

The Gunnison Valley Transportation Authority (RTA)

Transit Policies and Procedures

SECTION I - STATEMENT OF PURPOSE

The purpose of the Gunnison Valley Transportation Authority (RTA) Transit Program is to provide safe, and courteous public transportation and ADA services for residents of and visitors to the Gunnison Valley. The RTA contracts with a private contractor to provide transit services in the Gunnison Valley. The RTA will strive to provide a safe, fair, and honest working environment for passengers, its contractor, and its contractor's employees.

A. Safety

Safety is the #1 priority of the RTA. Safety will not be compromised for any reason and all contractor's employees will strive to perform safely in all aspects of their employment.

Employee Safety The RTA requires its contractors to provide a safe working environment to the best of its ability. Any conditions which may lead to an unsafe situation should be reported immediately to a supervisor so that corrections may be made. Contractor's employees should not perform any action which is unsafe and/or may lead to accident or injury. Contractor's employees must be aware of their safety at all times, including being prepared for adverse weather conditions with proper gloves, sunglasses, footwear, etc.

Driving Safety Drivers are required to obey all traffic laws. Further, no vehicle should be driven faster than conditions will allow, regardless of the bus schedule, posted speed limit, or other requirements. Arriving safely, whatever the road conditions, is far more important than staying on schedule.

Again, the #1 priority is safety, so if necessary the schedule will be compromised to continue to operate safely.

DRIVE SLOWLY AROUND ALL BUS STOPS. If a person is at or around a bus stop, they are a passenger, and the driver is responsible for performing in a way that maximizes their safety.

Passenger Safety Many passengers have no experience at this elevation or climate, and have no idea what to expect. Drivers frequently have the initial contact with passengers on ski days, and should not hesitate to suggest hats, goggles, gloves, sunglasses, sun screen, etc., to anyone not prepared for this environment. Also, drivers should offer suggestions or direction to passengers in need of assistance with any aspect of their safety.

Allow plenty of room around bus stops for passengers to walk and load skis. Also be aware of ground conditions when pulling in to a stop and try to avoid icy areas, mud puddles, excessive snow or other hazards that may adversely affect passengers' ability to safely board the bus.

Maintenance Shop Safety Contractor's employees need to be safety-aware at all times in and around all shop areas. Wherever necessary, safety equipment must be provided by contractor to protect its employees from dangerous situations or equipment. Safety is the #1 priority, and any action which cannot be performed safely should not be performed until corrections are made or protection is provided for the employee.

B. Passenger relations

The RTA Transit Program exists to provide transportation for residents and visitors, and every person accessing that service is a guest of the RTA. ***While a driver's first responsibility is safety, the next is to be courteous and helpful.*** Drivers must practice a proactive approach to passenger relations; that is, to offer assistance and anticipate questions from visitors when it is obvious that s/he is confused or having difficulty. Drivers should assist by giving information and making suggestions when needed to

enhance a visitor's visit or a resident's ride on the system.

Drivers are frequently asked questions like, "Where is the best place to..." If a driver is asked a direct, personal question about services or businesses in the area, the best way to answer is honestly, based on personal experience. RTA does not endorse or specifically support any individual business, and suggestions or recommendations cannot be made in the name of the RTA; however, when a visitor asks this type of question, s/he is best served by an honest answer.

C. Americans with Disabilities Act of 1990 (ADA)

The ADA is a civil rights law designed to remove barriers that prevent qualified individuals with disabilities from enjoying the same opportunities that are available to persons without disabilities, including access to public transportation. All equipment currently owned and acquired in the future by the RTA is and will be accessible based on ADA guidelines, including approved lifts for boarding assistance. Training is provided by contractor for its employees to become proficient with operating all accessible equipment and interacting with passengers requiring extra assistance.

Passengers eligible for ADA paratransit service may make arrangements by calling the contractor's office.

D. Organization

The RTA is a taxing district that contracts with contractors to provide transit services along the Highway 135 corridor. It is funded primarily by sales tax collected in the district, and is governed by a Board of Directors made up of two representatives from each municipality in the district and two representatives from Gunnison County.

SECTION II - EMERGENCY AND LEGAL PROCEDURES - DRIVERS

1. Accident Prevention

A. The safety of passengers, employees and travelers on the street or highway must be given precedence over every other consideration.

B. Exercising good judgment in avoiding risks and strictly complying with rules and instructions will, in most instances, prevent accidents.

C. Do not assume that all pedestrians or motorists will exercise the same degree of care or caution that you do. When nearing a street or highway crossing, look out for pedestrians, bicycles, and automobiles approaching from both directions, give sufficient warning, and take no chances. Don't force right-of-way at the risk of an accident.

D. When approaching any vehicles being driven ahead of you, slow down to a speed that will enable you to stop, as the driver ahead may be forced to make a sudden stop because of other traffic or a change in traffic signals.

E. When passing another moving vehicle, watch the vehicle closely; at any moment the other driver may turn toward you to avoid collision with another vehicle stopping in the street or moving out from a parking space. Watch out for vehicles starting out from the curb that may turn sharply into your path. Sound your horn and reduce your speed. In passing either standing or moving vehicles, maintain sufficient clearance.

F. When a vehicle passes you and cuts in front of you, reduce speed and prepare to stop. If the driver is preparing to turn, it is possible he/she will be forced to stop in front of you because of opposing traffic.

G. Be a good judge of your own speed and the distance required to stop the bus. At twenty miles per hour you are moving thirty feet per second. Those who exert every effort at the last second to avoid an accident and think they have done their best are mistaken. The best way to avoid an accident is to foresee traffic development and start precautionary actions a few seconds sooner, when possible. A split second can save the five or ten feet your bus might otherwise move after an accident. In all cases **BE PREPARED TO STOP TEN FEET BACK**. Keep the right side of your bus close enough to the curb or parked vehicles to keep traffic from entering on your right side.

H. Rough starts or stops, operation at reckless speeds, inadequate distance from vehicle ahead, or other safety rule violations sooner or later result in accidents.

I. You will avoid a frequent type of accident and actually save time when a passenger is hurrying to board or alight by saying to him/her: "Take your time; be careful."

J. Do not open the doors until the bus is stopped and close doors before starting. Check rear-view mirror. Look to the left, to the right and ahead before starting.

K. Any act of gross carelessness, indifference, or recklessness will be regarded as evidence of unfitness of an employee for such responsible duties.

2. ACCIDENTS

DEFINITION: (1) Any time any part of your vehicle comes in contact with anything other than the tires touching the pavement. (2) Anytime a client is injured as a direct result of contact with our service i.e. when a passenger slips and falls on the bus or stairs. (Copies of all forms may be found at the end of this manual.) Note that incidents may not be accidents but that forms must still be filled out and incidents must be reported.

You must always report any contact or potential injury while providing our services to your supervisor immediately. Failure to do so may result in disciplinary action including possible termination.

Follow the procedures below if the bus is involved in a collision with another vehicle, fixed object, or pedestrian; or if a passenger is injured by falling, being caught in the door, or otherwise.

Most of the procedures below will be carried out by your supervisor if s/he is able to be at the scene. Follow these procedures yourself until your supervisor arrives and then allow your supervisor to take control of the scene:

A. Do not drift or continue to move your bus after an accident. Stop as soon as possible. Secure the bus in a safe manner. **KEEP COOL**. Calmness on your part will discourage excitement among the passengers.

B. Check the degree of injuries to passengers and occupants of any other vehicle and notify your supervisor by radio.

C. Aid the injured if possible.

1. In case of an accident or incident involving personal injury of a passenger on a bus, a pedestrian, or a passenger in another vehicle, your first duty is to care for the injured person or persons. Do not attempt to move a seriously injured person. This is often dangerous and likely to increase the injury. Make the injured person as comfortable as possible, then call your supervisor without delay and indicate that an ambulance and police are necessary.

2. If a doctor is at the scene, you must allow him/her to administer first aid to the injured person or persons.

3. In the event the injured person is taken to a hospital, doctor's office, or to his home by a motorist, document the motorist's name, address, phone and vehicle license number.

4. An individual who claims no injury, and refuses medical treatment must sign a release from medical responsibility form.

- D.** Witnesses should be secured as quickly as possible after the occurrence of an accident or incident.
1. Obtain the license numbers of any other vehicles involved, including those who may have witnessed the accident and exchange information required by law. Get the name and address of every occupant of the vehicle, indicating which is the driver. Copy the name and address of the registered owner from the registration slip and document the license number, state and year issued. Get their insurance information.
 2. You cannot obtain too many witness statements. Obtain the names of all witnesses regardless of their attitude.
 3. Indicate on your report whether the witness was a passenger on the bus involved in the accident, the other vehicle involved, a passenger or driver of some other vehicle, or was on the street or in the vicinity of the accident.
- E.** Obtain the names of all passengers and any other people who may have seen the accident. Gather all information necessary for a detailed report.
- F.** Cooperate with police if they have been called or arrive on the scene, and do not leave until released. When police officers are present at the scene of an accident, obtain their names and badge numbers for follow-up and/or insurance information.
- G.** Do not make any statements to anyone (except police, the RTA executive director, your supervisors, or personnel assigned to investigate the accident) describing the accident, how it occurred, or your opinion of fault. If other persons ask for information, simply state that you will make a complete report and forward to the agency administration.
- H.** In any accident, vehicles must not be moved until the police or authorized personnel have arrived. When cleared to leave, notify your supervisor and await instructions.
- I. *A DETAILED ACCIDENT REPORT MUST BE COMPLETED WITHIN 24 HOURS.***
- J.** The Accident Report is an official document. It must be completed accurately by the operator involved in the accident. Your signature confirms your agreement with the entire contents. Failure to disclose all information is a major infraction and may result in termination.
- K.** After having an accident, do not become involved in any argument as to the responsibility for the accident. Guard against remarks and tone of voice that could cause any hard feelings with the other party involved.
- L.** In case of collision with a motorist who is obviously intoxicated, try to detain the driver until police arrive if the driver is not injured; however, no forcible action should be taken. Do not make any remarks as to the person's condition except to a police officer.
- M.** People are considered to have been injured when they fall, when they have any appearance of having received an injury, or when they complain to you of being injured.
- N.** Do not discuss the mechanical condition of equipment or street conditions with ANY person other than one you know to be an authorized representative of the RTA or its contractor.
- O.** Refer any and all claims to your supervisor. Do not assume any obligations nor attempt to settle any claim.
- P.** If requested, give only your name and bus number to other party.
- Q.** If called or subpoenaed by the Police Department or any other public authority to make

statements or make identification in any case in which the RTA is directly or indirectly involved, notify your supervisor as quickly as possible.

R. Do not reveal the name of any witness or give ANY information in regard to the accident to ANY person other than a proper official of the RTA, its contractor, and the Police. Do not call on the injured person without the consent of the RTA. Refer anyone requesting information regarding any accident to your supervisor.

S. Full and complete information must be given in all reports. What may seem trivial or immaterial to you at the time may become the deciding factor in the event of a lawsuit. Do not wait for your supervisors to learn of an accident or learn that you have information regarding an accident. Report it yourself at once.

T. Bloodborne Pathogens Bloodborne pathogens, i.e. viruses and bacteria, may exist in blood and other body fluids (regurgitation) spilled in a bus. A kit for safely cleaning these fluids is available on every bus, and safety training for response in these situations is provided during orientation. See the section of this manual called 'Exposure Control Plan / Infection Control Practice'.

U. Media Contact In the event that an incident commands media attention, all questions and comments should be directed to the RTA Contractor General Manager or RTA manager. Other employees should not make comments or answer questions to any media personnel.

3. Responding to Accident Information Requests

Drivers are sometimes contacted by various individuals to provide information concerning an accident. Please contact your supervisor before speaking with any attorney or other individuals who are requesting information. Attorneys may also attempt to gather information about an accident. DO NOT discuss any matters with an unknown attorney or other individuals. Ask for the attorney's name and firm and contact your supervisor to find out if you should provide any information.

4. Accident Evaluation

The RTA defines an accident as an unexpected, unplanned occurrence that results in injury or harm to person, property or the environment. If your vehicle is involved in an event that causes injury and/or damage to anyone or anything, it is an **accident**. If your vehicle is involved in an event that does not cause damage and/or injury to anyone or anything, but had the potential for doing so, this is an **incident**. Failure to report any accident or incident may result in a corrective personnel action and/or termination.

5. Emergency Procedures

A. Use the radio or cell phone to inform your supervisor when police or medical aid is needed.

B. Give your name, location, route, and bus number.

C. Do not change locations unless staying at that location will place you or your passengers in greater danger.

D. If possible, stay by the radio so your supervisor can contact you for additional information, if necessary.

E. Appropriate contractor personnel will respond in addition to the authorities requested. Notify your supervisor when your vehicle is released by authorities at the scene.

F. Follow the procedure for accidents.

6. Hit and Run

In the event you become involved with a hit and run driver, notify your supervisor immediately. Do not

move the bus or leave the scene until your vehicle is released by the police, supervisor or supervisory personnel. Remember to turn in an Accident or Incident Report (whichever applies).

7. Incident Reports

You must turn in an Incident Report when anything unusual happens while vehicle is under your control. Use incident reports for passenger injury, property damage occurring within the vehicle, loading or unloading, disruptive passengers, unusual circumstances while loading or unloading passengers, complaints, etc. It is often a good idea to get passengers who are witnesses to the incident to fill out witness statements. The Incident Report must be filled out in ink. Submit the report and any witness statements at the end of the shift in which the incident occurred, unless otherwise advised by your supervisor. All accidents or personal injuries **MUST** be accompanied by an Incident Report.

- A.** When a passenger claims an injury, the driver treats the injury as an accident and follows all documented procedures. (*Note: at no time admit liability or fault*).
 - 1. Bring vehicle to a safe stop if bus is in motion.
 - 2. Assess medical needs.
 - 3. Contact your supervisor with basic information. Determine if ambulance or police response is necessary. Ask the supervisor to call the passenger's emergency contact if necessary.
 - 4. Note on incident report all passengers on-board at the time of the incident and attempt to get witness statements from them.
 - 5. Start incident report.

8. Inspection of Equipment Involved in an Accident

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

- 9. Fires:** At the first indication of fire on the bus, proceed as follows:

- A.** Stop the bus immediately, turn the engine off and open doors to discharge passengers.
- B.** Ask the passengers to get off of the vehicle in an orderly manner. Their safety is your first concern. Assist all frail or disabled passengers off the vehicle. Have all passengers go to a location approximately 100 feet from the vehicle and have them stay together in a group. Designate one passenger to be in charge of the others while you continue to evacuate. Passengers in wheelchairs may need to be removed from their chairs to evacuate quickly.
- C.** Notify your supervisor as soon as possible, giving the location of the vehicle and fire. If possible, attempt to control the fire using the extinguisher. If fire occurs in the engine compartment, do not open the hood to try to extinguish it. This could cause the fire to flash or increase.
- D.** Follow the outline for accident reporting.

10. Violence and Disturbances on Buses

In case of violence or a disturbance on your vehicle proceed as follows:

- A.** You must never engage in a physical encounter with anyone except to defend yourself or a passenger in the event of a direct physical attack, and when you have good cause to believe that physical harm, serious injury or death may be the result.
- B.** Prompt reporting will help identify, apprehend, prosecute and convict parties committing violent acts on buses or outside of the vehicle. Report such incidents to your supervisor immediately. You should also secure the names of witnesses.
- C.** If involved in a violent incident, you may sign a complaint against the violator if you are personally

aware of the facts; otherwise, do not sign a complaint. When any violent incident occurs while on duty, contact your supervisor by radio.

11. Complaints Against Citizens

If you are requested by the police to sign a complaint against a person involved in an accident with a bus, and are personally aware of a violation by that person, you may sign such a complaint. If you have no knowledge of a violation or are unsure, you should not sign the complaint.

12. Requesting Arrests

Do not request the arrest of anyone unless authorized by a Supervisor or official of the RTA's contractor with the following exceptions: you or a passenger is robbed, assaulted, or in apparent personal danger. If an arrest is made, immediately report it to your supervisor. Fill out an Incident Report giving names and addresses of any witnesses and the person arrested.

13. Heart Attack

Passengers who experience a heart attack or cardiac difficulties may lapse into unconsciousness and need immediate attention. Stay calm and secure the vehicle. If unconsciousness seems likely, gather as much information as possible such as history, medicines and allergies.

- A.** Remember that help should be obtained immediately. This is your **FIRST** priority. **You should call your supervisor IMMEDIATELY for assistance.**
- B.** Stay calm.
- C.** Make the person comfortable, lying on his/her back.
- D.** Keep other passengers away unless they are familiar with and can help with CPR until an ambulance arrives. Try to calm others.

14. Seizures

Passengers who have seizures may need immediate and careful attention. Individuals affected by epileptic seizures will not endanger other passengers but may do harm to themselves. Some types of seizures cause a person to lapse into unconsciousness. They may be identified in the following ways, but be sure to look for a bracelet or ID card.

- A. Tonic colonic seizures: (Grand-Mal)**
 - sudden cry
 - fall to floor, followed by muscle jerks
 - saliva on lips
 - shallow breathing or temporarily suspended breathing
 - skin may appear bluish in color
 - possible loss of bladder or bowel control
 - seizure may last from two to five minute duration; normal breathing usually starts
 - may be confused or fatigued after return to full consciousness
- B. Non-convulsive seizures (Petit-Mal)**
 - blank stare
 - eyes roll upward
 - person does not respond
- C. Complex-partial (temporal lobe) seizures**
 - usually starts with a blank stare
 - followed by chilling

followed by random activity (may pick at clothing, may pick up objects, may try to take clothing off, etc.)
may appear dazed or mumble
may run or appear afraid
may struggle or flail with restraint
has no memory of what has happened.

D. If a passenger experiences a seizure on board a vehicle, follow these procedures:

Stop your vehicle
Immediately call your supervisor who will contact the proper authorities.
Ask other passengers to move away from the area, allowing the affected passenger plenty of room.
Stay calm. You cannot stop a seizure once it has started. Let the seizure run its course. Do not try to revive the person.
Ease the person to the floor and loosen clothing.
Try to prevent the passenger from injuring himself/herself.
If possible, turn the person's face to the side so that saliva can flow out of mouth.
Do not force anything between the person's teeth.
Do not be frightened if the person having a seizure seems to stop breathing momentarily.
Reassure the other passengers that they will not be harmed.
Remember that help will arrive shortly

15. Emergency Equipment

Each RTA bus should be equipped with the following emergency equipment:

3 reflective triangles
First aid kit
Fire extinguisher
Body fluid spill kit

SECTION III - PASSENGER RELATIONS AND CUSTOMER SERVICE

As a driver representing the RTA, you are a key person. Supervisors are here to support you with equipment, schedules and other services that will help you do your job well. As a driver you have more opportunities to make friends for the RTA and yourself than anyone else. The RTA is committed to serving the transportation needs of the visitors to and citizens of the Gunnison Valley by providing transportation services which emphasize excellence of performance and which adhere to the principles of our mission.

You must be the public representative of our bus service. There are five things you must do to make your job pleasant and successful:

- I. Present a pleasing appearance.
- II. Be friendly, helpful and considerate to your passengers.
- III. Operate your bus skillfully and safely, providing a smooth, comfortable ride.
- IV. Use good mature judgment at all times.
- V. Treat passengers as you would expect to be treated yourself.

1. Passenger Interaction Program

A. Overview:

Good passenger relations are essential to the success of the RTA. Passengers who are satisfied with

their RTA experience are more likely to become consistent riders. Everyone benefits when that happens. Likewise, poor passenger relations cause problems for all of us. Dissatisfied passengers often become "problem" passengers not only for the company, but for the drivers who deal with them again and again.

More than anyone else, drivers are the key to maintaining good passenger relations. You are the RTA representative they see and talk to day in and day out.

Sometimes all it takes to keep passengers feeling good about riding with us is to provide them with safe and comfortable transportation and to be polite in dealing with them. Other times it takes much more.

From time to time you are faced with complaints and other sensitive interactions that require you to work at maintaining good passenger relations.

You've seen these and a thousand other situations that require you to act quickly and effectively to handle problems and maintain good passenger relations. As you know, handling these situations can be difficult. Very often you're dealing with people who are angry, frustrated or downright hostile. You may not be able to resolve every complaint or problem on the spot, but you can defuse potentially explosive situations just by saying and doing "the right things at the right time."

B. Techniques for Handling Difficult Situations:

There are a number of things you can do to effectively handle difficult situations with passengers.

Acknowledge the passenger's situation and feelings. A good way to get results in an emotional situation is to show passengers you understand and care about their situation and feelings.

Passengers find it harder to argue or be angry when you send them the message, "What you have to say and how you feel are important!"

Maintain or enhance the passenger's self-esteem. Self-esteem is defined as "having a positive view of oneself." Treating passengers in a friendly and respectful way (especially people with complaints and problems) can do much to reduce harsh feelings and gain cooperation.

Present the rules or position of the company and offer suggestions for solving the problem. It is important for you to listen to passengers who present problems or complain, but it's just as important that they hear and understand what you are saying (especially if safety is the issue).

C. Key Principles

Why maintain or enhance self-esteem?

Reduces defensiveness and hostility

Helps gain cooperation

Creates a positive impression of you and the RTA

Maintain these practices at all times, but especially when passengers:

Express strong feelings such as anger and resentment

Become agitated or hostile

Are having problems

Treat the passenger with respect and in a friendly manner

Focus on the problem, not the passenger

Acknowledge the passenger's situation and feelings

Ask for, rather than demand the passenger's cooperation

Listen and respond with empathy.

Maintains/enhances self-esteem

Encourages open communication

Helps passenger vent emotions

Listen attentively, ask for clarification and paraphrase

Recognize the passenger's situation and feelings
Encourage cooperation, look for win/win solutions
Phrase suggestion so that you're asking, not telling.

D. Critical Steps Rationale

1. Address the passenger in a friendly manner.

The way you address the passenger can greatly affect your success in dealing with difficult situations. A friendly manner can win cooperation, or at least keep emotional situations from really getting out of hand. When you address passengers in a friendly and courteous way, you are indicating they are important as people and you are interested in what they have to say. It's hard not to respond positively to someone sending this message.

The manner in which you address passengers initially is particularly important. By being friendly and courteous from the start, you set a positive tone for the rest of the interaction. By doing that, you've just put the odds of resolving the situation in your favor.

Acknowledge the situation.

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

Focusing on the problem, not on the passenger

Listening attentively

Making statements that show you understand (even if you may not agree with) the passenger's situation and feelings.

Openly present your position and check for understanding.

As important as it is for you to acknowledge the passenger's situation, it's just as important that he/she understands your position. Passengers who are aware of the importance of a given policy or guideline are much more likely to cooperate with you in enforcing it.

Present your position, then check that the passenger understands what you've said. You can check the passenger's understanding by asking questions such as, "Do you see what I mean?" or "Do you see my point of view?"

Ask for the passenger's cooperation.

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

Thank the passenger.

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

2. Information to Passengers

A. To help passengers who request information, familiarize yourself with the RTA schedule.

B. If you don't know the answer to a question, say so and see if any other of the contractor's employees might know the answer. Under no circumstance should you give a passenger wrong information.

C. You may radio your supervisor for information. Above all, you should try to accommodate the passenger. Use your good judgment. Call your supervisor at any time if you feel that the passenger may be stranded or greatly inconvenienced by not having the correct information.

3. Remember:

PASSENGERS are the most important person in our business.

PASSENGERS are not dependent on us -- we are dependent on them.

PASSENGERS are not an interruption of our work, they are the purpose of it. We are not doing them a favor by serving them. They are doing us a favor by giving us the opportunity to serve them.

PASSENGERS are not a cold statistic -- they are flesh and blood human beings with feelings and emotions like *you* and *me*, with biases and prejudices.

PASSENGERS are not persons to argue with or match wits with, or to outsmart. **No one ever won an argument with a passenger.**

PASSENGERS are people who bring us their wants. It is our job to handle their requirements so pleasantly and so helpfully that they will take RTA transportation again and again.

4. Passenger/Citizen Grievances

If a passenger or member of the public has a grievance with RTA service, s/he should contact an employee of the contractor providing RTA service. If the employee is a driver, then the driver shall contact his/her supervisor. The supervisor shall attempt to address the grievance if able or contact the assistant transit manager or transit manager if the grievance is not able to be resolved. The managers shall attempt to resolve the grievance with the complainant. If the managers are unable to resolve the grievance, the complainant shall be given the time, date, and place of the next meeting of the Board of Directors and encouraged to discuss the issue with the Board of Directors at that meeting. The Board of Directors shall then determine the appropriate action in order to respond to the grievance.

SECTION IV - SERVICE TO PASSENGERS WITH DISABILITIES

The Americans with Disabilities Act (ADA) was passed by the US Congress to supply equal access for people with disabilities by providing barrier-free public facilities. By law, public transit vehicles must make reasonable accommodation for people with various types of disabilities.

1. ADA (Americans with Disabilities Act Law) Requirements

A. Transportation cannot be denied to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily. This means you **must** accommodate any wheelchair, even if it won't fit into the tie-downs. Secure the wheelchair with the belts if you can. Always notify your supervisor if problems arise. The ADA states that all passengers in wheelchairs must be given the option of having their wheelchair secured with straps to the floor of the bus. However, a passenger using a mobility aid may transfer to an existing seat in the vehicle in lieu of being secured with straps or they may request not to be strapped in. RTA vehicles are equipped with strap cutters for use in the event of a fire or other emergency requiring immediate removal of a passenger.

B. Assist individuals with disabilities onto the lift platform and with the use of tie-downs, lifts and ramps. All individuals with disabilities must be seated. Lap belts are available for use if requested.

C. Passengers with visual impairments must be allowed to sit where they want. It is the responsibility of the driver to orient the passenger when his/her stop is coming. It is also recommended that the driver escort and/or further assist passenger when disembarking.

Colorado and Federal law recognize the right of people with disabilities to be accompanied by specially trained guide or service animals. These animals are usually dogs but monkeys and cats are now being used for some purposes. Service dogs typically wear pouches or collars that identify it as a service animal. If the animal is unruly, ask the owner to control the animal.

D. Wheelchair lifts must be cycled at pull-out (as part of the pre-trip inspection). Notify supervisor immediately whenever a lift malfunctions.

E. Individuals using oxygen or portable respirators cannot be denied transit services. Passengers using oxygen supplies need to be sure to have enough oxygen for their round-trip. If a passenger doesn't have enough oxygen to complete his/her travel, the driver needs to follow emergency procedures.

F. It is the operator's obligation to insure that passengers with disabilities have access to priority seating and/or a secure location on board the bus. This may involve asking passengers to give up their seats in order to make room for a passenger with a disability.

G. Operators must permit standees to use the vehicle lift to board the bus if requested by the passenger. The following will help the driver provide the necessary assistance to the "standees" in a safe and unobtrusive manner:

Lower lift to ground level

Make sure ground is as level as possible

Be sure client is clear of the lift

Explain to client your intentions

Assist the client onto the lift and place them into position as close to the vehicle as practical. Passenger needs to hold onto the handrails

Driver should stand on the ground and to the right of the client, placing a hand in the center-upper back to help control passenger's movement.

Raise the lift in one smooth motion. Do not stop during this action as the lift will jerk.

Remind the client it will jerk slightly as the lift engages.

Ask the client to look into the bus, not down.

After complete ascent and stop, help the client off the lift and into their seat

Descent is the reverse of above but place the client facing out of the bus.

I. Exceptions

Clients that are known to have bad knees cannot stand the jerk of the lift.

Clients that are known to have balance or equilibrium problems.

J. Any person with an impairment requesting to stand on the lift may do so. The driver should suggest that handrails be used for stability, and must be prepared to assist with stability if necessary. No other persons (other than the driver) may ride on the lift, including attendants.

For balance and stability reasons, it is better to use the lift with a person in a wheelchair with their back to the bus. Whenever a person approaches the lift facing it, the driver must suggest that they back onto the lift for safety reasons. No one may stand on the lift with a person in a wheelchair. The driver must talk the person through the procedure before and during the lifting motion.

The lift door must be attended from the outside at all times when the lift is lowered. If it is necessary to walk away from the lift when it is deployed, the driver should caution passengers to stay in their seats and be aware that the lift is deployed. After a passenger using the lift has entered the vehicle, the lift should be raised and stowed before the driver enters the vehicle to assist with tie-downs or other assistance. Do not leave the lift deployed unless absolutely necessary.

K. Boarding Assistance Persons with impairments may require assistance in order to board and disembark safely. This may include guiding a person with a sight impairment, speaking with a person with a cognitive disability, assisting a person using a mobility aid, and many other types of assistance.

L. Sensitivity It is of utmost importance to remember that you are transporting a *passenger* or a *person*, not a disability or an impairment. Therefore, you may be transporting a *person with a sight impairment*, or a *person using a wheelchair*, not a 'blind person' or a 'wheelchair passenger'. Speak to an adult like an adult, no matter what the impairment.

Remember that all RTA passengers are people, human beings, with feelings and needs.
The responsibility of being a driver is to safely and courteously assist people with transportation needs.

M. Training This section is merely an overview of paratransit driving skills. Thorough training should be provided by contractor during the orientation session, and any questions that arise may be directed to a supervisor.

N. Marketing information in Accessible Formats If requested, RTA's contractor will provide marketing information in large type and/or audio for those with visual impairments. Drivers who know of such a request should contact the assistant transit manager and/or assist the individual in retrieving the large type information available from the contractor.

O. Conclusion

The safety of clients comes first. If there is any doubt, *do not* place the client on the wheelchair lift as a standee. If the client cannot negotiate the steps, *do not* assume that person is a good candidate to ride the lift. Use proper judgment. Passengers may need to use a wheelchair to enter and exit vehicle. If a wheelchair is necessary, contact your supervisor to bring one.

SECTION V - OPERATING PROCEDURES

Articles, Packages and Baggage

A. Articles, baggage or packages are not permitted on buses if they are dangerous, offensive to other passengers or restrict free movement of passengers. Articles permitted on the bus must not interfere with the vehicle's operation or with any other passenger. Baby strollers and grocery carts must be folded or positioned so they do not block the aisles of the bus.

B. Skate boards must be adequately secured to be allowed on buses.

C. Bicycles are not allowed inside any RTA vehicle.

Baby Carriages and Strollers

A. Folded baby carriages or strollers are allowed, but operators must not load or unload one with a baby in it. Never allow a baby to ride in a carriage while on the bus. **REMEMBER: There are types of wheelchairs for children that look like a baby stroller and these children must be allowed to remain in the chair while on board the bus.** All other carriages and strollers shall be folded and removed from bus aisles.

Backing Bus: *Avoid Backing if Possible*

Drivers must carefully approach all stops and avoid getting themselves into situations that will require backing.

A. Do not back a bus unless it is absolutely necessary. Only after you have gotten out and checked behind your vehicle and are sure that such movement can be made without endangering pedestrians, other vehicles, or a stationary object may you back up. If another driver or a supervisor is available, then have them spot you while backing your bus. You will be held

responsible for any damages or injuries incurred when backing the bus.

- B. Emergency hazard lights must be used when backing a bus.
- C. Do not back up further than absolutely necessary.
- D. When backing, full attention must be to the rear of the vehicle until the vehicle has completed the backing maneuver. Occasional glances forward to monitor traffic are suggested.
- E. Do not accelerate while backing. Idle with your foot covering the brake. Your foot should not be on the accelerator at all, unless backing uphill.

Bomb Threat

- A. If a bomb-threat is received regarding an RTA vehicle or facility, the policy of the RTA is to shut down all routes immediately. All drivers on route will be notified by the supervisor via the two-way radio and all vehicles should be evacuated at the next safe spot on the route.
- B. The supervisor on duty should immediately place an emergency 911 call and inform the transit manager of the situation.
- C. The system will not be restarted until the local authorities make a determination that it is safe to do so.

Blocked Stops

- A. When access to a stop is blocked by an illegally parked vehicle, make every effort to pick up and discharge passengers safely by pulling out of the traffic lane near the stop or, if absolutely necessary, from the traffic lane.
- B. If a blocked stop is creating a serious safety hazard, preventing the pickup or discharge of a passenger with a disability, or causing a delay on route, radio to your supervisor with a description of the vehicle and the license plate number.

Breakdowns

- A. If the vehicle has mechanical trouble, try to get the bus to a safe place out of traffic. Use 4-way flasher lights.
- B. If the vehicle must be stopped on a road or the shoulder of a road for more than 10 minutes, place reflective triangles at the following locations:
 - I On the traffic side of the vehicle, within ten feet of the drivers side rear corner, to mark the location of the vehicle.
 - II About 100 feet behind and ahead of the vehicle, on the shoulder or in the lane where the vehicle is stopped.
 - III Beyond any hill, curve or other obstruction that prevents other drivers from seeing the vehicle within 500 feet.
- C. When placing the triangles, the driver should hold them between him/herself and the oncoming traffic.

Broken Windows

- A. When glass is broken through scuffling, carelessness, or malice, obtain names and addresses of witnesses and the offending party (if possible). Turn in an Incident Report.
- B. Be sure to make note of cracked glass on your daily pre-trip inspection report.

Bus - Leaving Unattended

A. Drivers must not leave their vehicles (except to assist passengers with the loading/unloading of bicycles or to assist passengers who need assistance boarding or departing the buswhile in service, except in cases of emergency or at the Mountaineer Square Bus Stop while between runs.

B. Before leaving the vehicle, the driver must set the parking brake and make sure that it holds, place gear lever in neutral position, turn the engine to high idle. If the bus is on the slightest hill (either uphill or downhill), set the front wheels to the curb.

C. While carrying passengers, operators are not permitted to leave a bus at any point along the route to buy or eat a meal or to transact personal business.

D. When carrying passengers with severely diminished capacity for understanding, do not leave them unattended. If the schedule requires leaving the bus to load/unload other passengers, be sure that all passengers are secure and tell them that driver will not be away from the bus for more than 1-2 minutes. If there is a concern about leaving a particular passenger, radio your supervisor for advice.

Cleanliness of Bus

Show pride in the appearance of your bus while in service by keeping newspapers and loose trash cleaned up and placed in a trash receptacle. Keep floors swept and free of debris. Keep all windows clean inside and out. When turning your bus over to a relief driver at the end of your shift, pick up trash and clean the steps of your bus before your last run.

Complaints

If you can answer a passenger's complaint to his or her satisfaction, do so. If not, refer the individual to your supervisor. If a passenger asks you to identify yourself, you must give your name. If asked for this information by a bystander or another motorist, the driver should obtain witnesses and make out an Incident Report when he/she returns to base. This will protect you, as well as your employer and the RTA.

Damaging RTA Property

If you notice passengers damaging vehicles or property, immediately notify your supervisor. Get witnesses to complete statements and complete an Incident Report.

Descending Grades

A. Check brakes at top of hill.

B. Do a traffic check and keep control of the bus at the crest of a grade by reducing speed and avoid descending the grade at a high rate of speed.

C. Shift the vehicle to a lower gear. In hilly or mountainous areas, use the same gear (or one gear lower) going downhill as used going uphill. When you leave Mt. Crested Butte Town Center, start in the gear that you will use to go down the hill. This will make it possible for you to not shift while driving down the hill.

D. Maintain a steady speed, monitor traffic behind, beside and in front of the vehicle.

E. When roads are dry use the retarder (if the bus is equipped with one) to control speed. During slippery conditions, depress the brake pedal to reduce speed. Bring speed down to 5-10 mph under what is safe to travel for the hill. Release the brake or retarder and brake again when speed increases to the safe traveling speed. An equipment or brake failure may require emergency measures in stopping. Shift into the lower gear, and check brakes BEFORE

descending the hill. The best way to avoid emergencies is to do a thorough pre-trip at the start of the day.

Disabled Bus

A. Should the vehicle become disabled, radio or telephone your supervisor immediately. Use 4-way flashers. Reflectors should be used if you will be down for more than 10 minutes.

B. When reporting trouble, explain the problem as clearly as possible to minimize the delay for repairs. Do not make derogatory comments in regard to the problem or condition of the bus over the radio or in public. Remember the passengers on all operating buses can hear what you say too!

C. Give your name, bus name, route, location and nature of problem.

D. Do not move a partially disabled vehicle while passengers are on board. You will be held responsible for moving a partially disabled bus and injuring a passenger or colliding with another vehicle or pedestrian because of such disability, unless otherwise directed to do so by your supervisor.

E. Do not start a bus while repairs are being made unless instructed to do so by a qualified maintenance professional. Such instructions should be repeated back to the maintenance person and verified to avoid accidents.

G. Turn off all lights except hazard lights to conserve battery life. When buses are disabled, the reflectors provided must be set out to prevent possible collisions.

H. Do not tamper with any adjustments on the bus engine. This must be left to the supervisor on duty or the shop personnel, unless otherwise instructed.

Disputes

Do not intervene in disputes or assaults between passengers. At the first indication of possible violence between passengers, use your passenger interaction skills. For example, ask individuals to sit quietly at opposite ends of the bus or to continue the disagreement after they arrive at their destination. If the disturbance escalates, call your supervisor for assistance. Protect yourself and other passengers. Document disputes or altercations between passengers with an Incident Report.

Door Operation

A. Buses are not to be moved with the door open.

B. When loading a wheelchair onto or off of the bus, close the lift door as soon as possible, without putting the passenger at risk.

Eating/Drinking

A. Operators are not allowed to consume food or beverages while operating the vehicle.

Ejecting Passengers

A. A young child under the age of 12, a person appearing to have difficulty comprehending or following directions, a person appearing of unsound mind, or a person with a disability who is unable to take care of himself must never be ejected from the bus.

B. No passenger shall be ejected for mere intoxication unless the passenger becomes dangerous or offensive. This person must be turned over to a Police Officer or your supervisor.

C. No person will be ejected from a bus without direct permission from your supervisor

unless that person presents an immediate threat to the safety of other passengers and/or yourself.

D. Unless absolutely necessary for the safe operation of your vehicle or the safety of your passengers, no person shall be ejected anywhere except at a designated bus stop.

Emergency Vehicles (Approach of Emergency Vehicles)

A. As soon as any emergency vehicle siren is heard, the bus must be stopped immediately on the right side of the road and remain stopped until the emergency vehicle or vehicles have passed. Make sure all emergency vehicles have passed before pulling into the traffic lane.

B. When stopping for an emergency vehicle, pull to the curb or shoulder and leave the street clear if at all possible.

C. If an automobile approaches rapidly with the horn blowing continuously, and/or blinking lights, regard it as an emergency vehicle.

Exit and Entrances

A. Operators must keep exits and entrances as free and as unobstructed as possible so that passengers may board or disembark in safety. Emergency and other exits must always be unlocked whenever the vehicle is put into motion.

B. Passengers blocking the passageways (stair wells) must be courteously told (or assisted) to move out of the passageway.

C. Make every effort to have passengers move to the rear of the bus in order to accommodate as many passengers as possible.

D. Passengers are prohibited from standing in front of the white line in the front of the bus at any time that the bus is moving.

Flammable Fluids

Under NO circumstances will passengers be allowed to board a bus carrying gasoline or any flammable fluid in any container. Oxygen in personal use containers are the only exception.

Four Second Rule

A. The national Safety Council and the RTA recommend the "FOUR SECOND RULE" to establish your safe following distance. Here is how it works:

Note when the vehicle ahead passes a stationary point (telephone pole, bridge, etc.).

Begin counting "One thousand and one - one thousand and two - one thousand and three - one thousand and four."

The bus should not pass that same point before you count to "one thousand and four." If it does, then you are following too close. *DROP BACK.*

B. The four second rule is for the distance between the bus and the vehicle ahead of it. This Four Second Rule allows for a safe stopping distance under normal driving conditions. For adverse weather increase your following distance to a MINIMUM of five seconds for rain and seven seconds for ice.

C. When following another bus, or other vehicle, the driver needs to be careful to maintain a safe following distance between your bus and the bus or other vehicle ahead. A good gauge is the "FOUR SECOND RULE." Be alert and prepared for unexpected stops by keeping your bus under control at all times. By using the "FOUR SECOND RULE," the distance will increase as

speed increases. Failure to allow sufficient following distance could result in a rear-end collision.

D. When stopping behind another vehicle, keep the "following distance" in mind. This lets the driver establish the safe following distance. It gives the driver enough room to maneuver around the vehicle ahead, should it stall. Allow 10 feet between the bus and the stopped vehicle ahead, and between buses at bus stops. When the vehicle ahead moves forward, allow another five feet before you move the bus.

E. Allow the same following distance for a bicycle, motorcycle, or moped as you would any other vehicle. Remember that the following distance is determined by the driver's ability to stop the vehicle. If any conditions exist that affect your stopping distance, you must increase your following distance.

F. Be aware of the clearance to the side as well as the front of your bus. While driving your bus, leave 4 feet between the bus and curb or parked car. Don't forget overhead clearance too. Allow "10 Feet" of clearance to be sure.

Flag Stops

The RTA has several flag stops along State Highway 135. Passengers are required to notify the driver of their desire to board or depart the bus in plenty of time for the driver to safely stop the bus at the flag stop. Passengers are made aware of this requirement through the Short Guide to Riding the RTA bus which is posted online and on all buses. Drivers should look at flag stops prior to arriving and stop if anyone is standing at the flag stop or if notified by a passenger of their desire to get off the bus – either verbally or through pulling the "stop-requested" cord.

Fueling Procedures

A. Follow the following procedures to fuel your vehicle:

Turn off engine.

Use fuel card provided with RTA vehicle to input password, mileage, and driver ID number.

Dispense fuel into tank. Do not fill more than 7/8 full.

Replace nozzle on pump.

Replace gas cap.

Funerals and Parades

A. Funerals - Buses must never be operated so as to cut in or in any way interfere with the procession of a funeral procession or convoy. Most funeral processions may be identified by "Funeral" stickers on windshields of the automobiles and by headlights turned on.

B. Parades - Follow the directions of your supervisor.

Hazard Lights

Emergency hazard lights should be operated when:

When loading and unloading wheelchair clients

At bus stops on the street

Backing a bus

Bus is disabled (if necessary flag the traffic around the disabled bus)

Whenever the driver is getting out of the driver's seat to assist a passenger.

Holdups – High-jackings

You are cautioned not to resist in case of a holdup. Give the suspect whatever s/he asks for. Get a good description of the suspect and notify your supervisor immediately. Get reports from

any witnesses and complete an Incident Report. In case of a high-jacking, again – you are cautioned not to resist. Do your best to inform the supervisor of the situation and then take action as instructed by law enforcement. Above all attempt to keep calm and protect yourself and your passengers.

Horn - Sounding Of

The horn is the only means you have of warning others of the approach of the bus. It should be used for the purpose of preventing drivers of other vehicles or pedestrians from getting into a position of danger. Excessive use of the horn can be annoying to other people and is illegal; therefore, use it only when necessary.

Intoxicated or Ill Persons

A. At your discretion, if the person appears capable of caring for him/herself and is not likely to annoy or assault other passengers, allow the person to board. If the passenger does not meet these criteria, you may refuse transportation and must then immediately notify your supervisor.

B. No person who is acting belligerent due to excessive alcohol consumption shall be permitted to board a vehicle, nor shall any person be allowed to drink any intoxicating substance while on a vehicle.

C. Call your supervisor immediately if you do not allow an intoxicated person to board. If you allow a passenger whom you think might be slightly intoxicated to board the bus, do not accelerate until the person is seated. If the passenger is too intoxicated or ill to exit safely, you should call your supervisor for assistance.

D. If the intoxicated person succeeds in boarding the vehicle without having been noticed and is able to take care of him/herself and at no time annoys passengers, permit him/her to ride. If an apparently intoxicated passenger is unable to take care of him/herself or annoys other passengers or the driver, the driver should ask the passenger to stop the offensive behavior. If the passenger still does not cooperate, indicate that you may have to have him/her put off the bus. Then call your supervisor.

E. In no circumstances shall intoxicated passengers be ejected unless turned over to a police officer or your supervisor. Call your supervisor and arrangements will be made to have a police officer or supervisor meet the vehicle at a specific location.

F. Witnesses should be obtained and an Incident Report made on all situations requiring action taken against an intoxicated passenger.

G. In the event a passenger on your bus becomes ill, stop at the nearest bus stop and assist the passenger off your bus. If a passenger is seriously ill, call your supervisor for assistance. If a passenger becomes unconscious and does not respond to an attempt to rouse him, an ambulance must be called. In any event, obtain witness reports and turn in an Incident Report.

Language

Use of Boisterous, Profane, or Vulgar Language

A. Use of boisterous, loud, profane, or vulgar language (by either drivers or passengers) is prohibited on all vehicles.

B. If a passenger is creating a disturbance on the bus by using loud or profane language, ask him/her to stop and explain why you need his cooperation. If s/he will not comply with your request, radio your supervisor for assistance.

Lost Articles

A. Caring for and returning lost articles is an important part of our service to passengers. Drivers need to walk through the vehicle at the end of a run and upon returning to the garage to look for lost articles. Articles found on buses, RTA Bus Stops, or the street must be turned in at the end of your shift.

Mirror Adjustment

With clean and properly adjusted mirrors you can view what is happening in and around the bus with very little movement of your head. This enables you to be immediately aware of any situation that requires prompt defensive action.

A. Clean the side windows and mirrors as part of the bus pre-trip inspection. Water droplets and smudges can reflect sunlight and limit visibility.

B. Be sure mirrors are adjusted properly before moving the bus. Before checking the mirrors ensure that the seat is in the proper position.

C. Adjust the left side-view mirror so that you can see the left side of the bus from the rear of the front wheels to the back of the bus. The left side-view mirror does not cover the areas directly to your left. For this reason you cannot pull from the curb safely without looking to be sure that there is no vehicle in that position.

D. Adjust the interior rear-view mirror so that you get the widest possible view of the bus interior. When adjusted properly you can also see through the rear and right side windows of the bus.

E. Adjust the right side-view mirror so that you can see the right side of the bus, including an area outside the front and rear doors.

Misconduct - Passengers

For acts of misconduct such as intoxication, vandalism, passenger disputes, assaults, robbery, or threat of such actions on the bus, you should:

Try to remain calm (speak slowly and clearly).

Notify your supervisor by giving your name and location - most importantly your location. DO NOT move coach from that location.

State the nature and seriousness of the problem.

Open door(s).

Do not detain or chase suspect(s). Note the features and mannerisms of suspects for future identification. Look for scars, tattoos, hair, eye, & skin color, clothing color and style, height & weight (approx.). To get a more accurate height, make a mental note of where his/her head reaches to in doorways or against railings.

Follow the supervisor's and/or police instructions. Be sure to make out an Incident Report at the end of the incident.

Obscured Vision

If vision is obscured by fog, rain, sleet, smoke, blowing snow, or any other cause, operate the vehicle at such speed which will permit you to stop within the distance you can see. This is done by counting one-thousand-one thru one-thousand-four from the time a post or another object comes into clear sight until your bus reaches it. Also use only your low-beam headlights.

In case of a complete white-out, **where you have no visibility**, come to a complete stop, turn on 4-way flashers, and wait for visibility to return. Radio your supervisor and other drivers to inform them of your location and situation.

Passengers - Loading and Unloading

- A.** Passengers are only allowed to load and unload at designated bus stops.
- B.** All stops must be announced by the driver loud enough so that passengers are able to hear the name of the stop.
- C.** If a passenger becomes upset or unruly, be as polite as possible and treat it as an incident. Call the supervisor for assistance if the passenger's conduct is interfering with the safe operation of the vehicle.
- D.** DO NOT block crosswalks or intersections when stopping your bus.
- E.** When making a stop for passengers, pull to the head of the bus stop, if possible, to permit passengers to board from the curb without stepping into the street. Bring the bus to a complete stop no farther than one foot from the curb. At Mountaineer Square, do not swing the front of your bus over the curb while pulling into the stop. It is better to be further away from the curb than to endanger passengers on the sidewalk.
- F.** Avoid injury to passengers and damage to the bus, especially the doors, by keeping a safe distance from trees, poles, fire hydrants, or other obstructions near the curb line. Do not stop with doors opposite an obstruction on the curb or a hole in the street. Be sure to line lift door up with as level an area as is possible for loading/unloading a wheelchair.
- G.** A bus must never start moving or be operated with the doors open. Bring the bus to a complete stop before opening doors.
- H.** When passing regular loading zones at any point, be extra cautious. The other drivers may expect you to stop.

Passing Standing Buses or Other Vehicles

- A.** When passing slowly moving, disabled or standing buses or other vehicles, exercise extreme caution. Slow down and look for pedestrians. At intersections, watch out for autos or pedestrians crossing from behind or in front of the other vehicle.
- B.** Pedestrians, particularly children, should be cautioned to watch for traffic when crossing roads to board or disembark.
- C.** Do not pass a school bus at any time or in either direction when its red lights are flashing.

Pedestrians

- A.** You must yield the right-of-way to pedestrians crossing the street regardless of whether they are at a marked crosswalk or in the center of the block where there is no crosswalk. When a pedestrian is crossing the street, you must drive with caution until sure the pedestrian is safely out of the way.
- B.** You must not assume that because the pedestrian is moving he/she will continue to move and be out of the way by the time the bus reaches him/her.

Pets and Working Animals

- A.** Guide Dogs, Hearing animals, and Service animals are allowed in the passenger compartment of buses in regular service. Small dogs in carrying cages may be allowed on the

bus if they pose no annoyance or danger to the passengers. Avalanche dogs are allowed only when going to or from work. Avalanche dogs must be in uniform (ski pass) with their ski patrol partner. These animals must be properly leashed or harnessed and must stand, sit or lie at the feet of the passenger.

B. No animals or pets (except as noted above) will be allowed on RTA buses. The RTA and its contractors will not be responsible or liable for loss, damage or injury caused by pets - any driver willfully ignoring this policy will be held responsible.

Pre-Trip Inspection

A. Check for any obvious conditions that might render the vehicle un-drivable, i.e., leaks under vehicle, broken glass, flat tire, etc. If such a condition exists, contact the Maintenance Supervisor or supervisor and report the conditions. Check for vehicle cleanliness, both interior and exterior.

B. Use daily vehicle Pre-Trip Sheet found on buses. Make sure you mark any damage found on vehicle—daily.

Problem Reports

A. Any time you have a mechanical problem, you must document it carefully and accurately on the bottom section of your Daily Pre- and Post-Trip form. Use the back if more space is needed.

B. Only through accurate reporting of mechanical problems by all operators can the bus fleet be maintained in top condition. This is a team job that requires compliance by all operators so that the bus you take from the lot each day will be free from mechanical defects. You will assist Maintenance Department in locating and reporting trouble quickly by describing mechanical difficulties as fully as possible. Maintenance employees don't operate buses under actual load conditions; your clear and complete explanation of problems will let them know where and how to start repairs.

C. In case of accident, report any damage to bus, no matter how slight, on your pre/post trip sheet.

D. Keep your dash clear of anything that might obscure the important mechanical gauges that need your frequent monitoring.

Radios, Tape Players and Other Audio or Video Devices.

A. If drivers play the radio, cd, or mp3 player, volume must be reasonable and choice of music must not be offensive. Drivers must follow the same guidelines as the FCC requires for radio stations. (Basically, use common sense about the music you choose.)

C. Passengers should not operate radios, CD players, or other audio or video devices on any vehicle in regular route service. A passenger may, however, operate a radio or recorder with the proper use of earphones.

D. When a passenger violates the above guidelines, courteously inform him/her playing radios without earphones violates regulations. Should the passenger fail to comply with your request, radio your supervisor for your instructions.

Refusing Transportation

A. In extreme circumstances, you may refuse transportation to an individual or group who are behaving offensively, threatening the safety or comfort of other passengers, or who are so ill

or intoxicated that they cannot care for themselves.

- B.** If you must refuse transportation, do it as politely and discreetly and quickly as possible.
- C.** Call your supervisor immediately for permission and fill out an Incident Report when you return to Town Center.

Returning Buses to the Shop

- A.** When parking a vehicle you should:
 - Perform post-trip check and document any problems on the Pre-Post Trip form or on a Problem Report.
 - Make sure the parking brake is applied.
 - Make sure the music radio is turned OFF.
 - Complete all paperwork including any Incident Reports from the days events.

Right-of-Way

- A.** RTA vehicles, when operating on the streets, have only the rights equal to those of any other vehicle on the road. You must not take the right-of-way from another vehicle on the assumption that the driver of the other vehicle will permit the bus to proceed.
- B.** RTA vehicles should proceed only when it is safe to do so, regardless of the right-of-way. Whether or not a vehicle has the right-of-way will not be accepted as an excuse for a collision with a pedestrian or another vehicle. Drive defensively!
- C.** Police and fire department vehicles, ambulances and other emergency vehicles have undisputed right-of-way. On approach of these vehicles, as indicated by a flashing light or audible signal, buses will be pulled as far to the right as possible and brought to a full stop. All vehicle doors must be kept closed while emergency vehicles are passing.

Roller Skates/Blades

The wearing of roller skates/blades by passengers on any RTA bus is a dangerous practice. It can interfere with safe vehicle operation and the safety and well-being of other passengers. To provide safe service for all passengers, the RTA **prohibits** the wearing of roller skates/blades on our vehicles.

Route Deviation

There must be no deviation from the route, including unscheduled stopovers, unless ordered by the supervisor or by a necessary emergency detour where police or other authorized persons are in charge. Passengers with disabilities may request a detour up to ¼ of a mile from the route within the city limits of the City of Gunnison in order to accommodate their needs. The bus shall not leave publicly designated roadways in order to accommodate this request. The encounter of any of the above situations must be radioed to a supervisor as soon as possible.

Safe Driving

- A.** It is important to carry passengers on schedule, but more important is carrying them safely. Under the law, we owe our passengers "the highest degree of care." In case of inclement weather, bad streets or traffic conditions, **SAFETY MUST NOT BE SACRIFICED FOR SCHEDULE**. You must drive at a speed that is safe, considering driving conditions.
- B.** Maintain a safe distance from vehicles ahead of your bus so that you can make a safe stop without collision, no matter what kind of a stop the driver ahead makes. **REMEMBER, BE PREPARED TO STOP TEN FEET BACK OF VEHICLE AHEAD.**

C. Driving faster than road and traffic conditions permit and following too closely have caused more accidents than any two other unsafe driving factors.

D. As a professional driver, you must practice defensive driving and compensate for the lack of skills exhibited by other non-professionals.

Seat Belts

Employees are responsible for wearing seat belts when driving an RTA vehicle. It is also the employee's responsibility to report any defective seat restraints.

Slippery Streets (due to loose gravel, dirt or icy conditions)

A. REDUCE SPEED to gain better control of the bus. Safety must come ahead of schedules.

B. WHEN STARTING UP, depress the accelerator pedal lightly. If rear wheels begin the slightest spin or side-slip, release the pedal immediately and repeat the procedure until the bus moves without spin or side-slip.

C. WHEN APPLYING BRAKES, begin much sooner than you would on a dry street. Depress the brake pedal lightly. If rear wheels begin the slightest slide or sideslip, release the pedal immediately to allow wheels to roll and downshift if necessary. Repeat the procedure until the wheels no longer slide or sideslip.

D. INCREASE FOLLOWING DISTANCE between yourself and other vehicles, parked cars and fixed objects to provide a safety factor in case of side-slipping. However, do not allow so much clearance that another vehicle could get between the bus and a fixed object or parked car.

E. INCREASE FOLLOWING DISTANCE to allow the additional space for braking. The more slippery the pavement, the greater the following distance required.

F. AVOID QUICK OR ABRUPT TURNING MOVEMENTS. Steer more slowly and gradually to reduce the possibility of skids.

G. PROTECT YOUR PASSENGERS. Make warning announcements to boarding and alighting passengers. Avoid any actions to hurry passengers since injuries could result. Keep your bus steps clean and remember, a simple "watch your step" may save a passenger from injury.

Smoking on Buses

The use of chewing or smoking tobacco is prohibited. Leaving a bus to smoke when delayed in route is prohibited. Operators will not be permitted to smoke on any RTA vehicle. Drivers who wish to smoke at layovers, must get off the bus to do so. You must keep a sufficient distance (at least one bus-length) while smoking as to keep the odor from permeating the interior of the vehicle.

Speed

Buses must be operated safely at all times with due regard for other users of the streets and the safety of passengers. In addition to posted speed regulations, observe street, weather and traffic conditions.

Starting and Stopping

A. Start the bus smoothly without jerks or sudden changes in acceleration in order to avoid throwing or injuring passengers.

B. All RTA buses are fully automatic. The gears shift automatically as the bus speed increases. Do not fan accelerator. Apply an even pressure to the accelerator so as to provide a smooth ride.

C. Sudden stops that result in throwing passengers must be avoided unless a collision is imminent. Such stops are likely to cause injury to frail and/or disabled passengers. If the sudden stop was caused by a vehicle cutting in, etc., identification of the vehicle by license number or other means should be noted and reported on to the supervisor right away.

Terrorist Attack – Possible or Confirmed

A. Remain calm and patient. Follow the advice of local emergency officials and listen to your two-way radio for news and instructions.

B. If a disaster occurs near you, check for injuries. Give first aid if possible and get help for seriously injured people. Remember to use the Bloodborne Pathogen Kit in your bus to avoid contamination.

C. If there is terrorist activity that is an immediate threat, go to a public building and take shelter with your passengers as quickly as possible. Inform the supervisor of your location.

Tire Trouble

Upon detecting a flat or partially flat tire, stop the bus and radio or phone the supervisor. When reporting a tire condition, state whether it is a front tire or inside or outside rear tire and condition of the adjoining tire, if any. The supervisor will tell you what to do.

Traffic Signs - Observance of

A. Be governed by signals of all traffic signs, police officers directing traffic at any point, and strictly observe "STOP SIGNS" operated by traffic patrol at school crossing.

B. An operator has no authority to signal auto drivers or pedestrians to cross in front of his bus and should not assume this responsibility. This can create liability on your part.

Traffic Tickets

Procedure to follow if you receive a traffic violation ticket while operating any RTA vehicle.

Call the supervisor and inform the supervisor of the circumstances.

When you return to base complete an Incident Report. Give all necessary information.

Turn in the Incident Report and a copy of the ticket to the assistant transit manager.

RTA is not responsible for cost of ticket and/or court costs associated with traffic violations.

Traffic Laws

A. All bus operators must be familiar with (and will be held responsible for adherence to) the traffic laws and regulations of the United States, as well as the State of Colorado, counties and municipalities served by RTA.

Turning Corners

A. **No turn at an intersection should be made at more than 10 mph!**

B. On Right turns, do not swing wide enough for an automobile to get on your right side.

C. Adequate room should be allowed when making a right turn so that the right rear wheel of the bus does not ride the curb, or the right side of the bus scrape against poles, stop signs, or fire hydrants.

D. RTA Transit training practices state that the turn indicator lights must be used at least 100 feet before the vehicle turns. The turn indicator lights on buses are operated by hand lever or foot control. Turn indicators should be used when changing from one lane to another and when pulling out from the curb after making a stop. Turn indicators do not always turn off automatically, be sure to turn off the indicator after completing the turn.

Unauthorized Driver

A. Do not permit any person to operate the bus except the driver in charge or a RTA supervisor or maintenance official.

B. Employees are permitted to operate only those vehicles on which they are qualified by the RTA contractor.

C. Qualified employees must not take over equipment controls from an employee assigned to the vehicle except in an emergency and only if the employee has permission from a supervisor.

Watches

Operators are required to have an accurate watch or timepiece to insure adherence to operating schedules. Incorrect time will not be an excuse for running off schedule.

Water - Operating Through

A. Drive slowly (not to exceed 5 mph) through standing water to prevent damage to the equipment. The vehicle must not be driven through water deep enough to reach any part of the engine.

B. Brakes should be tested immediately after operating through deep water to check for water in the brake drums. Use the brakes for a short distance to dry the drums after passing through the water.

C. If the brake condition is poor and does not improve after testing, call the supervisor.

SECTION VI - RADIO PROCEDURES

1. Radio or Telephone Reports

Keep the two-way radio on at all times the bus is in operation, except for refueling. Adjust the volume so it is clearly audible to you, without disturbing passengers.

Accidents, disturbances, arrest cases or any other occurrences involving persons on buses which require the assistance of supervisors, ambulances, police officers or fire fighters must be reported by radio or telephone immediately to the supervisor. You are to abide by the instructions given you at that time.

2. Calling the Supervisor

ALWAYS call the dispatcher when you:

- A.** Are involved in an accident.
- B.** Have physical violence or an ill or injured passenger on the bus.
- C.** Have a mechanical problem.
- D.** Anticipate being late.
- E.** Encounter a delay or blockage on the route which has not been previously noted.
- F.** Cannot pick up passengers due to an overload or lift malfunction.
- G.** Observe an accident.

3. How to Make Radio Calls

Plan what you say. Be as brief as possible, but give the supervisor the necessary identification and information (e.g., location, vehicle descriptions and license numbers, specifics about traffic, etc.) Radio exchanges should be limited to essential business communications. If something can be handled later at the office, or by writing a problem up on a problem report, do not use the radio to communicate it. Remember that every radio transmission is heard on every bus by every passenger and in the office by other staff. Complaints, personal chitchat, and sensitive information about other employees, specific passengers or lost and found items are prohibited.

4. What to Do When Your Radio Does Not Work

- Make sure the radio is "On" -- check to see that the radio lights are on. Make sure the squelch control is not "pinned." You should turn the squelch until you get a "snow" sound and back it off until the sound stops. Make sure your monitor button is on so you can hear all buses as well as the supervisor.
- Try "keying" the mike; see if the transmit light comes on.
- If you cannot get the radio to work, use the radio in another bus to notify the supervisor or call the supervisor from a phone.

5. FCC Regulations - Operating Procedures

Two-way FM radio systems must be operated in accordance with the rules and regulations of the Federal Communications Commission (FCC). As an operator of two-way radio equipment, you must be thoroughly familiar with the rules that apply to your particular type of radio operation. By following these rules, you will help to eliminate confusion, assure the most efficient use of existing radio channels, and assist with a smoothly functioning radio network.

When using your two-way radio remember these rules:

- A. It's a violation of FCC rules to interrupt any distress or emergency message. And, as your radio operates in much the same way as the telephone "party line," always listen to make sure that the line is clear -- that no one else is on the air -- before sending messages. If someone is sending an emergency message -- such as reporting a fire or asking for help in an accident -- Stay off the air! Emergency calls have priority over all messages.
- B. The use of profane or obscene language is prohibited by Federal Law.
- C. It is against the law to send false call letters, or false distress or emergency messages.
- D. The FCC requires that you keep conversations brief and confine them to business.
- E. Using your radio to send personal messages (except in an emergency) is a violation of FCC rules. You may send only those messages that are essential for the operation of the transit business.
- F. It is against the Federal Law to repeat or otherwise make known anything you overhear on your radio. Conversations between others sharing your channel must be regarded as confidential.

SECTION VII - EMPLOYMENT PRACTICES BETWEEN CONTRACTORS AND THEIR EMPLOYEES

A. Hiring practices and requirements

Policy The RTA requires that its contractors hire the best qualified individual for open positions and not discriminate against any person because of race, creed, color, religion, age, sex, disability, marital status, political affiliation, national origin or ancestry.

Employment of Related Persons No employee of an RTA contractor will supervise a spouse, 'significant other', child, parent, brother, or sister, including relationships arising from adoption while performing duties related to RTA transit services.

Commercial Driver's License (CDL) Drivers are required to have a valid Colorado CDL, class BP, with no air brake restriction, in order to drive RTA buses. The state requires drivers to produce proof of Social Security number and Department of Transportation (DOT) physical before a license will be issued.

DOT Physical The RTA requires all drivers to have a valid DOT physical while driving RTA vehicles.

Driving Record The driving record of every contractor employee who drives RTA vehicles must be checked for moving violations and kept on file every year. To be eligible to drive an RTA vehicle, a driver must not have more than one moving violation within the previous twelve months and two moving violations within the previous thirty-six months. Please note that these are not 'points' against the license, but moving violations - tickets - charged to the record. Non-moving violations do not affect this requirement.

Privacy of Information Insurance and Federal Motor Carrier Safety Regulations require that certain information be kept on file in the office the RTA's contractor. This information pertains to drivers' driving records, address, telephone, employment history, current DOT physical, and other employment-related information. This information is kept strictly confidential and will not be released without the written consent of the employee concerned.

B. Substance abuse policy

Drug and Alcohol Testing The federal agency which regulates the transit industry is the Federal Transit Administration (FTA). The FTA and the State of Colorado have issued regulations which require that all transit agencies adopt and enforce a substance abuse policy, which includes testing for illegal drug and alcohol use and a method of assistance for those employees who test positive for illegal drug and alcohol use. All personnel in safety-sensitive positions in the transit industry are required to adhere to their employer's substance abuse policy. All employees of RTA contractors who perform safety sensitive duty must be covered by a policy, including drivers, mechanics and technical personnel who prepare the buses for service each day.

The RTA Board of Directors adopted a policy for drug and alcohol testing and substance abuse which reflects the State and FTA regulations. Following this policy is a condition of employment for all contractor's employees who perform safety sensitive duties to provide RTA transit service.

C. Employee on-duty conduct

Contractor's employees are expected to conduct themselves in a professional, civilized manner whenever on duty or representing the RTA. Foul language, gestures, 'bully' driving, and/or any other offensive behavior will not be tolerated.

Grooming Standards/Policy Contractor's employees in public contact are required to come to work clean and reasonably groomed. Drivers are diplomats representing the community and the RTA. Hair must be clean and pulled back out of the face, and not kept in a style that affects the driver's ability to work or drive safely. Beards must also be clean, reasonably trimmed and not of a length or nature that impedes safety. Pins or other placards which are based on any profane or other subject in poor taste are not permitted to be worn or displayed in sight while on duty.

8-Hour Rule Employees will abstain from alcohol consumption for eight hours before beginning any driving shift.

D. Political activity

On-duty employees of RTA contractors may not engage in partisan political activity which would appear

to endorse or oppose any candidates and/or issues. This includes environmental issues. The RTA, being a governmental entity, must remain neutral on political issues. From time to time, the Board of Directors may wish to take a position on an issue which affects the RTA. In this case, contractor's employees are not required to support the Board.

Campaigning While off-duty and out of uniform, contractor's employees may take part in whatever political activity s/he wishes; however the RTA may not be represented in any manner.

E. Equipment

Drivers must do a daily safety inspection of their vehicle when it is picked up at the shop which includes a post trip inspection and corresponding paperwork. A Daily Vehicle Inspection Report should be started at this time. Any deficiencies which affect the safety of the vehicle should be immediately reported to a member of the shop staff or the supervisor on duty. The bus may be repaired or another bus may be substituted. *If a deficiency develops during the day, the deficiency should be reported to the supervisor on duty who will assist with dealing with the problem.*

Every attempt is made to maintain a safe and comfortable fleet. It is essential that drivers do a complete vehicle inspection every day and report deficiencies so that they may be corrected. Also, it is of utmost importance that vehicles are driven in such a way that wear and tear is kept to a minimum.

F. Human Rights

Employees of RTA contractors have the right to a workplace that complies with all human rights guaranteed in the United States. No harassment of any kind will be tolerated by an employee toward another. This includes sexual, physical or mental harassment and abuse, racial slurs or innuendoes, or any other personal harassment. HARASSMENT OF ANY KIND MAY RESULT IN IMMEDIATE DISMISSAL. Harassment simply will not be tolerated.

Harassment is determined by the perception of the victim, not by the intent of the perpetrator.

No employee is expected to tolerate harassment or abuse from passengers. If a passenger is harassing a driver, the best immediate response usually is to ignore the person. If it continues to the point where the safe operation of the vehicle is affected, contact the supervisor on duty by radio, report the problem, and ask for assistance if needed. In a more extreme case, after radioing the supervisor, secure the vehicle and walk away if necessary. Do not engage in any verbal or physical altercation with the passenger. Ask your supervisor to call law enforcement officers if personal, passenger, or equipment safety is threatened.

Contractor's employees are not law enforcement officers, and have the right to a safe workplace free from personal harassment. The RTA is committed to these rights, and will work with its contractors to take steps to ensure them in every way possible.

1. SEXUAL HARASSMENT

A. Introduction.

1. It is the policy of the RTA that all employees of its contractors are entitled to work in an environment free of sexual harassment. Sexual harassment will not be tolerated. A prompt investigation of all claims and complaints of sexual harassment will be undertaken by the contractor, and effective and appropriate corrective action will be taken when determined to be warranted based on the investigation.

B. Sexual Harassment Described.

1. Unwelcome sexually-related conduct, including sexual advances, requests for sexual favors, or other physical, verbal, or written conduct of a sexual nature constitutes sexual harassment when:

a. Submission to the conduct is made either explicitly or implicitly a term or condition of an individual's employment;

b. Submission to or rejection of the conduct by an individual is used as the basis for employment decisions affecting that individual; or

c. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

2. Examples of conduct which may constitute sexual harassment include, but are not limited to: pinching; grabbing; fondling; propositioning; making either explicit or implied job threats or promises in return for submission to sexual favors; making sexually-oriented comments on appearance or physical features; telling sexually-oriented stories or jokes; and display or circulation of sexually-oriented pictures or photographs.

C. Procedures.

1. Any employee of an RTA contractor who believes that he or she is being subjected to sexual harassment should inform the person responsible for the conduct that such conduct is unwelcome and plainly request that it stop immediately.

2. The employee shall inform the RTA's contractor of the sexual harassment by notifying his/her immediate supervisor or the assistant transit manager or the transit manager as the employee chooses. The notification may be in the form chosen by the employee; the employee is urged to put the notification in writing.

3. No employee shall be subjected to reprisal or retaliation for making such notification. The employee should report immediately any incidents of reprisal, retaliation, or harassment which occur as a result of making such notification.

4. Upon notification, an investigation will be undertaken promptly. Disciplinary and/or corrective action will be taken when determined to be warranted pursuant to the investigation. The complaining employee will be notified of the results of the investigation.

5. To the extent possible, complaints and investigations will be handled in a confidential manner.

6. If it is determined that any employee's conduct constitutes sexual harassment, the employee shall be subject to corrective and/or disciplinary action. That action may include verbal or written reprimand, suspension, or discharge as justified based on the findings of the investigation.

G. Gratuities

Employees of RTA contractors working on the RTA transit service may not in the course of employment accept gifts, discounts, gratuities, or other preferential treatment from individuals or businesses whose intent it is to influence RTA business decisions or to unfairly advance that individual or business' advantage with RTA passengers. Gestures of inconsequential value that do not affect RTA business decisions or influence RTA contractor's employees are excluded from this prohibition.

For example, if a business gives complimentary coffee to RTA drivers on duty as a gesture of camaraderie and thanks, that is acceptable. If a business provides a driver with a free meal for each passenger the driver refers to him/her, that is not acceptable.

Drivers may accept tips from passengers, but may not solicit gratuities.

SECTION VIII- WINTER DRIVING PROCEDURES

In the Gunnison Valley, winter driving can be very hazardous. As a professional bus operator, you must be extremely alert to icy and snow-packed street conditions. You must also know how to react in a snowstorm, or in sleet and freezing rain. These tips will help to prepare you for winter driving and how to react to hazardous driving conditions.

1. Pre-Trip Inspection

The key to accident-free driving begins at the shop during the pre-trip inspection. In addition to the usual inspection, some equipment should be examined more closely than usual prior to pull-out.

A. Heating and Defrost System - After the bus has warmed up, test your heater and defroster and make sure they are functioning properly.

B. Windshield Wipers and Washers - Check the functioning of wipers and condition of the blades. Badly worn or broken blades should be replaced before you leave the shop.

C. Tires - Visually check for flats and tread condition. If a problem is suspected, contact the

maintenance department before leaving the shop.

D. Snow and Ice Removal - Visibility is always critical. It is essential that all snow and ice be removed from the windows and windshield of the bus.

2. Adverse Weather Conditions

Adverse weather presents the professional driver with more driving problems than will be encountered in any other driving situation.

A. Most accidents that occur in adverse weather are caused by excessive speed for the prevailing road and weather conditions. Excessive speed in poor weather may increase the stopping distance of a vehicle by three or four times the stopping distance used in normal weather. If there is one rule that must be followed in adverse weather, it would be to reduce the speed of your vehicle so that you ensure the vehicle will always remain in complete control.

B. Another hazard to safe driving in adverse weather is reduced road grip. The amount of road grip your vehicle has will depend on the following factors:

- the weight of the vehicle, including passengers.
- the speed at which you are traveling.
- whether your tires are rolling or sliding.
- the type and condition of the road surface.

C. Reduced visibility can cause problems in adverse weather. When vision is obscured by fog, rain, sleet, or snow reduce your speed. You must be able to stop within the distance that you can see.

D. Different road surfaces have varying degrees of friction which affect road grip. Dry concrete road surfaces will give you more road grip than dry asphalt and wet concrete surfaces have more grip than wet asphalt. Road surfaces that are snow-packed or ice-covered may give only **20% of the road grip** of wet concrete or asphalt. When road surfaces are wet, whether the surfaces are asphalt or concrete, you should reduce speed by at least one-fourth. When roads are covered by packed snow you should reduce speed by at least one-half. In case of icy roads you should reduce speed by at least two-thirds.

3. Special Techniques for Safe Driving on Ice and Snow

When you drive on ice and snow, be familiar with the following techniques to minimize the dangers involved:

A. Snow produces a glare which can adversely affect vision. The sun reflecting off the snow makes the problem worse. The use of sunglasses or a visor can help eliminate this problem.

B. When driving under cold weather conditions and roads are slippery, follow all vehicles at a safe distance. Increase your following distance to allow enough room to stop. Remember, with moisture on the ground you are apt to run into foggy or blowing snow conditions more often. Fog or blowing snow, coupled with slippery conditions requires more alertness and attention to maintaining a safe following distance. A good general rule under any conditions is never "overdrive your vision." In fog, for example, adjust your speed in order to be able to stop within the distance you can see. Never stop in a traveled portion of the roadway unless there is a complete whiteout, visibility has gone to zero, and you can't see anything. Pull completely off the road before stopping. (Also note that the shoulder usually provides better traction for re-starting.)

C. If your vehicle starts to skid, don't panic or make quick movement with the steering wheel or jam on the brakes. Ease up on the accelerator and steer in the direction the rear of the vehicle is skidding. For example, if the rear of the vehicle is skidding toward the right, turn the steering wheel to the right. Skills and good judgment are "musts" for accident prevention on ice or snow covered streets. Only use light braking pressure to try to get the vehicle back under control. However if braking causes the vehicle to skid more, do not use the brakes until the skid is under control.

D. Overpasses, underpasses and shady areas freeze faster and stay frozen longer. Use extra caution when driving on these surfaces.

4. Winter Driving Tips

A. Intersections may be extra slick because of the effect of starting and stopping traffic.

- B. Keep speed down and try to anticipate sudden stops.
- C. Reduce speed gradually and allow greater stopping distances.
- D. Increase your following distance. In traffic, it's the extras that count: extra time and extra space. You need both to make a safe stop on winter streets.
- E. Remind passengers to "watch their step" as they board and exit because bus stops and steps may be extremely snow-packed and slick. Extra step maintenance may be required at Mountaineer Square.
- F. Due to the size and weight of a bus, more time and distance must be allowed for stopping than for your own car.

5. Braking

Know how and when to brake. When possible, use the braking power of the engine by downshifting to a lower gear rather than using the brakes. When you apply the brakes, brake gradually.

6. Traction

To retain traction and avoid skids, start out slowly if parked on a slippery surface. If your wheels start spinning, let up on the accelerator until traction is returned. Your bus may be equipped with automatic chains. In this case your bus must be moving before the chains are deployed and raised before coming to a stop. Only use automatic chains at speeds below 25 miles per hour. Automatic chains are not to be used when your bus is stuck

7. Hills

- A. Before going up a hill, increase speed (within reason) to build up momentum to help you climb.
- B. Before going down a hill, especially a steep one, slow down by shifting into a lower gear.
- C. When approaching a hill, either ascending or descending, observe other vehicles on the hill and how they are reacting to conditions. Stay well behind the vehicle in front so that you can go around if the vehicle becomes stuck. If other vehicles begin to slide, spin, or have to back down the hill, wait until you have enough room to maneuver your bus before going up the hill yourself.
- D. When approaching Washington Gulch uphill, look over to the Sewer Plant curve and note any traffic problems between the curve and the Elevation Hotel. If you notice problems, wait until the road is clear before trying to ascend the hill. Vehicles tend to lose traction on this steepest part of the road - give yourself plenty of room.

8. Bus Stops

- A. When bus stops become extremely icy or have an accumulation of deep snow, it may be wise to remain in the traveled portion of the road to avoid getting stuck or sliding over the edge of the road and striking the waiting passengers.

9. Procedures to Follow When Your Bus is Stuck

- A. Remain calm - think before acting.
- B. Put the transmission in neutral, set the parking brake.
- C. Get out and walk around the bus to evaluate the situation. Check for any obstacles and the distance between your bus and these objects. Check all the wheels to see where the snow is built up in front of them. Make sure the wheels are not in a hole or low spot (especially the drive wheels), and check to make sure that the wheel paths are clear for backing.
- D. If backing is necessary, notify the supervisor and follow the supervisor's directions. If you are given permission to back up, make sure you have a spotter.
 - With the service brake applied, release the parking brake.
 - Put the transmission into Reverse.
 - Slowly release the service brake and use a very light pressure on the accelerator until the bus backs up.
 - If the rear wheels start to spin, let up on the accelerator until they no longer spin.
 - Back up only far enough to get enough momentum to get through the snow build up in

- front of the wheels (about 3-6 feet).
- Stop the bus completely, shift the transmission to Neutral, then shift to First gear while keeping pressure on the service brake.
- Use a very light application on the accelerator to avoid spinning the drive wheels.
- Keep the steering wheel as straight as possible, as any unnecessary turning may cause the bus to become stuck again.
- Repeat this process of backing and pulling forward to get the bus unstuck.
- Remember to stay aware of any fixed objects around the bus that you might slide into.
- Stop trying to move the bus if you are not making any progress, or if the wheels start digging a hole in the snow or ice as this will make it more difficult to get the bus unstuck. If you determine that this method is not working to get the bus out, call the supervisor for assistance.

If you get stuck on Gothic Rd. heading up the hill and are still in the proper lane, first do what you can to get going. If you can't get free, then the best thing to do may be to call a supervisor for gravel instead of getting out of the bus and trying the above steps. In the end, this may solve the problem more quickly because gravel may be the only solution.

SECTION IX. - EXPOSURE CONTROL PLAN / INFECTION CONTROL PRACTICE

This practice applies to all personnel of RTA contractors who may have an exposure / contact with bloodborne pathogens as a direct result of their work assignment.

PRACTICE

It is the responsibility of all RTA contractors and their designees to ensure that their employees are able to perform their duties in a safe and effective manner. The safe performance of daily operations has recently become threatened by life endangering infectious materials; therefore, it shall be the practice to provide employees with up-to-date safety procedures and information that will assist in minimizing potential exposure to bloodborne pathogens such as HIV and HBV, while increasing their understanding of the nature and potential risks of infectious materials, and an awareness of this practice. It is the responsibility of the employee to report any concerns or situations where the employee may perceive that he/she is unable to perform his/her duties in a safe and effective manner to the Transit Manager and/or Supervisor.

- A. Universal Precautions / Personal Protective Equipment
 1. Disposable latex exam gloves shall be worn when it can be reasonably anticipated that you may have hand contact with blood, other potentially infectious materials, mucous membranes, and non-intact skin. Gloves will be replaced when contaminated, or if they are torn, punctured, or when their ability to function as a barrier is compromised.
 2. Masks, eye protection, face shields, masks in combination with eye protection devices such as goggles or safety glasses with side shields, or chin length face shields, shall be worn whenever splashes, spray, splatter, droplets of blood, or other potentially infectious materials may be generated and eye, nose, and mouth contamination can be reasonably anticipated. "Appropriate" personal protective body clothing shall be worn in occupational exposure situations dependent upon the task and degree of exposure anticipated. Personal protective equipment will be considered "appropriate" only if it does not permit blood or other potentially infectious materials to pass through to reach the employee's work clothes, street clothes, undergarments, skin, eyes, mouth, or other mucous membranes, under normal conditions of use, and for the duration of time which the protective equipment ensemble can cover all situations. Common sense must be used. When in doubt, select maximal rather than minimal personal protective equipment.
 3. Respiratory assist devices shall be used whenever possible. Mouth-to-mouth resuscitation will be

performed only as a last resort, if no other equipment is available. The RTA's contractor has supplied first aid kits with pocket masks with one-way valves to minimize the need for mouth-to-mouth resuscitation. Resuscitation equipment will be kept readily available on the vehicles in a location designated by the contractor.

4. Take special care when handling sharp instruments, needles, objects, and/or glass. Sharps (when discovered by a contractor employee) will be placed in the Body Fluid Kit Container. Containers will be taken to a medical office. The sharps will then be placed in a Biohazard Container (at one of the medical clinics in the area).
5. Personnel shall apply bandages or small dressings on themselves to any cuts, abrasions, insect bites, etc. in order to protect themselves from infectious materials.
6. The single most effective means available for prevention of the spread of various diseases is to wash your hands as soon as possible after contact with any infectious materials. Perform a thorough hand washing with soap and water after contact.

7. All contaminated work clothes will be washed by a vendor hired by the RTA contractor; under no circumstances should you wash them at home. All employees will maintain work clothes at the contractor's facility so that potentially contaminated clothing can be exchanged upon return to Town Center.
8. Contaminated equipment shall be cleaned with a disinfectant consisting of water and bleach. Bleach solution should be one (1) part bleach to ten (10) parts water.
9. If you believe you have had an exposure, i.e., needle stick, body fluid in eyes, blood on skin, etc. (Especially if you have an open area such as a cut or abrasion), notify your supervisor, or the treating physician, and follow your employer's exposure control procedure.

Section X – Deviated Fixed Route Policy

The RTA's contractors will provide service to all ADA eligible passengers during the regular operating hours and seasons of the RTA by providing a deviated fixed route. Deviated fixed-route service means that the contractor shall deviate off of the regular route described up to ¾ of a mile to pick up or drop off an ADA eligible client if requested to do during the day prior to the requested service. Deviations are allowed only within the boundaries of the City of Gunnison. Contractors shall not be required to leave publicly designated roadways in order to perform required ADA service. To schedule a deviation, passengers should call Alpine Express at 970-641-5074 at least 24 hours in advance.

Section XI – Limited English Proficiency (LEP) Policy

It is the policy of the RTA to ensure that our programs and activities, normally provided in English, are accessible to Limited English Proficiency (LEP) persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination. The RTA will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided.

Background

Executive Order No. 13166, "Improving Access to Services for Persons with Limited English Proficiency," was created to "... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)..." President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients of Federal funds as to how they can provide meaningful access to limited English proficient users of Federal programs. In addition, Federal agencies were told to look at how they served people who were limited in their English proficiency and to see what measures they could take in their direct contacts with LEP individuals that would increase meaningful access. In addition, a Federal Interagency Workgroup on Limited English Proficiency (Workgroup) was formed to coordinate guidance and technical assistance effort throughout the Federal Government in support of EO 13166. One of the Workgroup's first accomplishments was the creation of a Federal web site (<http://www.lep.gov>). The site is a work in progress and is designed to be a one-stop referral shop for recipients, Federal agencies and communities in the quest for LEP information and technical assistance. It is through the coordinated efforts of the Workgroup that this planning and self-assessment tool has been created.

Title VI

The basis for EO 13166 is Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, (hereinafter Title VI), which provides that no person shall "on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Section 602 authorizes and directs federal agencies that are empowered to extend federal financial assistance to any program or activity "to effectuate the provisions of [section 601] * * * by issuing rules, regulations, or orders of general applicability." 42 U.S.C. 2000d-1.

The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), affirmed then Department of Health, Education, and Welfare (HEW) policy (in line with HEW's Title VI regulation which is similar to that of DOJ, 45 CFR 80.3(b)(2)), stating that a recipient's failure to ensure meaningful opportunity to national origin minority, limited-English proficient persons to participate in the Federally funded program violates Title VI and Title VI regulations. In the *Lau* case, a

San Francisco school district that had a significant number of non-English speaking students of Chinese origin was required to take reasonable affirmative steps to provide them with a meaningful opportunity to participate in the federally funded education program. The requirement to provide meaningful access under Title VI applies beyond the education context to include all of the programs and activities of all recipients of federal financial assistance.

Section XII – GUNNISON VALLEY TRANSPORTATION AUTHORITY FEDERAL EMPLOYMENT MANDATE POLICY

1.1 COMBINED EQUAL EMPLOYMENT OPPORTUNITY (EEO)/SEXUAL HARASSMENT POLICY

The Gunnison Valley Rural Transportation Authority (“RTA”) is dedicated to the principles of the Equal Employment Opportunity Act. We prohibit unlawful discrimination against applicants or employees on the basis of age over 40, race, sex, color, religion, national origin, disability, or any other applicable status protected by state or local law. The RTA prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined below. The situation will be promptly investigated.

1.2 AMERICANS WITH DISABILITIES ACT (ADA) ACCOMMODATION

The RTA will make reasonable accommodations for qualified individuals with known disabilities as defined by the ADA unless doing so would result in an undue hardship to RTA. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

1.3 UNLAWFUL EEO HARASSMENT

The RTA strives to maintain a work environment free of unlawful harassment. In doing so, the RTA prohibits unlawful harassment because of age over 40, race, sex, color, religion, national origin, disability, or any other legally protected status. Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual’s race, color, national origin, religion, disability, or any other legally protected characteristic will not be tolerated. Prohibited behavior includes, but is not limited to, the following:

- Written form such as cartoons, e-mail, posters, drawings, or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct such as assault, or blocking an individual’s movements.

This policy applies to all employees, including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

1.4 Sexual Harassment

Because sexual harassment raises issues that are to some extent unique in comparison to other harassment, the RTA believes it warrants separate emphasis. The RTA strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment;
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual’s employment;
- Such conduct has the purpose or effect of substantially interfering with an individual’s work performance or
- creating an intimidating, hostile, or offensive work environment.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form such as cartoons, posters, calendars, notes, letters, e-mail;
- Verbal form such as comments, jokes, foul or obscene language of a sexual nature, gossiping, or questions about another’s sex life, or repeated unwanted requests for dates;
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing,
- massaging, and brushing up against another’s body.

1.5 EEO/HARASSMENT COMPLAINT PROCEDURE

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. The RTA expects employees to make a timely complaint to enable the RTA to investigate and correct any behavior that may be in violation of this policy. Report the incident to the Executive Director, who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable. If the RTA determines that an employee's behavior is in violation of this policy, disciplinary action will be taken against the offending employee, up to and including termination of employment.

Incident Response - Supervisor on duty

- ___ Call 911
- ___ Call Transit Manager
- ___ Go to scene
- ___ Assist the Driver
- ___ Assist passengers
- ___ Introduce yourself to law enforcement and assist them
- ___ Replace the bus on the route
- ___ Take lots of pictures of the scene - all vehicles, details, and overall area
- ___ Don't talk to the media, refer to the Transit Manager.
- ___ Complete incident report forms
- ___ Keep track of where the injured are taken
- ___ Keep track of where all vehicles are towed
- ___ At all times, assist the driver and shield him/her from pressure from on-lookers, media, passengers, etc. You make sure that paperwork is completed.
- ___ Replace the driver for the day, and maybe longer
- ___ Drug and Alcohol tests necessary? (Yes or No)

Tests are necessary if any of the following occurred (check all that apply):

- ___ Loss of life
- ___ An injury required transport from the scene for medical attention
- ___ Any vehicle required a tow from the scene

Test all employees involved including people not involved in the accident but who's performance could have contributed to the accident (i.e. maintenance personnel)

- **Be sure to note in your report all employees tested and the time of the tests.**

6. Other people involved in the incident _____

7. Witnesses & phone numbers:

8. Was there loss of life as a result of the incident? ___ yes ___ no

9. Was medical treatment provided away from the scene as a result of the incident? ___yes
___no

10. Was there disabling damage to any of the involved vehicles? ___yes ___no

(If you answer yes to any of the above 3 questions, the FTA and the RTA require drug and alcohol testing.)

11. Was an alcohol test performed within 2 hours? ___yes _____(date and time)
___ no, why not? _____

12. Was a drug test performed within 32 hours? ___yes _____(date and time)
___ no, why not? _____

13. Can the covered employee(s)' conduct be completely discounted as contributing factor to the incident? ___yes, ___no

14. Was testing done beyond the above criterion under the authority of the RTA?
___yes, ___no

Driver Signature _____

Supervisor Signature _____

RTA Accident Report Form

1. Driver Name _____
2. Driver's License # _____
3. RTA Vehicle # _____ Route Assigned _____
4. Location of Accident _____
Date and time accident occurred _____
5. Other Driver name _____
Driver's License # _____ State _____
Home Address _____
Home Telephone(____) _____ Work(____) _____
6. Local Address _____
Local Telephone _____ Dates Here _____
7. Year/Make/Model of Vehicle _____
License plate # _____ State _____
8. Insurance Company _____ Policy # _____
Agent's Name and Telephone _____
9. Vehicle Owner (If Different) _____
Vehicle Owner Address _____
Vehicle Owner Telephone _____
Vehicle Insurance Company _____
Agent's Name and telephone _____

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10. Describe what happened (facts only, don't assign blame) _____

11. Use this space to diagram the accident, be sure to include appropriate curbs, signs, other vehicles or obstacles, and pedestrians.

12. Describe damage to the RTA vehicle _____

13. Describe damage to the other vehicle _____

For additional vehicles, use another accident report form.

14. Supervisor's comments _____

15. Law Enforcement Case # _____

Accident Report Form

16. Other people involved in the accident _____

17. Witnesses & phone numbers:

18. Was there loss of life as a result of the accident? ___yes ___no

19. Was medical treatment provided away from the scene as a result of the accident? ___yes ___no

20. Was there disabling damage to any of the involved vehicles? ___yes ___no

(If you answer yes to any of the above 3 questions, the FTA and the RTA require drug and alcohol testing.)

21. Was an alcohol test performed within 2 hours? ___yes _____(date and time)
___no, why not? _____

22. Was a drug test performed within 32 hours? ___yes _____(date and time)
___no, why not? _____

23. Can the covered employee(s)' conduct be completely discounted as contributing factor to the incident? ___yes, ___no

24. Was testing done beyond the above criterion under the authority of the RTA? ___yes, ___no

Driver
Signature _____
—

Supervisor
Signature _____

PROOF OF ADOPTION:

These policies were adopted by the Board of Directors of the RTA at their regular meeting on January 15, 2016 and takes effect on that date.

Affirmed by the Chairman of the Board



(Signature)

1/15/16
(Date)

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