/Description
	Undo Day Activation	Rollbacks a day activation
	Stop Activation	Stops day activation
	Perform Day Activation	Starts day activation

To activate a day:

1. Click **Task > Dispatch > Activate Day**. The Activate Day screen appears.
2. From the **Division** list, click the division for activating the day.
3. In the **Date** field, enter the day that you want to activate.
4. Click **Perform Day Activation**.

To undo a day activation:

1. Click **Task > Dispatch > Activate Day**. The Activate Day screen appears.
2. From the **Division** list, click the division for undoing the day activation.
3. In the **Date** field, enter the day for undoing the day activation.
4. Click **Undo Day Activation**.
5. In the **Confirm Delete Day Activation** dialog box, click Yes.

AM Allocation

1. Click **Task > Daily Lists > Work Assignment Assistant**.
2. Click **Context (F3)**. The Context dialog box appears.
 - e. **Agency** - click the agency.
 - f. **Profile** - click the profile, The profile specifies rules and priorities for assigning work.

Note: Boards should be allocated in this order:

 - PM Timeslot
 - AM Report Board (PM Report)
 - AM Report Board (PM Standby) RXP
 - g. **Date** - enter a date.

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- h. Click OK. The Work Assignment Assistant screen returns.
3. Click Auto Assign All Work. The system automatically assigns open work to employees. Assigned work information appears in the pane at the bottom of the screen.

202.7 Mail Distribution

Prepare and forward mail to:

- Payroll
- Lead TOS office.
- Division Superintendent
- Instructors

To Payroll:

- "First Page Only" (Green sheet), of Operator's overtime slips, unscheduled relief slips, extra work, etc. (in "blue bag")

To Dispatch Office:

- "Copy" of original hand kept dispatch sheets.
- "Original" hand kept board and extra list sheets.
- Any other pertinent correspondence, memos, notifications, special events slips, Window TOS's sign in sheets, lot changes, roadcall Operator reports, etc.

To Division Superintendent (Lead Dispatcher):

Instructors:

- "Original" Operator's accident/incident reports. (Make sure it is completely filled out before accepting it from the bus Operator). Any other pertinent correspondence.

203 Evaluation and Management of Manpower

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Availability of Operators is critical for the Window TOS to know at all times. Operator needs should be checked according to a designated buffer (for each Division) that has been developed by management. The buffer will help ensure that missed service is kept at an absolute minimum, with a goal of zero. Any extra Operators remaining after all needs are met at a given Division can be used to cover shortages at other Divisions.

Checking on Operators and handing them work is the simple part of the Window Dispatch function. The more challenging tasks for the Window TOS involve evaluating manpower, creating the extra list, distributing extra list report times as evenly as possible to avoid high volumes of Operators reporting at the same times, and managing the list so that Operators are sent home at the appropriate time.

If, despite the best preparations, manpower has been underestimated and a shortage will soon occur, the TOS can call for volunteers. A fully appropriate use of the PA system is to alert everyone in the room that a manpower shortage is anticipated: "*need a volunteer,*" or "*in a couple of hours we'll be running out of Operators*" are possible announcements. Those in the room might be able to inform colleagues who are off work that day. Sometimes, Operators come in and say, "do you need anybody today, John Smith wants to work." If necessary, the TOS should call other divisions to transfer work.

When a shortage of Operators occurs, the following steps should be followed by contacting (in order):

- Dispatch at other Divisions
- Division Superintendent
- Division Chief
- Bus Traffic Control
- Lead Workers
- Lot TOS will be notified as to what service will be cut back, based on guidelines (hierarchy) from management.

It is appropriate and absolutely essential for the Window TOS to, upon reporting to work at the window, whether in the morning or when relieving another, to evaluate manpower. Manpower must be continually monitored and evaluated throughout the

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shift and into the next shift. The TOS must always keep in mind, as the day progresses, the changing manpower needs. An example of a situation to avoid is when a TOS reports to work at 4:00 p.m. and doesn't count or evaluate the manpower and, suddenly, at 6:45 p.m., there is a problem. That same problem should have been evident at midnight the previous day and should have been reported to him or her by the previous TOS at 4:00 p.m. when the relief was made. **It is always the responsibility of the TOS to make him- or herself aware of any potential manpower problems and to immediately take the necessary steps to prevent or correct those problems.**

The effective TOS takes a proactive approach to the evaluation and management of manpower, and also looks beyond his or her division to the whole of Metrobus Operations. **If a TOS has a surplus of Operators at one division, he or she shall contact the other divisions to see what their manpower situations are and coordinate to ensure that all manpower needs are met throughout the system.** Rather than pay the surplus Operators and send them home, the TOS shall be sure they are not needed at another division first. A less effective TOS might say, "Well, if they need people, they should call." While this may be true, it does NOT excuse the TOS from taking the initiative to call the other divisions prior to sending surplus Operators home.

204 Relationship with Bus Traffic Control

In general, Bus Traffic Controller (BTC) is responsible for all occurring bus activity. A TOS is responsible for all activity at his or her garage. Bus Traffic Control has the responsibility to make requests based on bus needs and has the expectation that any request will be heeded by the Window TOS. For example, The Window TOS in the Dispatch Office must treat every call from Bus Traffic Control regarding Metrorail or Metromover interruptions as valid and must respond immediately, being prepared to provide up to 25 buses in the peak and 15-20 buses in the off-peak, along with the appropriate number of Operators.

Bus Traffic Controllers can set priorities for the TOS in cases of equipment and manpower shortages, i.e., the BTC can direct the TOS to assign buses and Operators. The TOS, on the other hand, must inform BTC of service failures on the lot or shortages

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of equipment or manpower *as or before* they happen. As always, **communication is key**. Communication must always occur and be as clear, concise, and thorough as possible.

205 General Information

205.1 Upon Reporting for Duty

When getting relieved or relieving someone else, the immediate expectation is that all relevant information will be shared, especially relating to manpower, vehicle availability and requirements.

Trapeze reports report board, time slot operators, and extra list should be printed and Operators counted. Count scheduled work on Daily Activity Screen or print Open Work report to determine already scheduled and potentially open work. This information should be *quantified* and described (i.e., saying its “good” is not sufficient). All pertinent information should be printed out and/or written down so it does not have to be recounted again when needed. Likewise, all important information should be written down—it can be easy to forget during a busy shift.

205.2 Operator Check-In (Pull-Outs)

Operators are required to check in directly with the Window TOS and record the check-in electronically with the Sign-In-Terminal. Failure of an Operator to tap his or her badge or failure of the Sign-In-Terminal to register a successful check-on must be recorded and reported. This electronic check-in must be done with every report to the window (not just the first report of the day, but every report). It also must be done even when Operators report late to the window with a reasonable explanation. It does not matter whether they missed the bus and are late for an extra list assignment, whether they were out on the lot talking with the Superintendent, or whether someone was ahead of them talking at the window, the Operator must **ALWAYS** tap his or her badge. If the Operator did indeed miss his bus, then the TOS can give that Operator a green slip (delay time) and change the report. When the TOS had to pass what would have been that Operator’s report (thus changing the sequence of the assignment of work),

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then the TOS must address that report for the person whose time was passed, change the report, and justify the adjustment.

When the Operator reports to the dispatch window for work, the Window TOS should check to see that the Operator is dressed in proper uniform according to DTPW rules (proper uniform information is contained in the Metrobus Operation Rules and Procedures Manual). When assigning work to an Operator, TOS shall meet with each Operator and “shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition” (quoted section is from 14-90). The TOS should distribute to the Operator schedule cards, transfers, detour maps, and other related forms, as appropriate for the piece of work.

205.3 Mail Notices for Operators

If an Operator has mail, the TOS should enter “Employee Message” in Daily Activity and highlight the column in yellow to alert the Window TOS that the Operator has mail waiting. Use “See SUP” comment in the Employee Message if the mail is something that the Operator will need to get directly from the Superintendent.

The TOS must determine what to do with the mail that arrives (usually a secretary separates the mail and brings it down—it is normally held in an area near the window). There are different categories of mail or notices that may be sent to Operators, such as regular mail, personal information, or county-related mail. Specific examples of such mail might include insurance forms, dismissal letters, items requiring a signature, internal and external mail, commendations, etc., or other documents for Bus Operators. In any case, it is the TOS's responsibility to distribute whatever mail or notices are delivered for the Operators, or to assign someone to distribute the items (if they are batch documents that everyone receives).

Creating Employee Messages

You can create individual or mass messages from the **Daily Activity** screen.

Creating an Employee Message to an Individual

To create an employee message:

1. Click **Task > Dispatch > Daily Activity**. The Daily Activity screen appears.

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2. Set the Context (F3).
3. Click the name of the employee for creating a message.
4. Click **Daily Activity > Employee Messages**. The Employee Message dialog box appears.
5. In the Employee Message dialog box, fill in the information:
 - a. **From Date** - enter the first possible date for the message to print.
 - b. **To Date** - enter the last possible date for the message to print.
 - c. **Msg Text** - enter the message.
 - d. **Prevent Sign In** - To prevent the operator from signing in during the message date range, select the check box.
 - e. Click the empty row at the bottom of the list to save the message.

Creating an Employee Message to Multiple Employees

To send a mass message:

1. Click **Task > Dispatch > Daily Activity**. The Daily Activity screen appears. Click
2. **Send Mass Message**. The **Send a Message to Multiple Employees** dialog box will appear.
3. In the **Send a Message to Multiple Employees** dialog box, fill in the information:
 - a. **Divisions** – select the division(s) of the recipients.
 - b. **Employee Types** – select the employee type(s) of the recipients.
 - c. **From** – enter start date for the range of when the recipients receive the message.
 - d. **To** – enter the end date for the range of when the recipients receive the message.
 - e. **Select Additional Employees** – if you would like to include an additional email recipient, find the employee and then click **Add**.
 - f. **Recipients**
 - i. To add an employee as a recipient: Click on the employee on the left list, and then click the > button.
 - ii. To remove an employee as a recipient: Click on the employee on the right list, and then click the < button.
 - g. **Message** - in the text box, type the mass message.
 - h. **Prevent Sign-in** - if you want to stop the recipient from signing in, select the checkbox.
 - i. Click **Send Message**.

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4. Click **Close**.

205.4 Late Operators

The PA system must be used to call the Operator three times before marking him or her as late. An Operator is LATE when he or she can no longer check-on at the report time (i.e., if the report time is 6:01:00, the Operator has until 6:01:59 to check-on and will be late at 6:02:00). If the TOS completes calling for the Operator for the third time and the Operator has not swiped his or her badge at the window, then the Operator is to be marked late.

Regular Operators who are late for their reports and report within two (2) hours MUST be placed at the bottom of the report board and shall be required to take work as assigned. These Operators can be held until all a.m. or p.m. work is sent out but they cannot be forced to make a second report (late Operators can catch a split piece or a combination with two reports, but cannot just be given a second report without their acceptance). The same applies to report board Operators. Operators making such penalty reports will be paid only for work actually performed; provided, however, that if the TOS places the Operator on stand-by before work is assigned, he or she will be compensated at the applicable rate for all stand-by time.

Even if the TOS believes there is sufficient manpower and the late Operators will not be needed, they cannot be allowed to go home. The contract states that these Operators must be placed at the bottom of the report board. The TOS does not have the discretion to refuse to allow the Operator reporting late to go on the clock and begin accruing stand-by time. The Operator must stay until he or she catches work or until it is his or her turn to go home—the Operator must be used last; any report board or time-slot Operator who reports will go in front of the late Operator.

Time-slot Operators who are late can be required to make two reports. When a time-slot Operator is late, he or she becomes a report board Operator.

Trapeze: Creating Late Absence and Late Standby
LATE REGULAR (FULL TIME) OPERATOR (L)

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When an operator is late, the dispatcher on duty must remove the operator from his/her work.

- (Mouse) Right click over operator who is late.
- Click "open work"
- Under open work, click on "open this and any subsequent piece which is currently assigned"
- Under "absence type" drop down to "L – L Late"
- Under Employee Profile change the end time once the operator reports.
- When the operator reports, add him/her to the "Daily Employee List"
- Click context and make sure the date is today's date.
- Check for division and click on "Extra Board"
- Extra Board Type should be "AM Report Extraboard – Div."

- Add Extra Board
- Click on Extra Board
- Make sure the Extraboard Type is AM Report Extraboard"
- Go back to Daily Activity.
- Open "Quick Extra Work"
- Understand By the Work Name should be "L1234" L for late and the FULL TIME operator's badge number.

- Work Sub Type should be AM Report Board.
- Enter report time and two (2) hours (sign on and sign off)
- Assign operator. (Make sure the Assign Type is "Daily Extraboard"
- Assign operator to open work as you would a regular Extraboard Operator.

- For a second report, assign operator manually to a "Stand by". (No need to add operator to the daily list again)

- If the operator is NOT needed when he or she reports for work, the dispatcher will close the time with at least one (1) minute stand by.

NOTE: for full time operators the work name will begin with an L and the badge number.

LATE PART TIME OPERATOR (LR)

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When a part time operator is late, the dispatcher on duty must remove the operator from his/her work.

- (Mouse) right click over operator who is late.
- Click "open work"
- Under open work, click on "open current piece only"
- Under "absence type" drop down, click on "L – Late"
- When the operator reports:
 - Do not add part time operator to "daily list"
 - Create a quick "Extra Work"
 - Extra Work Type: Stand-by
 - Work Name: LR1234 (LR + Badge Number)
 - Work Sub-Type: Late Report
 - Sign-On Time: actual time operator reports
 - Sign-Off Time: 2 (two) hours (to end 2 hours later)
 - If the operator is NOT needed when he or she reports for work, the dispatcher will close the time with one (1) minute stand by.

NOTE: For part time operators, the work name will begin with LR and the badge number

LATE TO UNAUTHORIZED LEAVE-No Call.

If a late operator fails to report for duty within two (2) hours of their schedule report, the dispatcher on duty must change the absence code from L (late) to UN (Unauthorized Leave).

REPORT BOARD OPERATORS SECOND REPORT.

When a report board operator reports for his/her second report and the dispatcher on duty knows they're not needed, the dispatcher will release the operator and will close the absence with one (1) minute stand by.

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205.6 Run Leaving Late

Split work in OPS Yard Management. Make appropriate entries in Daily Activity to record the reason for the run leaving late. Record relevant data on window log and verify Daily Service Report for accuracy. Finally, contact Bus Traffic Control and inform those regarding runs that will be late and missed. .

205.7 Sick or Excused Request

An Operator requesting to be excused or placed on the sick list must call at least 45 minutes prior to his or her scheduled report time. Failure to call within the required 45 minutes must be reported to the Superintendent for disciplinary action.

205.8 Excused Operators

TOS shall instruct Operators to first make requests to be excused to the Superintendent, with proper documentation. In an emergency situation, a TOS may grant an operator **(1)** Unanticipated Annual. TOS may not excuse Operators with any other time than an Unanticipated Annual. The TOS may grant such an excuse only after giving consideration to manpower availability issues.

TOS may not grant funeral, annual, or administrative leave. Requests to be excused for medical appointments, personal court, house closings, etc., which are normally scheduled in advance, shall not be granted by the TOS. Such appointments should be made through the Superintendent.

When an Operator requests to be excused and the excuse is denied, being sick is not then a secondary option (i.e., if the request to be excused is denied, the Operator cannot then be listed as sick). Never allow the Operator to ask how they should be absent.

205.9 Sick Operators

Regular Operators:

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If due in to work, Open Daily Activity and check the next day's work to be sure the Operator absence is close. Write "sick" by the Operator's name on the dispatch sheet(s).

Board Operators:

Same as a regular Operator, in between the name and badge number on the board list, write "sick." Scratch work assignment and report. When Operators call in sick or excused, listen to what they have to say, analyze the importance of the problem, and then make a determination.

205.10 Place on Superintendent List

If an Operator is sick for reasons including chest pain, high blood pressure, conjunctivitis (pink-eye), or dizziness, Create "SUPS" absence and leave the from time open. The TOS does not have authority to approve in this situation; only the Superintendent can approve it and close the absence. Ensure that the absence is created for correct Operator. On weekends and after hours, do not hesitate to call the Superintendent at home so that appropriate adjustments may be made.

205.11 Relief Sick

Give a relief Operator an unscheduled relief form ("green sheet") to sign. The Operator getting relieved must also sign the form and then turn it in. On the open line below the hole number of the Operator getting relieved, record the Operator name (and badge number) who finished the work and the hours of actual platform time.

205.12 Off-Sick List

The TOS must check to see the current status of the Operator in the employee profile (the reason for being sick) when he or she calls, before giving the approval to return to work. The TOS may not give the okay and then check; he or she must keep the Operator on hold while checking the computer to look and see what the issues are. It is possible that the TOS may be no longer authorized to remove that individual from the

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sick list—the Operator's status may have changed due to other information, such as changing from sick to OJI (on-the-job injury), and a TOS cannot clear an Operator in that situation.

If an operator has been out sick more than 10 workdays, the operator must be placed on the SUPS list beginning the 11th day. The TOS is not authorized to remove the operator to return to work. The operator must be advised to see their superintendent to be removed from the SUPS. TOS cannot remove operator from SUP List and neither will a TOS alter any absences unless given authorization from superintendent(s), Lead Dispatcher, or higher level of management.

If authorized to clear the Operator, go to the absence and give the absence type an end from time. The Operator will then be ready for work for the next day, as long as he or she called prior to 3:00 p.m. If the work has already been created for the next day, when inputting an end time, the system shall prompt you to reassign the operator to his/her original assignment.

205.13 Jury Duty

An Operator with a P.M. shift may request to be relieved by 10:00 p.m. if he or she is scheduled for jury duty the next day. For additional information related to jury duty, see the Collective Bargaining Agreement.

205.14 Transportation to Relief Point

If an Operator calls that transportation (bus) to his or her relief point did not show up, send a road-call Operator with a patrol car (P-Car) to transport the relief to the relief point, or contact the appropriate Field TOS. TOS shall not allow service to be disrupted.

If an Operator misses his relief bus, having him or her relieve the bus late is not an appropriate response to the problem. The TOS must do everything to ensure that the Operator is transported to the relief on time. If the TOS suspects that the Operator did not make every effort to make the relief on time, he or she must be dealt with on a disciplinary level; however, TOS shall not allow service to be disrupted.

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205.15 Request for Overtime Slip

When an Operator's daily work is not completed as scheduled, this slip may be requested. Overtime may be granted for a number of issues including: Operators having been delayed due to traffic, rain, accidents, train, bridges, or other occurrence beyond their control. In addition to normal delay time, there is additional time created by an Operator having done additional work such as making a bus change, having run an extra trip, or having a breakdown.

If overtime is granted, make sure the slip is properly filled out with the Operator's name and badge number, date, route/run, bus number, hours, and the TOS's signature, etc. Give the Operator the white copy. The blue copy is for the Superintendent and the green copy is for payroll. All of the proper information pertaining to the reason for the overtime must be clearly described. Use the following codes when adding EXTRA PAY depending on the situation:

- DT (delayed time) – for those miscellaneous factors that kept the Operator from getting back on time.
- ET (extra trip) – when the Operator needed to make an extra trip.
- BC (bus change) – when the Operator needed to change his or her bus with another Operator. Information on the bus being brought back to the garage and the reason must also be recorded. (If an Operator comes back to the window after completing work and the TOS asks him or her to go out again with a good bus to facilitate the exchange of another bus, it is not a "BC" but is a service call ("SC") – see below).
- SC (service call) – when the Operator has been placed on service call duty for a short duration of time to perform a number of specific tasks. (This code is usually with multiple events or tasks.)
- BD (breakdown) – when a bus breaks down. Information on the bus experiencing a breakdown and the reason must also be recorded.
- TRAV (travel) – for issues such as missed buses, unscheduled reliefs, or needing to be transported in a P-car. Comments should include details as to why the travel occurred.

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Especially when an Operator is called upon to perform a series of tasks that require overtime, it is essential that the TOS report all of the information, so that there is an accurate record of the actual events. Such a record is useful for determining if and when Operators are taking advantage of situations to obtain additional overtime pay (such as by taking longer to conduct particular tasks than necessary). Operators can, at the discretion of the TOS, be questioned if it is suspected that they took too long to return to the garage after performing an assigned task(s).



To view and record extra pay:

1. Click Task > Dispatch > Daily Activity. The Daily Activity screen appears.
2. Set the screen context (F3).
3. In the work list pane, click a piece of work for adding extra pay.
4. Click Daily Activity > Extra Pay. The Extra Pay dialog box appears.
5. In the Extra Pay dialog box, fill in the information:
 - a. Extra Pay Type - click the extra pay type.
 - b. The From Time and To Time fields fill in with default values, depending on the extra pay type.
 - c. From Time - enter the time at which the extra pay begins.
 - d. To Time - enter the time at which the extra pay ends.
 - e. Job Class - enter the job class.
 - f. Extra Pay Reason - click the reason for the extra pay.
 - g. The Pay Time field fills in with the difference of the From and To times.
6. If you want, you may edit the Pay Time field value. You might want to do this because the Pay Time value might not be the difference of the From and To Times, you can record what is actually to be paid according to the rules of your site (e.g., times may be rounded up).
7. Click the next blank line to save the new record.

“If you close the Extra Pay dialog box without moving to the next blank record, the new record will not be saved.”

8. If the Assignment Violations dialog box lists one or more work assignment rule violations, click OK. If a yellow symbol appears in the dialog box, the message is

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- a warning and the extra pay can be added. If a red symbol appears in the dialog box, the message is an error and the extra pay can only be added if you create a waiver. If the Create Waivers dialog box appears, click OK to add the extra pay despite work assignment rule violations.
9. If you want to specify labor cost allocations for the extra pay, click Cost Allocation.
 10. Enter information in the Cost Allocation dialog box.
 11. Click Close. A green dollar sign appears in the Attributes column of the record to which pay was added.

205.16 Lost and Found Procedures

Follow the current S.O.P for Lost and Found

206 Extra List

The Extra List is a list of Operators and report times scheduled for overtime pay, used to supplement the report boards to achieve the anticipated manpower needs of the day. Operators may volunteer to be placed on the extra list throughout the day; however, every morning at 4:30 a.m., the TOS takes names of volunteers for the afternoon of that day and the morning of the next day (p.m. and a.m. extra lists). Operators may volunteer until the list, or the period being requested, is completed. Names may NOT be taken earlier than 4:30 a.m.

The process of taking the names of volunteers consists of first taking the first three (3) people in line at the window, and then the next three (3) people from the callers on the phone. The TOS will continue alternating between the next three (3) people in line and the next (3) people on the phone. The principle is first-come first-served, not a seniority basis. Operators receiving work before 4:30 a.m. cannot stay at the window to be added to the extra list.

Care must be taken to start this process only after it is officially 4:30 a.m. Operators on the phone may NOT be placed on hold to await the turn of 4:30 a.m.; they must be informed as to what the current time is. The phone must continue to be answered in the minutes preceding 4:30 a.m. as it is at any other time of the day. There will be calls about going sick, excused, or for reports to the dispatch office of accidents or other

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incidents. Many things may be going on in the minutes before 4:30 a.m., and so the phone cannot be ignored during this time.

When the time is officially 4:30 a.m., the TOS shall announce the time over the PA system and begin taking the names. An Operator may state, "This is John Smith, 830, give me today and tomorrow." It is most effective to only record badge numbers and then at a later time take the list of names from the official form that is set up with a column for the p.m. of that day and a column for the a.m. for the next day.

The TOS shall continue to take names throughout the day. Even if it is clear that there are plenty of volunteers, the TOS **MUST** always take the name if requested by an Operator, until the list is created.

The TOS creates work at 3:00 p.m., evaluates the manpower, and creates the extra list. Once the extra list is created and posted, the TOS is no longer required to take names for the rest of the day. The TOS shall post the p.m. extra list by 9:00 a.m. of that day (there is no need to take names for the p.m. after 9:00 a.m., unless there is a manpower shortage, then names should be taken as needed). The extra list for the next day shall be posted by 5:00 p.m. by the TOS.

206.1 Calculation of Extra List

There is a form that assists with the calculation of the extra list. The need for the extra list is determined by the anticipated use of manpower for open work, start runs, reliefs, and any special service versus the manpower available from the extra boards. When anticipated manpower needs are compared with available manpower on the boards, the TOS can determine the appropriate size of the extra list. Based upon past experience, the extra list is divided into three periods that accommodate the schedule of work at all divisions:

- A.M. – from start of day until a.m. peak service is in place (approximately 3:45 a.m. to 7:30 a.m.).
- Midday – starts with the first reports after the a.m. peak (approximately 8:00 a.m. to 11:59 a.m.). There is an informal division of the a.m. and midday extra lists;

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both are posted by 5:00 p.m. for the next day, but the requirements of each need to be calculated separately.

- P.M. – starts after 12:00 p.m.

The TOS shall use a calculated buffer to cover what can traditionally be expected to be lost over and above the actual numbers. For example, when a list is made for a particular day, all anticipated needs are counted, and all anticipated Operators are counted. Even if those numbers match, the TOS should realize that, between 5:00 p.m. and 7:30 a.m. the next morning, some work will be missed. Therefore, a buffer is needed. Buffer requirements change based on the day of the week. Current weekday buffer requirements are listed below:

- Monday – 17
- Tuesday – 12
- Wednesday – 12
- Thursday – 14
- Friday – 20

Based on these numbers, for a Monday, if there are 20 open pieces of work and there are 25 available Operators, there are +5 Operators. However, with a buffer of 17, there needs to be 12 Operators for the extra list ($17 - 5 = 12$).

206.2 Management of the Extra List

Operators on the extra list will report to work but may not be needed. Those Operators whose names are posted on the extra list, and who report, are paid a minimum of two (2) hours (that is a minimum two-hours' pay if they report and work up to one hour and 20 minutes, due to the time-and-a-half rate). Sometimes, Operators just need to come in and check to see if they will be needed, and then are sent home. They may accrue one minute of stand-by time but will still be paid the two-hour minimum.

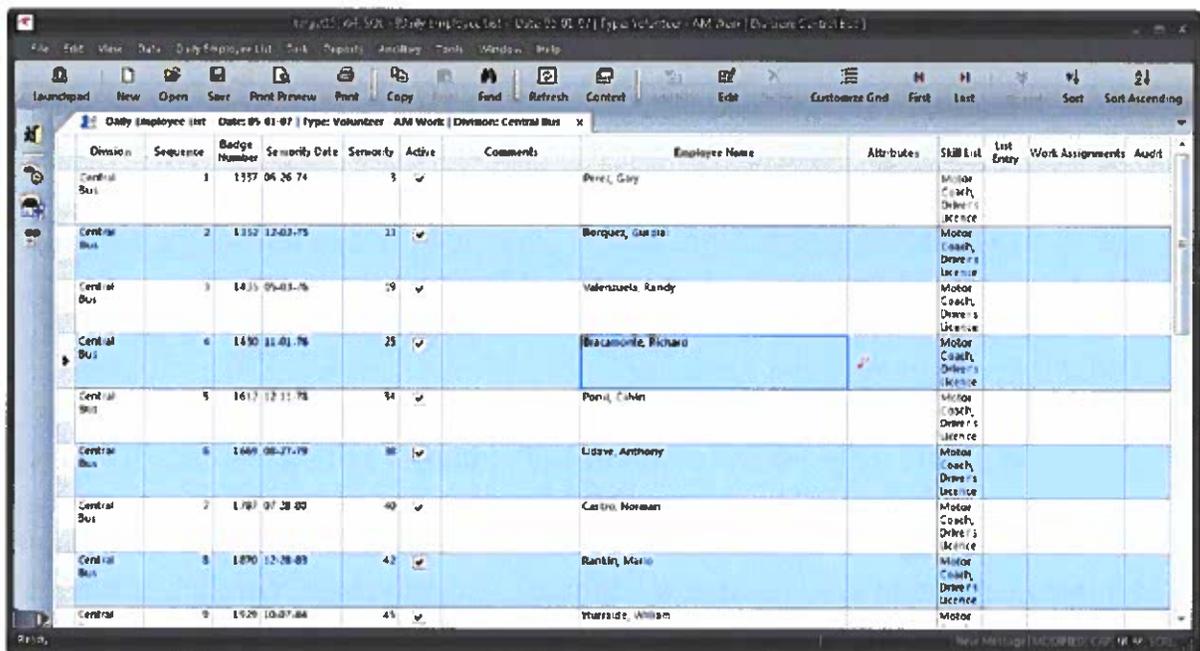
The TOS shall manage the list properly according to the principle of first-come first-served, which dictates that the first person in line gets the first available piece of work. That piece of work may not be considered "desirable" if, for example, it is only a tripper

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of a few hours. However, if the Operator refuses the piece of work offered, he or she must be placed on the penalty list. Individuals on the penalty list cannot be placed on the extra list for a period of thirty (30) days.

It is important to note that, if the Operator reports but refuses the piece of work, it is the law that he or she MUST still be paid the two-hour minimum. If an Operator goes on the penalty list, but then after thirty days comes back on the list and continues to refuse work, then he or she should be written up to the Superintendent, but the Operator will still be paid. If an Operator initially accepts a piece of work, goes out and prepares the bus, but after a few minutes comes back to say that he or she no longer wants the work, then the Operator will be written up for disciplinary action, but will still be paid the two-hour minimum.

To View and access the Daily Employee List:



The screenshot displays a software window titled 'Daily Employee List' with a menu bar (File, Edit, View, Data, Daily Employee List, Tools, Reports, Accounting, Tools, Window, Help) and a toolbar. The main area shows a table with the following columns: Division, Sequence, Badge Number, Seniority Date, Seniority, Active, Comments, Employee Name, Attributes, Skill List, List Entry, Work Assignments, and Audit. The table contains 9 rows of employee data.

Division	Sequence	Badge Number	Seniority Date	Seniority	Active	Comments	Employee Name	Attributes	Skill List	List Entry	Work Assignments	Audit
Central Bus	1	1357	06-26-74	5	✓		Perez, Gary		Motor Coach, Driver's License			
Central Bus	2	1352	12-03-75	11	✓		Berquez, Gaspar		Motor Coach, Driver's License			
Central Bus	3	1433	09-03-76	19	✓		Valenzuela, Randy		Motor Coach, Driver's License			
Central Bus	4	1430	11-01-76	25	✓		Braunton, Richard		Motor Coach, Driver's License			
Central Bus	5	1613	12-11-78	34	✓		Ponul, Calvin		Motor Coach, Driver's License			
Central Bus	6	1669	08-27-79	38	✓		Lidave, Anthony		Motor Coach, Driver's License			
Central Bus	7	1781	07-28-80	40	✓		Castro, Norman		Motor Coach, Driver's License			
Central Bus	8	1870	12-28-83	42	✓		Rankin, Mario		Motor Coach, Driver's License			
Central	9	1926	10-07-84	45	✓		Tharald, William		Motor			

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Button	Button Name	Note/Description
	Employee Activities	View select employee's activity
	Add Volunteer	Only when viewing volunteer list.
	Employee List Hours Adjustment	Adjusts Extraboard or Volunteer hours
	Volunteer Usage Adjustment	Adjusts Volunteer Usage
	Volunteer Stamp	Adds modified by date information

1. Click Task > Daily Lists > Daily Employee List. The Daily Employee List screen appears.
2. Click context (F3). The Context dialog box appears.
3. In the Context Dialog box, fill in the information:
 - a. Date - enter the date that you would like to view. The default is the current date.
 - b. Agency - click the agency you want to view.
 - c. Division - click the division you would like to view.
 - d. Select the Volunteers option.
 - e. Type - select the volunteer operators to view.
 - f. Click OK.

To quickly create and activate Extralist Standby:

1. Click Task > Dispatch > Daily Activity. The Daily Activity screen appears.
2. Set the Context (F3).
3. Click Quick Extra Work. The Extra Work dialog box appears.
4. Select Stand-by.
5. Complete the following fields:
 - Work Sub Type - click the sub-type for the extra work.
 - Division - click the division for the extra work.

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- Work Name - enter a name for the extra work (EX. XL1234).
- Comments - If applicable, enter a comment about the extra work.
- Sign-On Time - enter the time when the operator reports for the extra work.
- Sign-Off Time - enter the time when the operator finishes the extra work.
- Click OK.

207 Assignments of Bus Operators

There are several categories of Operators including time-slot Operators, report board Operators, extra list Operators, walk-in Operators, and part-time Operators.

207.1 Time-Slot Operators and Report Board Operators

Time-slot Operators receive priority for pieces of work eight (8) hours or more and get one report. An assignment that requires a time-slot Operator to report to the window more than once is an inappropriate assignment. Time-slot Operators may be assigned splits, so long as they do not include a combination of pull-ins and pull-outs. In other words, they may be assigned a piece of work that reports at the window, is relieved on the street, and makes another relief on the street—they may NOT be assigned to work wherein they pull out, get relieved, and return to the window for another piece of work, such as a second pull-out on a second piece of work. A time-slot Operator is also exempt from assignments wherein the first pull-out of a split is scheduled to return to the garage, and then he or she makes a relief on the street (these types of assignments go to report board Operators).

If a time-slot Operator has a 12-hour spread, he or she may not be assigned to work more than 12 hours, which begins when the Operator first begins on the clock to when he or she leaves the clock (the duration of the working day). For example, if an Operator has a 12:00 p.m. report, he or she may not be required to be on duty more than 12 hours from that report time. If the Operator reports at 12:00 p.m., stands by and catches a piece of work that gets him relieved at 11:30 pm., but is not due back in the garage until 12:03 a.m., then that is a violation because it keeps the Operator on the clock more than 12 hours. The Operator MUST be scheduled and into the garage and off the clock within the 12-hour spread.

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The spread time for report-board Operators is 14 hours, and the same considerations are involved, i.e., they must be scheduled in the garage and off the clock before the expiration of the 14-hour spread. The TOS can, however, assign time-slot Operators and report-board Operators pieces of work where the work is scheduled past the spread time, as long as the Operator is relieved and enough time is allowed for travel back to the garage before the expiration of the spread time.

An Operator can work no more than 10 hours of platform time unless he or she requests otherwise. Stand-by time does not count toward the 10 hours of platform time.

207.2 Assignment of Work

Assignment of work is first-come, first-served, based on the position dictated by the time on the board (time is secondary to position on the board). In the case of report-board Operators who are on their second report of the day, the first Operator available is the Operator whose position on the board is highest, not the Operator with the first time. For example, the first Operator on the board may have had a piece of work that was finished at 1:30 p.m., and the second report is 2:00 p.m., while the second Operator on the board may have caught a short tripper and has a 12:15 p.m. report. If there is a piece of work due out at 2:05 p.m., the TOS MUST, according to the contract, use the Operator with the 2:00 p.m. report before the Operator with the 12:15 p.m. report, even if it means that the Operator with the 12:15 p.m. report will not be needed and will have to be paid anyway. A Window TOS is able to change the assignment for that last Operator on the board and should work to use the Operator where he or she will be needed at an appropriate time.

Because time-slot Operators receive priority for pieces of work eight (8) hours or more, if there is no eight-hour piece available to give the time-slot Operator priority over the report-board Operator, the priority for the next piece of work is determined by the position on the board, if the boards were combined. For example, if there is a 4:30 p.m. time-slot Operator and a 5:00 p.m. report-board Operator, and the next piece of work is three hours, it cannot be given to the report-board Operator just because it's a short piece—it must be given to the Operator whose position on the board is highest which, in this example, is the 4:30 p.m. time-slot Operator. According to the contract, lacking an eight-hour piece of work, the priority reverts to the position on the board. TOSs do have

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the discretion to assign the extra list to pieces of work three (3) hours or less in length, in front of time-slot or report-board Operators (the extra list is guaranteed 40 hours per week but may not work all of it).

The Operator who has the highest position on the board dictates that the next piece of work goes to him or her. However, *if that piece of work exceeds the time spread, he or she MUST still be offered that piece of work and allowed to, at his or her discretion, waive the protection of the 12- or 14-hour spread time limitation.* Some Operators will agree to working beyond the spread, but others will not want to work one minute over.

Therefore, the Operators must be offered the work if it exceeds their spread time. If they refuse it, then they can be passed and the work given to the next Operator. If, however, no one accepts it, or no one is available, then the TOS may, for report-board Operators, give them the first portion of the work or a combination, or give it to them and have them scheduled to be relieved. For example, if the TOS asks the Operator, "Do you want the whole piece of work?", and the Operator declines, then the TOS shall try to find someone who is willing to work it. If the TOS cannot find anyone to work it, then the original Operator can be given the work and be scheduled to get relieved. These issues relate to the TWU contract, not Chapter 14-90 (selections of which are shown on pages 51-52 and in Appendix E). To avoid the possibility of protests, under normal operations, the TOS should give the work to the report-board Operator and have him or her relieved at the appropriate time (instead of offering the work to an extra-list Operator). In the case of a report-board Operator in the p.m., if there is not an extra list Operator available to make the relief, the report-board Operator will be given the work that exceeds the spread and will be required to work it (in the contract). He or she will be paid the additional premium (pay-rate increase) that occurs after the spread time is exceeded.

In assigning work, the TOS does have some *discretion*. One of the discretionary issues involves change of assignment. When there is manpower shortages, and after having exhausted the report board, time-slot, and extra list (and called for volunteers or walk-ins with no response), the TOS can then use the change of assignment to move scheduled Operators up the list.

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When spread limits require that an Operator be relieved, he or she need not be relieved in the final hour (of the spread). The relief needs to be scheduled for a time when Operators will be available to make that relief, meaning that the TOS must do what is appropriate according to the schedules and available manpower. The TOS must not let so much time go by that the Operator gets paid longer and then there may not be a relief available. There are many options on how to make the reliefs; however, **the interests of the agency should dictate what the options are at a given time, and not the preferences of the Operators.** The TOS has this discretion in scheduling the reliefs and must use good judgment when doing so. The TOS must always be aware of changing manpower issues and availability throughout the day.

207.3 Part-Time Operators

Part-time Operators should not be assigned anything other than their scheduled work, except when there are no other full-time Operators available. When a particular piece of work is initiated, the TOS should not be required to make any modification of it. The TOS should make a reasonable effort to cover work at straight-time costs.

207.4 Chapter 14-90, Florida Administrative Code

The assignment of Bus Operators to pieces of work must be done according to departmental rules, regulations, and procedures. This is accomplished by following Chapter 14.90 of the Florida Administrative Code related to when one can or cannot operate a vehicle. Excerpts from Chapter 14-90 are presented below.

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

- a. *"The driver of a bus shall not be permitted or required to drive more than 12 hours in any one 24-hour 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 stand-by time, wait and travel time, bus preparation time, accident report preparation time, time required to see the

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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 need 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 always floats. 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 a driver first reports for duty for his or her employer."*

The 24-hour period shall begin with the first report for each 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. *Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.*

207.5 Collective Bargaining Agreement

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Always have available the Collective Bargaining Agreement (union contract) for reference to working procedures for Bus Operators. All working rules not covered herein are contained in the union contract. If unsure of a rule interpretation, contact the Lead TOS.

It should be noted here that interpreting and negotiating the meaning of the contract with Operators is NOT an activity that the TOS should be engaged in while on duty. If an Operator protests about his or her work or vehicle assignment at the window, the TOS will listen, make an instant decision, and enforce that decision. If the TOS realizes immediately there is a mistake, he or she can correct it. If not, the TOS will clearly instruct the Operator to take the work and the vehicle and run the assignment. The TOS will tell the Operator to take the protest or complaint to the Shop Steward or Superintendent after the work is completed and compensation will be taken care of, if necessary. The window is never the time or place for such a discussion. ***The work must be run and must leave the garage on time.***

208 Special Event List

With regard to football park-and-ride events, DTPW will post a notice requesting Operators to sign up for these services. Each division will then post this list in seniority order, which will apply for the first event. After the first event, the list will rotate on an established basis. The Shuttle Service for these events will also be operated from this list. Lists for high school football, as well as for the Orange Bowl Parade, Marlins games, and Thanksgiving, are separate from the football list.

An attempt shall be made to secure a sufficient number of Operators to fill such needs on a voluntary basis; however, back-to-back football park-and-ride events will be treated as a single event and the list rotated after the last event involved. If, within 48 hours of the event, DTPW has not secured sufficient Operators, DTPW has the right to call in Operators scheduled to be off-duty on that day in reverse seniority order.

DTPW will make a reasonable effort to equitably distribute extra work such as special events, park-and-ride, and picked trippers among the Bus Operators of each Operating Division.

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The assignment of shuttle work shall be governed by the following procedures (except as indicated above):

- Special events of a short duration (four hours or less) when determined by the TOS shall be tied in with other work so as to coordinate the starting time and location of special events with the availability of Operators and buses.

- Shuttle work may be assigned to Regular Operators on their regular work days only when Extra Board Operators are not available. On their days off, Regular and Extra Board Operators will be treated equally as to shuttle assignments on a first-come first-served basis.

To quickly create and activate Shuttle:

1. Click Task > Dispatch > Daily Activity. The Daily Activity screen appears.
2. Set the Context (F3).
3. Click Quick Extra Work. The Extra Work dialog box appears.
4. Select the type: Specials.
5. Complete the following fields:
 - Work Sub Type - click the sub-type for the extra work.
 - Division - click the division for the extra work.
 - Work Name - enter a name for the extra work.
 - Comments - If applicable, enter a comment about the extra work.
 - Sign-On Time - enter the time when the operator reports for the extra work.
 - From Time - enter the actual start time for the extra work.
 - To Time- enter the actual end time for the extra work.
 - Sign-Off Time - enter the time when the operator finishes the extra work.
6. Click OK.

209 Preparing for Schedule Line-Ups

DTPW will provide for at least one (1) general line-up each year. This line-up shall be effective in November. The general line-up shall determine facility locations and vacation schedules as well as work assignments. DTPW will provide for at least two (2)

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more line-ups per year. Unless necessitated by service adjustments and/or other operational requirements, these line-ups will be divisional line-ups. One will be effective in April; the other will be effective in July. Additional line-ups may be scheduled as deemed necessary by DTPW. For additional information, refer to the Collective Bargaining Agreement (Article VI.2).

It is the TOS's responsibility to provide Operators with bid slips for the line-up, to schedule reliefs for Operators requesting reliefs when it is their turn to pick, and to manage manpower to ensure a proper supply of Operators to make timely reliefs.

Every request for relief must be logged on the appropriate form, completing all portions of the form. Care must be taken with the logging of the Operators requests for relief, as those logs are used by the staff conducting the pick. The pick is stopped when a particular Operator's position is reached, and if he or she is not present, then the reason why the Operator is not present must be determined. If the Operator was unable to be relieved as requested, the pick will wait until he or she arrives. Therefore, this emphasizes the necessity of logging the Operator's request for relief properly so that others will know when he or she is supposed to get relieved.

It is the TOS's responsibility to ensure that the Operators receive the appropriate bid slips. Bid slips are available for open runs, hold downs, and line-ups. Bid slips for open runs must not be available during a line-up—do not post open runs once the line-up is posted. Any obsolete bid slips must be *destroyed* (not simply discarded). Every TOS should be held accountable for determining the Operator's need and providing him or her with the appropriate bid slip. TOSs must also not accept a slip that does not identify the bidding Operator—a TOS must not sign a bid slip (thus accepting it) with no Operator name on it.

The TOS must fax all the bid slips and logs of requested reliefs to the bidding site. By 5:00 p.m. A roadcall Operator will deliver the originals. The bidding site has traditionally been at Central Division.

- If the nearest fax machine is not working, another fax machine should be found and used—hand-delivery alone is not an option.
- The fax should be followed with a telephone call to confirm the receipt of the fax.

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- If any problems occur with the steps outlined above, the Lead TOS must be contacted.

The TOS is responsible for ensuring that the line-up is properly posted. He or she should immediately report any problems with the posting of the line-up. The TOS must be aware of what is posted for the Operators at his or her worksite, and be certain that the information is current. The TOS should go and look at what is posted in the drivers' room and if something is posted that he or she does not understand, or something is posted that should not be, he or she needs to see to it that it is corrected.

When new Schedule Cards are made available by the Scheduling Department, TOSs at each division should:

- Make sure the hole number on each Schedule Card matches the corresponding number on the Dispatch Sheet.
- Make sure that each split and combination run has an Instruction Card (second piece of work) attached to it.
- Include all necessary attachments to each Schedule Card (ADA announcements, voice annunciation codes, etc.).
- Replace the old spares (Schedule Cards and Maps) with a new set of Schedule Cards and Maps.
- Replace the old Rotary with the new one.

210 Missed Service Priorities

Of course, the ultimate goal is to have no missed service, or roadcalls, etc. However, in looking at the equipment supply for a particular day, if it looks like some service will have to be missed, there is a priority list. There is some service that is not allowed to fail. For example, more frequent service will be allowed to fail before a route that has one-hour frequency. Also, first and last trips are typically not allowed to fail. The TOS must understand which the priority buses are.

Overall, Routes that are deemed priority routes will not have any missed service and it is the TOS's responsibility to be sure none of these are missed.

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Special events must not be missed. Special events have an exclusive clientele and, if their bus does not show, there is not another bus that can take them to their destination. As such, if a shuttle has a breakdown, resources must be allocated to restore that service before others.

Another issue is past failures. If, for example, the same trip on a particular route broke down two days in a row, the TOS must ensure that it is not missed for a third day. With these types of issues, coordination with Bus Traffic Control, Maintenance and the Lot TOS is essential, and they must determine together, with the TOS, what has been lost over the week to be sure that the losses are not impacting one group of customers excessively.

211 Office/Workstation Equipment for the Window Dispatch Function

The Window TOS is responsible for the following pieces of equipment. The functioning of the equipment, hardware and software, is the responsibility of the TOS on duty. The TOS must report if repairs are needed (on his or her shift) and follow-up to ensure that any problems are fixed.

- Working telephone
- Computer workstation
- Working fax machine
- Working copy machine
- Electronic badge reader
- Hand-held radio
- P.A. system

212 Forms for the Window Dispatch Function

The following is a selection of the most important forms used by the TOS in the Window Dispatch Function. Copies of each form follow the descriptions.

212.1 Bus Operator Leave and Attendance Report

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This form (405.01-102) (printed on green paper) is used to record leave taken by Bus Operators. Information on the type of leave is to be included. Categories include breakdown, accident, unscheduled relief, leave usage (vacation, etc.), non-operating time, recap correction, light duty, special duty, and training.

212.2 Metrobus Operator's Pre-Trip Inspection

This card (405.01-24) is to be handed out to Operators upon checking in at the Window. The Operators fill out the card at their vehicle before leaving the lot. TOS Reviews and verifies Metrobus Operator's Pre-Trip Inspection form periodically or as needed. A replacement bus is assigned as needed.

212.3 Reasonable Suspicion Observation Form

This form is used when a bus operator meets at least one of the different behaviors listed on the form to show reasonable suspicion of using alcohol or controlled substances. If reasonable suspicion exists, the Operator shall be taken immediately for a reasonable suspicion drug/alcohol screen in accordance with County procedures.

Criteria on the form include observations on the Operator's appearance, body coordination, general attitude, mood, speech, and general behavior. The TOS can provide additional comments on the form, as well.

212.4 Metrobus Operator's Defective Coach Report

This form (405.01-152) is for the Operator to fill out when there is a problem with his or her vehicle. TOS makes this form readily available when needed.

212.5 Roadcall Operator Form

This form (Form # PR-BS-051-003) is used to log assignments of a Roadcall operators over the course of a day.

212.6 P-Car Loaner Form (Dispatch Vehicle Log Form)

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The Pool Car (P-Car) Loaner (Form # PR-BS-051-004) lists the date, P-Car number, beginning and ending mileage, driver's name, time out and back in, and the destination. The TOS's responsibility includes:

- Making sure all operators sign the Key Log.
- Making sure keys are not transferred from operator to operator.
- Having the Road Call Operator fuel the P-Cars daily at the end of his/her shift.
- Being accountable for all keys at the end of the Window TOS's shift.
- Having knowledge of the whereabouts of P-Cars and the expected return time of P-Cars.
- Keeping gas cards with the TOS (Dispatcher) or Lead's TOS Office.
- Making sure that mileage is recorded daily.
- Reporting any damage to P-Car(s) immediately.
- Making sure that P-Cars are used for business purposes only!

212.7 Lost and Found Daily Log

This form (FRM C53) is used to record information pertaining to lost and found articles left by customers on transit vehicles or at stops/stations.

212.8 Lost and Found Claim Form

This form (FRM-EZLF-003) is used to record information pertaining to lost and found articles being retrieved by customers on transit vehicles or at stops/stations.

212.9 Miami Dade Transit Lost and Found Article Check

This ticket (405.01-232 4/08) is used to record and track information pertaining to lost and found articles being retrieved by customers on transit vehicles or at stops/stations. This Ticket is only used for large articles (Back packs, Bicycle, etc.).

212.10 Extra List Worksheets

These sheets (Form # PR-BS-051-005) assist the TOS in calculating the extra list for a particular day.

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212.11 Extra Work Penalty List

This form (Form # PR-BS-051-006) lists the Operators who fail to report for their scheduled extra list duty. Operators remain on this list for seven days and during that time are ineligible for the extra list.

212.12 Hold Down Bid Slip

This form (Form # PR-BS-051-007) is used for a Board (Standby) Operator requesting a Hold Down, the assignment of an operator that will be out for a period of time.

212.13 Extra List Sign Up

This form is to be used for documenting operator's that signs up for extra work assignments.

212.14 FTA Refusal Form

This form is to be used when an employee fails to meet FTA testing criteria's (Reference County Drug and Alcohol Policy Online).

212.15 Pre-Trip Audit Form

This form is to be used by the service call operator(s) to document pre-trip inspection cards that were not completed correctly. This form is to be submitted to Division Superintendents.

300 LOT SUPERVISION FUNCTION

301 Description

- The primary responsibility is to make sure that all the routes go out safely and in a timely manner.
- Early in the morning the Lot TOS is responsible for ensuring that all buses are aligned in their proper location; this task is accomplished with the help of Operators who are assigned to work on the lot.
- Ascertain bus availability for all work assignments, turn-around roadcalls, special services, and shuttle services.
- Responsible for making sure that all road calls coming in are immediately sent out. Buses will not be reserved for schedule routes with the exception of important trippers and runs such as the 95, 97, 51, and 38.
- Insert the buses in TOS U42 within 15 minutes before they are scheduled to leave the garage, so that the automatic log-in will occur.
- Supervise Operator activity on the lot; re-check Operators' uniforms and appearance; report any suspicious activity on the lot.
- Be sure Operators leave in a timely manner and that the proper bus is assigned to each individual route (especially wheelchair-accessible routes).
- Provide a direct link with Maintenance to assure that vehicles are ready for service; coordinate with Maintenance Yard TOS for exchange of defective coaches and for vehicle availability.
- Assist with other dispatch duties as instructed or assigned by management; may need to assist with the Window Dispatch function.

The Lot Supervision function at DTPW is undergoing change: this will soon be a 24-hour position. In general, Lot TOSs supervise all activities by Operators on the lot. They also must be aware of and ascertain bus availability. Organization and communication are essential to this function. Responsibilities include all bus assignments, turn-around roadcall buses, special services, special events, and communicating with Maintenance about the availability of buses.

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302 Bus Assignments

The Lot TOS is in charge of all buses in the lot. No bus can be moved without the permission of the Lot TOS. Due to the increase in DTPW's fleet size, the Lot TOS will need to deal with buses that are "stacked" or "nested." Buses will be stacked in lines according to the type of equipment. There will also be a line for spares and a maintenance line (dead line). The Lot TOS will need to be aware of exactly where each different type of bus is located (for example, articulated buses, low-floor buses, minibuses, etc.) in order to effectively coordinate service pull-outs. A form will be created for the TOS in this function to use in keeping track of where buses are in the stacked lines.

The Lot TOS is also responsible for where the buses are parked when they pull-in. At the end of the day, fuelers (bus hostlers) and the Maintenance Yard TOS instruct the Operator as to where to go and park the bus based on the next A.M. pull-out.

302.1 Bus Shortages

Bus shortages should never be considered as normal or acceptable situations. When bus shortages occur, the Lot TOS is responsible for cutting back service. The Lot TOS should notify Bus Traffic Control and Field TOSs over the main radio channel as to what service is missing. Management has provided guidelines as to what trips get delayed, what pieces of work are held back, etc., according to a hierarchy. For example, a run on a route with more frequent service will be held back before a route with a 60-minute headway, or a last trip. Manage a loss so as not to inconvenience the same customers repeatedly.

Bus shortages at one division may be resolved by using spare buses from other divisions. The Lot TOS at the division experiencing the bus shortage should coordinate with Lot TOS at the other divisions (and Window Dispatch) and work to borrow equipment, if possible. Be proactive—do not wait until there are no more buses before calling others for help.

As soon as the Lot TOS anticipates a bus shortage, the following should be contacted:

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- Shop TOS
- Maintenance TOS
- Lead Workers (Dispatch)
- Division Chief

302.2 Operator Shortages

When a shortage of Operators occurs, Window Dispatch will notify the Lot TOS as to what service will be cut back, based on guidelines (hierarchy) from management.

303 Operator Supervision

The Lot TOS should check the activity of the Operators on the lot to be sure that they head straight from the drivers' room to their bus without lingering unproductively in the area. In addition, Operators should get checked for uniform compliance before leaving the garage twice: once at the Dispatch Window and once on the lot. This will discourage the Operator from un-tucking a shirt, putting on a non-compliant head covering, etc., after he or she leaves the Window and heads for the bus.

The Lot TOS also provides a link between the Window TOS and the buses on the lot. Depending on the situation, an Operator will not always need to go back to the Window TOS to get an assignment for a new vehicle, etc. Everything will be taken care of on the lot.

The Lot TOS should also look out for and report any suspicious activity on the lot (there is security personnel roving on the lots).

The Lot TOS is also responsible for the Operators assisting on the lot. See the *Yard Duty Bid Assignment Form*, which lists Yard Duty assignments. Those on Yard Duty can be given other assignments such as picking up and securing items such as vans, security cones, umbrellas, raincoats, etc. The pre-trip inspections (see form) will include:

- Farebox check
- Fire extinguisher, safety triangle kit check

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- Destination sign check
- Brake lights, taillights, and headlights check
- Wheelchair lift and hook (for low-floor buses) check.

The responsibility of assigning Operators for lot assistance duties belongs to the TOS performing the Window Dispatch function. Yard Detail (two per division) is now a TWU pick; however, Service Call Operators can be assigned to help with these tasks if needed.

304 Coordination with Maintenance

Lot TOSs provide a direct link with Maintenance and work closely with the Maintenance Yard TOS. The Lot TOS will get information as to when a bus is ready for service; he or she can then physically see that the bus is ready and in the proper location. With the Lot TOS supplying this link, Window Dispatch will not have to be concerned that information about a vehicle being ready for service is incorrect. The Lot TOSs have total control of the lot and can visually confirm that a bus is where it should be.

Constant communication with maintenance is always important, especially if the Lot TOS anticipates a bus shortage. This task cannot be overlooked if DTPW's mission is to be properly achieved.

304.1 Bus Defects

When a bus comes back to the lot as the result of a breakdown, the Lot TOS will send the bus over to Maintenance, where the defect will be investigated. The Lot TOS will then need to deal with a turn-around bus to restore the service.

Coordination with Bus Traffic Control is important; the Lot TOS should be notified when a bus is coming out of service (where, when, using RTG—return to garage—code). Therefore, the Lot TOS should know when to expect the bus. Likewise, the Lot TOS must inform Bus Traffic Control when and where a bus is put back into service, as well as the new bus number and the direction it is going.

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If a bus pulls in with a defect at the end of the day, the Lot TOS will ensure that a Defect Card is placed on the window and that the bus is isolated. The Maintenance Foreman will look through all the defects and prioritize them.

The Lot TOS should ensure that regular schedule Operators do not take their buses to the hot line. If there is a problem with the bus, another bus will be assigned to the Operator to be sure the run leaves on time. An Operator assisting on the lot will be responsible for moving such a bus to the hot line.

304.2 Roadcalls

At times, a bus experiencing a problem will not necessarily be able to make it back to its home division. In such a case, Bus Traffic Control will assign a "foreign" bus to another division. Then, the Lot TOS must restore the service and find a way to get the bus back "home" when it is ready.

It is at the Lot TOS's discretion to prioritize among restoring roadcall service and managing pull-outs. Management will typically recommend that service is restored first, before new pull-outs occur.

The Lot TOS should be aware of Operators who bring in a roadcall bus hoping to be assigned a "better" bus. It should be understood that, when bringing in a roadcall bus, the Operator will "trade down," not "trade up," as far as equipment type. An Operator coming in with a newer bus will go back out with an older bus. This policy discourages Operators from bringing in buses just to get a chance to drive a newer, nicer bus.

305 Silent Alarms for Vehicles on the Lot

All buses in DTPW's fleet are equipped with silent alarms. 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 are activated by the AVL systems to warn the Bus Traffic Controllers of the situation. Bus Traffic Control is instructed to respond to all silent alarms immediately.

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If the vehicle with the silent alarm is determined to be in a DTPW garage yard, Bus Traffic Control will acknowledge and clear the alarm immediately. The CAD/AVL system does not allow Bus Traffic Control to send voice calls or text messages to a vehicle in Silent Alarm Mode until it is cleared. Once the alarm is cleared, a Bus Traffic Controller will attempt to contact the vehicle via radio. Division Dispatch will be notified, and the Lot TOS will be advised of the vehicle's location and instructed to check on the vehicle and make sure that there is no emergency. If necessary, another TOS or mechanic may be dispatched to assess and/or stabilize the situation.

306 Shifts

Lot Management has three shifts:

- *4:00 a.m. to 12:00 p.m.* – Responsible for the A.M. roll-out, service disruptions, turn-arounds, etc.
- *12:00 p.m. to 8:00 p.m.* – Responsible for the P.M. roll-out, service disruptions, turn-arounds, etc.
- *8:00 p.m. to 4:00 a.m.* – Responsible for owl pull-outs and preparation for the next A.M. roll-out.

307 Forms for the Lot TOS

307.1 Lot Change and Roadcall Window Log

This form (Form # PR-BS-051-002) records the lot change and roadcall information for vehicles at a given division.

307.2 Daily Gate Checks

This form (Form # PR-BS-051-017) keeps track of bus pull-outs and records information on early and late departures, etc.

400 FIELD SUPERVISION FUNCTION

401 Description

- Provide direct supervision and assistance to Bus Operators in the performance of their duty in coordination with Bus Traffic Control.
- 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 buildings, churches, schools, parks, stores, tourist attractions, and special events.
- Answer and refer inquiries relative to subsidiary transit services, such as lost-and-found, shuttle services, and advertising.
- Maintain route maps, schedules of departures and arrivals, and detours; estimate route distances and calculate intermediate arrival times.
- Assist Bus Traffic Control during Metrorail and Metromover service disruptions at stations with crowd control and assist customers with general service information.
- 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.
- Receive phone calls and radio transmissions from Bus Traffic Control in the field; notify additional TOS, maintenance, and security units as appropriate; notify the Bus Traffic Control when accidents and/or unusual incidents occur; instruct Bus Operators in proper procedures.
- Compile accident reports on the scene including photographs, sketches, and witness statements.
- Assist the public at major route junctions or in the operation of shuttle, and other high-density special service runs.
- Resolve any differences between Bus Operators and customers within their assigned zone and/or wherever they are dispatched.
- Coordinate field operations involving special events and emergency service.
- Cooperate with law enforcement agencies investigating accidents.

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- Recommend an increase or decrease in the number of buses used in special events based on ridership data.
- Contact Bus Operators on assigned runs to give special instructions and render any assistance that may be required.
- Verify proper operations of all on-board communication equipment.
- Perform minor maintenance when possible at bus shelters, etc., and report the need for any other repairs.
- Check schedule adherence.
- Determine and report causes for buses not adhering to schedule, if possible.
- Investigate consumer complaints.
- Can perform terminal supervision duties.

When circumstances dictate that an appropriate action is to transport a customer in a P-Car, it can be done. Call Bus Traffic Control and advise them of the pick-up and drop-off location and take down the mileage. The customer should be dropped off at a “reasonable” location, either a bus stop or a nearby destination. Under no circumstances should a TOS transport a passenger without the knowledge of Bus Traffic Control. Appropriate circumstances for transporting a customer in a P-Car might include if a bus breaks down or is on its last trip and there are only one or two customers, or in response to an issue between an Operator and a customer, among others. Never transport a customer who complains of a physical injury.

Field Supervision provides the “eyes” to help Bus Traffic Control make decisions and keep Metrobus service running smoothly. This function is responsible for directly supervising the Bus Operators on their routes to be sure they are following proper and safe driving procedures, and that they are appropriately using equipment on the bus and that it is in working order. The Field Supervision function also entails aiding Bus Traffic Control with schedule adherence and management, and for responding to accidents, incidents, and other emergency situations. Finally, the TOS in the field can assist DTPW customers and the general public with information about Metrobus and other DTPW transit operations.

402 Supervision of Bus Operators

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The Field Supervision function involves patrolling a given zone in an assigned P-Car (patrol car). The TOS should be visible to the Operators to keep them on their toes and to provide assistance when needed. Operator conduct, driving performance, and appearance should be monitored.

Between calls, when there are no specific problems to respond to or assignments to fill, the TOSs should patrol their assigned zone, and ensure that their whereabouts are unpredictable to the Operators. This way, the Operators will never know if a TOS might be near, ready to detect if they are driving recklessly, cutting runs short, or otherwise not following rules and procedures. Randomly patrolling areas within zones also provides opportunities for TOS to check detours, take note of physical conditions affecting bus routes such as low tree limbs, worn pavement at bus stops, broken shelters or benches, or graffiti.

Supervision is not only accomplished from the P-Car; it is essential for the TOS to exit the patrol car to speak with Operators, associate with customers at transit centers and enter buses to give customers extra feelings of safety and security. Spending some time with the Operators will help foster the idea that both TOSs and Operators are working toward the common goal of providing superior transit service to the public and will also foster communication and good relations between them. It is very important for the Operators to know that TOSs and Managers genuinely care about their well-being.

Operator contacts during the shift shall be noted on the TOS's Daily Report, which is used to keep track of all calls received during the day and is turned in at the end of the shift. The back of the Report is where the TOS keeps track of the Operator contacts, indicating when write-ups were issued and when they were not (non-write-ups). See the section on "Forms" for more information on the reports and memos that are used in this function.

403 Schedule Adherence and Management

With the use of DTPW's Automatic Vehicle Location (AVL) system, the function of keeping Metrobus service operating on schedule is now primarily the responsibility of the Bus Traffic Controllers at Bus Traffic Control. Similarly, while TOS is patrolling their zone and or when they're at a terminal, TOS can monitor buses through their

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tablets and make schedule adjustments. If there are conditions such as road work, an accident, adverse weather, flooding, or other conditions beyond the control of the Operator, there may be little that can be done to immediately correct the schedule adherence for that bus. With this capability, BTC and TOS will at least know what conditions are affecting schedule adherence along the route and will be able to share information with TOS and other Operators along the route. TOS will be able to make adjustments for other buses on that route.

Likewise, it is important to remember that the TOS also act as the “eyes” for Bus Traffic Control, and it is beneficial for them to be aware of such conditions and keep Central Control informed. As part of a team that manages Metrobus service, the TOS should know these conditions and share this information with Bus Operations managers and schedulers who can take steps of a more permanent nature to address these conditions in a manner that will result in better on-time performance in the future.

404 Shifts and Zones

All TOS must check their emails daily for possible assignments and information regarding their zone and bus operation. The following are important daily duties of the Field TOS.

The TOS must:

- Take code 09 (in service – see Appendix C for radio codes) within 15 minutes after the shift begins and give P-Car number. If unable to take code 09 within 15 minutes, advise Central Control to be put on a code 10 and give the reason.
- Take code 05 (to your station) before leaving the zone to return to the division.
- Take code 10 (out of service) after reaching the division. **Don't forget to log ending mileage at the end of the shift.**
- Report to work on time as scheduled.
- Do not leave work before the shift ends.
- Leave all P-Car keys on the key rack in the TOS's room for other TOSs.

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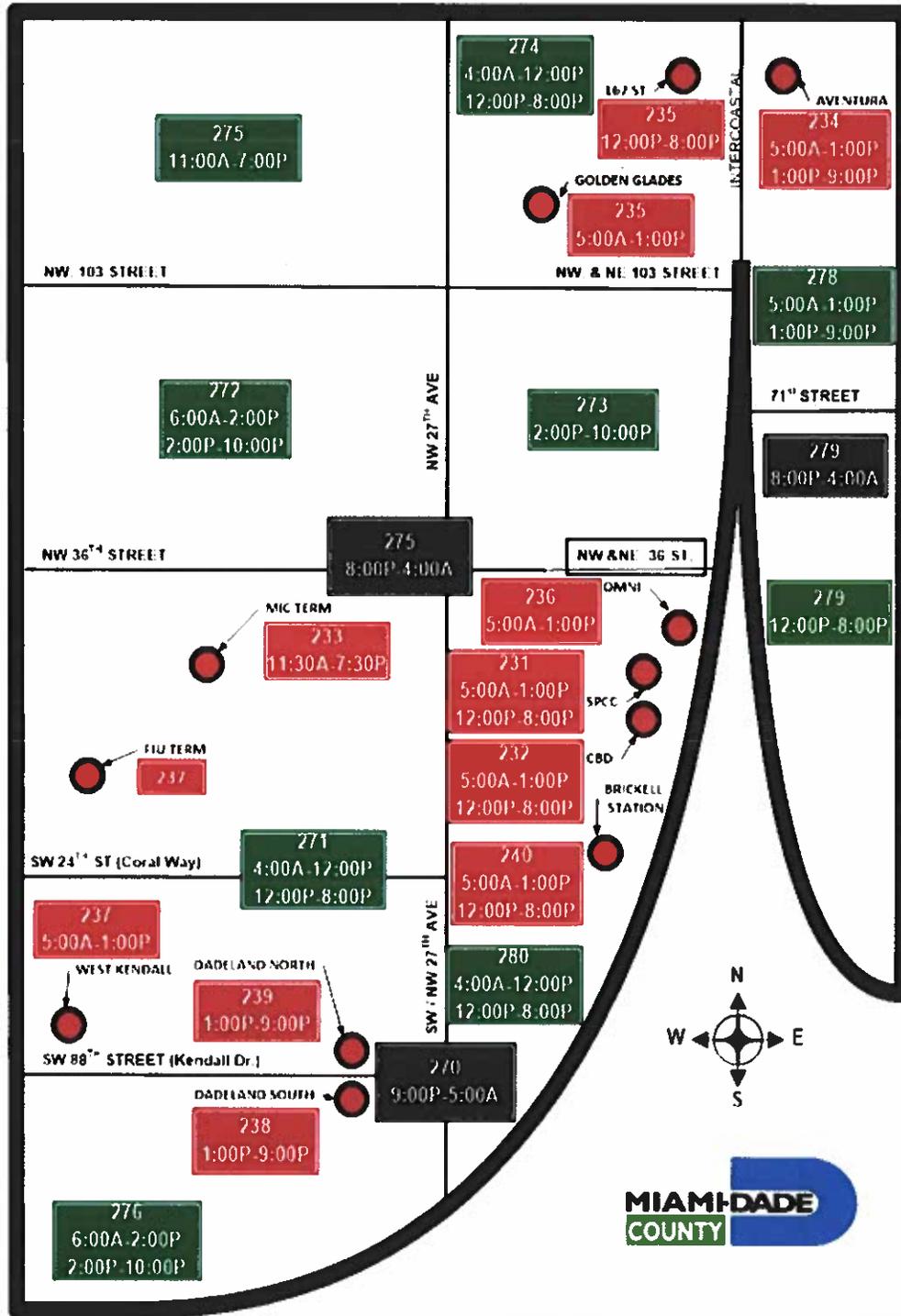
- Give the location he or she is in route to/from when given a call by Central Control.
- Notify Lead Worker via memorandum when P-Car is within 600 miles of its next Preventative Maintenance (P.M.), so as to make an appointment with GSA.
- Make a minimum of ten (6) Operator contacts daily and they must be listed on the TOS Daily Report form.
- Check and report missing or damaged bus stop signs, benches, and shelters.
- **Fill out all forms and reports correctly and completely (see section 409). TOS's reports are very important, especially the FTA, Random Test, Write-Ups, and Bus Investigation Reports. Proof reports for accuracy; read it twice.**

Current zones are shown on the following pages.

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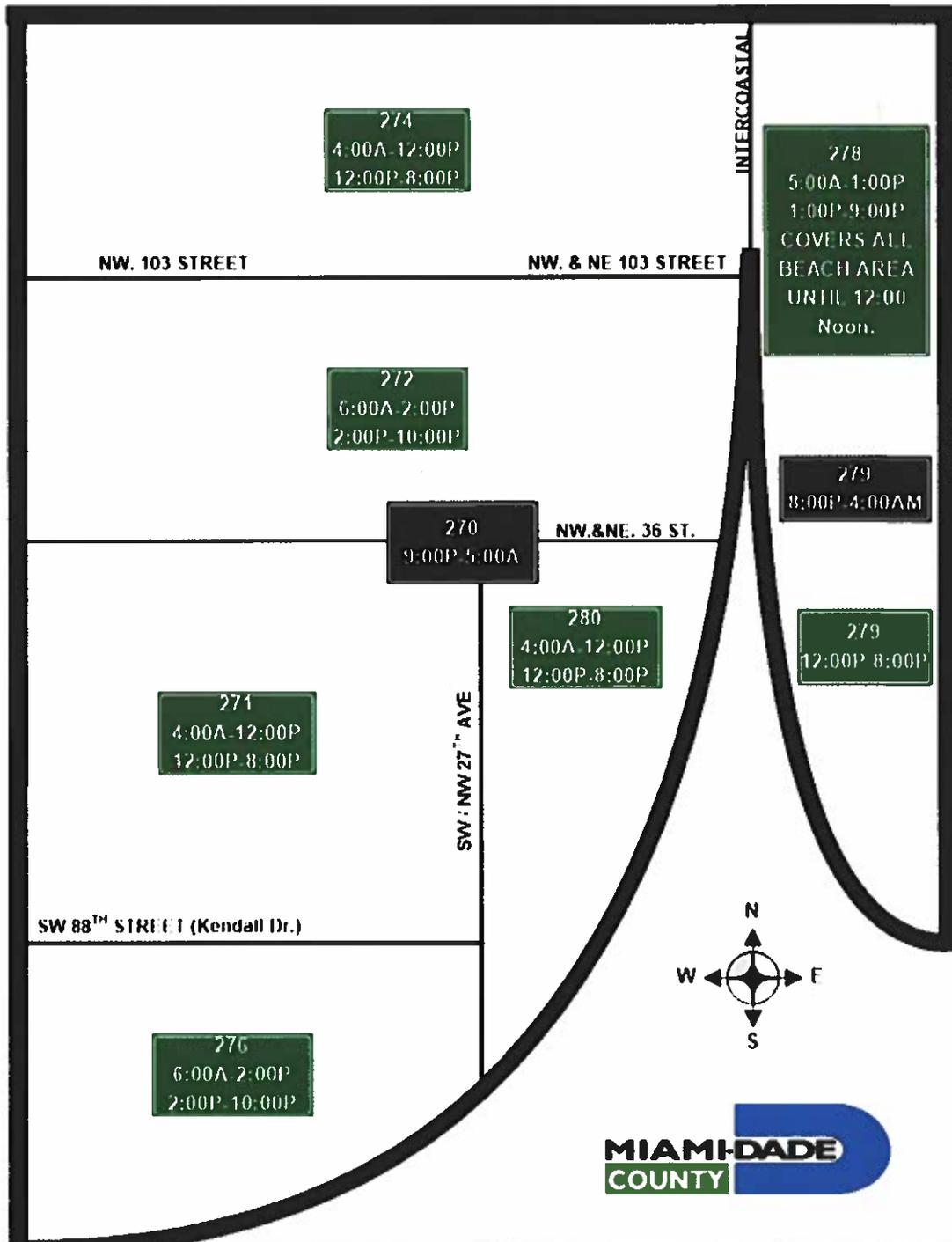
EFFECTIVE: AUGUST 5, 2019

SUPERVISORS ZONE & TERMINALS COVERAGE



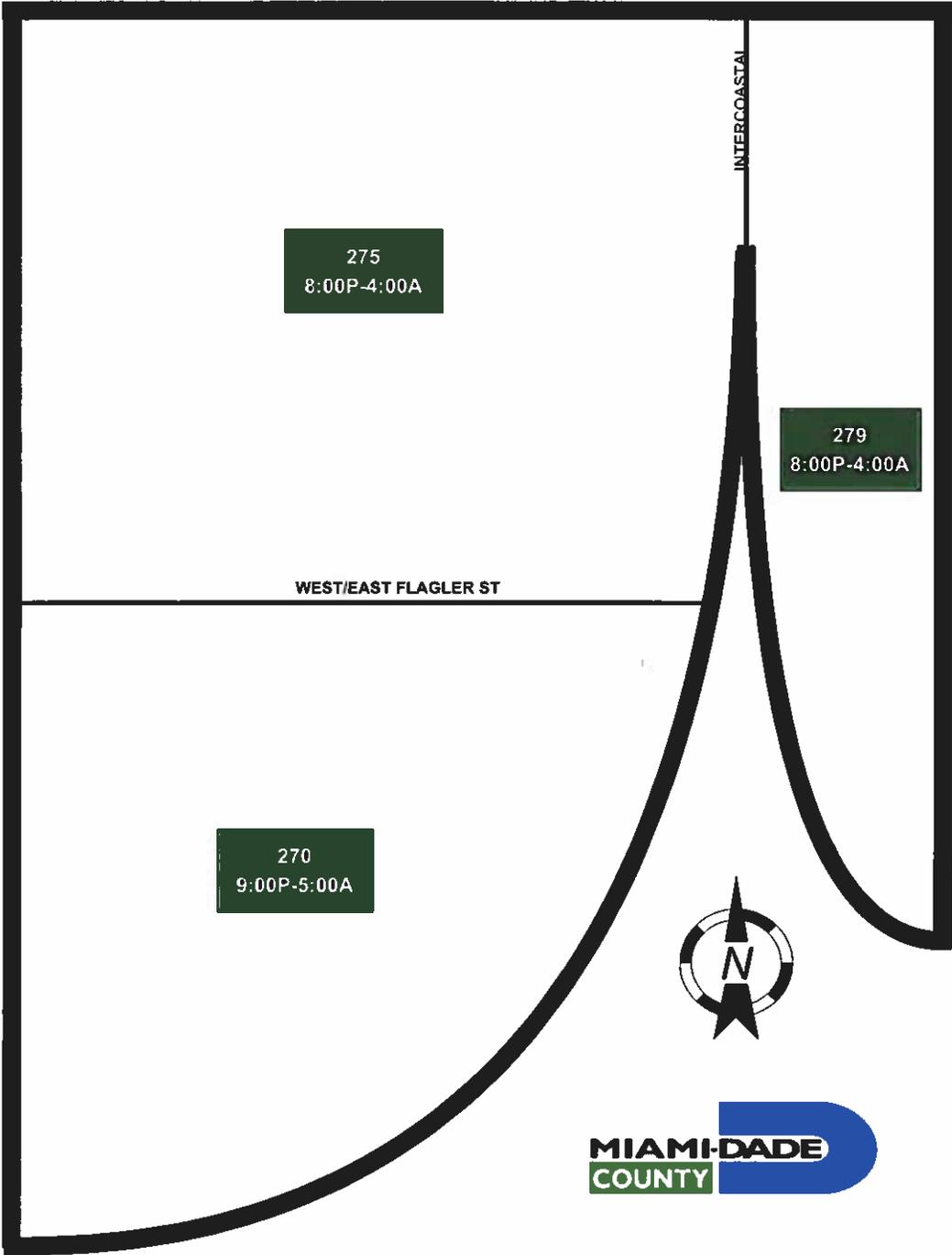
DTPW Transit Operations Supervisor Training Manual

EFFECTIVE: AUGUST 5, 2019 SUPERVISORS WEEKEND ZONE COVERAGE



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SUPERVISORS ZONE COVERAGE OVERNIGHT SHIFTS WEEKDAY / WEEKEND



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405 Incident Call Responses

A significant part of the Field TOS function entails responding to incidents in his or her zone. When patrolling their zone, it is also important for the TOS to stay aware of conditions in neighboring zones by listening carefully to their radios and responding to incidents in the neighboring zone if that zone's TOS is committed to another ongoing incident.

When an incident is reported in his or her zone, the TOS should confirm the location of the incident. Upon arriving at the scene of the incident, appropriate actions should be taken, given the situation. These actions can range from assisting the Operator with a situation involving a customer, helping the Operator troubleshoot malfunctioning equipment in order to keep the bus in service, assisting customers involved in an accident, or escorting a buses that needs to be towed to the Division, among other actions. Certain incidents may require interaction with DTPW Office of Safety and Security (OSS) staff to ensure the agency's regulatory reporting requirements are met. TOS should work with DTPW OSS to ensure compliance. Additionally, when responding to an incident, TOS should identify themselves, and cooperate with Fire Rescue and Police staff who may also be on scene.

The initial call to the TOS from Bus Traffic Control should be made over the Main Operations radio channel. Once contact has been made, the TOS should be instructed to switch the radio to an alternate radio channel. All subsequent communication should take place over the alternate radio channel, rather than the Main Operations radio channel. The TOS will be instructed to change the radio back to the Main Operations channel after an "all clear" has been given by Bus Traffic Control.

405.1 Non-Emergency Incidents

These types of incidents primarily deal with vehicle equipment problems. If a Bus Operator experiences a vehicle problem, he or she will contact Bus Traffic Control using the RTT (Request to Talk) function over the radio. The Bus Traffic Controller will determine what action should to be taken. The bus will either need to be stopped immediately, or it may be able to continue on its route until assistance can be provided.

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The Bus Traffic Controller can decide to send a replacement vehicle, a service truck, and/or a Field TOS to the scene.

Over time, by observing the roadcall mechanics, an effective TOS will learn how to solve some of the more simple problems such as those with wheelchair lifts and destination signs, etc. Knowing how to resolve these types of problems will save time and keep Metrobus service running efficiently.

If a service truck is dispatched to the scene, it is important to remember that the maintenance personnel are in complete charge of the disabled bus from the time of their arrival until they release the bus and state that the trouble has been corrected.

If the bus and/or Operator must be removed from service, Bus Traffic Control and the TOS must work closely with Division Dispatch and the Lot TOS to determine the status of spare buses and whether a replacement bus or cut-out is available. If no replacement bus is available, it is permissible to call the bus division closest in proximity to the problem bus in order to minimize customer delay.

If a replacement bus or cut-out bus is available, the TOS will confer with Bus Traffic Control to determine where the bus will go back into service based on the least inconvenience to the customers and on the schedule and current bus spacing, indicated by the AVL system. If no replacement or cut-out bus is available, the bus should be sent to the garage.

Similarly, if an Operator must be replaced, a replacement Operator will be requested from Division Dispatch, and the Field TOS on the scene will confer with Bus Traffic Control regarding where the bus will go back into service based on the schedule and current bus spacing (indicated by the AVL system) and based on the least inconvenience to the customers.

The transfer of passengers to another bus can only be done by instruction from the TOS or a police officer.

405.2 Extensive Vehicle Delays

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If extensive delays affecting DTPW buses are expected due to major traffic accidents, street hazards, or any other incident affecting vehicle movement, Bus Traffic Control will locate the affected bus(es) using the AVL system. Bus Traffic Control will then locate and dispatch an available Field TOS to the scene. The TOS will be directed to assess the situation in order to implement alternate routes for affected buses as an effort to minimize delays to customers. After conferring with the TOS on the scene, Bus Traffic Control will make a group call to all affected buses advising of delays and providing instructions regarding the alternate routes. Division Dispatch should be notified of actions taken to re-establish bus service outside areas experiencing traffic delays.

405.3 Bus Bridge for Metrorail/Metromover Service Interruptions

DTPW Metrobus has the responsibility to provide a "bus bridge" between rail stations due to Metrorail service interruptions. Metrobus also has the responsibility to provide shuttle service when segments of Metromover become inoperable. Metrorail and Metromover personnel will determine the need and location for the bus bridge or shuttle service. Bus Bridges for Metrorail are known as Route 100 and Metromover loops maps are included with other route maps in the P-Car.

In the event such service is required, Bus Traffic Control will locate an available Field TOS and dispatch that TOS to the scene of the requested Bus Bridge/Shuttle Service (BBSS) to coordinate the bus bridge field operation. The TOS will communicate to Bus Traffic Control where to have the Bus Operators report. This information must be communicated to each Bus Bridge Operator by Bus Traffic Control at the time the Operators call to receive cut-in information for the temporary Bus Bridge service. Bus Traffic Control will notify the TOS on the scene as to what actions have been taken to secure Operators and buses for the Bus Bridge. The Window TOS in the Dispatch Office must treat every call from Bus Traffic Control regarding Metrorail or Metromover interruptions as valid and must respond immediately and must be prepared to provide up to 25 buses in the peak and 15-20 buses in the off-peak, along with the appropriate number of Operators.

Stations with the highest traffic will get available Field TOSs first. Ideally, a TOS will be dispatched to every station, with two at major stations or terminals (one for boarding and one for discharge). Also, two TOSs will be present at the end points of the bus

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bridge. Along with their other equipment, TOSs at the scene of a bus bridge must be sure to have their safety vest and bullhorn.

At the scene, TOSs need to be able to deal with unhappy customers. One-to-one communication with the customers is essential, as is keeping them engaged and “busy” while they are waiting, so from their perspective the time will seem to pass more quickly. The TOSs must communicate the situation to the customers as quickly and clearly as possible. For example, *“We are sorry for the inconvenience, but Metrorail (or Metromover) service has been temporarily interrupted. We have procedures in place to get you to your station. Metrobus is on the way and will be here in _____ minutes. Thank you very much for your patience.”*

If at all possible, the TOS should take a bus to the scene, so customers can begin to be transported immediately. The TOS should also remember that it is appropriate to suggest or offer alternate means of transportation, if available, such as ride share service or other Metrobus routes that serve the area. The most important thing to remember is that the goal is to get customers where they need to go as quickly as possible, while keeping them as satisfied as possible.

The TOS must consider variations in ridership depending on the time of day (AM vs. PM peak, for example) and determine which direction the most customers will be traveling. TOS must also determine if any stations along the line are closed due to the service interruption and must be aware of any stations with out-of-service elevators (in the case of customers that need to use elevators).

It is most efficient, especially when customer loads are high, to set up two different locations for discharge and boarding. This way, when boarding customers for the bus bridge, both front and rear doors of the bus should be used to expedite the process. For wheelchair customers (or others with strollers, etc.), the TOS should try to find a separate place to board them (such as at the discharge location) so they are already on board when the bus pulls around to load the other customers.

During operation of the bus bridge, the TOS should use discretion on how to send the buses depending on the time of day and volume of customers. It is usually best to send the first loaded bus directly to the end of the line (express), and have the next bus make

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all stops. Then, approximately every third bus can express to the end of the line. More than four (4) buses should not be held at one end of the bridge without advising Bus Traffic Control. If in doubt, send overflow buses to the other end.

If a Metrorail or Metromover train is spotted moving along the guideway, do not assume that the service has been restored. Often, the train makes a sweep before service is officially restored. Wait until Bus Traffic Control confirms that the service has been restored before beginning to close down the bus bridge. Work with Bus Traffic Control to get the bus bridge Operators back to running their work. Operators **MUST** do as instructed in this regard.

406 Supervision from the Legal Perspective

In responding to accidents and incidents involving DTPW vehicles and property, the TOS has an important role to play in ensuring proper procedures are followed and all information is accurately and comprehensively recorded. By following procedures and recording all information correctly, DTPW's interests will be protected in any legal action that might follow.

406.1 Reports

The report is the first thing the Legal Department reads. A heavy reliance is placed on it and if it lacks accuracy or detail, the Legal Department's decisions will be adversely affected. Reports should be done for every incident or accident except for a code 13 (mechanical issue). All information recorded in reports and memos should be clearly written and only state the facts as presented to you without prejudice.

A few suggestions on these reports:

- There are a large number of unpublished/unlisted phone numbers in the area. Some customers may have no phone numbers at all. Getting the phone contacts, or other contacts, of the plaintiffs and witnesses is very critical.
- If a witness or plaintiff speaks poor English or none at all, this needs to be noted.
- When in doubt, too much information is better than not enough information on the report.

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- Include personal observations, such as the demeanor of the plaintiff; the attitude of the witnesses; and the attitude and behavior of the Operator. Make note of any comment that may be useful in the future; for example, "This is the second time I've been hurt on a bus."
- Share instinct, or "gut feeling." Some examples: "He cannot look me in the face when he tells me about the accident." "She claimed foreign debris, but my observation was that it is her 4-inch heels she is unable to walk on." "She appears feeble; the Operator should have waited for her to sit down."

406.2 Photos

If applicable, request bus data pack. In addition, the camera available to the TOS is one of the best for the purpose of visually recording the scene of accidents or incidents. The camera takes pictures under very adverse conditions. Some of the photos taken in the rain or at night have a dramatic quality that is very effective in the case of a trial. Some remarks:

- The photographs are the most effective evidence there is. In addition, the TOS has the "once and only" position of being able to record a bit of history.
- Never be hesitant about taking additional pictures: more is better than less.
- Record the "big picture." Back up one-half to one full block and take photos of the intersection from all four corners. Include the buildings, trees, any shrubbery, the traffic signals and devices, all of which can change before the case goes to trial. The scene should be recorded in its condition at the time the accident or incident occurred.
- Consider taking a series of scene photos from left to right so they can be overlaid and will give more of a feel for the location.
- In addition to recording the "big picture," take close-up photos of any damage or anything else that might be pertinent in an investigation. Be certain there are

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identification photos that include the number of the bus and/or the license tag of the car or other vehicles involved. Many times decisions are made on the basis of damage severity as revealed in the photos.

- Do not hesitate to take photos in the rain or other inclement weather. It not only produces dramatic photos, but it sets the scene and the atmosphere more effectively than any spoken testimony.
- Do not get too focused on looking for something that must have caused the accident. Do not get discouraged when there seems to be nothing to take photos of. Take the photos:
 - When the steps are clean;
 - When the stop is perfect;
 - When there's nothing where the passenger fell on level and clean ground.
- Take a photo of the claimant when possible for identification purposes.
- Try to keep the Operator out of any photos to avoid any potential bias against him or her.
- Take photos even if the vehicles have been moved. Also take photos of the location of the accident or incident.
- Take photos as close to the ground as possible when attempting to show markings such as skid marks. Also try to include the fade marks that precede the skids.
- If there is any chance of doing so, do not hesitate to go into a building and take photos of the scene from a high floor or even the roof. Overhead shots can be among the most effective.
- iPads should not be used at night due to low quality of light. Digital cameras should be used at night because they are equipped with flash.
- Be sure to review photos before leaving the scene of incident or accident.

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- Make sure that pictures are downloaded before the end of your shift or as soon as possible.

406.3 Comments at the Scene

- Do not make any comments at the scene that can be used by a potential claimant.
- Do not speculate on the cause of the accident.
- Do not let the Operator make any comments about any possible malfunctioning equipment when attempting to explain his or her innocence. Even if the Operator is mistaken about the malfunction, if the plaintiff hears the remark, the inconsistency could be an issue at a trial.
- Do not comment about any potential liability on the part of DTPW. Reserve such information for the written report. The known injured persons may be out of earshot, but there may be potential claimants or witnesses who will be encouraged by such knowledge.
- If liability is clearly on the part of the DTPW, then be extra gracious in your handling of the situation. Assure any injured persons that DTPW will do what it can to help them. Do not get too specific; assure that injured parties are taken care of by appropriate rescue personnel.
- Again, if liability is DTPW's, accept it graciously, be helpful and if the Operator has antagonized the customers, try to keep the Operator from antagonizing anyone further. Seek medical treatment if necessary, and contact Risk Management.
- Never offer transportation in a P-Car. Let rescue take care of such a situation.

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- Safety Department is only to be notified for fatalities (otherwise, try to get the bus moved out of the area as soon as safely possible).
- Be aware of any media on the scene and their camera locations and report their presence on the scene to BTC. Be aware that some microphones can pick up conversations from great distances. Defer any media questions to the Police or the DTPW PIO.

406.4 Effective Interview Techniques

TOS personnel should not, under any circumstances, talk with the news media. Representatives of the news media should be advised to contact Public Information Officer.

The following are aids to effective interviewing:

- Always display courtesy and patience.
 - *Anger causes brain shut-down.*
 - *No profanity.*
- Take notes when possible.

For written statements:

- Assist the witness with the statement format.
- Don't provide the witness with technical data.
- Watch for "missing link" information.

Who is interviewed:

- Operators
- Passengers and eyewitnesses
- Local Police
- Emergency crews
- Residents or businesses near the scene
- Technical specialists
- Walk-ins

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Interview arrangements:

- Best at the scene, or later contact by phone or in person.
- Identify yourself and state your purpose, etc.
- Make contact soon.
- Use a positive approach.
- Select a good location.
- Avoid group interviews.
- Seek a neutral location for hostile witnesses.

Factors that affect witness reporting:

- Perception versus what really happened
- Emotion/exaggeration
- Intelligence
- Quantitative or blanket statements
- Transportation: sequence of events out of order
- Post-accident loss of memory
 - Frightening or traumatic
 - Subconscious response
- Credibility assessment
- General demeanor
 - Prejudicial statements
 - Tendency towards drama
 - Easily swayed
- Environment
 - Vision obstructions or impairments
 - Noise
 - Weather conditions
- Physiological factors
 - Hearing or vision
 - Drugs or alcohol
 - Health: fatigue, stress, illness
- Psychological factors
 - Judgment

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- Revenge or retaliation
- Rationalization
- Incrimination
- Personalities
 - Witness
 - Yourself

It takes practice, patience and empathy to be an effective interviewer.

407 Other Duties

407.1 Response to 311 Complaints and Service Improvement Reports

A large part of the Field TOS day will be checking service complaints and service improvement reports between incident calls. The Lead TOS will pull them and assign them to Field TOS. Complaints can range from a bus being early, late, or a no-show, to issues with Operator driving habits and problems with bus stop amenities. Service Improvement Reports that are received from operators can provide better service for our customers.

407.2 Report Problems at Bus Stops/Stations

Whether as a result of a service complaint or the result of a problem being spotted during the routine patrolling of a zone, the TOS is responsible for reporting problems at bus stops and terminals. Problems can be with bus stop signs, shelters, benches, lighting, or other amenities, and can involve broken parts, a lack of cleanliness, graffiti, etc. The TOS can record the proper information on the Signage Field Report.

407.3 Information to Customers

The Field TOS must also act as an information source to customers, both on vehicles and at terminals. When speaking with customers, always be courteous, friendly, and helpful. Remember that, to the customer, the TOS is representative of DTPW as a whole.

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To help customers who request information, TOSs should be familiar with all DTPW operating instructions and not only the area of their assigned zone, but they should be familiar with all of DTPW's service area in Miami-Dade County. If the answer to a customer's question is not known, say so and suggest that the customer call Transit Information at 305-770-3131 (311) or 305-891-3131 (south of 216th Street). Under no circumstances, of course, should customers be knowingly given wrong information.

When the TOS is interacting with customers and providing information at terminals, in most cases he or she will be acting in the Terminal Supervision function (see section on *TERMINAL SUPERVISION FUNCTION*).

408 Equipment for the Field TOS

All TOS in the field will, of course, be equipped with a radio for communications. Their assigned P-Car also contains several pieces of equipment, all of which the TOS is responsible for. The equipment includes:

Digital

- List of Operator names and badge numbers along with seniority and priority list
- Most recent Operator pick list;
- Hurricane Evacuation Manual (from Operations) and Annual Hurricane Manual (issued by Safety and Security);
- Updated rotary;
- Current DTPW system map;
- Copy of Transit Operations TOS Manual.
- Destination sign codes;

Hard Copy

- Copies of all forms;
- Bus Operation Rules and Procedure Manual
- List of detours;
- Copies of all routes, maps, schedules;
- Collective Bargaining Agreement;
- Terminal route check sheets;

Equipment

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- Computer Tablet
- Digital camera
- First-aid kit;
- Basic tools, including pliers, screwdrivers, 8-inch adjustable wrench, and ¾ socket with drives;
- Charged fire extinguisher;
- Mega-phone;
- Reflectors;

409 Forms for the Field TOS

Information on the many forms used by the Field TOS is provided in this section. Copies of the forms follow the brief descriptions.

409.1 P-Car Mileage Form

The P-Car Mileage form (Form # PR-BS-051-008) is to be completed when using a TOS vehicle. The destination for the trip, odometer mileage, vehicle condition and driver information are to be filled out by the driver prior to returning the vehicle.

409.2 Transit TOS Daily Equipment Check List

The TOS Daily Equipment Check List (Form # PR-BS-051-009) is to be completed by the Field TOSs to ensure that all equipment is accounted for in the Pool car (P-Car). The TOS records his or her name, the date, time on, time off, the zone, and the P-Car number. Then, the TOS checks yes (Y) or no (N) for each piece of equipment, and also must check yes (Y) or no (N) as to whether the car interior is clean, the roof lights are in working order, the car's maintenance condition is good, and whether the AVL system is in working order. Other information is also recorded including the car's mileage, gas levels, the condition of the car's exterior, and the handheld radio DC number.

409.3 Detour Information

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A Detour form (Form # PR-BS-051-010) is used for illustrating alternate routes when a regular route must be adjusted due to road construction, special events, etc. Blank space is allotted on the form for a drawn diagram of the alternate route. If a handwritten diagram is submitted, the Lead TOS will recreate the diagram on applicable software to distribute electronically to appropriate department(s), divisions, and personnel.

409.4 TOS Daily Service Check

Field TOSs are assigned service checks within their zone. The TOS Daily Service Check form (Form # PR-BS-051-011) is to be used to document all pertinent information. Items to record include the bus number, route, and run observed, as well as the number of customers on board, the time observed, and how many minutes late or early the bus was, if applicable. The direction and location of the bus is also to be noted. At the bottom of the form, the number of buses logged are totaled, and the number of early, late, and no-show buses are totaled.

409.5 Signage Field Report

The Signage Field Report form is to be used to report problems with bus stop signs, other DTPW signage, benches, and other amenities at bus stops. Information to be recorded includes the bus stop and sign type and location; not just on what street or intersection, but where along the street the stop is located. The TOS can indicate the type of work needed, such as to install new signage, re-install, remove, repair, relocate, etc. There is also space on the form for a diagram of the location detail.

409.6 Service Improvement Report

The Service Improvement Report form is to be used by TOS to share recommendations or concerns. The Field TOS is in the position to closely observe the operation of DTPW bus services on a daily basis. TOSs may have recommendations or concerns that should be considered by DTPW management. Information might include comments on running time, recovery time, signal problems, bus stop problems, transfer abuse, etc.

409.7 Operator Write-Up

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The Operator Write-Up memo (Form # PR-BS-051-012) is to be used by TOSs to issue a write-up to an Operator who is in violation of any rules or procedures. The memo can also be used for purposes other than a write-up, such as a warning, etc. A separate memo is used for American with Disabilities Act (ADA) non-compliance violations, such as failing to announce stops.

An Operator shall be notified of a TOS's intent to issue a write-up before it is actually issued. Information on the Operator and the violation(s) must be included, and ample space is provided for remarks on the situation. The TOS issuing the write-up should be sure to provide only the facts; opinions must not be included. Similarly, the write-up should not contain persuasive language or an appeal for action. If the TOS feels very strongly about a situation, he or she may write a separate memo to relay those feelings.

The Operator's statement regarding the write-up is also to be included in the memo and is very important. Finally, the TOS's instructions to the Operator are also to be recorded. The violation must be written, and the written remarks must be clear, thorough, and complete with enough information for the Superintendent to be able to follow up with any disciplinary action.

409.8 FTA/DTPW Drug and Alcohol Test Notification Form

The FTA/DTPW Drug and Alcohol Test Notification form is to be used when a Bus Operator is to be notified of a drug/alcohol test. Part of the form must be filled out by the TOS, and part is filled out by the appropriate testing facility. Immediately upon completion, the TOS must email the form to the DTPW Medical Unit. Instructions for the FTA Drug and Alcohol testing are included on the back of the form.

409.9 Bus Investigation Electronic Report (Bus Investigation Report (Online))

The Bus Investigation Report is to be used when a TOS in the field is dispatched to the scene of an accident or incident. He or she should analyze the situation, brief Bus Central Control, and then fill out the Bus Investigation Report.

The first part of the form is for information on the accident itself (type, time, date, location). The next part relates to the bus involved (type, Operator, number of

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customers on board, etc.). The next two sections address what the bus was doing at the time of the accident (“action”), with information such as direction of travel, etc., and what happened afterwards (“sub action”), including point of impact, Operator action, violations, etc. Similar information must be completed for other vehicles involved in the accident (an extra page is provided if more than one additional vehicle was involved).

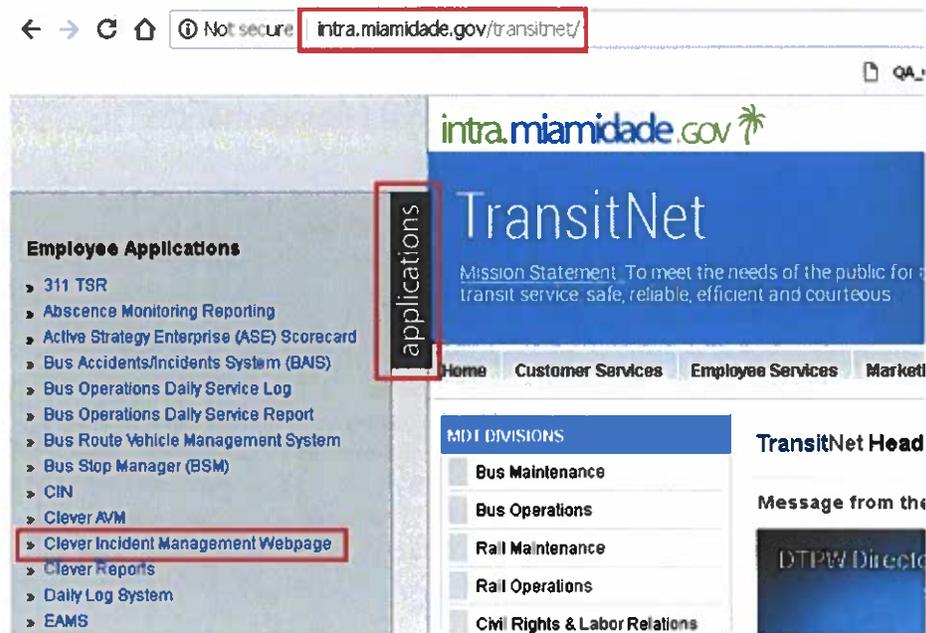
Other sections of this form address the environment at the time of the accident (such as the weather, time of day, road and stop material and condition, etc.), police information (investigating officer, arrests/citations), injuries, and witnesses. The last page of the report contains space for the TOS to write his or her own notes describing the situation.

As with all forms and reports, it is essential that the TOS fill out all of the appropriate pieces of information in this form clearly, concisely, and truthfully. The information provided in the Bus Investigation Report will be used by others internally and externally. Because of that reason, TOS must present a comprehensive and accurate recording of the accident/incident.

1. Creation of Accident Reports in Incident Management

1. First, go to the Transinet portal (intra.miamidade.gov/transinet), under **applications** tab click on **Clever Incident Management Webpage**

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2. Use your Windows credentials for **username** and **password**. For Transit Domain select **Metrobus** and then click on **Log On**



3. Once you logon you'll see the *Incident Management* homepage shown below. At the top of each column you'll find a search box, this helps filter IR's based on the criteria you enter on the search boxes. For example if an IR has been assigned to you, just enter the

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IR# on the search box for *Incident ID* (see red square below) and the system will display the IR's that meet your search criteria.

Clever Devices Incident Management

4 Incidents section

Show 20 entries Include Archived Incidents

Incident ID	State	Department	Incident Type	From To	From To	Created by	Owner
243079	Open	Maintenance	ENG7 - Engine Oil Leak	8/21/2018 10:28:30 AM		ELMER . FLOYD	CONTROL
243078	Open	Maintenance	AIR1 - Low Air Pressure	8/21/2018 10:27:28 AM		FERNANDO . IZQUIERDO	FERNAND
243077	Closed	Operations	SCHCHK - Schedule Adherence Check	8/21/2018 10:21:05 AM	8/21/2018 10:31:47 AM	LENORA T. MATHIS	LENORA T
243076	Closed	Maintenance	TIR2 - Tire Flat	8/21/2018 10:16:29 AM	8/21/2018 10:20:39 AM	JOSE . PENABAD	JOSE . PE
243075	Open	Maintenance	FUE1 - Accelerator /No Power	8/21/2018 10:16:23 AM		ELMER . FLOYD	CONTROL
243074	Open	Radio	SIGN - Destination Sign	8/21/2018 10:12:43 AM		LENORA T. MATHIS	FESH Mai
243073	Closed	Maintenance	ELE3 - Horn	8/21/2018 10:08:36 AM	8/21/2018 10:16:53 AM	ROBERT D. LEVISON	ROBERT C

4. Double-click anywhere on the line corresponding to the IR you searched for

Incident ID	State	Department	Incident Type	Added DTS	Closed DTS	Created by	Owner
168271	Open	Accident	ACCA - Accident, Bus/Auto	1/27/2018 12:38:18 PM		LIZENA . DAVIS	Central Maintenance

Showing 1 to 1 of 1 entries

5. Once the IR opens, click on **Edit** so that you can start entering information in the form.

Incident: 74 (Current Revision # 28, 8/16/2018 2:18:17 PM)

Form: Accident Report

Incident Status: Status: Open

Incident Details:

Vehicle: 501 - NABI 1999-2002 416	Department: Administration	Resume:
Contracted Vehicle:	Incident Type: Bus Exchanged	Direction:
Route:	Pendevous:	Location:
Contracted Serv. Route:	Injuries:	Police:
Route:	Action:	Fire/Rescue:
Route Direction:	Notes:	
Employee Badge:		Late:
Employee:		Revenue Miles Lost:
Depot:		Revenue Time Lost (min):
Replacement Vehicle:	Maintenance WO#:	Trips Lost:

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- There're some sections that can be duplicated. For instance, in case of a bus to bus accident the **Bus** section can be duplicated by clicking the + sign on the top right of the section

· Bus

Bus

Incident#: 168327 Vehicle 1 #: 2130 - NABI 1999-2002 416

Emp. Badge: 6630 Emp. Name: TEVARIS D. SMITH

Vehicle Type: Vehicle (Bus) #: Of:

- After the information has been entered, the data can be saved at any time by clicking **Save & Return**, changes can be dismissed by clicking on **Cancel**.

Incident: 168271 (Current Revision # 7, 8/21/2018 10:37:44 AM)

Form: Accident Report

Save Save & Return Cancel

· Accident

Accident

Incident #: 168271 Vehicle 1 #: 4191 - NABI 3100-4100 416

Emp. Badge: 7031 Emp. Name: CHARLES N. COLEY

Time Notified : Zone : Code :

Supervisor Information

Employee ID: Supervisor's Name:

- Once the street supervisor has completed the form, he needs to go to the “Incident Status” section located at the very top of the form, click on **Status** and select **Review** then click on **Owned By** and type in **CONTROLE CONSOLE** (to give ownership back to BTC)

Form: Accident Report

Incident Status

Status* : Open

Owned By* :

Cancelled

Closed

Open

Pended

Review

Route Direction:

Vehicle: 416 Department*: Administration

Contracted Vehicle: Incident Type*: Bus Exchanged

Route: Rendezvous: Dir:

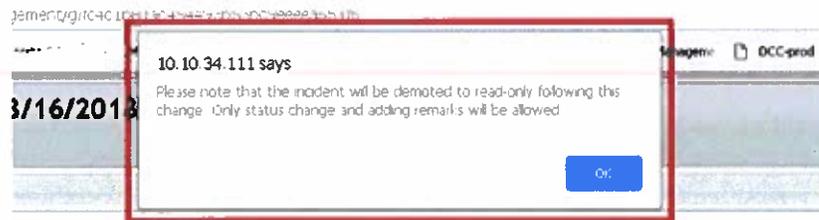
Contracted Service: Injuries: Police: Fire/R:

Action:

Notes:

- A message will pop up indicating the IR will be demoted to Read-Only mode, click **OK**

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10. If all data has been entered correctly the IR will be saved and its status will be updated accordingly (in our case it'll display **Review**). If any of the required fields has not been filled in you'll see a message in red indicating so and all the missing required fields will be highlighted.

Incident: 74 (Current Revision # 28, 8/16/2018 2:18:17 PM) ▲ Sections not saved. Please make sure that all required fields have been entered and try again.

Form: Accident Report

Accident

IR#: 74 Vehicle #: 501 - NABI 1999-2002 416

Employee Name: Employee Badge:

Time Notified*: Zone*: Code*:

Supervisor Information

Employee ID: Supervisor's Name:

Arrival Time*: Date Report Was Submitted*:

Data Pack Removal Requested*:

Accident Date/Time*:

Weekday*:

11. After all required fields have been filled in you can click on **Save** again and the form will be saved and its status will be updated to **Review**, after this point the street supervisor will be done with this report and now BTC can continue working on it. If you're not done with the report you can save it even if data in the required fields is missing but IR status needs to be **Open** in order to do so

Note: Is *mandatory* that once the report is completed, its status needs to be changed to **Review**
Note: Street supervisor can modify only IR's that are currently assigned to them, they cannot modify other's IR's. Lead street supervisors can modify other's accident report.

2. Attaching pictures to an Accident Report

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- Incident Management has the ability to attach pictures automatically to the IR's, the folders and the pictures need to follow a specific format so that they can be recognized by the system. The pictures need to be copied at the file share located at:

<\\ecsf1\DTPWSYS\CleverIncidents>

The folder and pictures name need to follow the format below:

Folder Name = IR#

Picture Names = IR#_General_PicName

Example: If you're working on IR# **154896**,

Create a folder at the location specified above and name it as 154896

 154896 8/17/2018 2:18 PM File folder

In this example all files inside this folder should be named as

154896_General_pic1

154896_General_pic2

 154896_General_pic1 (2)	8/2/2017 9:04 PM	JPEG image	183 KB
 154896_General_pic1	8/13/2018 8:03 PM	JPEG image	212 KB

- The system will look for new pictures every 2 mins (this time is configurable) and will attach them to its corresponding IR as long as the folder and file names meet the format specified above and the IR status is **Open**.

409.10 Accident Damage Survey (Online)

The Accident Damage Survey form will be used to document vehicle damage and will consist of vehicle diagrams on which the TOS can illustrate where damage has occurred as the result of an accident or incident. Drawings of the vehicles are shown from the left side, right side, front, and back, and there is space to record the bus number, route, run, accident location, time, date, and other descriptive details about the damage.

409.11 Accident Diagrams Form)

Accident diagram form (Form # PR-BS-051-014) consists of an outline map of the location and symbols showing the direction and movement of vehicles and pedestrians involved in accidents. If stationary objects are important in accidents, they are included in the diagram. Each diagram should include:

- Indication of North Arrow

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- Drawing of intersection.
- Traffic Control Signs.
- Identification of streets.

Plots of accidents to include:

- Direction of travel.
- Date of accident.

409.12 Additional Injuries (Online)

The Additional Injuries form provides space for information on up to two vehicles. Questions include the injured person's name and contact information, age, gender, ethnicity, type of injury, what action was taken, any physical defects, and, if a pedestrian, what the person was doing at the time of the accident. If there are additional injuries, applicable information should be entered into the system.

409.13 Accident Witness List(Online)

The Accident Witness List is to be added on the Bus Investigation Report when there are additional witnesses. Be sure to fill in all known information, and be especially vigilant about obtaining correct contact information, including telephone contact information.

409.14 Vehicle Information Tags and Registration Form

The Vehicle Information Tag form (Form # PR-BS-051-013) is to be completed by a TOS to give to the police officers to assist them in writing their reports.

409.15 Brake Hold Order

The Brake Hold Order form is to be completed immediately or as soon as possible after the occurrence of any accident where the brake system (including door interlock) may be a factor. A "Brake Hold Order" shall be issued for any accident that involves a DTPW vehicle striking the rear of another vehicle. The bus must be removed from the scene and sent back to the garage. Upon arrival, the bus will be designated "out of service"

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and must remain so until it has been properly tested and repaired. The investigating TOS shall coordinate with Bus Central Control (and the Lot TOS at the appropriate division) for a replacement bus. Copies of the Brake Hold Order must go to Maintenance, TOS and Transit Instructor Lead Worker. A signature from the maintenance supervisor should be on the form.

Before the out-of-service bus is released for service, the "Brake Hold Order" must be completed. The TOS indicates the request for a brake test, the Maintenance Supervisor issues the hold order, and a test driver will complete the Brake Test. Finally, a Transportation Representative will include observations, and a Maintenance Superintendent or Division TOS will provide findings.

409.16 FTA Post-Accident Report

A separate Federal Transit Administration (FTA) Post-Accident Report must be completed for each Operator tested (for alcohol and drugs) after the occurrence of an accident. The TOS should fill out the report as completely and accurately as possible. The report lists FTA criteria for the test, and the TOS should check all that apply (including fatalities, any time an injured person requires transport to a medical facility, damage, etc.). The reverse side of the report has additional information and definitions related to "Disabling Damage" to the bus involved and "Employee Discounted," which is when the Operator can be completely discounted as a contributing factor to the accident and therefore does not need to be taken for testing. If a TOS determines that a Drug and Alcohol test must be conducted after an accident of a Non-Revenue Vehicle, County must be checked on the FTA document.

It is important to note that alcohol testing should be conducted within two (2) hours from the time of the accident, but not more than eight (8) hours from the time of the accident. Drug tests must be conducted within thirty-two (32) hours from the time of the accident. Explanation is required if these time limits cannot be met.

TOS transports employee to testing site and returns employee to workplace.

Supervisor provides description of accident and provides proper details to conduct a post-accident test or not to conduct a post-accident test.

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Supervisor completes necessary documentation and ensures post-accident reports and Supervisor Accident Investigation Report have all required information and submits to Human Resources (HR) Medical Unit via fax or email.

409.17 FTA Testing – Two Hours Limit Exceeded

The FTA Testing – Two Hours Limit Exceeded form is to be completed by TOS when the Operator cannot be taken for testing within two (2) hours from the time the accident occurred. TOS must provide a thorough explanation and all information on the form should be filled out completely and accurately.

409.18 Citation Memo

The Citation Memo (Form # PR-BS-051-022) is to be used if, as a result of an accident, an Operator is issued a citation by police. After receiving the Operator Citation Memo, the lead supervisor will forward the "Citation Memo", and the citation to County Attorney's Office.

409.19 Supervisors Daily Report

The Supervisors Daily Report (Form # PR-BS-051-021 or 405.01-40 5/05) is to be used to track all radio calls received during the day. For each call, information is recorded including the code, time received, location, the time the TOS arrived on the scene, the bus number, route, run, a brief description of the reported trouble, the Operator identification, the amount of time lost in service, and the time the bus was put back in service (if applicable). Ample space is provided for the TOS to provide his or her remarks on any situations of the day.

The reverse side of the Supervisor Daily Report is for recording Operator contacts. Operator contacts that did not result in a write-up are listed separately from contacts that included write-ups. Again, space is provided for the TOS to include any remarks that might help clarify any of the recorded information.

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409.20 TOS's Daily Tasks Accomplished – Summary Memo

The Daily Tasks Accomplished – Summary Memo (Form # PR-BS-051-015) is to be used each week, by the Lead Workers to summarize information from the Daily Report's, it is submitted to the Chief, Bus Operations.

409.21 Accident Prevention Plan Form

This document (Form # PR-BS-051-019) is used for reminding and instructing operators of safe driving practices. It is also a preventative measure to reduce accident rates. TOS are to have operators sign in the signature section as a confirmation that they have received the instructions from the TOS.

409.22 Contracted Routes Form

This document (Form # PR-BS-051-020) is used for monitoring and documenting the time performance of contracted routes. After this document is completed, the TOS must forward this sheet to the General Superintendent, Section Chief, Section Superintendent, Lead TOS and Quality Assurance Staff.

409.23 Quality Service Team AVL / Playback Request Report:

Form is used to verify vehicle location from write ups to passenger complaints or any other investigation.

409.24 Speed Checks

This form is to be used to monitor safe driving practices and document operator's speed at various locations.

410 Emergency Procedures

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 Traffic Control using a PRTT (Priority Request to Talk)

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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.

After the police have been notified (if necessary), Bus Traffic Control will identify and locate the nearest Field TOS. The initial call to the TOS from Bus Traffic Control should be made over the Operations Main radio channel. Once contact has been made, the TOS should be instructed to switch the radio to an alternate radio channel. All subsequent communication should take place over the alternate radio channel, rather than over the Main Operations radio channel. The TOS will be instructed to change the radio back to the Main Operations channel after an "all clear" has been received from Bus Traffic Control.

As a result of any emergency situation, if the bus and/or Operator must be removed from service, Bus Traffic Control and the TOS must work closely with Division Dispatch and the Lot TOS to determine the status of spare buses and whether a replacement bus or cut-out is available. If no replacement bus is available, it is permissible to call the bus division closest in proximity to the problem bus in order to minimize customer delay.

If a replacement bus or cut-out bus is available, the TOS will confer with Bus Traffic Control to determine where the bus will go back into service based on the least inconvenience to the customers and on the schedule and current bus spacing, indicated by the AVL system. If no replacement or cut-out bus is available, the bus should be sent to the garage.

Similarly, if an Operator must be replaced, a replacement Operator will be requested from Division Dispatch, and the Field TOS on the scene will confer with Bus Traffic Control regarding where the bus will go back into service based on the schedule and current bus spacing (indicated by the AVL system) and based on the least inconvenience to the customers.

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The transfer of passengers to another bus can only be done by instruction from the TOS or a police officer.

410.1 Silent Alarm

All buses in DTPW's fleet are equipped with silent alarms. 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 are activated by the AVL systems to warn the Bus Traffic Controllers of the situation. Bus Traffic Control is instructed to respond to all silent alarms immediately.

If the vehicle is determined to be at a DTPW garage yard, see the procedure under the Lot Management Function in this Manual. If the vehicle is NOT located at a DTPW garage yard, Bus Traffic Control will follow a procedure to acknowledge the alarm and will contact Division Dispatch to confirm the TOS information on the vehicles route and run. Bus Traffic Control will contact the police immediately (if the vehicle is not moving or has deviated from its route), and will then identify and locate the closest available Field TOS.

If, according to AVL information, the vehicle under alert is moving and continuing on its route, the Bus Traffic Controller may decide to contact a Field TOS first before contacting the police.

The TOS will be advised of the location and direction of the vehicle under alert. Bus Traffic Control and the TOS will remain in communication regarding the vehicle's status (i.e., vehicle is continuing on the route, vehicle has stopped and is stationary, vehicle is traveling in an erratic pattern, etc.).

If an emergency situation is declared based on the Field TOS and/or emergency personnel observations, Bus Traffic Control is responsible for notifying all other appropriate DTPW personnel. Once the TOS and/or other emergency representatives have evaluated the situation and determined that it has been stabilized, Bus Traffic Control will clear the alarm.

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If the TOS at the scene of the emergency determines that the Operator and/or bus must be taken out of service, he or she will confer with Bus Traffic Control regarding the restoration of the service (securing a replacement bus and/or Operator).

In the event of silent alarm incidents that result in fatal accidents, injured person(s) who immediately receive medical attention away from the scene, and/or any vehicle involved is disable (towed away), the Operator **MUST** be relieved for a mandatory post-accident drug test. The TOS shall transport the Operator to be tested as soon as possible, as FTA test requirements have a time limit.

If not injured, the Operator involved may, at the Field TOS's discretion, be relieved and returned to the garage so that an immediate report of the emergency situation may be made.

410.2 Accidents With or Without Injuries

The Operator should contact Bus Traffic Control using the PRTT function immediately and should secure the bus in a safe manner. The Operator should check the level of injuries to customers and occupants of any other vehicle and set out emergency triangles as prescribed by law. Bus Traffic Control will contact police and rescue services, if needed, and will dispatch a TOS to the scene. Vehicle number, route and run number, and badge number will be confirmed in case communication is lost.

Even in cases where the Operator reports that no police and/or rescue units are needed, the TOS should investigate the situation in order to confirm the Operator's assessment.

The Operator and TOS should attempt to keep all customers on the bus and obtain the names of all customers and any other witness who may have seen the accident. All information necessary for a detailed report should be gathered. The accident information envelope contains courtesy packets for this purpose.

The TOS should ensure that the Bus Operator cooperates with police and does not leave until released. Bus Operators are not to make any statements describing the

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accident, how the accident occurred or provide an opinion of fault to anyone except police, DTPW TOS, or other DTPW personnel assigned to investigate the accident.

The bus must not be moved until instruction has been provided by a police officer or a TOS. When cleared to leave the scene, the Bus Operator should notify Bus Traffic Control for instructions.

If the TOS determines that the operator meets the FTA testing criteria, the Operator must be relieved by the TOS for a mandatory post-accident drug test. The TOS shall transport the Operator to be tested as soon as possible, as FTA test requirements have a time limit.

The Accident/Incident Report is an official DTPW document. The Bus Operator must complete it accurately no later than 24 hours after the accident. 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. The incident report may be turned into any division.

When an incident/accident involves a DTPW non-revenue vehicle, the standards of an accident investigation remains the same. If the TOS determines that a Drug and Alcohol test must be conducted after an accident of a Non-Revenue Vehicle, **County** must be checked on the FTA document. The TOS shall transport the employee to be tested as soon as possible.

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

This procedure applies to accidents whether there is no injuries, injuries, or fatality(s).

410.3 Bomb Threat and/or Explosion on Bus

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

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The Operator should keep all customers and the public clear of the bus—customers should be kept at least 300 feet away from the bus. The Operator, TOS, customer(s), or bystander(s) **MUST NOT TOUCH ANY EXPLOSIVE DEVICES OR SUSPICIOUS PACKAGES.**

The Bus Operator should use a public telephone or cellular telephone for all subsequent communications with Bus Traffic Control. In such a case, the bus radio should not be used. **DO NOT USE A CELLULAR TELEPHONE NEAR A SUSPICIOUS PACKAGE.** A cell phone should only be used at least 300 feet away from the scene.

Bus Traffic Control will contact the fire department, police, and rescue services, if needed. Vehicle number, route and 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.

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.

After an “all clear” signal from emergency personnel, the TOS will confer with Bus Traffic Control as to whether the bus and/or Operator will remain in service.

410.4 Civil Unrest

Field TOSs, as well as Bus Operators, shall report any incident of civil unrest to Bus Traffic Control immediately. 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.

Bus Operators who report civil unrest will be advised that a TOS will be dispatched to the scene, as well as police/rescue if needed. Even in cases where the Operator reports that no police and/or rescue units are needed, the Field TOS is directed to assess the situation in order to confirm the Operator’s assessment. Vehicle number, route and run number, and badge number will be confirmed in case communication is lost.

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The Field TOS shall communicate with any police on the scene to determine the perimeters of the unrest. This information should be transmitted to Bus Traffic Control as soon as possible so that arrangements can be made to pull service out of the affected area and re-establish service outside the perimeter, if possible. Unless otherwise instructed, Field TOSs should coordinate with Bus Traffic Control and police on the scene, as well as affected Bus Operators, to arrange for all bus service to be withdrawn from the area(s) experiencing civil unrest.

Field TOSs, if possible, should assist affected Bus Operators in their instruction to keep all customers on the bus and exit the area affected by civil unrest. Operators should be reminded to make periodic announcements on the bus advising customers of the stop(s) that will be bypassed 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.*

Field TOSs shall assist in maintaining the modified service until such time as the area of civil unrest is reported to be under control by police, an DTPW official, or a Transportation official; or that the problem has been cleared and normal or limited service may be resumed. Bus Traffic Control shall confer with the Field TOS to determine where the bus will go back into service based on the schedule and current bus spacing, indicated by the AVL system.

410.5 Fire or Smoke on Bus

At first indication of fire or smoke on the bus, Bus Operators are instructed to stop the bus immediately, out of traffic if possible, turn the engine off, and open doors to discharge customers. *Getting the customers off of the bus is the first priority.*

The Operator will notify Bus Traffic Control using the PRTT function; the Bus Traffic Controller will confirm the vehicle number, route and run number, and badge number in case communication is lost. The Bus Traffic Controller will also notify the Operator that a TOS will be dispatched to the scene, and will contact fire, rescue, and/or police immediately. Even if the Operator reports that no fire/rescue units are needed, the Field TOS is directed to assess the situation in order to confirm the Operator's assessment.

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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.

The Operator shall not restart the bus until it has been cleared by a TOS or Maintenance personnel. 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. Even if the bus is not taken out of service, it may be determined that the Operator must undergo a mandatory post-accident drug test. The TOS shall transport the Operator to be tested as soon as possible, as a DTPW test requirement.

410.6 Hold-Ups, Shootings, Homicides, Hostage Situations, Assaults and Severe Passenger Disturbances on the Bus

Bus Operators are instructed to not resist or try to overwhelm the attacker(s). If possible, the Operator should signal Bus Traffic Control using the silent alarm. The vehicle's location will be monitored by the Fleet-CAD AVL system. Otherwise, the Operator should call Bus Traffic Control as soon as possible using the PRTT function and provide a description of the attacker(s).

The Bus Traffic Controller will contact the police and rescue services (if needed) immediately. A TOS will also be dispatched to the scene. The vehicle number, route and 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 Traffic Control. The TOS dispatched to 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.

The Field TOS, if possible, should assist the Operator in reporting the incident accurately and writing down the facts as soon as possible. *Recording accurate detail is very important.* The following information should be noted:

- The number of people involved in the incident;
- An estimate of each perpetrator's age, height, and weight;
- Each perpetrator's gender (male or female);

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- The color of each perpetrator's skin, hair, and eyes;
- Any unusual marks such as tattoos or scars;
- Any unusual speech patterns;
- Each perpetrator's nationality, if known;
- The type of clothing (jeans, sweats, the color, etc.);
- Personality type or emotion (aggressive, calm, excited, etc.);
- Whether the perpetrator(s) had a weapon—if yes, identify what type;
- Whether the perpetrator(s) was left- or right-handed;
- If the perpetrator(s) spoke, write down the exact words, if known;
- Any unusual mannerisms (speech, limp, body movement, etc.); and
- Write down any other pertinent information that may help later.

410.7 Larceny on Bus

In such an event, the Bus Operator shall contact Bus Traffic Control using the PRTT function and be prepared to give the Bus Traffic Controller all pertinent information including a description of what occurred and whether the perpetrator is still on the scene. Vehicle number, route and run number, and badge number will be confirmed in case communication is lost.

The Bus Traffic Controller will contact the police and rescue services, if needed, and will dispatch a TOS to the scene. Even in cases where the Operator reports that no police and/or rescue units are needed, the Field TOS is directed to assess the situation in order to confirm the Bus Operator's assessment.

410.8 Sick or Injured Bus Customer

If a customer on the bus becomes seriously ill, the Operator must call Bus Traffic Control *immediately* via the PRTT function and request medical assistance. Bus Operators should follow the instructions given and render whatever assistance they are capable of. Caution should be taken to avoid coming in contact with blood or other bodily fluids.

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The Bus Traffic Controller will dispatch a TOS to the scene and contact police and rescue services, if needed. The vehicle number, route and run number, and badge number will be confirmed in case communication is lost. The TOS shall render whatever assistance is necessary.

If possibly 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 stop the bus at the nearest safe place (bus zone, bus bay, etc.), disembark all customers, and wait for instructions from Bus Traffic Control. The TOS should help to be sure that contact with blood or other body fluids is avoided or minimized.

The TOS should assist the Operators in giving 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, TOS, or any customer came in contact with the material; and
- Whether medical attention is needed.

410.9 Hurricanes and Other County Emergencies

Transit Operations Supervisor must read the annual Hurricane Procedure Bulletin and be knowledgeable of responsibilities, participation and duties, in the DTPW Evacuation Plan. This plan is also to be used for other major storms and weather emergencies, as well as civil unrest.

Be aware of all hurricane advisories issued by the National Weather Service during the hurricane season (June 1 through November 30). Transit Operation TOSs are essential employees and have an obligation to the community to be available for emergency service. TOS should make plans for their family well in advance of a hurricane warning being issued and should ensure that all personal data (phone numbers, etc.) is up-to-date so they can be contacted in an emergency.

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Prior to or after a hurricane, management may implement Alpha and Bravo shift (12 hours). TOS are to make their regularly scheduled report time, unless told otherwise. Disregard any information regarding county employees not reporting for work which may be broadcast on the radio or television. A roster will be maintained of all Operators and others volunteering to work during the emergency.

TOS Supervisors may be assigned to the Miami-Dade Emergency Operations Center (EOC) to support evacuation or other emergency efforts. TOS Supervisors assigned to the EOC will be required to attend specialized training provided by Miami Dade Fire Rescue's Office of Emergency Management (OEM). Please see DTPW Emergency plans (Continuity of Operations Plan - COOP, Hurricane Manual, Mass Migration Plan, Radiological Emergency Response Plan and Public Transportation Agency Safety Plan - PTASP Agency Safety Plan - PTASP) located on Transit Net under Safety/Policies and Procedures.

When the safety of customers, Operators, and equipment is threatened, Bus Traffic Control, in conjunction with TOSs, will begin canceling regular service in preparation for evacuation procedures. Operators are instructed to make full use of the expressway system wherever possible, detouring as necessary to avoid high water areas. Upon returning to the garage, Lot TOSs should ensure that Operators move to the fuel area to fill tanks to capacity prior to parking the bus.

410.10 Loss of Radio Communication System

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 Traffic Control via a public telephone or a cellular telephone.

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In the event of an emergency that requires Bus Traffic Control to contact Bus Operators while the radio communication system is inoperable, Bus Traffic Controllers will contact and dispatch lead workers and TOS 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 contact include, but are not limited to:

- Central Business District (Downtown Miami CBD)
- Lincoln Road and Washington Avenue
- Dadeland South and Dadeland North Metrorail Stations
- Aventura Mall
- Mall of the Americas
- 163rd Street Shopping Center
- 27th Avenue and 79th Street
- Omni Terminal
- Busway/Cutler Ridge Terminal
- 344 SP&R
- Golden Glades

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. Field TOSs will assist as necessary in communicating to Operators that normal communications procedures have been restored.

500 TERMINAL SUPERVISION FUNCTION

501 Description

- Provide information to the public similar to the Field Supervision function.
- Assist the public at major route junctions or in the operation of shuttle, and other high-density special service runs.
- Assist Bus Traffic Control during Metrorail and Metromover service disruptions at stations with crowd control and assist customers with general service information (see section on Bus Bridges, pages 121—124).
- Maintain route maps, schedules of departures and arrivals, and detours.
- Contact Bus Operators on assigned runs to give special instructions and render any assistance that may be required; check Operators' appearance and uniform compliance. One-on-one contact with Bus Operators is key.
- Ensure that *clear, specific instructions* are given to Operators regarding arrival and departure times.
- Verify proper operations of all on-board communication equipment.
- 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.
- Assist Bus Operators by boarding customers, as appropriate.
- Assist customers with Ticketing Vending Machine
- Monitor appearance and cleanliness at transit centers and report any problems.
- Monitor transfers, on-time performance, manage and maintain headways, etc.
- Some terminals have DTPW Contracted Security Staff. At those stations, TOS should interact with DTPW Contracted Security as needed.

The duties of Terminal Supervision are a subset of the duties of Field Supervision. These duties will be carried out by Field TOSs while stationed at transit terminals and bus transfer points. From these locations, they can perform a number of functions, in addition to those listed above, to improve DTPW's service to the public, including, but not limited to:

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- Helping control schedule adherence by ensuring that buses leave transfer centers on time. TOS MUST do what it takes (using standby buses, etc.) to maintain scheduled headways. Even if buses go off schedule, headways must be maintained.
- Advising customers of the real-time status of buses coming into the transfer point (assuming they have access to AVL information);
- Assisting disabled customers who find navigating the bus system challenging (this is particularly important as DTPW encourages more and more persons with disabilities to use regular Metrobus service rather than Specialized Transportation Services);
- Assisting tourists who need more help than most passengers in terms of directions and information; and
- Monitoring the activities of personnel who may be hired to clean the transfer centers and the interior of buses as they idle at transfer centers.

These types of activities can add value to DTPW's performance and can only be accomplished through effective supervision. The most effective TOSs know better than to simply sit in their P-Cars at the terminals; they get out of their cars and mingle with customers and Operators. A TOS in this role can help retain new riders who may otherwise become discouraged by a lack of information and decide against using the system again. They are in a good position to communicate with and assist Operators during layovers and also provide a sense of security to customers by deterring crime such as pickpockets who operate in crowds and often target tourists.

TOSs must be aware of the situation of every bus at their terminal. For example, if a particular bus has not shown up at the terminal when due, Bus Traffic Control should be called. This means that a call should be made if the bus is not at the terminal by the scheduled departure time. The TOS must be proactive and get clear information from Bus Traffic Control on what is going on; i.e., where the missing bus is, what the cause is for the delay, and what is being done to restore the service.

Terminal TOSs are "always there," even when they physically are not because Operators assume they might be there and perform accordingly. Their duties as visible

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representatives of DTPW service lead to enhanced customer service and further DTPW's mission to the public.

Terminal TOSs will have the same equipment as in the Field Supervision Function (see pages 131 – 132).

502 Terminals

Terminals (along with hours for supervision, which are subject to change) include:

- Aventura Mall (5:00 a.m. to 9:00 p.m.)
- 163rd Street Shopping Center (9:00 a.m. to 9:00 p.m.)
- Golden Glades (5:00 a.m. to 9:00 a.m.)
- Lincoln Road and Washington Avenue (AM & PM peaks)
- Downtown Miami Central Business District, CBD (6:00 a.m. to 9:00 p.m.)
- SPCC Building—Government Center (6:00 a.m. to 8:00 p.m.)
- Omni Terminal (peak hours)
- Florida International University, FIU (6:00 a.m. to 6:00 p.m.)
- Mall of the Americas (6:00 a.m. to 6:00 p.m.)
- Dadeland North Metrorail Station (5:00 a.m. to 8:00 p.m.)
- Dadeland South Metrorail Station (5:00 a.m. to 8:00 p.m.)
- MIC Station (11:30 a.m. to 7:30 p.m.)

It should be noted that there is some flexibility in the location of terminals, and they can vary, as can the hours of supervision. In the future, Douglas Road, Allapattah, and Okeechobee Metrorail Stations will be candidates for terminal supervision, given available manpower.

600 OTHER TOS FUNCTIONS

601 Description

There are four additional important functions that are provided by Transit Operations Supervisor. These include:

- Special Event Services Function
- Video Review Function
- Farebox Information Function
- Radio Check Function

602 Special Event Services Function

Transit Operations Supervisors must prepare for, coordinate, and supervise all Special Event Services. In general, the TOS manages the service transporting customers to and from the special event site according to a pre-determined time or schedule. They must remain on duty for the duration of the service, until approximately two hours after the end of the event or after all customers have returned (or according to a pre-set time).

Twenty-four (24) hours prior to being used for a VIP event, the TOS should make sure the bus(es) to be used are ready and in proper working condition. Everything must be checked, including the radio and destination sign. A second inspection should occur closer to the time of the event to be sure any problems have been corrected.

602.1 Special Bus Requests

Sometimes, a particular bus or buses may be requested for a special event. These requests are to be recorded as such. The TOS will follow-through with the request. It is appropriate to ask why a bus or bus type is being requested so that the purpose is known.

602.2 VIP Special Events

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A request may be made for a VIP Bus, or a Super VIP Bus (see standards below). The TOS must inspect the requested vehicle to be certain all standards are met. This inspection shall be accomplished within a time frame to allow failures to be addressed. An inspection should be done at least 24 hours before the scheduled event, and again at 10:00 p.m. the night before (along with maintenance personnel, if possible) so that there is plenty of time to address any problems and ensure those problems have been corrected. If there are any problems, the bus SHALL NOT be allowed to leave. Problems should be corrected, no matter the time of day. When a bus fails to meet inspection criteria, it is essential that immediate notification be made to the proper authorities, following the chain of command until someone is reached. Verbal contact must be made to a maintenance supervisor, superintendent, or chief, and to a TOS lead worker, bus operations superintendent, or chief. In addition, when the scheduled inspection of a VIP bus fails, Bus Traffic Control must also be notified immediately (BCC may notify the proper authorities). VIP Standards are listed below:

Bus Exterior

- The body of the bus must have no damage.
- The windows must have no scratches or writing on them.
- The tires must be detailed and rims must be clean with no brake dust.
- No grease must be present around the wheel lugs.
- The bumpers must be detailed completely, including behind the bicycle rack.
- All marker lights must be working and there must be no cracked lenses.
- All advertisements must be in good condition.
- Bicycle racks must not be bent or have screws and bolts missing.
- All destination signs must be working.
- Molding must be straight and not damaged.
- There must not be any missing wheel lugs.
- Frame of outside mirrors must be black and have no damage.

Bus Interior

- Dashboard must be wiped down thoroughly, with all trash removed.
- All handrails must be wiped clean and should be shining.
- Seats must not be soiled, torn, faded, loose, or wet.

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- Wheelchair straps must be rolled in, and no grease should be present on tie-down hooks.
- Wheelchair lift must be working.
- Bracket in floor must be free of all debris.
- Wall of bus must be free of graffiti.
- Inside advertisements must not be loose or torn.
- Floor must be extra clean with no debris or stains.
- Rubber around doors must be wiped clean.
- Fire extinguisher must be wiped down.
- Emergency triangle kit must be in its holding rack and secure.
- Microphone must be working.
- Yellow tape around front door must be detailed (look when door is closed).
- Under the driver's seat and around the meter must be clean, and the meter wiped down.
- All chrome should be shining and dust-free.
- All switches must be secure, not loose.

Operators for such services are selected by the Division Superintendent, and both the Operator(s) and the TOS will be dressed for the event in the long-sleeve shirt and tie uniform with shoes shined. The Bus Operator must be informed of the nature of the event and the clientele that will be transported. Bus Operator report time is designed to allow the Operator to carefully inspect the bus prior to departure from the garage. The TOS will also be responsible for the preparation of any maps related to the special event.

Bus Operator

- Operator must be well-groomed.
- No cell phone or ear-piece should be hanging or showing.
- Black dress shoes and socks must be worn.
- Shoes must be shined.
- Ironed, starched, long-sleeve shirt must be worn.
- Shirt-tails must be tucked into pants.
- Neck-tie must be worn (male and female).

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- Operator must display a positive attitude.

602.3 TOS Assigned to Special Services

- A TOS will be assigned in advance to assure buses will be able to navigate in the requested drop-off and pick-up areas.
- Check on bus(es) and Operator availability with a Window TOS prior to the event to confirm their instructions and make sure everything is ready (see items related to bus inspection above starting on page 214).
- Assist the Operators in leaving the garage on time.
- Notify Bus Traffic Control of bus numbers being used, Operators available, or any problems that may delay the bus(es) or prevent the bus(es) from getting to the site on time.
- Arrive at the location early and initiate a call to Bus Traffic Control to ensure that the bus(es) arrive at the event on time.
- At the event site, confirm the exact location of the customer drop-off/pick-up point. While maps are often previously prepared, the TOS must be sure that the Operators will follow these maps, and also that the maps are correct, and the bus(es) will fit in the designated area.
- Assist with boarding or discharging customers.
- VIP events may also include film/video/photo shoots. In such events, the Supervisor must evaluate the safety of the actions being requested by on scene filming staff and communicate safe actions to the Bus Operator.

602.4 Sporting Events

Operators sign up for sport event lists and are selected on a rotating basis starting by seniority. Sporting event special services are posted 72 hours prior to a game.

An Operator assigned to a special service sporting event will get his or her work from the Window and arrive at the designated park-and-ride area three (3) hours prior to the start of the game. The TOS will meet them at the park-and-ride lot. Operators must leave the game at the end of the third quarter to get ready to transport customers back to the park-and-ride area.

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602.5 Command Center Bus

When a special event may last for a long period of time, or all day, a Command Center Bus may be available. Such a bus is equipped with computers, restrooms, and water, etc. for use by Operators, TOS, and other DTPW employees or other local agency personnel (such as local police officers, etc.) associated with the special event.

603 Video Review Function

Videos are pulled and reviewed for all accidents/incidents, and some customer complaints. They can also be used to verify altercations between Operators and TOSs, but also can be used to help the Operator when there are unsubstantiated complaints; for example, to verify a complaint that an Operator was using his or her cell phone while driving. Video reviews from camera-equipped buses are becoming more in demand as their value in accident/incident investigation is increasingly recognized. This function is also used in conjunction with police investigations not necessarily related to DTPW. The case was successfully made that this is a TOS role separate from the communication technicians' duties.

According to a DTPW memo from January 2003, the recorded video on DTPW's camera-equipped buses should be considered as evidence in any investigation carried out by TOS personnel. A removal request should be made whenever a camera-equipped bus is involved in an accident or incident. A removal request can also be made for random checks of Operator compliance with ADA-mandated announcements. The following procedures have been developed for removing the CCTV Data Pack/DVR so that it can be viewed and the relevant evidence noted and protected.

603.1 Removal Request Report

First, Bus Traffic Control should be contacted to initiate the removal request. A Bus Traffic Controller will create an Incident Report (IR) and complete the removal request form. The Bus Traffic Controller will contact the communication technician to have the data pack/DVR removed and will forward the removal request form via e-mail to specific

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individuals at Communications and Operations. Communications is expected to process the video as instructed in the removal request.

TOS will arrange to pick up and/or view the video or CD as soon as possible. The information will be protected when necessary and the data pack/DVR will be returned to the bus as soon as possible. TOS will then number, log, and file the CD, keeping it at Central Division. When needed, the CD will be available for processing reports, and to be copied and distributed as needed to the Division Superintendent, Safety, Risk Management, the County Attorney, and appropriate police departments. The TOS(s) will finish completing the removal request form, noting all findings. Notification may be sent to the following:

- DTPW Director;
- DTPW Deputy Director;
- DTPW Assistant Director;
- Division Superintendents;
- Division Chief;
- General Superintendent;
- Training Lead Worker;
- Investigating TOS/Requester;
- Risk Management; and
- Police Department.

603.2 Video Review

In addition to video review for accidents, incidents, and complaints, the TOSs randomly pick one hour of time on one bus per week (requested in an e-mail to Field Engineering System Maintenance). The Operator is then checked on the video for ADA announcement compliance as well as for any other violations of procedures.

Once the CD is received, the TOSs must research all the given information related to the accident/incident and watch the video. The resulting written reports must be as error-free as possible, or the information will be deemed unusable. While there are

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some built-in checks and balances, the TOS should make follow-up calls when appropriate and make copies of the CDs.

The video CDs are numbered, and can be used for accident grading, risk management, etc. Files are kept as follows:

- The General Log includes information on all CDs viewed.
- All relevant forms are kept in electronic files.

The videos are kept on file in case anyone else needs to view it in the future. They are often used in hearings, as well.

603.3 MobileView II Software

To view video footage using the MobileView II software, pick a CD from the drawer and the attached Removal Request (oldest date). Gather all needed information to become familiar with the incident to be viewed (e.g., Incident Report (IR), map, schedule, ADA list, accident report list, etc.) Double check all information on the removal request and the CD with the researched information and correct any errors.

Use the following procedures to process the CD:

Incident Report (IR) Records

- Open "Internet Explorer" on "Desktop."
- Look in "Favorites."
- Click on "CAD-AVL" – Main Menu.
- Highlight "Bus Incident Reporting" – then "By Vehicle."
- Enter bus number and click "submit."
- Go to IR number: click, read, then print.

Viewing CD

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- Place CD in CD player and close tray.
- Starting from "Desktop" – Open "Mobile View II."
- Click on the "Folder" (says "open local").
- Click on "Browse."
- Click on database down arrow (says "look in").
- Click on CD Icon (has numbers next to it).
- Highlight contents of the CD (listed in box).
- Click "Open."
- CD will download: view the footage and note all findings on the copy of the Removal Request for referencing later.

After Viewing CD

- Close "Mobile View II" and remove CD from tray.
- From "Desktop" open "Private Share Folder" and open "General Log."
- Number the CD using the next number available (note the # on the CD – removal request and log) and then fill in the rest of the log.
- Close the log and be sure to save the work.
- Place CD in the "CD Binder" in the cabinet.
- In the "Private Share Folder" open "Removal Request Folder" – find a copy of the Removal Request (hint: view-list) by bus number, then open it.
- Fill in the "FINDINGS" section – (hint: use TEXT box) – enter the date, CD number and the TOS's name under "viewed by."
- Fill in the CD made section (hint: paint can).
- Fill in the names of the people a copy is to be sent to.
- Print a copy, then close – be sure to save the work.

Write Up

- From "Desktop" open "Private Share File," then open "Forms Files Folder," and then open "Write Up Form," and fill in all the needed information at the top.
- In "Violation," fill in the description of the violations found.
- In "Remarks," put in the reason the video was pulled.
- Print a copy – "SAVE AS" (hint: click "File" – click "Save As" – click "Desktop" – click "Private Share" – click "Open" – click "Write Ups" – click "Open").

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- In "File Name" next to the words "Write Up" add the Operator's last name, badge number, and date of incident – click SAVE.

E-Mail

- From "Desktop" open "Microsoft Outlook."
- Click on "New."
- Click on "To."
- Fill in the names of people the information is being sent to (i.e., "To: Operator's Superintendent – cc: all others).
- Click "OK."
- In "Subject," enter the following: Video Request – Bus (#) – Operator's name and badge number (i.e., Video Request – Bus 2110 – Blount # 3199).
- Click on "Insert" and attach the completed Removal Request and the Write Up to the body of the e-mail text. (hint: click "Insert" – click "Desktop" – click "Private Share" – click "Removal Request" or "Write Up" – highlight needed removal request or write up – click "Insert").
- Send Removal Requests and Write Ups together in the same e-mail. Print a copy.

Saving a Removal Request sent by BTC

- Open the e-mail.
- Open the attachment – print a copy – click "File" – click "Save As" – click "Desktop" – click "Private Share" – click "Open" – click "2003 removal request" – click "Open" – in "File Name" enter: Bus number, date, Operator name and badge number, then click "Save."

Technical Problems with the Video

- Send e-mail to: M. White (Maintenance Systems Manager), R. McKenna (Electronic Technician TOS), M. Pabon (Electronic Technician TOS). – CC: Hermida (Chief, Bus Operation), Perez (General Superintendent), Ortega (TOS) Blount (SUPV), Orange (TOS), and Torres (TOS). List the problem – copy e-mail – attach to other paperwork.

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Put a copy of all the forms used in processing the CD together and place in desk drawer (include notes and research material). Hard copies of all paperwork is kept for three (3) months. Electronic copies will remain available after three (3) months.

Bus Video File Requests

- Go to the CD binder and get the CD needed – insert CD in player.
- On “Desktop” – double-click on “My Computer” and click on “E” drive.
- Highlight and right click the “File” – highlight “Send to” list and click “Bus Video Files.”
- Video will load in File – when finished, close all windows.
- Open “Bus Video Files” – click on Video Icon and drag to the Division Folder needed.
- Return the CD to the binder.

Accident Grading

- Starting from the “Desktop,” go to “Private Share Folder.”
- Open file titled “General Log Folder.”
- Compare the information from the “Log” and the “Grading List,” get the bus number, date, and CD number needed. List the “report #” off the “Grading List” into the grading column of the “Log.”
- When the list of available video is completed, close the “General Log.”
- Open “Private Share Folder,” then open “Removal Request” folder – find the needed bus number (proper date) and print that Removal Request.
- Use the “Bus Video File Requests” procedure (see above) to load the CDs.
- Drag to “Grading Committee” folder.

NOTE: If there is not enough room to load all the CDs needed; make space by deleting any video in the folders that are no longer needed.

604 Forms for Other Important Functions

604.1 Special Event (LOG) Forms

This document (Form # PR-BS-051-024) is used for monitoring and documenting the time performance of Special Events (e.g. Baseball, Football, Festivals, etc.). After this document is completed, the TOS must forward this sheet to the General Superintendent, Section Chief, Section Superintendent, Lead TOS and Quality Assurance Staff.

604.2 Removal Report – Data Pack/DVR

The recorded video on camera-equipped DTPW bus are considered as evidence in any investigation carried out by TOS personnel. A removal request is made whenever a camera-equipped bus is involved in an accident or incident. Requests are also made to determine ADA compliance with announcements, etc. The request is made by Bus Traffic Control. Information needed on the removal report includes the Incident Report (IR) number, the Bus Traffic Controller's name, the bus number, route, run, Operator name and badge number, the date/time of the incident, the date/time the request was made, and the reason for the request.

Metrobus Operations is copied on the removal report memo and will arrange to view the CD video as soon as possible. TOS will number, log, file, and store the CD at Central Division. They will finish completing the removal request form, noting all findings.

An additional form included in this Manual is the Request for Recorded Tape, which is included for information purposes and is not filled out by the TOS.

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604.3 Emergency Evacuation Log Form

This document (Form # PR-BS-051-023) is used for monitoring and documenting the time performance of routes that are used during Emergency Evacuation. After this document is completed, the TOS must forward this sheet to the General Superintendent, Section Chief, Section Superintendent, Lead TOS and Quality Assurance Staff.

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APPENDICES

Appendix A: Radio Signal Codes

Appendix B: TOS Forms

Appendix C: Chapter 14-90 Florida Administrative Code (FAC)

Appendix C: Definitions

**APPENDIX A:
RADIO SIGNAL CODES**

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FORM Communication Signal Codes



EVENT CODES	
01 CALL YOUR OFFICE	20 BURGLARY
02 CALL _____	27 LARCENY
03 TO RADIO REPAIR SHOP	28 VANDALISM
04 TO MOTOR POOL	29 HOLD UP
05 TO YOUR STATION	30 SHOOTING
06 NO RELIEF	31 HOMICIDE
07 CANCEL	32 ASSAULT
08 RECALL	33 SEX OFFENSE
09 IN SERVICE	34 DISTURBANCE
10 OUT OF SERVICE	35 DRUNK
11 OUT OF SERVICE PERM.	36 MISSING PERSON
12 BREAK	37 SUSPICIOUS CAR
13 BREAK-DOWN	38 SUSPICIOUS PERSON
14 INVESTIGATION	39 PRISONER
15 MEET SOMEONE	40 SUBJ. POSS. WANTED
16 D.U.I.	41 SICK OR INJURED
17 ACCIDENT	42 AMBULANCE
18 HIT & RUN	43 DOCTOR
19 STOPPING CAR	44 ATTEMPTED SUICIDE
20 HOT ROD	45 D.O.A.
21 STOLEN TAG	46 BLOOD RUN
22 STOLEN VEHICLE	47 BOMB OR EXPLOSIVE
23 CLEARANCE CHECK	48 EXPLOSION
24 COMPLETE CHECK	49 FIRE
25 BURGLAR ALARM	



EVENT CODES	
QRL DO YOU RECEIVE ME OK	QRN REPEAT
QTR THE TIME	QRX STAND BY
QRU NOTHING FOR U HERE	QSY CHANGE CHANNELS
QRM REPEAT YOUR MESSAGE	QRR CALL FOR ASSISTANCE
QTH GIVE YOUR LOCATION	ETA ESTIMATED TIME OF ARRIVAL
QNK PROCEED WITH TRANSIT	ASAP AS SOON AS POSSIBLE
A ALFA	N NOVEMBER
B BRAVO	O OSCAR
C CHARLIE	P PAPA
D DELTA	Q QUEBEC
E ECHO	R ROMEO
F FOXTROT	S SIERRA
G GOLF	T TANGO
H HOTEL	U UNIFORM
I INDIA	V VICTOR
J JULIETT	W WHISKEY
K KILO	X XRAY
L LIMA	Y YANKEE
M MIKE	Z ZULU

ALL EMERGENCY CALLS SHALL BE PREFIXED WITH THE NUMBER "3"



EVENT CODES	
01 CALL YOUR OFFICE	20 BURGLARY
02 CALL _____	27 LARCENY
03 TO RADIO REPAIR SHOP	28 VANDALISM
04 TO MOTOR POOL	29 HOLD UP
05 TO YOUR STATION	30 SHOOTING
06 NO RELIEF	31 HOMICIDE
07 CANCEL	32 ASSAULT
08 RECALL	33 SEX OFFENSE
09 IN SERVICE	34 DISTURBANCE
10 OUT OF SERVICE	35 DRUNK
11 OUT OF SERVICE PERM.	36 MISSING PERSON
12 BREAK	37 SUSPICIOUS CAR
13 BREAK-DOWN	38 SUSPICIOUS PERSON
14 INVESTIGATION	39 PRISONER
15 MEET SOMEONE	40 SUBJ. POSS. WANTED
16 D.U.I.	41 SICK OR INJURED
17 ACCIDENT	42 AMBULANCE
18 HIT & RUN	43 DOCTOR
19 STOPPING CAR	44 ATTEMPTED SUICIDE
20 HOT ROD	45 D.O.A.
21 STOLEN TAG	46 BLOOD RUN
22 STOLEN VEHICLE	47 BOMB OR EXPLOSIVE
23 CLEARANCE CHECK	48 EXPLOSION
24 COMPLETE CHECK	49 FIRE
25 BURGLAR ALARM	



EVENT CODES	
A ALFA	N NOVEMBER
B BRAVO	O OSCAR
C CHARLIE	P PAPA
D DELTA	Q QUEBEC
E ECHO	R ROMEO
F FOXTROT	S SIERRA
G GOLF	T TANGO
H HOTEL	U UNIFORM
I INDIA	V VICTOR
J JULIETT	W WHISKEY
K KILO	X XRAY
L LIMA	Y YANKEE
M MIKE	Z ZULU

ALL EMERGENCY CALLS SHALL BE PREFIXED WITH THE NUMBER "3"

**APPENDIX B:
TOS FORMS**

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List of TOS Forms

- Hold Down Bid
- Bus Operator Leave and Attendance Report
- Request to Bank Holiday
- Accident Diagram
- Lost and Found Daily Log
- Lost and Found Claim Form
- Transit Lost and Found Article Ticket (Large Articles)
- Extra Work Penalty List
- Extra List Worksheet
- Extra List Sign Up Form
- Requesting Shift Change Form
- Roadcall Operator Form
- TOS Speed Check Form
- Contracted Routes Form
- Lot Change and Road Call Window Log
- Daily Division Pull-Out Checks
- Refusal To Submit To FTA Drug and Alcohol Testing
- FTA Reasonable Suspicion Observation
- Supervisor Accident Prevention Plan Contact
- Metrobus Operator's Defective Coach Report
- Pre-Trip Card Audit Form
- Metrobus Operator's Pre-Trip Inspection
- P-Car Mileage Form
- Transit TOS's Daily Equipment Check List
- Detour Information
- TOS's Daily Service Check
- Signage Field Report
- Operator Write-Up
- FTA/DTPW Drug and Alcohol
- Accident Damage Survey (1-7)
- Vehicle Information Tags
- Hold Order
- FTA Post-Accident Report 1
- FTA Post-Accident Report 2
- Citation Form
- Supervisor's Daily Report
- Special Events Instruction Sheet
- TOS Emergency Evacuation Log Form
- TOS AVL/PLAYBACK Request Form
- Transit DVR Removal Request Form
- TOS Special Event Log

DTPW Transit Operations Supervisor Training Manual

FORM
Hold Down Bid

HOLD DOWN BID SLIP

TRANSIT HOLD DOWN BID SLIP

SHEET # _____ DISPATCHER INITIALS _____ DISPATCHER STAMP _____

OPERATOR'S NAME _____ BADGE# _____ EFFECTIVE _____

CHOICE #	LINE #	CHOICE #	LINE #	CHOICE #	LINE #
1		11		21	
2		12		22	
3		13		23	
4		14		24	
5		15		25	
6		16		26	
7		17		27	
8		18		28	
9		19		29	
10		20		30	

----- ✂ -----
TEAR OFF FOR OPERATORS RECEIPT

SHEET # _____ OPERATORS NAME _____ BADGE _____

DISPATCHER'S SIGNATURE _____ TIME STAMP _____

CHOICE #	LINE #	CHOICE #	LINE #	CHOICE #	LINE #
1		11		21	
2		12		22	
3		13		23	
4		14		24	
5		15		25	
6		16		26	
7		17		27	
8		18		28	
9		19		29	
10		20		30	

Slip

USE AS MANY SHEETS AS NECESSARY - BE SURE TO NUMBER THEM: 1, 2, 3, ETC

DTPW Transit Operations Supervisor Training Manual

FORM Bus Operator Leave and Attendance Report



MIAMI-DADE TRANSIT
BUS/RAIL OPERATOR LEAVE AND ATTENDANCE REPORT

DATE: _____

DEPT - DIV - LOC: _____

NAME _____ SOCIAL SECURITY NO. _____

BADGE NO. _____ ROUTE _____ RUN _____ BUS/TRAIN NO. _____

1. BREAKDOWN ACCIDENT _____

ACTUAL TIME OFF _____ OPERATOR _____

SCHEDULED TIME OFF _____ DISPATCHER _____

DIFFERENCE _____

REASON _____ Stamp Time Above

2. UNSCHEDULED RELIEF

POINT OF RELIEF _____ TIME _____ AM PM

ACTUAL TIME _____ AM PM

RELIEVED OPERATOR

RELIEVING OPERATOR and BADGE #

3. LEAVE USAGE NON-OPERATING TIME RECAP CORRECTION

DATE/TIME FROM _____ DATE/TIME THROUGH _____

- * # _____ HOUR(S) FOR _____
- * # _____ DAY(S) FOR _____
- * BANK _____ DAY(S) FOR _____
- * # _____ DAYS VACATION PAY ADVANCE

COMMENTS: _____

APPROVED

OPERATOR

4. LIGHT DUTY SPEC DUTY TRAINING _____

	SUN	MON	TUE	WED	THU	FRI	SAT
R T O T							

	SUN	MON	TUE	WED	THU	FRI	SAT
R T O T							

DTPW Transit Operations Supervisor Training Manual

FORM

Request to Bank Holiday

Date: _____

Memorandum



To: Shaari Jaghai
Clerk 4, DTPW Bus Operations
Rosa Parks Bldg 2nd Floor

Subject: Holiday Pay
FY 2017 - 2018

I, _____, _____ hereby request holiday pay for:

Print Name

Badge #

Holiday Name

Date of Holiday

Employee Signature

Employee ID #

Note: In order to receive holiday pay, you must complete and submit this form by the Due Dates listed below.

<u>Date</u>	<u>Holiday</u>	<u>Form Due By</u>
Monday, October 9 th , 2017	Columbus Day	Wednesday, October 11 th , 2017
Friday, November 10 th , 2017	Veterans Day	Monday, November 13 th , 2017
Thursday November 23 rd , 2017	Thanksgiving Day	Monday, November 27 th , 2017
Friday, November 24 th , 2017	Day After Thanksgiving	Monday, November 27 th , 2017
Monday, December 25 th , 2017	Christmas Day	Wednesday, December 20 th , 2017
Monday, January 1 st , 2018	New Year's Day	Wednesday, January 3 rd , 2018
Monday, January 15 th , 2018	Martin Luther King Jr Day	Wednesday, January 17 th , 2018
Monday, February 19 th , 2018	President's Day	Tuesday, February 20 th , 2018
Monday, May 28 th , 2018	Memorial Day	Tuesday, May 28 th , 2018
Wednesday, July 4 th , 2018	Independence Day	Friday, July 6 th , 2018
Monday, September 3 rd , 2018	Labor Day	Tuesday, September 4 th , 2018

SV7 (3)SEP17

FY 2017 - 2018

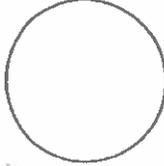
DTPW Transit Operations Supervisor Training Manual

FORM Accident Diagram

DIAGRAM WHAT HAPPENED—Number of Photos Taken: _____ By: _____

REPORT # _____ IR # _____

LABEL SHEETS AND VEHICLES



INDICATE
NORTH BY
CIRCLE BY
ARROW

DRAW A DIAGRAM OF ACCIDENT WITH
ALL VEHICLES INVOLVED

Supervisor's Signature

Statement Date ____/____/____

405 01 142 11/02

PAGE 3 OF 4

DTPW Transit Operations Supervisor Training Manual

FORM Lost and Found Daily Log

MIAMI-DADE TRANSIT LOST AND FOUND ITEMS DAILY LOG				CENTRAL BUS DIVISION				DATE OF USE: 11/05/19	
SEALABLE BAG NUMBER	ARTICLES FOUND		FINDER'S NAME/ BADGE NUMBER	DESCRIPTION OF ARTICLES (List Name of Owner if Applicable)	RECEIVED BY TIME (Dispatcher's Office)	RELEASSED TO (Owner / Agent)	NUMBER OF LARGE ITEMS FROM BACK OF PAGE		
	DATE/TIME	VEHICLE							
0106992									
0106814									
0106991									
0107147									
0107142									
L A R C O E I T E M S									
CLAIM CHECK NO.									
CLAIM CHECK NO.									
CLAIM CHECK NO.									
SEAL NUMBER									

FORMS AND BAGS DELIVERED		FORMS, BAGS, AND FOUND ITEMS RECEIVED	
PREPARED BY: (Print & Sign)	<i>V. D. ...</i>	RELEASSED BY: (Print & Sign)	SUB DISPATCHER'S OFFICE
DATE/TIME	11/04/19 10:40 AM	DATE/TIME	
TRANSFERRED TO: (Print & Sign)	<i>...</i>	RELEASSED TO: (Print & Sign)	TREASURY SERVICES AGENT
DATE/TIME	11/4/19 10:00	DATE/TIME	
TRANSFERRED TO: (Print & Sign)	<i>...</i>	TRANSFERRED TO: (Print & Sign)	TREASURY SERVICES PROCESSING SUPERVISOR
DATE/TIME	11-4-19	DATE/TIME	
RECEIVED BY: (Print & Sign)	<i>...</i>	TRANSFERRED TO: (Print & Sign)	LOST & FOUND OFFICE, BACC
DATE/TIME	11/4/19 3:30 PM	DATE/TIME	
			SAID TO CONTAIN ABOVE ITEMS

**ORIGINAL
FORM(S) MUST
BE TURNED IN
WITH BAGS AND
FOUND ITEM(S)**

FORM CSS
5/26/2006

DTPW Transit Operations Supervisor Training Manual

MIAMI-DADE TRANSIT LOST AND FOUND ITEMS DAILY LOG

CENTRAL BUS DIVISION

SEALABLE BAG NUMBER	ARTICLES FOUND			PROJECT NAME/ BADGE NUMBER	DESCRIPTION OF ARTICLES (List Name of Owner if Applicable)	RECEIVED BY TIME (Dispatcher's Office)	RELEASED TO (Owner / Agent)
	DATERUM	POSTRUM	SPECIAL				
1							
2							
3							
4							
5							
6							
7							
8							
9							
CLAIM CHECK NO.							
CLAIM CHECK NO.							
CLAIM CHECK NO.							

DISPATCHER'S OFFICE SHIFT CHANGE TRANSFER LOG

1st TRANSFERRED TO: _____ BUS DISPATCHER'S OFFICE 1st Shift (Print & Sign) _____ DATE / TIME _____

2nd TRANSFERRED TO: _____ BUS DISPATCHER'S OFFICE 2nd Shift (Print & Sign) _____ DATE / TIME _____

3rd TRANSFERRED TO: _____ BUS DISPATCHER'S OFFICE 3rd Shift (Print & Sign) _____ DATE / TIME _____

4th TRANSFERRED TO: _____ BUS DISPATCHER'S OFFICE 1st Shift (Print & Sign) _____ DATE / TIME _____

5th TRANSFERRED TO: _____ BUS DISPATCHER'S OFFICE 2nd Shift (Print & Sign) _____ DATE / TIME _____

6th TRANSFERRED TO: _____ BUS DISPATCHER'S OFFICE 3rd Shift (Print & Sign) _____ DATE / TIME _____

FORM CSJ
5/28/2006

DTPW Transit Operations Supervisor Training Manual

FORM Lost and Found Claim Form



Department of Transportation and Public Works
Lost and Found
701 NW 1st Court 1st Floor Suite 131
Miami, Florida 33136
Tel: 786-469-5564 Fax: 786-469-5567

DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS PROPERTY CLAIM FORM

DATE: _____

NAME: _____

CUSTOMER ID TYPE: _____ NUMBER: _____

PHONE NUMBER/EMAIL: _____

DESCRIBE PROPERTY CLAIMING: _____

CUSTOMER'S SIGNATURE: _____

_____ OFFICIAL USE ONLY _____

LOST AND FOUND ITEM SERIAL NUMBER: _____

DTPW REPRESENTATIVE SIGNATURE: _____

FORM E2LF 003
08/16/2018

DTPW Transit Operations Supervisor Training Manual

FORM

Transit Lost and Found Article Ticket (Large Articles)

MIAMI-DADE TRANSIT
LOST AND FOUND ARTICLE CHECK
017937

Garage: _____ Date: _____
Bus # _____ Route # _____
Operator/Finder: _____
Description of Article: _____
408 01-232 408 Attach to Lost Article

MIAMI-DADE TRANSIT
LOST AND FOUND ARTICLE CHECK
017937

Garage: _____ Date: _____
Date Claimed: _____
Name: _____
Address: _____
Description of Article: _____
408 01-232 408 Lost & Found Office

MIAMI-DADE TRANSIT
LOST AND FOUND ARTICLE CHECK
017937

Garage: _____ Date: _____
Dispatcher: _____
Operator/Finder: _____
Description of Article: _____
408 01-232 408 Operator/Finder Check

DTPW Transit Operations Supervisor Training Manual

FORM Extra List Worksheet



EXTRA LIST WORKSHEETS

DIVISION: _____

DATE: _____

DAY: _____

TIME PERIOD:
(CIRCLE ONE)

3A-8A

8A-12N

12N-5PM

Unassigned on Report Board

Unassigned on Time Slot

MANPOWER

Open Work

Start Run, Jury Duty...

SCHEDULED MANPOWER DEMAND

DESIGNED BUFFER USED

Operators Scheduled to pick (RPK)

Extra List Needed

Extra List as Posted

Number Over (+) or Short (-)

Dispatchers: _____

Comments: _____

DTPW Transit Operations Supervisor Training Manual

FORM Extra List Sign Up Form

CENTRAL DIVISION EXTRA LIST SIGN UP

OPERATOR	BADGE #	AFTERNOON PM REPORT TIME REQUESTED	OPERATOR	BADGE #	DAY OFF	REG. DAY	PM EXT. BD.
1.			1.				
2.			2.				
3.			3.				
4.			4.				
5.			5.				
6.			6.				
7.			7.				
8.			8.				
9.			9.				
10.			10.				
11.			11.				
12.			12.				
13.			13.				
14.			14.				
15.			15.				
16.			16.				
17.			17.				
18.			18.				
19.			19.				
20.			20.				
21.			21.				
22.			22.				
23.			23.				
24.			24.				
25.			25.				
26.			26.				
27.			27.				
28.			28.				
29.			29.				
30.			30.				

DATE NOV 06 2019

DATE NOV 07 2019
EFFECTIVE DATE: JUN 30, 2019

DTPW Transit Operations Supervisor Training Manual

FORM Requesting Shift Change Form



REQUEST FOR SHIFT SWITCH

The undersigned supervisors, have agreed to switch their picked shifts on the days and times stated. It's the responsibility of the undersigned, to make sure that their picked shift is covered.

SUPERVISOR REQUESTING THE SHIFT SWITCH

NAME AND BADGE	DAY AND DATE (ej. TUE 26SEP06)
SHIFT SCHEDULED TO WORK THAT DAY	HOURS (ej: 12:00P-8:00P)
SHIFT I WILL WORK THAT DAY	HOURS (ej: 12:00P-8:00P)
SCHEDULED DAYS OFF	SIGNATURE

SUPERVISOR WHO AGREED TO CHANGE

NAME AND BADGE	DAY AND DATE (ej. TUE 26SEP06)
SHIFT SCHEDULED TO WORK THAT DAY	HOURS (ej: 12:00P-8:00P)
SHIFT I WILL WORK THAT DAY	HOURS (ej: 12:00P-8:00P)
SCHEDULED DAYS OFF	SIGNATURE

Make sure you enter the day/date that you are going to work in exchange. If switching days off, enter day off in the shift scheduled to work box and fill all the boxes properly.
This form must be presented to your area lead worker at least 48 hours in advance.

DTPW Transit Operations Supervisor Training Manual

FORM Refusal To Submit To FTA Drug and Alcohol Testing



REFUSAL TO SUBMIT TO FTA REQUIRED DRUG AND ALCOHOL TESTING

Supervisor's Name: _____ Unit #: _____

Test Category _____ IR #: _____

Employee Name: _____ ID #: _____

Location _____

Bus: _____ Route: _____ Run # _____ Division: _____

Date: _____ Day: _____ Time: _____

_____, you are hereby instructed to provide a urine
(Employee Name and ID Number)

specimen and / or breath sample as specified, to be used in the testing for the presence of prohibited drugs and / or alcohol in order to comply with Federal Transit Administration (49 CFR 40, 653, and 654) testing regulations.

Any employee who refuses to submit to a required test or whose conduct prevents the completion of a required test will be treated as if a test result had been confirmed positive. The employee shall be relieved of duty immediately, and should be subject to disciplinary action up to and including dismissal from employment.

(Employee signature)

(Supervisor signature)

Remarks: _____

FAX COMPLETED FORM TO HUMAN RESOURCES (305) 637-3799 OR (305) 637-3731

DTPW Transit Operations Supervisor Training Manual

FORM FTA Reasonable Suspicion Observation



FTA -REASONABLE SUSPICION - OBSERVATION FORM

Employee's Name	Social Security #	Dept. Name	Date Observed	Time Observed To: From:
-----------------	-------------------	------------	---------------	-----------------------------------

Document the employee's behavior for reasonable suspicion for use of alcohol or controlled substances by checking the appropriate items. Any employee for whom there is a reasonable suspicion for use of alcohol or controlled substance shall be taken immediately for a reasonable suspicion drug/alcohol screen in accordance with FTA procedures.

Appearance:

- Inappropriate Dress
 Runny/Irritated Nose
 Facial Expression - Eyes very bloodshot
 Blank Staring
 Difficulty Focusing
 Dilated/ Constricted Pupils

Other: _____

Body Coordination:

- Impaired Coordination
 Stumbling
 Tremors/Hand Shakes

Other: _____

General Attitude:

- Uncooperative
 Fearful
 Agitated
 Withdrawn
 Hostile
 Suspicious
 Highly excited

Other: _____

Mood:

- Depressed
 Elated
 Angry
 Confused
 Panicky
 Anxious/Nervous
 Irritable

Other: _____

Speech:

- Incoherent
 Stuttering
 Slow
 Fast
 Uncontrolled Talking
 Repetitive
 Thick / Slurred Speech

Other: _____

General Behavior:

- Drowsy
 Short Attention Span
 Threatening or Violent
 Slowed or Jerky Reactions or Movements
 Odor of Alcohol on Breath
 Inappropriate Laughter

Other: _____

Comments: _____

Supervisor observing the problem (s) above:

Signature _____ Title _____ Date _____

Effective #114/08

DTPW Transit Operations Supervisor Training Manual

FORM Supervisor Accident Prevention Plan Contact

SUPERVISOR NAME: _____ ZONE: _____
 DATE: _____ DAY: _____ TIME ON: _____ TIME OFF: _____



SUPERVISOR ACCIDENT PREVENTION PLAN CONTACT FORM

TIME	BUS #	RT	RUN	OPERATOR	BDG #	LOCATION	OP SIGNATURE / BADGE
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

ALL TOS MUST SUBMIT THIS FORM DAILY WITH 10 CONTACTS. TOS WILL REVIEW PREVENTION SAFETY TIPS WITH OPERATORS WHILE ADVISING THEM OF THE IMPORTANCE OF SAFE DRIVING PRACTICES.

HELPFUL SAFETY TIPS:

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Drive Cautiously / Defensively. 2. Check your "MIRRORS" every 3 to 5 seconds 3. "LOOK OUT" for trees, poles & fixed objects. 4. Double check your mirrors while turning to avoid collisions 5. Maintain a SAFE following & stopping distance 6. Square your turns at 3-5 mph. 7. When in doubt "STOP" 8. Avoid distractions while driving | <ol style="list-style-type: none"> 9. "Remember" to keep your service brakes applied while stopped 10. Inattention and distraction leads to incidents and accidents. 11. Recognize hazards and act in time. 12. Weather conditions such as rain, fog or dust affects your ability to see, always be alert. 13. Never get complacent. 14. Take pride in making each trip safe without an accident. |
|---|---|

Driving safe isn't part-time; it's ALL THE TIME!

FORM

DTPW Transit Operations Supervisor Training Manual

Metrobus Operator's Defective Coach Report



1557473

METROBUS OPERATOR'S DEFECTIVE COACH REPORT

IF ROAD CALL CHECK HERE BUS NO.
 ROUTE RUN DATE

ENGINE					
NO START	OIL LEAKS	WATER LEAKS	SMOKE	NO POWER	BATTERY NO CHARGE
GEN LIGHT	LOW WATER	CHECK ENGINE LIGHT	HOT ENGINE	OIL PRESSURE	

TRANSMISSION					
TRANS SLIPS	NO SHIFT	OIL LEAKS	SHIFT ROUGH	JERKS	

INTERIOR LIGHTS			PEST CONTROL		
DOVE	DOOR	DASH	PASS STOP REQ	ROACHES	MICE

EXTERIOR LIGHTS					
MARKER LIGHTS	TURN SIGNAL	HEAD	TAIL	STOP	HAZARD LIGHTS

SAFETY					
HORN	W/S WIPERS	PASS SIGNAL	FIRE EXT.	TRI KIT	MIRRORS

BRAKES			ODORS		
SLACK	PULL L/R	NOISY	GRAB	FUMES	CHEMICAL

STEERING			WHEEL CHAIR-ADA		
HARD	LOOSE	PULLS	NO POWER	TIE DOWN	STICK

TIRES			SUSPENSION		
LOW	FLAT	WORN	AIR LEAKS	BUS LEANS	NOISY

FRONT DOOR			REAR DOOR		
SLOW	AIR LEAK	INTER-LOCK	SLOW	AIR LEAK	INTER-LOCK

WINDOWS			VENTILATION			
BROKEN	SWINGING	LOCKS	NO AC	NO HEAT	NO DE-FROSTER	OPER. FAN

INTERIOR BODY				EXTERIOR BODY	
SEATS	FLOOR	GRAB RAILS	DIRTY	DOORS	PANELS

COMMUNICATIONS

VOICE ANNUNCIATOR				
No ADA Announcement	System Error Message	Broken Microphone	No Audio	Missing ADA Announcement Location

RADIO					
NO REC	NO SEND	BAD PA	MISC PROBLEMS	HAND SET	NO POWER

FARE BOX					
BLOCKED SENSOR	COIN JAM	BILL JAM	ALARM	NO POWER	

COMMENTS		
DRIVER'S SIGNATURE		BADGE #
		TIME

WHITE-Operations CANARY-Communications GREEN-Bus Operator BLUE-Maintenance

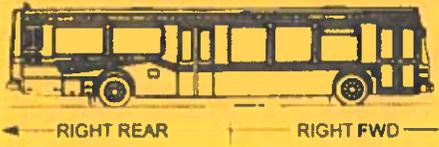
DTPW Transit Operations Supervisor Training Manual

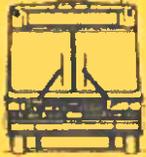
FORM Metrobus Operator's Pre-Trip Inspection

STEP #7
CONT'D

BODY DAMAGE REPORT

INITIALS		MAJOR TAKE BACK TO DISPATCH		MINOR	
FRONT	REAR	LEFT FWD	LEFT REAR	RIGHT FWD	RIGHT REAR






FRONT REAR

STEP #8 IN OPERATOR'S SEAT

INITIALS	43 DRIVER'S SEAT	44 SEAT BELT	45 TILT STEERING WHEEL	46 WIND SHIELD WIPERS	47 FIRE SUPPRESSION SYSTEM
INITIALS	48 LOW AIR PRESSURE	49 DOOR CONTROL	50 DOOR WORKING	51 DOOR INTER LOCK	52 TURN SIGNAL
INITIALS	53 HAZARD SIGNAL	54 CYCLE WHEEL CHAIR LIFT	55 PARKING BRAKE	56 WONT GO IN GEAR	57 TRANS NOISY
INITIALS	58 TRANS WONT SHFT	59 BRAKE (SOFT)	60 BRAKES (GRAB PULL)	61 FUMES OR ODORS	62 STEERING HARD
INITIALS	63 STEERING LOOSE	64 CLIMATE CONTROL	65	66	67

STEP #9 LEAVE ON TIME & PROVIDE SAFE, RELIABLE, COURTEOUS SERVICE

OPERATOR'S NAME _____
(please print)

BADGE NO. _____

MIAMI-DADE COUNTY 0189910

METROBUS OPERATOR'S PRE-TRIP INSPECTION

BUS NUMBER DATE

STEP #1 a) GET SCHEDULE CARD, ROUTE MAP AND ANNOUNCEMENT LIST
b) CHECK WATCH WITH DISPATCH ROOM CLOCK.
c) CHECK DETOUR BOARD MONITORS.
d) CHECK BULLETIN BOARD MONITORS
e) CHECK MAPS & INSTRUCTIONS
f) PICK-UP ROUTE SCHEDULES FOR CUSTOMERS

STEP #2 PRIOR TO STARTING AND MOVING THE BUS, WALK AROUND VEHICLE FOR SAFETY

CNG BUSES:
a) FUEL SHUT-OFF VALVE MUST BE IN OPEN POSITION
b) FUEL DOOR MUST BE CLOSED

FOLLOW INSTRUCTIONS:
NO DEFECTS? INITIAL SQUARE
DEFECTS X OUT APPROPRIATE SQUARES (no initials)
YOU MUST GET AUTHORIZATION FROM DISPATCH FOR HOT LINE REPAIRS REPAIRED? CIRCLE X IN THE APPROPRIATE SQUARE

DEFECTS WITHIN HEAVY BLACK SQUARES MUST BE REPORTED TO DISPATCH

STEP #3 ENTERING THE BUS ENSURE BUS IN PROPERLY SECURED

INITIALS	1 STEPS (FRONT DOOR)	2 FRONT DOOR GLASS	3 GRAB RAILS	4 BROKEN WINDSHIELD	5 DEST SIGN LATCHES
----------	----------------------	--------------------	--------------	---------------------	---------------------

STEP #4 START ENG-AC-FAST IDLE/LIGHTS/HAZARDS/CNAMES

INITIALS	6 ENGINE NO START	7 BATTERY LIGHT	8 METER FULLY OPERATIONAL	9 RADIO	10 HORN	11 TELL-TALE LIGHTS
----------	-------------------	-----------------	---------------------------	---------	---------	---------------------

INITIALS	12 FIRE EXTINGUISHER PROPERLY CONTAINED MOUNTED AND STORED	13 SUN VISOR	14 SAFETY TRIANGLE KIT	15 WHEEL CHAIR LIFT TOOL
----------	--	--------------	------------------------	--------------------------

STEP #5 CNG BUSES FUEL LEVEL PRIOR TO PULL OUT:

INITIALS	16 PRIOR TO 9 AM 90% OR GREATER	17 AFTER 12 NOON 50% OR GREATER
----------	---------------------------------	---------------------------------

STEP #6 WALK BACK THROUGH THE BUS:

INITIALS	18 PASS BUZZER	19 WHEEL-CHAIR TIE DOWN	20 FLOOR AND SEATS	21 REAR DOOR GLASS	22 DOME LIGHTS
INITIALS	23 SWINGING WINDOWS	24 EMERG HATCH	25 STOP REQUEST LIGHT	26 SUSPICIOUS PACKAGE	27 OVERALL CLEANLINESS

STEP #7 EXIT (BACK DOOR) WALK AROUND/LOOK UNDER THE BUS

INITIALS	28 OIL WATER LEAKS	29 AIR LEAKS	30 FLAT TIRE	31 WORN TIRES	32 WHEEL LUGS
INITIALS	33 OPEN COMPARTMENT	34 REAR SIGN	35 MIRRORS	36 BRAKE LIGHTS	37 TAIL LIGHTS
INITIALS	38 HEAD LIGHTS	39 MARKER LIGHT	40 DESTINATION SIGN	41 SIDE SIGNS	42

WALK AROUND CONTINUED ON BACK "BODY DAMAGE REPORT"

OPERATOR'S NAME _____

BADGE NO _____

ROUTE _____ RUN _____

YOUR MISSION IS TO PROVIDE
SAFE, RELIABLE & COURTEOUS SERVICE

405 01 24 4/18 L 671 38 96

DTPW Transit Operations Supervisor Training Manual

FORM
P-Car Mileage Form

DTPW Transit Operations Supervisor Training Manual

Form

Transit TOS's Daily Equipment Check List



**MIAMI-DADE TRANSIT
BUS OPERATIONS DIVISION**

TRANSIT SUPERVISORS P-CAR DAILY EQUIPMENT CHECK LIST

SUPERVISORS NAME: _____ DATE: _____ DAY: _____

TIME ON: _____ TIME OFF: _____ ZONE: _____ P-CAR #: _____

EQUIPMENT CHECK OFF

TOOL BOX:	PLIERS	Y _____	N _____
	SCREWDRIVERS	Y _____	N _____
	8" ADJ WRENCH	Y _____	N _____
	3/4 SOCKET W/ DRIVES	Y _____	N _____
	FIRE EXTINGUISHER (CHARGED)	Y _____	N _____
	MEASURING WHEEL	Y _____	N _____
	MEASURING STICKS	Y _____	N _____
	REFLECTORS	Y _____	N _____
	CAMERA	Y _____	N _____
	CAMERA FLASH ATTACHMENT	Y _____	N _____
	UPDATED ROTARY	Y _____	N _____
	ALL REQUIRED REPORT FORMS	Y _____	N _____
	BRIDGE DETOURS	Y _____	N _____
	OPERATOR BID REPORT	Y _____	N _____
	DESTINATION SIGN CODES	Y _____	N _____
	PRIORITY AND SENIORITY LIST	Y _____	N _____
	ROUTE 100 MAP (METRO RAIL SHUTTLE)	Y _____	N _____
	P-CAR INTERIOR CLEAN	Y _____	N _____
	STROBE LIGHTS WORK (ROOF LIGHTS)	Y _____	N _____
	MEGAPHONE (BULL HORN)	Y _____	N _____
	P-CAR AVL SYSTEM WORKS (CALL CONTROL)	Y _____	N _____
	LAPTOP WORKS (TOS, OUTLOOK, AVL)	Y _____	N _____
	GAS CARD INSIDE P-CAR	Y _____	N _____
	GAS GAUGE READING	AM SHIFT F <u> 3/4 </u> 1/2 <u> E </u>	
		PM SHIFT F <u> 3/4 </u> 1/2 <u> E </u>	
	PRESENT MILEAGE	_____	
	NEXT PM DUE MILEAGE (Located on upper left windshield)	_____	
	HANDHELD RADIO DC #	_____	
	CAR EXTERIOR (CLEAN,DENTS,SCRATCHES,SCUFF MARKS)	_____	

REMARKS: _____

DTPW Transit Operations Supervisor Training Manual

FORM Detour Information

DETOUR DETOUR

DATE: _____ SUPERVISOR: _____

ROUTE (S) AFFECTED: _____

LOCATION: _____

ALTERNATE ROUTE BEING USED: _____

REASON: _____

DATE & TIME DETOUR STARTED: _____

APPROX. DATE & TIME TO END: _____

DIAGRAM



"PLEASE USE CAUTION"

Pick up and drop off passengers along the detour route !!!

CT/RP

2/2/2012

DTPW Transit Operations Supervisor Training Manual

FORM

Signage Field Report

Bus Stop Sign Work Order <small>(Modified 10/22/14)</small>		
Underground Utilities Dig Number:	Inventory Number:	Requisition Number: 2014 -
Main Street Sign Location:	Reported by:	ADA Compliant: (Circle One) YES NO
Intersecting Street/ Address:	Priority Type (Circle One): 1) Routine 2) Emergency/ Hazard 3) Re-alignment 4) RUSH (Completion by) _____	
Bus Travel Direction (Circle One): N S E W	Work Description: 3) Remove 6) Re-install & Repair 1) Install New Sign/ Pole 4) Repair 7) RDS Replacement 2) Re-install 5) Relocate 8) Add Route/ Map Decals	
Side of Intersection:	Post Type: 1) Install Post in Concrete 2) Install Post in Ground 3) Replace Damaged Post 4) Bare Anchor-Needs New Post 5) Type 1P Post (10'-6") 6) Type 2P Post 7) Type 3P Post 7) Other _____	
Sign Type: 1) Standard Green & Blue Bus Stop Sign Unit 2) No Parking – Bus 3) Do Not Enter 4) Bus Stop/ No Parking 5) No Parking/ No Entry/ Bus zone 6) Bus Stop/ No Entry 7) Other _____		
Route Decals (see below): Required Sign Size: RDS-1, RDS-2, RDS-3, RDS-4, RDS-5, RDS-6, or: _____		
1. _____	6. _____	
2. _____	7. _____	
3. _____	8. _____	
4. _____	9. _____	
5. _____	10. _____	
Field Check Date: _____ Status of Work Order: _____		
Work Assignment Locator Map:		
NORTH ↑		
MDT Investigator: _____		Facilities Crew: _____

DTPW Transit Operations Supervisor Training Manual

FORM Operator Write-Up



To: Lead Supervisors A.MACHIN / C.DALLAS
Superintendent:

Date:

From:

Subject:

<input type="checkbox"/>	Write up
<input checked="" type="checkbox"/>	Other

Operator's Name: _____ Badge #: _____

Bus # _____ Division: _____ Time: _____

Route: _____ Run: _____ Direction: _____

Location: _____

Violation(s) _____

Remarks:

Operator's statement:

Your instructions to the operator:

DTPW Transit Operations Supervisor Training Manual

FORM FTA/DTPW Drug and Alcohol

DTPW DRUG AND ALCOHOL TEST NOTIFICATION FORM

(1) THIS SECTION TO BE COMPLETED BY SUPERVISOR.

EMPLOYEE NAME _____ ID# _____

EMPLOYEE I.D. WAS VERIFIED YES ___ NO ___ Date Notified: _____

IF EMPLOYEE DOES NOT HAVE I.D., SUPERVISOR MUST TRAVEL WITH EMPLOYEE TO THE COLLECTION SITE, AND NOTIFY TEST COORDINATOR 786-256-3436.

Check regulation test is being conducted: DOT/FTA COUNTY DOT/FMCSA (Public Works)

Check reason for test:

Random Pre-Employment Follow-up Reasonable Suspicion Return to Duty
 Random Per Agreement (County)

Incident Report # _____ Classification: _____

Work Location: _____

Employee Notified By: _____
PRINT _____ Time Notified and Instructed to Proceed to Test

Transported By: _____
PRINT _____ SIGN _____ BADGE _____

Jackson Hospital Locations: Monday – Friday, 7AM – 5PM Must Only Use These Locations for D/A Testing

Jackson North Medical Center, North Park Professional Building, 100 NW 170th St, Suite 405
North Miami Beach, FL 33169, 305-654-6851

Downtown Medical Center, 111 NW 1st Street, SPCC Ground Floor, Miami, FL 33128, 786-466-7200

Park Plaza (Kendall), 8900 SW 117th Avenue, Suite B-202, Miami, FL 33186, 786-466-8468

Emergency Room: Monday– Friday, 5PM – 7AM; 24-Hours Saturday, Sunday and Holidays

Jackson Hospital (Emergency Room), 1611 NW 12 Avenue, Miami, FL 33136, 305-585-2770

FAILURE TO PROCEED IMMEDIATELY AND REPORT AS DIRECTED, FAILURE TO FOLLOW INSTRUCTIONS OF DTPW AND JACKSON MEMORIAL HOSPITAL STAFF, FAILURE TO TEST OR ATTEMPT TO COMPROMISE THE TESTING PROCESS IN ANY WAY IS CONSIDERED A REFUSAL TO TEST. SUCH ACTIONS WILL RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING, TERMINATION. YOU MUST REMAIN AT THE TEST SITE UNTIL ALL TEST(S) ARE COMPLETED.

(2) TO BE COMPLETED BY JACKSON MEMORIAL HOSPITAL COLLECTOR

EMPLOYEE ARRIVAL TIME _____ If arrival time is over one hour from notification, must call Department for authorization to proceed testing.

Alcohol Test

Drug Test

Time Started: _____ Time Started: _____

Time Completed: _____ Time Completed: _____

TECHNICIAN'S NAME (PLEASE PRINT) _____

(3) EMPLOYEE MUST RETURN THIS FORM TO THE ON-DUTY SUPERVISOR IMMEDIATELY UPON COMPLETION OF THE TESTING PROCESS.

EMPLOYEE TRANSPORTED BY: _____
PRINT _____ SIGN _____ BADGE _____

TIME EMPLOYEE RETURNED TO DIVISION _____

MUST NOTE

DISPATCHER OR SUPERVISOR **MUST IMMEDIATELY E-MAIL THIS COMPLETED NOTIFICATION FORM TO HUMAN RESOURCES.** E-MAIL TO: Michael.Viera@MIAMI-DADE.GOV; Carol.Patterson@MIAMI-DADE.GOV; Tineka.Jones@MIAMI-DADE.GOV; Xiomara.Contreiras@MIAMI-DADE.GOV

REVISED 12/29/17

FORM Accident Damage Survey 1

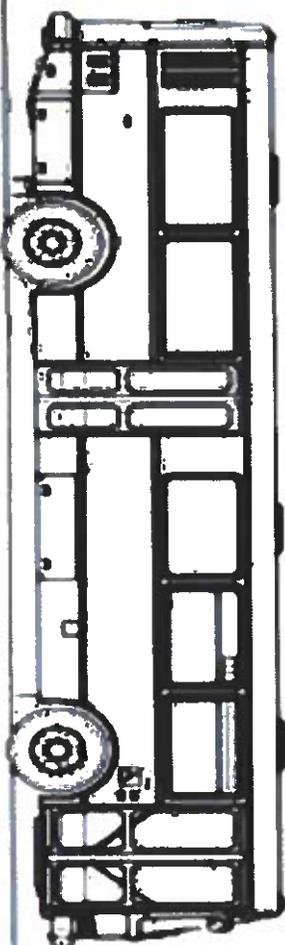
NABI



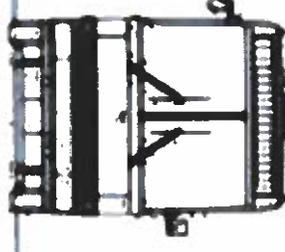
INDICATE DIVISION BUS ASSIGNED

CENTRAL
 CORAL WAY
 NORTHEAST
 NORTHWEST

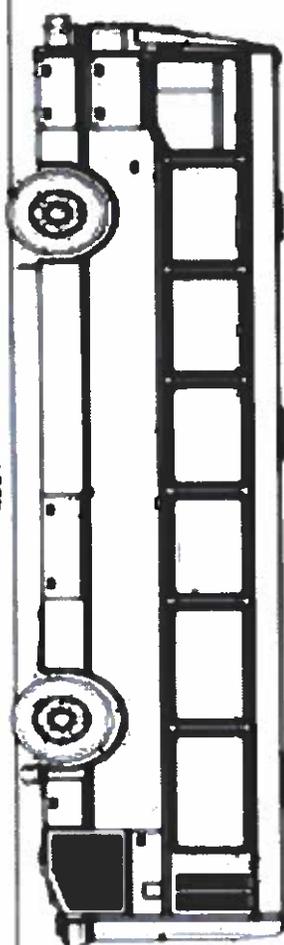
ACCIDENT DAMAGE SURVEY



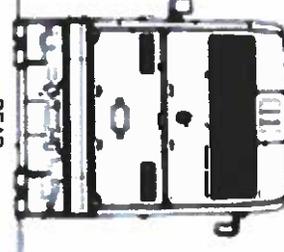
RIGHT



FRONT



LEFT



REAR

DESCRIPTION AND LOCATION OF DAMAGE _____

BUS # _____ ROUTE & RUN _____ LOCATION OF ACCIDENT _____ TIME _____

SUPERVISOR _____ OPERATOR NAME & BADGE _____ PICTURES TAKEN # _____ DATE _____

WAS BUS TOWED IN YES _____ NO _____ R # _____

FORM

Accident Damage Survey 2

INDICATE DIVISION BUS ASSIGNED

CENTRAL

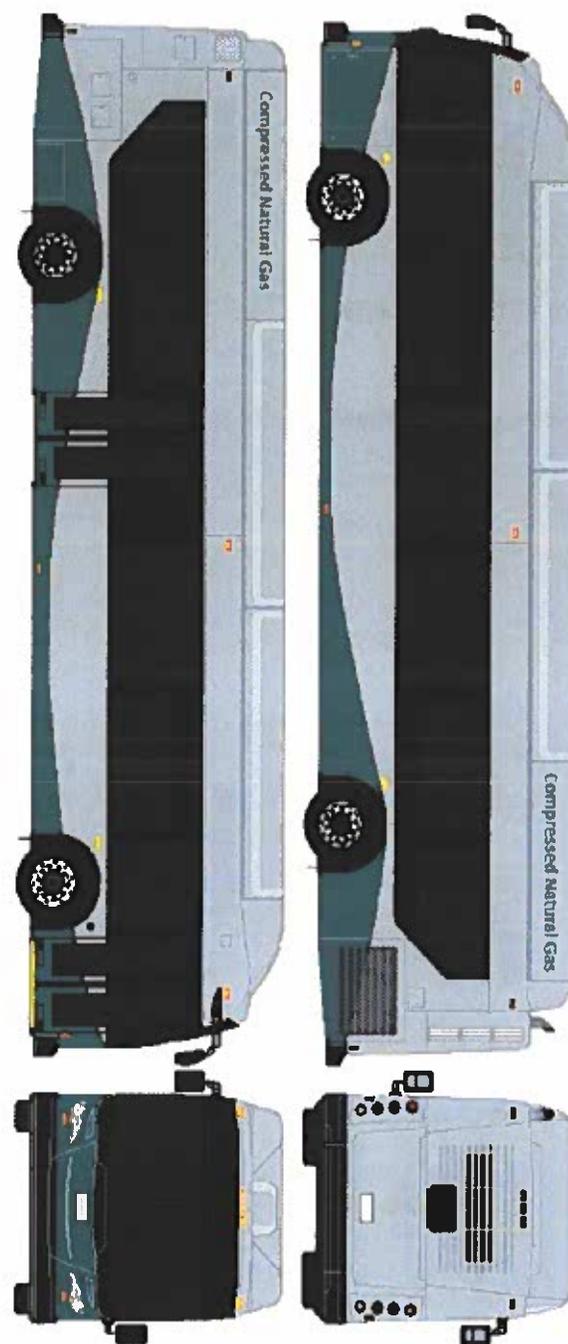
CORAL WAY

NORTH EAST

NEW FLYER CNG 40FT

ACCIDENT DAMAGE SURVEY





DESCRIPTION AND LOCATION OF DAMAGE _____

BUS # _____ ROUTE & RUN _____ LOCATION OF ACCIDENT _____ TIME _____

SUPERVISOR _____ OPERATOR NAME & BADGE _____

WAS BUS TOWED IN: YES _____ NO _____ RI# _____ DATE _____

PICTURES TAKEN # _____

FORM Accident Damage Survey 3

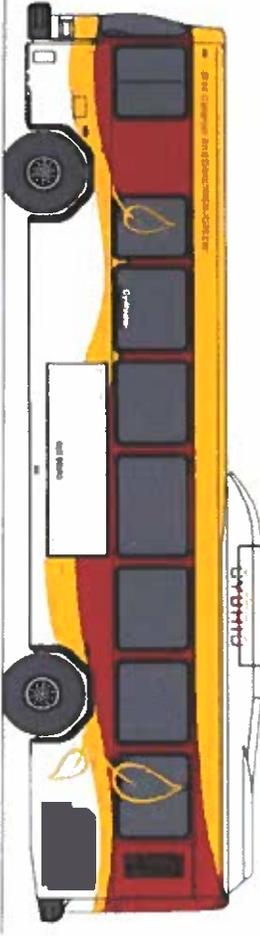
GILLIG 40' LWF BRT

INDICATE DIVISION BUS ASSIGNED

CENTRAL
 CORAL WAY
 NORTH EAST

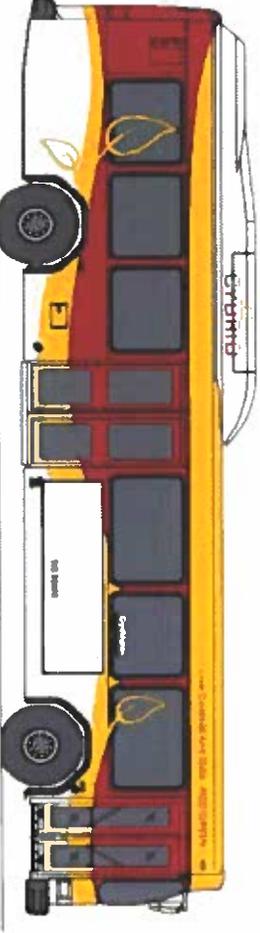
ACCIDENT DAMAGE SURVEY





FRONT VIEW





FRONT VIEW



DESCRIPTION AND LOCATION OF DAMAGE _____

BUS # _____ ROUTE & RUN _____

SUPERVISOR _____ OPERATOR NAME & BADGE _____ (LOCATION OF ACCIDENT) _____ TIME _____

WAS BUS TOWED IN: YES _____ NO _____ RI# _____ PICTURES TAKEN # _____ DATE _____

FORM

Accident Damage Survey 4

ARTICULATED BUS

ACCIDENT DAMAGE SURVEY

INDICATE DIVISION BUS ASSIGNED

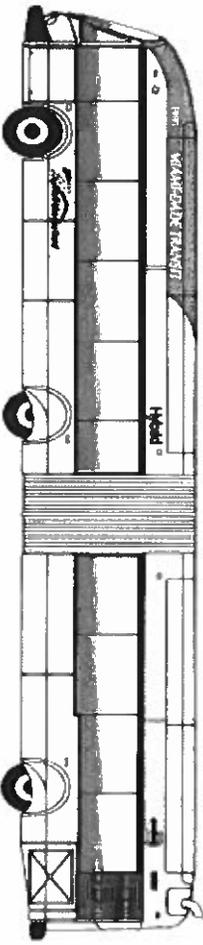
CENTRAL
 COAL MARY
 NORTH EAST



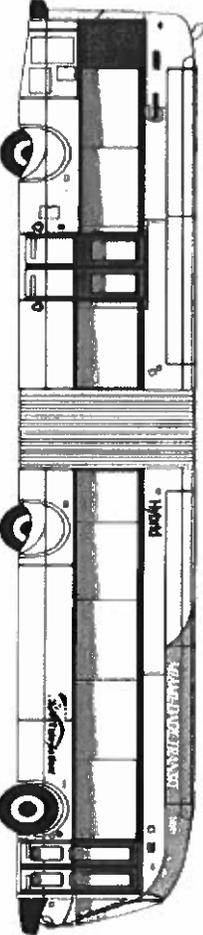
FRONT



LEFT SIDE



RIGHT SIDE



REAR



DESCRIPTION AND LOCATION OF DAMAGE _____

BUS # _____ ROUTE & RNM _____ LOCATION OF ACCIDENT _____ TIME _____
 SUPERVISOR _____ OPERATOR NAME _____ DOOR # _____ PICTURES TAKEN # _____ DATE _____
 IR # _____ WAS BUS TOWED BY: YES _____ NO _____

07/2010 cdd/tp/jv

FORM Accident Damage Survey 5

MCI EXPRESS

INDICATE DIVISION BUS ASSIGNED

CENTRAL
 CORAL WAY
 NORTHEAST

ACCIDENT DAMAGE SURVEY





RIGHT



FRONT



LEFT



REAR

DESCRIPTION AND LOCATION OF DAMAGE _____

BUS # _____ ROUTE & RUN _____ LOCATION OF ACCIDENT _____ TIME _____

SUPERVISOR _____ OPERATOR NAME & BADGE _____ PICTURES TAKEN # _____ DATE _____

WAS BUS TOWED IN: YES _____ NO _____ BY _____

DTPW Transit Operations Supervisor Training Manual

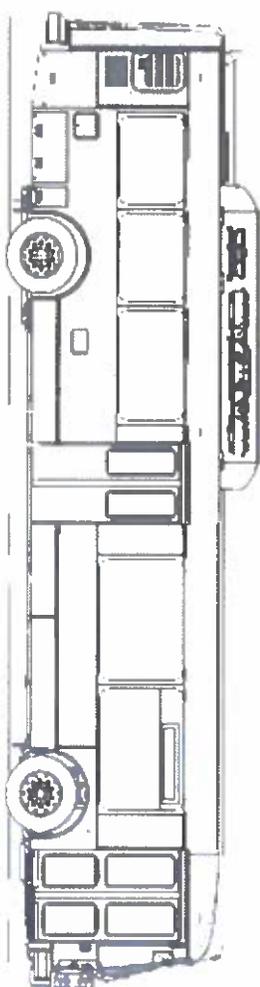
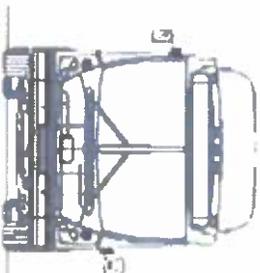
FORM Accident Damage Survey 6

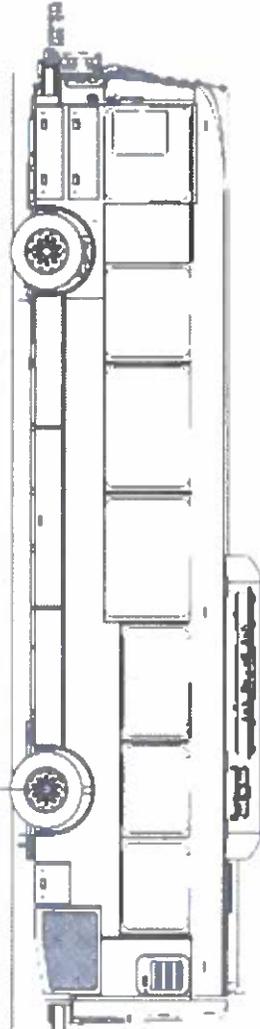
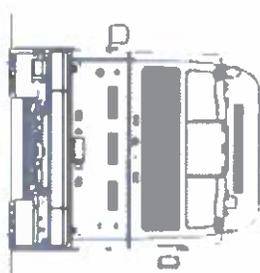
NABI 40' LFW HYBRID

ACCIDENT DAMAGE SURVEY

INDICATE DIVISION BUS ASSIGNED

CENTRAL
 CORAL WAY
 NORTH EAST

DESCRIPTION AND LOCATION OF DAMAGE _____

BUS # _____ ROUTE & RUN _____ LOCATION OF ACCIDENT _____ TIME _____

SUPERVISOR _____ OPERATOR NAME & BADGE _____ PICTURES TAKEN # _____ DATE _____

WAS BUS TOWED IN: YES _____ NO _____ RW _____



FORM Accident Damage Survey 7

MINIVAN

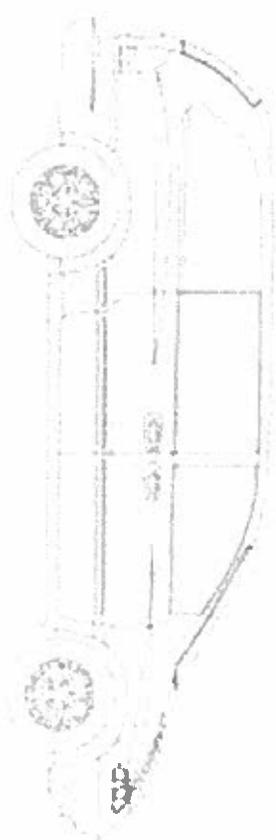
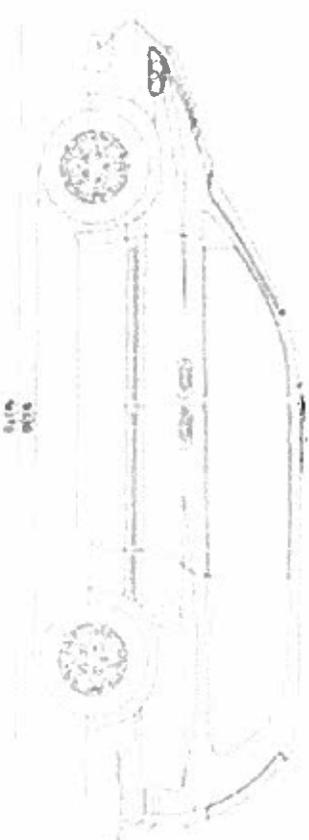
DODGE GRAND CARAVAN

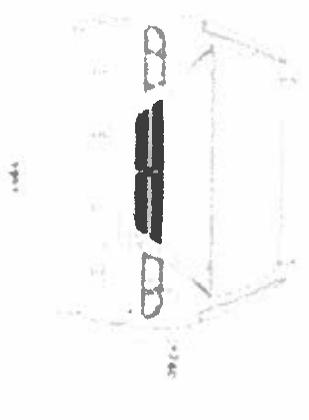
INDICATE DIVISION BUS ASSIGNED

CENTRAL

CORAL WAY

NORTH EAST

DESCRIPTION AND LOCATION OF DAMAGE _____

BUS # _____

ROUTE & RUM _____

SUPERVISOR _____

LOCATION OF ACCIDENT _____

OPERATOR NAME & BADGE _____

WAS BUS TOWED IN: YES _____ NO _____ RR _____

PICTURES TAKEN # _____

DATE _____

TIME _____

DTPW Transit Operations Supervisor Training Manual

Vehicle Information Tags

	
BUS # _____	BUS # _____
MAKE: _____	MAKE: _____
MODEL: BUS _____	MODEL: BUS _____
TAG: _____	TAG: _____
VIN # _____	VIN # _____
YEAR: _____	YEAR: _____
OWNER: Miami-Dade County Board of Commissioners 111 NW 1 st Street, Miami, FL 33128	OWNER: Miami-Dade County Board of Commissioners 111 NW 1 st Street, Miami, FL 33128
INSURED: Miami-Dade County Board of Commissioners 111 NW 1 st Street, Miami, FL 33128	INSURED: Miami-Dade County Board of Commissioners 111 NW 1 st Street, Miami, FL 33128
TEL.: (305) 375 - 4280	TEL.: (305) 375 - 4280
	
BUS # _____	BUS # _____
MAKE: _____	MAKE: _____
MODEL: BUS _____	MODEL: BUS _____
TAG: _____	TAG: _____
VIN # _____	VIN # _____
YEAR: _____	YEAR: _____
OWNER: Miami-Dade County Board of Commissioners 111 NW 1 st Street, Miami, FL 33128	OWNER: Miami-Dade County Board of Commissioners 111 NW 1 st Street, Miami, FL 33128
INSURED: Miami-Dade County Board of Commissioners 111 NW 1 st Street, Miami, FL 33128	INSURED: Miami-Dade County Board of Commissioners 111 NW 1 st Street, Miami, FL 33128
TEL.: (305) 375 - 4280	TEL.: (305) 375 - 4280

DTPW Transit Operations Supervisor Training Manual

FORM Hold Order



BUS OPERATIONS HOLD ORDER FOR BRAKE TEST/PARKING BRAKE TEST

PLEASE WRITE LEGIBLE IN INK AND DO NOT USE WHITE OUT ON THIS FORM

BUS #: _____ DIVISION: CE CW NE DATE: _____

Operator Name: _____ Badge # _____ Route #: _____ Run #: _____

IR#: _____ MILEAGE: _____ REASON: Accident Unsecured Bus Road Call Other

REQUESTED BY:	RECEIVED BY:
NAME: _____	NAME: _____
TITLE: _____	TITLE: _____
SIGNATURE: _____	SIGNATURE: _____

Immediately or as soon as possible after the occurrence of any accident, where the brake system (including door interlock) may be a factor, the investigating supervisor shall call Central Control for a replacement bus. The bus must be removed from the scene and sent to the division. Upon its arrival at the division, it is to be marked "OUT OF SERVICE" and must so remain "OUT OF SERVICE" until it has been properly tested and repaired.

The Brake Test must be performed before the bus is released for service and this form completed in its entirety and forwarded to the Division Chief of Bus Operations to maintain in their files.

OVERWRITING / CORRECTIONS REQUIRE INITIALS OF THE PERSON MAKING THE CHANGES AND A NOTATION IN THE ADDITIONAL COMMENTS SECTION.

1. SERVICE BRAKE TEST/PARKING BRAKE TEST REPORT

SERVICE BRAKE TEST (5 @ 20 MPH) PARKING BRAKE TEST (1 @ 20 MPH)

Bus was driven to certify the following:

DATE: _____ TIME: Start _____ End _____

Brake Test Computer Serial Number _____ CAL. DATE _____ CAL. DUE DATE: _____

READING (IN FEET): (1) _____ (2) _____ (3) _____ (4) _____ (5) _____

AVG READING (IN FEET): _____ PASS (SB ≤ 25 ft.) FAIL (SB > 25 ft.)

PASS (PB ≤ 60 ft.) FAIL (PB > 60 ft.)

PARKING BRAKE READING (IN FEET): _____

Test Driver's Name: _____ Badge # _____ Signature: _____

2. WITNESSES

Present inside the bus when the brake test, readings and measurements were made and do hereby verify the facts recorded above.

BUS MAINTENANCE REP	BUS OPERATIONS REP	TWU REP
Name: _____	Name: _____	Name: _____
Title: _____	Title: _____	Title: _____
Signature: _____	Signature: _____	Signature: _____

Effective: August 1, 2016

Please turn over to other side and read Federal Regulations →

DTPW Transit Operations Supervisor Training Manual

BRAKE PERFORMANCE TESTS

Federal Motor Carrier Safety Regulations Part 393.52 Brake Performance

Upon applications of its service brakes, a motor vehicle or combination of motor vehicles must under any condition of loading in which it is found on a public highway, be capable of: (1) Decelerating to a stop from 20 mph and developing a braking force at least equal to the percentage of its gross weight of 43.5%. (2) Stopping from 20 mph in a distance, measured from the point at which movement of the service brake pedal or controls begins, that is not greater than the distance of 35 feet. (3) Upon applications of its emergency brake system and with no other brake system applied, a motor vehicle or combination vehicles must, under any condition of loading in which it is found on a public highway, be capable of stopping from 20 mph in a distance, measure from the point at which movement of the emergency brake controls begins, that is not greater than the distance of 85 feet.

Note: This document is being prepared in connection with pending litigation and reflects mental impressions, conclusions, litigation strategy, and legal theory. As such it is a privileged attorney/client communication and work product. It is also exempt from public records disclosure pursuant to section 119.07(3)(N) of the Florida Statutes.

Notwithstanding, nothing herein shall preclude the bus operator or union representative from obtaining this document in the event disciplinary proceedings or labor disputes relating to or arriving out of said to commence.

Effective: August 1, 2016

Page -2-

DTPW Transit Operations Supervisor Training Manual

FORM FTA Post-Accident Report 1



Department of Transportation and Public Works (DTPW) FTA POST-ACCIDENT REPORT

(Each employee involved in an accident must have their own Post Accident form filled out and be individually tested.)

Please check all FTA CRITERIA that apply.

IR NUMBER: _____

- Accident with Fatality** Testing required regardless of circumstances.
- Injured Transported** Anytime an individual receives injuries requiring transport to a medical facility.
- Disabling Damage** Vehicle(s) Towed or limped away.
- Employee Discounted** Determined on a case by case basis, but driver cannot be discounted for fatal accidents or if driver contributed to the accident.

FTA Requirement to provide a description of how the accident happened. (Attach additional paperwork if needed.)

ACCIDENT INFORMATION (Please fill out this form for each individual involved in accident.)

FTA/DOT or County Under what authority is the test being conducted? **Check One**

Date of Accident: _____ Time of Accident: _____
Employee Name: _____ Badge#: _____ ID#: _____
Classification: _____ Work Location: _____
Accident Location: _____
Vehicle No: _____ Route: _____ Run: _____
Supervisor Completing Form: _____ ID #: _____

EMPLOYEE TRANSPORTED TO (Please Check One) - (Must only attend one of these Locations) -

Jackson Hospital Locations, Monday – Friday 7AM – 5PM

- Jackson North Medical Center **NORTH PARK PROFESSIONAL BLDG., 100 NW 170th ST, SUITE 405, N. MIAMI BEACH, FL 33160, Tel: 305-654-6851.**
- Jackson Downtown Medical Center, **111 NW 1st Street, (SPCC) Ground Floor, Miami, FL 33128, Tel: (786) 466-7200.**
- Jackson Park Plaza (Kendall): **8900 SW 117th Avenue, Suite B-202, Miami, FL 33186, Tel: (786) 466-8468.**

Emergency Room Monday – Friday, 5PM – 7AM, 24-Hours Saturday, Sundays and Holidays

- Jackson Hospital (ER), **1611 NW 12th Avenue, Miami, FL 33136, Tel: (305) 585-2770**

- Was the employee transported to a non-JMH location for treatment of injuries from the accident?
If, so specify where? _____

- Was the employee sent to JMHI for testing after being treated at the non-JMH facility? Yes No

REQUIRED TESTING TIME LOG: (Please enter with exact times) **to be completed by Jackson Hospital Collector.**

Time arrived at test site _____ Time drug testing started _____
Time alcohol testing started _____ Time drug testing completed _____
Time alcohol testing completed _____

TECHNICIAN'S NAME (PLEASE PRINT) _____

Testing Time Limits: Alcohol test should be conducted within two (2) hours from the time of accident, but not more than eight (8) hours from time of accident. Drug test must be conducted within thirty-two (32) hours from time of accident. If testing time limit was exceeded, then you must complete, Page 2- FTA Required Testing Time Limits Exceeded.

E-MAIL TO: Michael Viera@MIAMIDADE.GOV Carol Patterson@MIAMIDADE.GOV Tineka Jones@MIAMIDADE.GOV
Xiomara Contreras@MIAMIDADE.GOV

Page 1 of 2

EMAIL THIS COMPLETED FORM TO HUMAN RESOURCES STAFF AT EMAIL ABOVE

Revised 12-29-17

DTPW Transit Operations Supervisor Training Manual

FORM FTA Post-Accident Report 2



FTA Required Testing Time Limits Exceeded

Explanation is required if alcohol or drug testing time limits were not met.

Time Limits: Alcohol test should be conducted within two (2) hours from the time of accident, but not more than eight (8) hours from time of accident. Drug test must be conducted within thirty-two (32) hours from time of accident.

Employee's Name: _____ Badge# _____ ID# _____ IR NUMBER: _____

Accident Information (Please fill out with accurate times. Note that if the employee is a non-operator, there may be times reporting that may not apply.)

Date of accident:		Time of accident:	
Time Control Room was notified:		Time Control Room notified supervisor:	
Time Supervisor arrived at scene:		Time Police was notified:	
Time Police arrived at scene:		Time Police released the employee:	
Time Control Room was notified employee required testing:		Time relief employee was dispatched:	
Time relief employee arrived on scene:			

Must explain additional factors which affected a timely test:

Accident Delay Codes (Must check all reasons for the delay that apply)

- AMB – Ambulance
- TD – Traffic Delay
- WD – Weather Delay
- Fire
- NG – None Given
- OK – On Time
- DIST – Distance
- JMH – Testing Site
- OJI – Employee Injury
- Rail – Rail Investigation
- OTH – Other
- PD – Police Investigation
- DISP – Operations (Dispatch or Supervisor)
- MANP – Operations (Manpower Availability)
- TOW – Awaiting Tow Truck Service
- PAX – Passenger Delay in Reporting Injury

Reviewing Authority (Signature required, if not available include notation and forward form to Human Resources)

Lead Supervisor/Chief: _____ / _____ ID.# _____
(Print) (Signature)

E-MAIL TO: Michael.Viera@MIAMIDADE.GOV, Carol.Patterson@MIAMIDADE.GOV, Tineka.Jones@MIAMIDADE.GOV, or Xiomara.Contreiras@MIAMIDADE.GOV

DTPW Transit Operations Supervisor Training Manual

FORM Citation Form



MEMORANDUM

TO: C. Dallas / A. Machin
Lead Transit Supervisors

DATE:

FROM: Transit Supervisor

SUBJECT: Citation

As a result of an accident, on this date, operator named below was charged with _____

By P. D. (Municipality): _____

Case number: _____ Citation number: _____

Operator's Name: _____ Badge #: _____

Bus #: _____ Route: _____ Run #: _____ Div: _____

Location: _____

I have read the above information and have received instructions from Transit

Supervisor: _____ not to take any action

Regarding this matter without previously discussing it with my superintendent.

Signed operator: _____ Badge #: _____

Day: _____ Date: _____ Time: _____

DTPW Transit Operations Supervisor Training Manual

NAME _____ ZONE _____ DATE _____

RECORD OF OPERATOR CONTACTS

TIME	LOCATION	ROUTE RUN	BUS	OPERATOR	BADGE #	NON WRITE-UP OPERATOR CONTACTS	DIV.

TIME	LOCATION	ROUTE RUN	BUS	OPERATOR	BADGE #	WRITE-UP OPERATOR CONTACTS	DIV.

REMARKS: _____

DTPW Transit Operations Supervisor Training Manual

FORM Special Events Instruction Sheet

Special Events Instruction Sheet

DIVISION: _____ LOG \diamond _____

Destination Code: _____ BUS NO: _____

BUSES: 1 OF 1

ASSIGNMENT: _____ DAY: _____
DATE: _____

INSTRUCTIONS

ARRIVE: _____
DESTINATION: _____

Supervisor in Charge: _____ Confirmed by: _____

PERSON IN CHARGE: _____

OPERATOR NAME/BADGE: _____

TIME OFF: _____
TIME ON: _____
DIFF: _____

MILEAGE:
Odometer or Hub meter _____

Finish: _____
Start: _____
Diff: _____
No trips: _____

FARE BOX SETTINGS:
Badge Number: _____
Route Number: _____
Run Number: _____
Pre-set Number: _____

X _____
DISPATCHER PRINT NAME

Count Passengers
YES: X
NO: _____
Total Passengers: _____

BUS OPERATORS: ALL BLANK SPACES MUST BE FILLED OUT.

DISPATCHERS: MUST MAKE SURE, AND ARE RESPONSIBLE, TO REQUIRE OPERATOR TO COMPLETE ALL BLANK SPACES.

DTPW Transit Operations Supervisor Training Manual

FORM
TOS AVL/PLAYBACK Request Form



MIAMI DADE TRANSIT
QUALITY SERVICE TEAM
AVL / PLAYBACK REQUEST REPORT

<u>Supervisor :</u>	Zone:	Date:
---------------------	-------	-------

Operator Name	Badge #	Bus Number	Route & Run	Division	Superintendent
<u>Reason For AVL Playback:</u>					
<u>Date of Incident:</u>		<u>Time frame for playback</u>			
<u>Comments:</u>					
<u>Preformed By QSS:</u>		<u>Date Received:</u>			
<u>Findings:</u>		<u>Date Completed:</u>			

Play back attachment:

DTPW Transit Operations Supervisor Training Manual

FORM Transit DVR Removal Request Form

DVR Removal Request

Inc. Report #: _____	Date: _____
Incident Date: _____	Div: _____
Time Requested: _____	BTC: _____
Bus number: _____	Technician: _____
Requested By: _____	Contact/Unit #: _____
Op. Name/Bdg: _____	Route/Run: _____
Brief description of incident, time of day it occurred (NOT CD REQUEST TIME):	
<div style="border: 1px solid black; height: 40px;"></div>	
Shop Information :	Field Information :
WMR # _____ Date : _____	DVR Type: MV3 MV3K8
Depot Manager - Date _____ Tech _____	MV3K12 MV7K
Laptop download - Date _____ Tech _____	
Video Share Folder Date _____	
Pull /Hold Date removed _____ Date issued _____	TOS _____ Date returned _____
Viewed By: _____	Date viewed: _____ CD # _____
Findings:	
<div style="border: 1px solid black; height: 100px;"></div>	
Data Protected? Yes <input type="checkbox"/> No <input type="checkbox"/>	CD Burned? Yes <input type="checkbox"/> No <input type="checkbox"/>

Director: _____	Risk Mngt: _____
Asst. Director: _____	Training: _____
General Supt. _____	Other: _____
Division Supt. _____	Chief: _____
Requestor: _____	Chief: _____

Lat Modified: 09/25/14

**APPENDIX C:
Chapter 14-90 Florida Administrative Code (FAC)**

DTPW Transit Operations Supervisor Training Manual

CHAPTER 14-90 EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS

14-90.002	Definitions
14-90.004	Bus Transit System Operational Standards
14-90.0041	Medical Examinations for Bus Transit System Drivers
14-90.006	Operational and Driving Requirements
14-90.007	Vehicle Equipment Standards and Procurement Criteria
14-90.009	Bus Safety Inspections
14-90.010	Certification
14-90.012	Safety and Security Inspections and Reviews

14-90.002 Definitions.

Terms used in this rule chapter shall mean as defined in Section 341.031, F.S., in addition:

(1) "Bus" means any motor vehicle, other than a taxicab, which is designed or constructed for the public transport of persons for compensation and is owned, operated, leased, or controlled by a bus transit system. Buses are designated in two categories:

(a) Type I means over 22 feet in length, including bumpers.

(b) Type II means 22 feet or less in length, including bumpers and paratransit type vehicles, such as minibuses, standard vans, modified vans, station wagons, and sedans.

(2) "Bus Transit System" means a community transportation coordinator; a public transit provider; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than nonpublic sector buses that provides transportation services available for use by the general riding public.

(3) "Community Transportation Coordinator" means a provider of transportation services or an entity that ensures such services are provided by another bus transit system.

(4) "Department" means the Florida Department of Transportation.

(5) "Drive" or "Operate" means all time spent at the controls of a bus in operation.

(6) "Driver" means any person trained and designated to drive a bus on a street or highway being used for the public transport of persons for compensation.

(7) "FMVSS" means the Federal Motor Vehicle Safety Standards in effect at the time the bus or component is manufactured.

(8) "For Compensation" means for money, property, or anything else of value whether paid, received, or realized, directly or indirectly.

(9) "Manufacturer" means the original producer of the chassis, the producer of any type of bus, or the producer of equipment installed on any bus for the purpose of

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transporting individuals with disabilities.

(10) "Off-Duty" means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.

(11) "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows:

(a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.

(b) Inspecting, servicing, or conditioning any vehicle.

(c) Driving.

(d) Remaining in readiness to operate a vehicle (stand-by).

(e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.

(12) "Passenger" means a person who is on board, boarding, or alighting from a bus for the purposes of public transport.

(13) "Paratransit" means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and the provider of the service. Paratransit service is provided by taxis, limousines, "dial-a-ride" buses, and other demand-responsive operations that are characterized by their nonscheduled, non-fixed route nature.

(14) "Safe Condition" means a condition where hazards are reduced to the lowest level feasible and substantial compliance exists with all safety rules, regulations, and requirements.

(15) "Safety Review" means an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

(16) "Security" means freedom from harm resulting from intentional acts against passengers, employees, equipment, and facilities.

(17) "Security Program Plan" or "SPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures for the protection and defense of the system and persons from intentional acts of harm.

(18) "Security Review" means an on-site assessment to determine if a bus transit system has security management controls in place and functioning in accordance with the security requirements provided in this rule chapter.

(19) "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage.

(20) "Taxicab" means any motor vehicle of nine passenger capacity or less, including the driver, engaged in the general transportation of persons for compensation, not on a regular schedule, between fixed termini, or over regular routes, where such

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vehicle does not provide transportation services as a result of a contractual agreement with a bus transit system.

(21) "Trailer Bus" means a trailing or towed vehicle designed or used for the transportation of more than 10 persons, e.g., tram buses.

(22) "Twenty-four Hour Period" or "24-Hour Period" means the consecutive time beginning at 12:00.01 a.m. to 12:00.00 a.m.

(23) "Unsafe Condition" means anything which endangers human life or property.

(24) "Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes.

(25) "Use of a wireless communications device" means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; or to execute a computational function. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid, is not included in this definition.

(26) "Wireless communications device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

Rulemaking Authority 334.044(2), 341.061(2), 341.041(3), 341.031 FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.

14-90.004 Bus Transit System Operational Standards.

(1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.

(a) The SSPP shall address the following safety elements and requirements:

1. Safety policies and responsibilities.
2. Vehicle and equipment standards and procurement criteria.
3. Operational standards and procedures.
4. Bus driver and employee selection.
5. Driving requirements.
6. Bus driver and employee training. As part of the driver training program, specific procedures, and training shall be implemented to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.
7. Vehicle maintenance.
8. Investigations of events described under subsection 14-90.004(5), F.A.C.
9. Hazard identification and resolution.
10. Equipment for transporting wheelchairs.
11. Safety data acquisition and analysis.
12. A wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:

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a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and

b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.

13. A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes. Policies developed shall assure that:

a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and

b. The use of a wireless communications device does not interfere with the operator's safety related duties.

14. The Bus Transit System shall develop a driver educational training program addressing:

a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and

b. The hazards associated with driving and utilizing a wireless communications device.

15. Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.

(b) Each bus transit system shall implement and comply with the SSPP during the operation of the system.

(c) Each bus transit system shall require that all operable transit buses be inspected at least once per year in accordance with established standards.

(d) Each bus transit system shall submit an annual safety certification to the Department verifying the following:

1. Adoption of an SSPP, which meets or exceeds the established standards set forth in this rule chapter.

2. Compliance with its adopted SSPP and that safety inspections have been performed at least once a year on all buses operated by the bus transit system, by persons meeting the requirements set forth in Rule 14-90.009, F.A.C.

(e) Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety.

(2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.

(a) The SPP shall address the following security requirements:

1. Security policies, goals, and objectives.

2. Organization, roles, and responsibilities.

3. Emergency management processes and procedures for mitigation, preparedness, response, and recovery.

4. Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.

5. Procedures for the establishment of interfaces with emergency response organizations.

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6. Procedures for interagency coordination with local law enforcement jurisdictions.
7. Employee security and threat awareness training programs.
8. Security data acquisition and analysis.
9. Emergency preparedness drills and exercises.
10. Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
11. Procedures for SPP maintenance and distribution.
 - (b) Each bus transit system shall implement and comply with the SPP during the operation of the system.
 - (c) Bus transit systems that engage in a contract with a private contract transit provider shall:
 1. Establish minimum security requirements which apply to private contract transit providers.
 2. Monitor and assure that each private contract transit provider complies with established security requirements during the term of the contract.
 - (d) Bus transit systems are prohibited by Section 119.071(3)(a), F.S., from publicly disclosing the SPP or the security portion of the SSPP, as applicable, under any circumstance.
 - (3) Bus transit systems shall establish criteria and procedures for the selection, qualification, and training of all drivers. The criteria shall include the following:
 - (a) Driver qualifications and background checks meeting minimum hiring standards.
 - (b) Driving and criminal background checks for all new drivers.
 - (c) Verification and documentation of valid driver licenses for all employees who drive buses.
 - (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. As a minimum requirement, drivers shall be given explicit instructional and procedural training and testing in the following areas:
 1. Bus transit system safety and operational policies and procedures.
 2. Operational bus and equipment inspections.
 3. Bus equipment familiarization.
 4. Basic operations and maneuvering.
 5. Boarding and alighting passengers.
 6. Operation of wheelchair lifts and other special equipment.
 7. Defensive driving.
 8. Passenger assistance and securement.
 9. Handling of emergencies and security threats.
 10. Security and threat awareness.
 11. Driving conditions.
 - (e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised. At a minimum, these procedures and instructions shall address the following:
 1. Communication and handling of unsafe conditions, security threats, and emergencies.
 2. Familiarization and operation of safety and emergency equipment, wheelchair lift

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equipment, and restraining devices.

3. Application and compliance with all applicable federal and state laws, rules, and regulations.

(f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.

(g) Bus transit systems shall maintain the following records for at least four years:

1. Records of bus driver background checks and qualifications.
2. Detailed descriptions of training administered and completed by each bus driver.
3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.

(h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.

(i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.

(4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.

(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.

(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at least four years and, at a minimum, provide the following information:

1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.
2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.
3. If not owned by the bus transit system, the name of any person furnishing a bus.
4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.

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(5) Each bus transit system shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:

(a) A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.

(b) Injuries requiring immediate medical attention away from the scene for two or more individuals.

(c) Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than \$1,000.

(d) Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

(6) Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.

(a) Each corrective action plan shall identify the action to be taken by the bus transit system and the schedule for its implementation.

(b) The bus transit system shall monitor and track the implementation of each corrective action plan.

(7) Investigation reports, corrective action plans, and related supporting documentation shall be maintained by the bus transit system for a minimum of four years from the date of completion of the investigation.

Rulemaking Authority 334.044(2), 341.061(1)(a) FS. Law Implemented 119.071, 341.041(3), 341.061(1)(b), 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 6-24-08, 9-16-10.

14-90.0041 Medical Examinations for Bus Transit System Drivers.

(1) Bus transit systems shall establish medical examination requirements for all applicants to driver positions and for existing drivers. The medical examination requirements shall include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.

(2) Medical examinations shall be performed and recorded according to qualification standards adopted by the bus transit system, provided the medical examination qualification standards adopted by the bus transit system meet or exceed those provided in Department Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, hereby incorporated by reference. Copies of Form Number 725-030-11 are available from the Florida Department of Transportation, Public Transit Office, 605 Suwannee Street, Mail Station 26, Tallahassee, Florida 32399-0450 or on-line at www.dot.state.fl.us/transit.

(3) Medical examinations shall be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision

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or review of a Doctor of Medicine or Osteopathy.

(a) An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as pertains to visual acuity, field of vision, and color recognition.

(b) Upon completion of the medical examination, the medical examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.

(c) Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to the driver's employer. If the transit agency decides to adopt qualification standards other than those listed in Department form 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

(d) Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.

(4) Bus transit systems shall have on file a completed and signed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination for each bus driver, dated within the past 24 months

(a) Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee bus drivers shall be maintained by the bus transit system for a minimum of four years from the date of the examination.

(b) Bus Transit Systems shall not allow a driver to operate a transit bus without having on file a completed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination dated within the past 24 months.

Rulemaking Authority 334.044(2), 341.061(1)(a) FS. Law Implemented 334.044(12), 341.041(3), 341.061(1)(a), (b), (2) FS. History—New 11-10-92, Amended 8-7-05, 6-24-08, 9-16-10.

14-90.006 Operational and Driving Requirements.

(1) Bus transit systems shall not permit a driver to drive a bus when such driver's license has been suspended, cancelled, or revoked. Bus transit systems shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice.

(2) Buses shall be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.

(3) A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive

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hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.

(4) To ensure uniform interpretation of subsections 14-90.002(10), (11), (22), and 14-90.006(3), F.A.C., the following practical applications are provided:

(a) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 3 p.m., then required to drive from 3 p.m. – 11 p.m. Driving hours and on-duty hours are the same. 4 hours + 8 hours = 12 hours driving. This driver has met the maximum allowed driving hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(b) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then required to be on-duty, not driving, from 11 a.m. – 11 p.m. Driving hours = 4 hours and on-duty not driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(c) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then on-duty, not driving from 11 a.m. – 11 p.m. On-duty not driving hours = 4 hours + 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. The driver cannot be permitted or allowed to drive before 7 a.m.

(d) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., then off-duty from 8 a.m. – 11 a.m., then on-duty, driving from 11 a.m. – 11 p.m. On-duty, not driving hours = 4 hours and on-duty driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed driving and on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(5) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.

(6) A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

(7) Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.

(8) Bus transit systems shall require pre-operational or daily inspection and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

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(a) An inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust system.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

(b) Bus transit systems shall review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.

(c) Bus transit systems shall retain records of daily bus inspections and any corrective action documentation a minimum of two weeks.

(9) A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.

(10) During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.

(11) Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

(12) Passengers shall not be permitted to stand on buses not designed and constructed for that purpose.

(13) Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.

(14) Bus transit systems 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.

(15) Buses shall not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device shall be properly set at any time the bus is left unattended.

(16) Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 5-31-89, 11-10-92, 8-7-05, 6-24-08, 9-16-10.

14-90.007 Vehicle Equipment Standards and Procurement Criteria.

(1) Every bus transit system shall ensure that buses procured and operated meet the following minimum standards:

- (a) The capability and strength to carry the maximum allowed load and not exceed

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the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.

(b) Structural integrity that mitigates or minimizes the adverse effects of collisions.

(c) Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 211, 217, 302, 403, and 404, Rev. 10/09, hereby incorporated by reference.

(2) Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit systems to the Department.

(3) In addition to the above, every bus operated in this state shall be equipped as follows:

(a) Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses, shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.

(b) Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

(c) Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.

(4) Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign

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shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.

(5) Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.

(6) Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.

(7) Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.

(8) Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions of not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed, either inside or outside, so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

(9) Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.

(a) No bus shall be operated with a tread groove pattern depth:

1. Less than $\frac{4}{32}$ ($\frac{1}{8}$) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

2. Less than $\frac{2}{32}$ ($\frac{1}{16}$) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

(b) No bus shall be operated with recapped, regrooved, or retreaded tires on the

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steering axle.

(c) Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.

(10) Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.

(11) Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.

(12) Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209, Rev. 10/09, and FMVSS 211, "Seat Belt Assembly Anchorages" 49 C.F.R. 571.211, Rev. 10/09, hereby incorporated by reference.

(13) Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating, and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:

(a) Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or in a clearly marked compartment and be readily accessible.

(b) Each fire extinguisher shall be maintained in efficient operating condition and be equipped with some means of determining if it is fully charged.

(c) Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, F.S. .

(14) Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, Rev. 10/09 hereby incorporated by reference, as well as the following:

(a) Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.

(b) Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

(c) The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).

(d) The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when

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installed and stowed, shall extend laterally beyond the normal side contour of the bus, nor vertically beyond the lowest part of the rim of the wheel closest to the lift.

(e) Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:

1. The manufacturer's name and address.
2. The month and year of manufacture.

3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

(15) Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-2-94, 8-7-05, 6-24-08, 9-16-10.

14-90.009 Bus Safety Inspections.

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

(a) Understands the requirements set forth in this rule chapter and can identify defective components.

(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.

(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

- (a) Horn.
- (b) Windshield wipers.
- (c) Mirrors.
- (d) Wiring and batteries.
- (e) Service and parking brakes.
- (f) Warning devices.
- (g) Directional signals.
- (h) Hazard warning signals.
- (i) Lighting systems and signaling devices.
- (j) Handrails and stanchions.
- (k) Standee line and warning.
- (l) Doors and brake interlock devices.
- (m) Stepwells and flooring.
- (n) Emergency exits

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- (o) Tires and wheels.
 - (p) Suspension system.
 - (q) Steering system.
 - (r) Exhaust system.
 - (s) Seat belts.
 - (t) Safety equipment.
 - (u) Equipment for transporting wheelchairs.
 - (v) Working speedometer.
- (4) A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:
- (a) Identification of the individual(s) performing the inspection.
 - (b) Identification of the bus transit system operating the bus.
 - (c) The date of the inspection.
 - (d) Identification of the bus inspected.
 - (e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.
 - (f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).
- (5) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of four years by the bus transit system for compliance review.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.

14-90.010 Certification.

- (1) Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:
- (a) The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.
 - (b) Compliance with its adopted SSPP and SPP.
 - (c) Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.
 - (d) Reviews of the SSPP and SPP have been conducted to ensure they are up to date.
- (2) The certification shall include:
- (a) The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.
 - (b) A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(1)(a) FS. Law Implemented 334.044(28), 341.061(1), 341.061(2) FS. History—New 9-7-87, Amended 8-7-05, 9-16-10.

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14-90.012 Safety and Security Inspections and Reviews.

(1) The Department, or its contractor, shall conduct inspections of bus transit systems to ascertain compliance with the provisions of this rule chapter.

(2) The Department, or its contractor, shall conduct safety and security reviews of any bus transit system the Department believes to be in noncompliance with its SSPP or SPP, or providing passenger service operations in an unsafe manner, or if there is evidence of an immediate danger to public safety. The Department shall prepare and submit a report of the review to the affected bus transit system. The report shall be submitted to the bus transit system within three business days of completion of the review and shall contain the following:

(a) Identification of the findings, including a detailed description of any deficiency.

(b) Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.

(c) Any required suspension of bus transit system service, should the Department determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

(3) The Department shall initiate the following actions to suspend the affected bus transit system service if any deficiency or unsafe condition exists, to the extent that the continued operation of the system, or a portion thereof, poses an immediate danger or threat to public safety.

(a) Immediately notify the affected bus transit system of the unsafe condition, followed by a certified letter describing the deficiency or unsafe condition. The notification shall include the following:

1. The required corrective action for the deficiency or unsafe condition.

2. The requirement for the bus transit system to certify, in writing to the Department, the completion of the required corrective action in accordance with an established implementation schedule.

(b) Conduct an on-site review of the bus transit system to verify the correction of the deficiency in accordance with this rule and the established implementation schedule.

(c) Suspend affected passenger service operations if the bus transit system fails to correct the deficiency in accordance with this rule and the established implementation schedule.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 334.044(28), 341.041(3), 341.061(1)(d), 341.061(2)(c) FS. History—New 11-10-92, Amended 8-7-05, 9-16-10.

**APPENDIX D:
DEFINITIONS**

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AM REPORT EXTRA BOARD OPERATOR –

A list of operators who select the AM report board for work when the first report leaves the garage prior to 12:00 noon.

APPLICABLE HOURLY RATE –

The rate of pay that applies to the specific work assignment being performed.

SHUTTLE WORK –

The operation of a bus between points chosen by the party making the shuttle and which bus does not operate over the fixed routes of the system.

COMBINATION RUN –

A run made up of two trippers, in accordance with these rules.

DAYS –

Unless specified otherwise in the Agreement, shall mean calendar days.

DECLARED EMERGENCY –

An emergency declared by the County Manager or his designee.

EMERGENCY –

A situation or occurrence of a serious nature, which develops suddenly and unexpectedly and demands immediate action.

EXCESSIVE ABSENTEEISM –

The parties recognize that recurring and excessive absenteeism is disruptive to the DTPW work schedules, detracts from service levels, and is costly to DTPW. It is further recognized that employees are expected to be able and available for work when scheduled. An excess absentee is one whose attendance record reflects continuing, chronic absences that hinder the regular operation of DTPW.

EXCUSED FROM WORK –

Excused from work without penalty for an operator who has requested and received approval from the Dispatcher to forego his assignment.

EXTRA BOARD –

The roster or list of all operators who, by virtue of length of service or by choice, do not have a regularly-assigned run. Part-time operators shall not be considered extra-board operators.

EXTRA BOARD OPERATOR LINE-UPS –

Additional selection of extra board positions held between operating division line-ups.

EXTRA LIST OPERATOR –

A list of operators volunteering for additional work not included in their picked run or extra board assignments, including work on regular days off, in accordance with these rules.

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GENERAL LINE-UP—MAINTENANCE –

Selection of work locations and work assignments to be held annually. Vacation selection for the succeeding year is to be made concurrent with the general lineup. Additional general line-up may be scheduled prior to opening of new operating base.

GENERAL LINE-UP—OPERATORS –

Selection of work locations and work assignments to be held annually. Vacation selections for the succeeding year are to be made concurrent with the annual general line-up. Additional general line-ups may be scheduled prior to opening of new operating division.

HABITUAL LATENESS –

One who has formed a habit of reporting late for assignment, as evidenced by the Individual Attendance Record.

HORSEPLAY –

Rough, coarse, boisterous, or rude play.

LATE REPORT –

Failure of an operator to make a “report” or “relief” at the scheduled time and place, but reporting to the Dispatcher, in person, not more than two (2) hours later than the time scheduled.

LINE-UP –

The periodic opportunity for selection of work assignment in order of length of service in each classification.

LINE-UP—INFORMATION CLERKS –

Selection of work assignments on a seniority basis twice a year; such assignments shall remain in effect until the next succeeding line-up.

UNAUTHORIZED LEAVE-NO CALL –

Failure of any operator to make a report or relief at the scheduled time and place, and the operator does not report to the Dispatcher in person within two (2) hours of his report or relief time.

OPEN PIECE –

A work assignment that includes at least one relief and is not included in a run.

OPEN RUNS –

A regular assignment chosen by an operator at line-up and vacated between line-ups.

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OPERATING DIVISION –

A base of operation, including operating and maintenance personnel at one geographic location.

OPERATING DIVISION LINE-UP—MAINTENANCE –

Selection of work assignments to be held at individual garages at intervals during year between general line-up. Line-ups at individual garages may be scheduled to take effect independently of line-ups at other garages.

OPERATING DIVISION LINE-UP—OPERATORS –

Selection of work assignments to be held at individual operating divisions at intervals during year between General Line-Ups. Line-ups at individual operating division may be scheduled to take effect independently of line-ups at other operating divisions.

PASS-UP OF RUN –

An operator's election to work the Extra Board in preference to a regular run.

PENALTY REPORT –

The required appearance of a bus operator before the Dispatcher at the garage for the purpose of working any available piece of work assigned as a penalty of having reported late.

PIECE OF WORK –

Runs or trippers operating over fixed routes; does not apply to "shuttle work."

REGULAR RUN –

A regular work assignment made up of one continuous work assignment or two separate parts, which may be on two routes in accordance with these rules.

RELIEF –

The release from duty of one bus operator by another by virtue or schedule or special instructions.

REPORT –

The appearance of a bus operator for the purpose of presenting himself for duty or duty assignment.

REPORTING LOCATIONS –

The site where an employee presents himself for work assignment.

ROUTE OR SECTION LINE-UP—OPERATORS –

Selection of work assignments to be held for an individual route or a group of routes, which may be smaller than a division. This type of line-up may take place at any time deemed necessary, independent of any other line-up.

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RUN –

A fixed work assignment selected at line-up time or assigned as provided in these rules.

SEPARATE MANUAL ON JOB CLASSIFICATION –

A manual on job classification is maintained in the Personnel Office, Superintendent's Office, and the Union Office.

SPLIT RUN –

A run consisting of two pieces of work, which has intervening time unpaid up to 90 minutes and no less than 30 minutes.

STRAIGHT RUN –

A piece of work that is on a fixed route or routes without interruption in paid work hours.

TEMPORARY RUN –

A run expected to operate on an experimental basis for ninety (90) days or less. This work will be assigned to the Extra Board and can be discontinued at any time.

TIME SLOT EXTRA BOARD—OPERATORS –

A list of extra board operators who have picked one report "time slot" and are assigned to work in accordance with these rules.

TRIPPER –

A work assignment that starts and ends at the garage.

**APPENDIX E:
SUPPORTING POLICIES AND PROCEDURES PLANS**

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LIST OF SUPPORTING POLICIES AND PROCEDURES PLANS

- DTPW Continuity of Operations Plan – COOP (*TransitNet>MDT DIVISIONS>SAFETY>Policies & Procedures*)
- DTPW Hurricane Manual (*TransitNet>MDT DIVISIONS>SAFETY>Policies & Procedures*)
- DTPW Mass Migration Plan (*TransitNet>MDT DIVISIONS>SAFETY>Policies & Procedures*)
- DTPW Radiological Emergency Response Plan (*TransitNet>MDT DIVISIONS>SAFETY>Policies & Procedures*)
- Public Transportation Agency Safety Plan – PTASP(*TransitNet>MDT DIVISIONS>SAFETY>Policies & Procedures*)
- Bus Operations Rule Book (*TransitNet>MDT DIVISIONS>SAFETY>Policies & Procedures*)
- Process Maps (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-051 Transit Operations Supervisor (TOS) Forms Control (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-029 Schedule Adherence (Early or Late Buses) (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-033 Bus Bridge for Rail-Mover Service Interruptions Rev1 (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-034 Hurricane Emergency Evacuation (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-043 Engine Smoke-Thermal Event on Bus (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-046 Larceny on DTPW Bus (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-046 Larceny on DTPW Bus (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-004 Metrobus Operator's Defective Coach Report (*TransitNet>Policies & Procedures>SOPs>Bus Services*)
- MDT PR BS-022 Pre-Trip Inspection Procedure (*TransitNet>Policies & Procedures>SOPs>Bus Services*)