



STANDARD OPERATING PROCEDURES (SOPs)

2018 Edition

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CITY OF STEAMBOAT SPRINGS
PUBLIC WORKS DEPARTMENT, TRANSIT DIVISION

MISSION STATEMENT

Steamboat Springs Transit provides safe, reliable, and courteous transportation to the citizens and guests of Steamboat Springs in a cost effective manner.

The mission of the city is to plan, partner, and provide superior services and a safe environment in our thriving, authentic community. The city values are Friendliness, Integrity, Respect, Stewardship, and Teamwork.

PERSONNEL POLICIES

These Standard Operating Procedures (SOPs) are specific to Steamboat Springs Transit (SST) employees. The SOPs are intended to be consistent with the City of Steamboat Springs employee handbook. The employee handbook shall prevail in any conflict.

By writing down our policies and procedures, and consistently applying them we let you know what we expect, give you an easy reference when you have questions, and ensure fair and equitable treatment for all employees.

OPERATIONS

The following operating policies and procedures have been established to provide safe, reliable, and courteous transportation service in Steamboat Springs. For safety and customer service reasons, Steamboat Springs Transit has very specific ways that the buses are to be driven. It is important to follow all rules and regulations outlined in the training and safety program. These include, but are not limited to, having two hands on the wheel, shuffle steering, feather acceleration, and feather braking while utilizing the Smith System and defensive driving skills.

In the event a situation arises which is not covered by specific operating instructions, the employee shall act to best serve the public interest and safety following Federal Motor Carrier Safety Administration rules, State and Local Statutes, the training manual, the city employee handbook, and the Standard Operating Procedures (SOPs). Safety issues will be covered with employees during road supervision, driving, training, and reviews.

Each employee is required to be familiar with and abide by all applicable Department of Transportation and Federal Motor Carrier rules and regulations as outlined in the Federal Motor Carrier Safety Regulations.

CITY OF STEAMBOAT SPRINGS SAFETY PROGRAM STATEMENT OF POLICY

The purpose of our City organization is to deliver services to the citizens of Steamboat Springs in a safe, effective, and timely manner. The people of this community and our employees are our most important asset, and the safety of our employees and citizens in the delivering of these services is one of our most important responsibilities.

A good accident-prevention and loss-control program is clear evidence of a safety conscience organization. The safety of our employees and equipment must be considered in every managerial decision. Accidents or operational errors that result in injury, death, or loss of property are preventable. It shall be the goal of our accident-prevention and loss-control program to do everything reasonable to prevent injury to employees, damage to property, and to protect the public and the employees from the results of accidents and improper procedure.

The health and safety of all employees throughout the City is of primary importance and each department shall endeavor to maintain a safety conscious attitude throughout its operation. Each employee of the City is personally responsible for performing his/her duties in a safe manner that will prevent injuries to himself/herself or others and loss or damage to public or private property

Policy	Procedure
<p><u>Public Conduct</u></p> <p>All city employees are expected, at all times, to conduct themselves in a professional manner which reflects positively upon our community, and provides the highest level of service to the public.</p> <p> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. Foul language used in public will not be tolerated. 2. You are an ambassador to the city. Familiarize yourself with the locations of major lodges and restaurants in the area. Know the bus routes and times serving them. Be able to answer questions that are asked by the public. 3. No public displays of affection on the bus or at any time while on duty. This is between fellow employees, or between a member of the general public and an employee. 4. You are to act as a professional at all times. This really means doing what it takes to make others think of you as reliable, respectful, and competent. Depending on where you work and the type of job you have, this can take on many different forms. 5. Your job is to provide SAFE, RELIABLE, and COURTESOUS Service to the public. 6. See chapter 7 of the city employee handbook for all city policies for employee conduct.

Steamboat Springs Transit

Item (A)

Date: 9/13/2018

Policy	Procedure
<p><u>Passenger Relations</u></p> <p>Safety is the cornerstone of all activities at SST. Any activity that does not promote safety is intolerable.</p> <p>Your job is to provide SAFE, RELIABLE, and COURTEOUS SERVICE. Remember that, for most of the public, you are the only City of Steamboat Springs or SST representative they will contact. You determine how the City and Steamboat Springs Transit is perceived as an organization.</p> <p>Always utilize the Ask, Tell, Make procedure when correcting passenger behavior.</p>	<ol style="list-style-type: none"> 1. Be professional at all times. Be courteous, polite, and sensitive to your passengers. Listen to their questions and take time to answer those questions. They will appreciate your assistance. 2. Treat passengers in a friendly, courteous, helpful, and professional manner. Say "hello" when they board and "thank you" when they get off. If you can't answer their questions, ask another driver or dispatcher or give them the Transit Operation Center (TOC) phone number (970-879-3717). 3. Bus drivers will call all stops and transfer points over the P.A. system or utilize the automatic enunciator system. If a bus is equipped with an automated stop call system, it must be used and cannot be shut off. Calling stops is required by the Americans with Disabilities Act (ADA). 4. Be informed regarding services and activities that your passengers are likely to inquire about. For example: mention several restaurants so the passenger has a selection and SST remains impartial. 5. Mention upcoming service changes to your passengers at times on route such as when approaching the Gondola Transit Center. 6. City ordinance prohibits the consumption of alcoholic beverages in public and on city buses. 7. Smoking is prohibited by both operator and passengers in the bus, in all city bus stops, in all City vehicles, and all City facilities. This includes marijuana, and electric cigarettes. 8. Title 49, Section 171.2 of the DOT Hazardous Material Manual states "It is not permissible to allow passengers to carry gasoline or automotive batteries." If a passenger tries to board a bus with these items, please call base immediately. Base may advise you that a supervisor will give the passenger a ride (if possible) so find out where they are going. If a supervisor is unavailable to give the passenger a ride give them options such as Alpine Taxi.

Passenger Relations (Continued)

9. Enforce all safety regulations (i.e., standing behind the yellow line, keeping arms inside the bus, no alcoholic consumption, etc.). Maintain order on your bus at all times. Do not let a situation escalate to the point where you have a fight, accident, or a situation that you cannot handle. If unsure of what to do, contact base for assistance. If you are unable to get ahold of a supervisor call Routt County Dispatch at (970) 879-1144 and explain the situation to a dispatcher.
10. If a passenger slips and/or falls notify base immediately and ask the passenger and any witnesses, to fill out a courtesy card. Do not proceed on route until instructed to do so from base, and fill out an incident report at the end of the shift.
11. If a passenger on the vehicle, or at a bus shelter/stop appears to be asleep, passed out, lost, confused, or in any other state of mind that can be a cause of concern to you, you must stop and make every attempt to assess the passenger, determine if the problem may be medical or drug/alcohol related, determine if they are breathing, and notify base, the on-call supervisor, or Routt County dispatch if a welfare check is in order. Dispatch will need a description of the party or parties, as well as confirmation that they are breathing. **Do not proceed back on route without permission from a supervisor, or county dispatch.** Fill out an incident report at the end of your shift before going home.
12. When buses are in service during times the sun is down, the interior lights must be left on.
13. Pets, except service animals, are not allowed on the bus unless they are secured in appropriate pet carriers. No snakes are allowed at any time. Drivers will make a general radio call to notify base when a service animal is boarding a bus. You are only allowed to ask the owner of a service animal **“Is this a service animal?”** and **“What specific task has the animal been trained to perform?”** Emotional support animals need to be in a pet carrier.
14. Passengers may not wear inline skates on the bus.
15. Passengers may bring beverages on the bus only if they have lids. Food must be in a closed container.

Passenger Relations (Continued)

- City Policy
- State Law
- Federal Law

16. Passengers should load and unload bikes. The bus driver may not physically assist in this process, but can give verbal instruction. Unusual bicycles or odd sized bicycles that cannot fit safely in the rack are not allowed. The bus's parking brake must always be set while loading or unloading bicycles.
17. No bicycles are allowed on board without permission from a supervisor. Motorized devices that contain fuel are never allowed. Devices that operate from batteries (not a car battery) are allowed on board, such as a fold up scooter without a chain, or a battery powered skateboard as long as it does not block the aisle. We do not permit bicycles to be transported in the luggage bay to prevent injury to the driver in loading the oversized item as well as potential damage to the bicycle in transport.
18. There is a list of policies posted in the schedule as rules for riding the bus and drivers need to enforce all such rules.
19. Tubers from the river are welcome on the bus when they are clean and dry. They may be asked to leave the bus if there tubes limit the passenger capacity of the bus. Tubes or other flotation devices may not block the aisles or exits on the bus.
20. See chapter 7 of the city employee handbook for all city policies for employee conduct.

Steamboat Springs Transit

Item (B)

Date: 9/13/2018

Policy	Procedure
<p><u>Uniforms and Dress Code</u></p> <p>Section 7.15 of the city employee handbook states the following:</p> <p><i>City employees are expected to exercise due care in the maintenance of all uniform items. Uniforms shall be neat and clean when reporting to work. Although it is understandable that employees in certain departments will be unable to keep the uniform clean while working, they should still strive to remain as neat in appearance as possible (shirt tucked in, etc.). When uniform items become unserviceable or unsightly, employees shall report such fact to his/her supervisor to initiate replacement.</i></p> <p><i>Employees issued a uniform shall wear the uniform at all times while on duty. If a cap or hat is provided by the City, the employee shall wear the cap or hat provided and shall refrain from wearing a personal cap or hat.</i></p>	<ol style="list-style-type: none"> 1. At all times SST staff must wear SST Logoed apparel as their outer layer, and ensure that their name tag is visible to the passengers. Nametags must be worn at all times on the outer layer of clothing. Lost nametags must be reported immediately. 2. Wearing a hat is optional, but it will be provided by SST. Any style of hat that interferes with peripheral vision will not be allowed. 3. Management reserves the right to determine what appropriate attire is. 4. Shorts and skirts may be worn in the summer months. They should be of a length appropriate for a work atmosphere, (i.e. no mini-skirts, cut-offs, or short shorts.) 5. No sweatpants or extraordinarily revealing clothing is allowed. No “tights” without appropriate outer-wear. 6. Footwear cannot interfere with the safe operation of the vehicle. It needs to have adequate tread to keep good traction on the service brake and throttle pedals. Footwear needs to provide adequate protection to prevent personal injuries. Sandals need to have a heel strap as well as closed toes to provide adequate protection and can only be worn in the summer season. 7. Sunglasses must not interfere with the driver’s vision or be distracting. Ski goggles are not appropriate while driving. 8. Heavy duty Uniform coats are provided by Steamboat Springs Transit. SST retains ownership of uniform coats. The uniform coat must be returned in good condition upon separation from employment. 9. Light weight jackets will be provided for drivers. They will become the property of the driver at the completion of a successful season. This jacket is to be worn over any non-uniform shirt at all times when in contact with the public. 10. Uniform clothing is to be kept clean at all times. Any alterations of the uniform are not allowed-

Uniforms and Dress Code (Continued)

- City Policy
- State Law
- Federal Law

11. PA Microphones, extension cords, and supervisor 2-way radios are issued as part of the uniform. Employees must bring them to work each day.
12. PA Mics or 2-way radios that are broken will be replaced. If they are lost or damaged beyond normal wear and tear the employee may be asked to buy the replacement.
13. Each individual must sign an inventory sheet and use agreement before the uniform is issued. All articles must be returned before collecting final pay.

Steamboat Springs Transit

Item (C)

Date: 9/13/2018

Policy	Procedure
<p><u>Attendance/Scheduled Reporting Time</u></p> <p>Bus drivers must report to their assigned place of duty, ready to drive, no later than their scheduled report time. This includes reporting on time at the beginning of a shift, for lunch relief, and for the second half of a split shift.</p> <p>The city handbook states ... Attendance: Regular attendance is important to the consistent execution of good work performance. Unsatisfactory attendance can be disruptive to the workplace and business and is unacceptable. Employees are expected to be at work and on time as scheduled. Absenteeism or tardiness that is excessive in the judgment of the City will not be tolerated.</p>	<ol style="list-style-type: none"> 1. All employees need to report for duty on time. 2. Employees who are ill or unable to report for work must advise their direct supervisor in order to be authorized for the absence. Any employee failing to do so is subject to disciplinary action, up to and including dismissal. Notify your direct supervisor as soon as you realize you may be late or absent. If you cannot get a hold of your direct supervisor you must the office or the on-call cell phone (970-846-1278). Sending a text or leaving a voicemail is not sufficient. A conversation with the appropriate supervisor must take place. 3. Bus drivers absent from work must report their intention to return to either work or not work prior to 4 pm on the preceding day. After 4 pm, if the office has not heard from an employee, the office will call someone else in to cover the shift. The employee who did not notify the office will <u>not</u> work or be paid for showing up once another employee has been called to work. Personnel absent due to prearranged appointments will be considered available for the next day's assignment. 4. An employee who is up to five minutes late is considered a "late arrival". An employee who is five or more minutes late is considered a "miss out". After five minutes, if the office has not heard from the employee, the office will make an attempt to call that him/her. If the employee is not reached, the office will call someone else in to cover the shift. The employee who "missed out" will <u>not</u> work or be paid for showing up once another employee has been called to work. An employee who has "missed out" will be subject to disciplinary action. 5. If a shift is double assigned, the employee with the greatest seniority will be given the option of leaving. If the senior employee wants to work the shift, the junior employee has the option of leaving or working an equivalent time at assigned duties if available. If equipment is not available for an employee to work their shift they have the option of leaving or working an equivalent number of hours at assigned duties if available.

Attendance/Scheduled Reporting Time
(Continued)

- City Policy
- State Law
- Federal Law

6. All employees are required to come into the Transit Office and sign in the dispatch sheet for each portion of the assigned shift. This gives you an opportunity to check the bulletin board, receive any special instructions and let the office know you are physically able to drive/work. Regional drivers starting their shift in Craig must sign in as soon as they arrive at the Transit Operations Center.
7. All hours paid will be based upon the Kronos time clock and time sheet. **“Employees must enter and approve their time each day.”** It is the individual’s responsibility to sign in and sign out for each portion of the shift. No employee is to sign in or out for another employee without a supervisor’s approval. If there is an error or question about an individual’s time, they should contact the Administrative Assistant.
8. Employees may exchange shifts with written prior approval from a Supervisor. These exchanges must be accomplished within the Sunday through Saturday workweek. Neither party can work in excess of 40 hours as a result of an exchange.
9. See chapter 6 of the city employee handbook for all city policies on leave.

Steamboat Springs Transit

Item (D)

Date: 8/8/2018

Policy	Procedure
<p><u>Fitness for Duty</u></p> <p>All employees performing a safety sensitive function must report to work fit for duty. This includes all drivers and supervisors. The supervisor on duty is to determine if the employee is able to perform a safety sensitive function.</p> <p>While our drivers have to get a DOT physical at least every 2 years, this section reserves the right for SST and the city to send an employee for an evaluation if they have shown an inability to complete the tasks outlined in their job description.</p> <p> <input type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. The dispatch supervisor will check that all staff members are in uniform, aren't under the influence of drugs or alcohol, have had adequate rest to perform safety sensitive duties, and aren't under any other physical or emotional distress that may affect job performance and safety. If an employee's appearance or condition appears to adversely affect the employee's job-related performance, the Supervisor may order the employee off his or her scheduled shift and may take the employee in for a reasonable suspicion drug test. In this case, the employee must be given a ride home afterwards. 2. Supervisors might observe behavior over time that may lead them to feel a staff member is no longer fit for duty. This must be reported to SST management and/or the city HR department. The city manager or HR department may order an employee to undergo medical (physical or mental) examinations or skill tests within a specified period of time. Professional personnel acceptable to the City shall conduct medical examinations at City expense. 3. Skill tests shall be conducted by City of Steamboat Springs designated personnel and shall be of a nature which can establish the employee's capacity to maintain acceptable standards of work output and quality. Upon completion of the examinations and/or tests, the HR department shall review the results, consult with the employee and make a written recommendation to the Public Works Director. The recommendation may involve any of the following actions: no change in employment status; temporary or permanent reassignment; termination; various forms of leave; or continued employment on a conditional basis.

Policy	Procedure
<p><u>Communication (Written and Oral)</u></p> <p>A lot of information is presented during the season! The information will be in written form as much as possible and will be posted on the bulletin board as well as in each employee's mailbox.</p> <p>2-way radio use is to be professional at all times. 2-way radio use is for business purposes only and should be kept to a minimum.</p> <p>RouteMatch GPS software communicates important information to all SST passengers, as well as tracking important information for SST management. High priority must be given to keeping this system running at all time by all SST staff members.</p>	<ol style="list-style-type: none"> 1. When reporting to the office and before driving, employees must read, understand and sign any memo in their mailbox. If you do not understand the information, ask a Supervisor. All signed memos will be placed on file. 2. When memorandums are filed, one copy will be placed on a clipboard in the driver's lounge. Look back through the memos on the clipboard to refresh your memory when necessary. 3. After you are off for any period check the bulletin board, your box and the clipboard for any information which was presented in your absence. 4. When driving a vehicle that you have not been in for several days, check back through the VIR book for any new information. 5. Changes in the status of your DOT Medical card, driver's license, address, or phone number must be reported to a SST Supervisor in writing within 3 days. 6. Provide written information within 3 days about any tickets received or arrests. 7. A telephone with messaging capabilities is required. We must be able to reach you if we need a shift covered or we need extra service buses. You have two (2) weeks from your date of hire to acquire phone service and set up your voice mail box/answering machine. Any change in your phone number must be reported to the office immediately. 8. All reports and paper work is to be filled out by the end of the shift, complete, and accurate. 9. When responding to any radio call, all bus drivers must indicate location and direction as part of their response. 10. Use of radios in SST buses is for official business only. Messages are to be transmitted concisely without chitchat or "CB Lingo". The 10-Code System is acceptable procedure. 11. Radios, particularly in our frequency range, are subject to monitoring by the FCC and violations of their rules are subject to serious penalties. 12. Many passengers will hear your conversations! Profanity and other misuses of the radios will not be tolerated.

Communication (Written and Oral)
(Continued)

- City Policy
- State Law
- Federal Law

13. Radios are to be turned on and checked when leaving the Transit Operations Center (T.O.C.).
14. Volume must be adequate to hear all transmissions and the AM-FM radio level must not interfere with your ability to hear the 2-way radio.
15. All radios have a frequency that is for direct contact with the Routt County Communication. This is to be used only in the event of an emergency when a Supervisor is not on duty or cannot be reached. Not enough emphasis can be placed on the fact that this is an EMERGENCY system only.
16. Requests for sand on the roads should not go through Routt County Communication since the officers on duty are already checking road conditions and will contact the Public Works Department, as they deem necessary.
17. There may be instances when the County Dispatcher will contact you to advise you of traffic hazards, detours, or burned out lights on your bus, etc. You will be able to answer these transmissions in the normal manner without changing channels.
18. In the event of a major disaster or crash, our service may be needed. Stay on schedule until instructed by Routt County or a Supervisor to do otherwise.
19. Operators must turn on and log on to tablets prior to starting a run or leaving the TOC.
20. Operators must notify base if unable to log on, or with any other issues with tablet or manifest.
21. Operators must end run and log off after completing a run or shift.
22. At end of the day/night the operator must log off and power tablet off.

Steamboat Springs Transit

Item (G)

Date: 8/9/2018

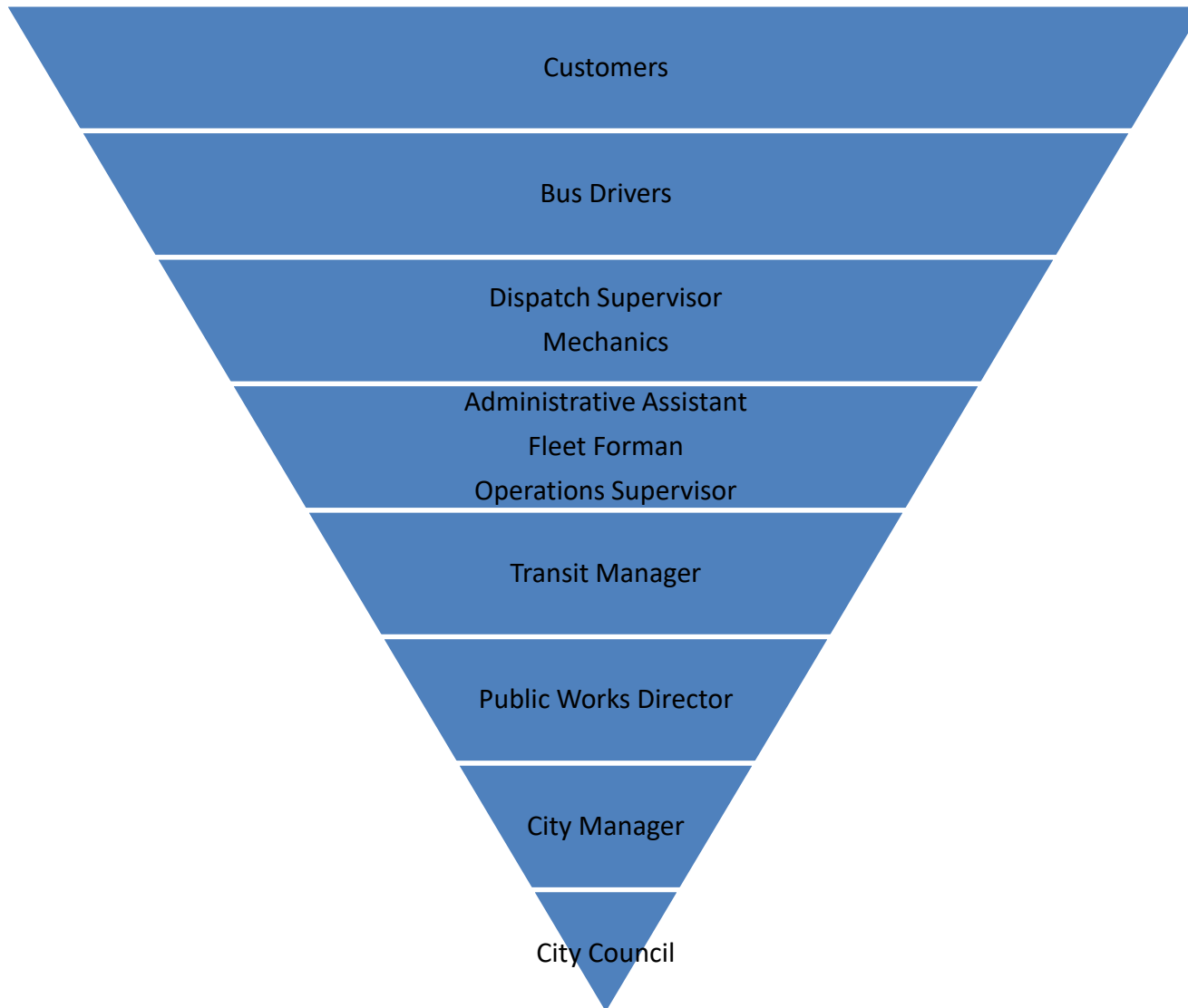
Policy	Procedure
<p><u>Employee Concerns</u></p> <p>Management at Steamboat Springs Transit strongly feels that all employees should have the opportunity to discuss any concerns. The channels of communication are to be kept open and flexible.</p> <p> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. If an employee is concerned about his/her wages, personal problems, or working conditions, supervisors must know about the situation. Address any concerns to your Supervisors, Operations Manager, Transit Manager, or Human Resources. Communicate your problem to the proper person. Discuss any problems as soon as they arise. Go to the person you are comfortable going to. 2. If you have a problem first try to discuss it with the person involved. If this fails, a Supervisor will arbitrate and assist in finding a resolution. If you find it difficult to discuss a problem with your Supervisor, feel free to discuss it with the Transit Manager, Operations Supervisor, Transit Manager, Public Works Director, or the HR manager. Any concerns whereby an employee feels they are being harassed will be immediately forwarded to the Human Resources department.

Steamboat Springs Transit

Item (H)

Date: 8/31/2018

Organization Flow Chart



Policy	Procedure
<p><u>Compensatory Time, and Paid Time Off (PTO)</u></p> <p>Due to the nature of our continuous operation we can only allow a limited number of employees to be on vacation at one time.</p> <p>SST will make a determination of how many employees can be off on a given day/week for the year at the start of the vacation bid time. SST will not detract from an employee's ability to take vacation based on any medical leave or worker's comp cases. The number of employees allowed to be off at the same time will vary based on annual budgets set by city council.</p>	<ol style="list-style-type: none"> 1. Requests for days off will be bid out in seniority order, during the fall, for the entire upcoming calendar year. After 2 cycles of seniority order bids, time off will be considered on a first-come, first-served basis. For this, each employee may turn in no more than 1 request per week. 2. All employees will fill out time off requests for approval. The drivers time off will be approved by the Administrative Assistant, and all supervisor time off will be approved by the Operations Supervisor. 3. All time off requests must be approved, in writing, prior to the time off being effective. All parties must sign the agreed upon time off request before the employee requesting time off is relieved of his/her responsibility for the shift. The only exception is in case of a family emergency. Any employee failing to do so is subject to disciplinary action, up to and including dismissal. 4. The proper time off request forms need to be filled out completely and accurately for all instances when an employee will be away from work. 5. Please check with the supervisor on duty when leaving the office before your requested day off to ensure that your shift is covered. 6. Compensatory Time (Comp Time) is earned by working overtime and not taking it for pay. It can be banked up to a maximum of 48 hours. 7. Comp Time cannot be used in excess of 48 hours per year. 8. Once Comp Time is depleted you can build the Comp Time Bank back up to 48 hours maximum at any time during the year (you cannot use more than 48 hours during the course of the year). 9. Paid Time Off (PTO) is accrued on a bi-weekly basis. See the city employee handbook for current accrual rates and current maximum allowed accrual caps on hours.

Compensatory Time, and Paid Time Off (PTO) (Continued)

10. The PTO bank encompasses both vacation and sick leave. If you do not have enough hours in your PTO bank the city manager has to sign off on your time off request. Full time employees who receive paid time off are required to monitor their own bank to maintain an adequate reserve of time off. It is strongly advised that at least 2 weeks are kept in reserve for unforeseen events.
10. All city employees have a bank of holiday hours. Continuous operations employees will have the calendar year to use up their holiday bank. Usage of holiday hours should resemble the same usage as other city employees, such as at mid-year you should be at 50% of holiday time used. Usage of holiday hours at a rate faster than regular city employees must be approved by the transit manager.
11. See the city employee handbook for a list of holidays that are recognized by the city.
12. See the city employee handbook for all other city policies regarding Vacation, Sick Leave, and Holidays.
11. Drivers and Supervisors already assigned shifts on New Year's Eve, Winter Carnival week and the July 4th weekend will be required to help with the excess load that is expected. You may have to work longer than your normal shift. Drivers will not exceed the DOT allowable service time requirements.
12. There are holidays and special events in which SST will be utilizing extra buses to move the larger crowds around town. These events and holidays are 'blackout' dates and therefore mandatory work days for all SST staff, even if they fall on your normal day off. Time off requests may not be accepted during these times.
 - A. Spring and Fall Return Driver Training
 - B. New Year's Eve
 - C. Winter Wondergrass
 - D. Winter Carnival
 - E. Steamboat Springs Marathon
 - F. 4th of July
 - G. Balloon Rodeo

- City Policy
- State Law
- Federal Law

Policy	Procedure
<p><u>Benefits</u></p> <p>All Full Time employees of SST will receive benefits from the city. Benefits will vary depending on your tenure with the City.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law 	<ol style="list-style-type: none"> 1. The City provide its full-time employees insurance plans. The terms of each plan may change from time to time, as deemed appropriate by the underwriters, the City Manager, and as governed by applicable federal and state law. 2. See the city employee handbook for all city policies and procedures regarding benefits.

Steamboat Springs Transit

Item (J)

Date: 10/5/2018

Policy	Procedure
<p><u>Payroll, On-Call, and Overtime</u></p>	<ol style="list-style-type: none"> 1. Pay periods are two weeks. Payday is every other Friday (Holidays excepted). 2. All full-time and all continuous part-time employees must use direct deposit to any qualifying financial institution for their pay. Seasonal employees have the option to receive paychecks or have direct deposit. 3. You are responsible for signing, in blue or black ink, all Steamboat Springs Transit documents including your time sheets. You must record and approve your working hours in Kronos, and record the shift you drive written on the Dispatch Sheet, on a daily basis. Hours are then transferred to your Employee Payroll Time Sheet. If you feel a mistake has been made, please contact the Administrative Assistant. 4. For anyone that is On-Call, you will be paid for 1 hour at 1.5 times your normal pay rate just for being On-Call. If you are called out, you will go on the clock for your normal pay until you reach your full 40 hours for the week. After the 40 hours are reached you will be paid overtime pay. Being on-call is still performing a safety sensitive function and one is expected to be able to answer any call or show up on route to assist in a reasonable amount of time. 5. Any employee, except executive, administrative, or professional staff who are considered "exempt" for the purpose of the Fair Labor Standards Act (FLSA), who is required to work in excess of: (1) forty (40) hours in any workweek or (2) more than twelve (12) hours in one work shift, whichever calculation results in the greater payment of wages, shall receive overtime pay for all qualifying hours. For the purpose of overtime calculations, the week shall begin on Sunday at 5:00 a.m. and end Sunday morning at 4:59 a.m. 6. Once the overtime qualifications have been met, overtime shall be paid at one and one half times the regular rate. Supervisors and/or the Operations Supervisor must authorize, in advance, all overtime. It is the operator's responsibility to have the Supervisor initial the time sheet if a change in hours worked has occurred.

Payroll, On-Call, and Overtime
(Continued)

- City Policy
- State Law
- Federal Law

7. Operators must notify SST if other employment causes them to exceed the Federal hours of service limitations as outlined in the FMC part 395 “Hours of service of Drivers” restriction on driving time.
8. When overtime shifts are being offered, SST will ultimately keep the best interests of the department in mind and attempt to keep overtime costs to a minimum. We will look to those who work the least amount of hours and attempt to spread the time out to various drivers.

Steamboat Springs Transit

Item (K)

Date: 8/31/2018

Policy	Procedure
<p><u>Discipline</u></p> <p>Employees of the City are "At Will" and have no express or implied contract with the City, or any property interest, for continued employment or for any other matter.</p> <p> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. SST Management will utilize the Operation Service Report (OSR) to document incidents that require disciplinary action or comments of praise for a job well done. 2. Employees must at all times comply with the City's expectations for work, performance, and conduct. Failure to do so may result in any or all of the following actions, as the City deems appropriate: Termination, suspension, demotion, written warning, reprimand, counseling, or other disciplinary action. 3. Management will decide in its judgment which of these actions would most effectively take care of the problem. 4. All Steamboat Springs Transit employees are required to read and understand the city employee handbook. Please refer to Chapter 7.21, <u>Discipline</u>, of the city employee handbook.

Steamboat Springs Transit

Item (N)

Date: 10/26/2018

Policy	Procedure
<p><u>Safety</u></p> <p>Safety is the top priority of Steamboat Springs Transit. Any activity that does not promote safety is intolerable.</p> <p> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. The safety of passengers, and drivers is important at all times. All employees must exercise care to prevent injury to persons or damage to property at all times. 2. The Department of Transportation prohibit passengers standing in front of the yellow line or in the stairwells while the bus is in motion. All bus drivers must enforce this regulation at all times. 3. The bus should not be moved until all children, disabled, or elderly are seated. 4. Keep to the published schedule and route. Under all conditions, operate according to the schedules in a safe manner. Safety is of much greater importance than the schedule. 5. Operation of equipment at an unsafe or unlawful speed to make up lost time or maintain a schedule is prohibited. Drive defensively at all times. 6. Safe operation of a bus depends on alertness. Beverages, supplements or drugs that cause drowsiness and/or impair vision or judgment must not be taken while operating a bus. 7. Operators are responsible for getting enough rest so they are alert and safe when they report for work. 8. Emergency stops: If, at any time, the bus driver has to make an emergency application of the brakes to avoid an accident or incident, it shall be considered an incident and an incident report will be filled out before the end of the shift. 9. Operators shall report any dangerous situations at bus stops/shelters such as ADA issues, snow, ice, trash, and obstacles to a Supervisor.

Steamboat Springs Transit

Item (O)

Date: 10/24/2018

Policy	Procedure
<p><u>Vehicle Inspection Report (V.I.R.)</u></p> <p>V.I.R.s are a legal document and therefore need to be completed neatly and accurately. Drivers need to take the time to ensure that they enter the proper information. Attention to detail is very important.</p>	<ol style="list-style-type: none"> 1. SST and the DOT require Drivers to prepare a report in writing at the completion of each day's work on each vehicle operated and the report shall cover the following parts and accessories. <ol style="list-style-type: none"> A. Service Brakes B. Parking Brake C. Steering Mechanism D. Lighting Devices and Reflectors E. Tires, Wheels, and Rims F. Horn G. Windshield Wipers H. Rear Vision Mirrors I. Engine and Transmission J. Emergency Equipment K. PA System L. Heaters and Defrosters M. Doors N. Body and Glass damage O. Accessories P. Wheelchair Lifts and Tie Down Equipment Q. Overall Vehicle Condition 2. The VIR report shall identify the motor vehicle and list any defect or deficiency discovered by or reported to the operator, which would affect the safety of operation of the motor vehicle or result in its mechanical breakdown. 3. If no defect or deficiency is discovered by or reported to the operator, the report shall so indicate. In all instances, the operators shall sign or initial the VIR per SST direction. 4. A report shall be prepared for each vehicle operated, and all drivers that use that vehicle will initial the VIR.

Vehicle Inspection Report (V.I.R.)

(Continued)

- City Policy
- State Law
- Federal Law

5. SST mechanics shall repair any items listed on the VIR that would be likely to affect the safety of the operation of the vehicle. A Supervisor or the mechanic will certify by signing the VIR that the defect(s) or deficiency(s) has been corrected or that correction is unnecessary before the vehicle is again assigned on route.
6. Before a motor vehicle is put in service, the operator shall:
 - A. Make sure that any prior deficiencies listed on the VIR have been signed off by a mechanic or supervisor.
 - B. Review and sign the last VIR required to be on the motor vehicle.
 - C. Be satisfied that the motor vehicle is in safe operating condition.
 - D. Do a complete pre trip inspection as outlined in the CDL manual.
7. During the shift, the operator shall:
 - A. Do Mid-Trip inspections throughout the shift, looking at the condition of the tires, checking for fluid leaks and the overall condition of the vehicle.
 - B. Look for statements from previous drivers on the previous VIRs for possible problems (Yellow Copies), or for information left by the mechanic on write-ups you have questions about.
 - C. Legibly initial item which operator identifies as deficient by writing in the VIR (White Copy). The operator identification will be used to gather more information on the problem identified should the mechanic or Supervisor find it necessary.
8. After driving a motor vehicle, the operator shall:
 - A. Do a complete post trip capable of determining the operational condition of all systems outlined in the CDL inspection manual.
 - B. If the vehicle is going out of service, bring the white copy of the finished VIR to the office.
 - C. Each time a vehicle is out of service the VIR is to be filled out and turned in, unless told by a supervisor to leave the VIR open.

Policy	Procedure
<p><u>Driving Related</u></p> <p>The proper operation of the buses is detailed in their vehicle operation manual. All persons must be completely familiar with these publications and operate the vehicles in accordance with its directions unless otherwise directed during training or by statements in the Transit SOPs.</p>	<ol style="list-style-type: none"> 1. Transmission Shifting: <ol style="list-style-type: none"> A. During normal driving conditions the shifter is to be placed in "D" and left there. During acceleration no increase in performance can be achieved by manually shifting the transmission. B. The transmission can be used to limit top speed while descending a hill or to prevent it from "hunting" between gears. Shifting to a lower gear should be done before descending a hill. C. The transmission must never be shifted into a lower gear if the road speed exceeds the maximum speed for that lower gear as directed in the operating manual. 2. Door Controls: <ol style="list-style-type: none"> A. Under normal driving conditions the RED EMERGENCY valve should not be operated. B. If you encounter any problems with the door's operation, contact the Supervisor on duty, or the Fleet Foreman for instructions, and write it on the VIR. 3. Windshield Wipers: <ol style="list-style-type: none"> A. The wipers should only be operated when required. B. Under no conditions should they be left operating while the vehicle is parked or when the windshield is dry. This practice causes premature wear and damage to the mechanism. 4. Leaving Unattended buses: <ol style="list-style-type: none"> A. Federal law states that whenever a bus is left unattended, the parking brake must be engaged, the engine turned off and the key removed (when present) unless directed otherwise. Before shutting off any bus allow enough time for the turbo to cool down. 5. Draining air tanks: <ol style="list-style-type: none"> A. Every bus is to have the air tank drained and the batteries turned off when it is parked at the end of the shift.

Policy	Procedure
<p><u>Driving Related (Continued)</u></p>	<ol style="list-style-type: none"> 6. Operators must be familiar with and observe Federal and Colorado Department of Transportation Motor Vehicle Codes, local regulations, the city employee handbook, and the SOPs. 7. Operators are responsible for maintaining their Commercial Driver’s License and DOT physical card. Any change in status on your license must be reported to the Transit Office within 3 days and in writing. 8. Two hands are required to be on the steering wheel at all times while driving the bus, unless you are completing another required task, i.e. announcing stops, or counting passengers. 9. Eating and drinking on the bus should not be done while driving, this is a distraction and prohibits you from having two hands on the wheel at all times. Drinks and food should be in a secured location to prevent spilling. 10. Wear your seat belt! It is lifesaving, Colorado law and City Policy. The seat belt must be work to manufacture’s specifications. If the shoulder belt cannot be separated from the lap belt, you must wear the shoulder belt as intended 11. Headlights are to be on at all times. 12. Any action that distracts the bus driver’s attention or interferes with performance of normal duties in the bus is prohibited. Alcohol or illegal drug use while driving will not be tolerated and will be grounds for immediate dismissal. Drivers must provide documentation that they spoke to their doctor about the nature of their job when receiving prescription medication. 13. Bus drivers shall not move the bus unless all doors are closed, and until all children, disabled, and the elderly have been seated. 14. Start and stop your bus gently. Respect your equipment; you will depend on it someday to save your life and the lives of your passengers. 15. Curbs and soft shoulders are not to be driven on. Keep off edges of asphalt except when pulling in and out of service stops.

Driving Related (Continued)

- City Policy
- State Law
- Federal Law

16. Backing buses will be done only when absolutely necessary. You must radio a Supervisor for permission prior to backing a vehicle. A guide outside the bus will be used, if possible.
17. The parking brake will be set any time the bus driver is out of his or her seat, bikes are being loaded, or the operator is making an in street stop.
18. Drivers are not permitted to drive off the approved route listed on the schedule. All routes will be followed at all times as shown on the schedule. The only exception to this will be Supervisor directed detours due to construction, fire or Police Department action or a one-time situation at the Supervisor's discretion. Drivers must call in before beginning the detour or as soon as they realize they are off route.
19. If a bus driver is unable to follow the correct route because of a detour, the driver will return to the original route as quickly as possible. The driver will radio or phone the Supervisor, prior to executing the detour, and report the necessary information so the Supervisor can investigate and set up a standard detour for all operators to follow as long as necessary. The Supervisor will then notify all operators of the detour they are to follow.
20. Trade-out vehicles with safety related defects as soon as possible. Vehicles are permitted to return to base, off route, if no one is at base to help.

Policy	Procedure
<p><u>Americans with Disabilities Act (ADA)</u></p> <p>The Americans with Disabilities Act protects the civil rights of all persons with disabilities. SST drivers must comply with this law. Be sure you understand the following points.</p> <p>All of the information that is presented here is directly out of either the ADA legislation or from Steamboat Springs Transit's own Paratransit plan. Remember that ADA is civil rights legislation: intentionally violating a passenger's civil rights is a federal crime. Treat your passenger as you would want to be treated.</p>	<ol style="list-style-type: none"> 1. Check each lift, securement area and tie-downs before the vehicle goes in service. Note defects on the VIR and WHIRL. Buses with inoperable equipment must not be sent out except as a last resort and taken out of service as soon as a vehicle with an operational lift becomes available. Drivers do this as part of the pre-trip for Steamboat Springs based buses and during daily cleaning once in Steamboat Springs for Craig based buses. 2. Contact a supervisor if the lift malfunctions during operation. If base is not active, call 970-846-1278 or the on call supervisor. 3. Contact a supervisor if you come upon an ADA passenger and you don't have a lift or it is inoperative. Call a supervisor at home if necessary. 4. Act immediately. SST has 20 minutes on a mainline or 30 minutes on Yellow, to pick-up this person from the moment you arrive at the stop. Do not leave the stop until a supervisor and the passenger know when SST will make the pick-up. Let the passenger know when they can expect the vehicle to arrive. 5. Do not pick-up a disabled person manually if you don't have an operative lift. Do not allow passengers to pick-up a disabled passenger manually. ADA passengers may not have friends or other passengers carry them on or off the bus for their convenience. Life-threatening emergencies, such as a fire on the bus, are the only exceptions. 6. Allow the person in the wheelchair to choose which way the chair is facing when using the lift. You may recommend the preferred direction (passenger facing outwards). If they are able to, the passenger must hold on to available handrails while the lift is in operation. 7. Make sure all brakes on the chair are set when lifting the chair or when the chair is tied down. 8. Keep your eyes on the passenger at all times during the lifting or lowering. Do not pinch any part of their body in the lift mechanism.

Americans with Disabilities Act (ADA)
(Continued)

- City Policy
- State Law
- Federal Law

9. **Leave the driver's seat as needed** to facilitate the operation of any lift, securement device, or assist with the movement of the chair on/off the lift platform, and within the confines of the cabin.
10. **Use the lift for people who request it** whether or not they are in a chair. Make sure they hold on to the rails if they are able to. Watch their head clearance as they enter the doorway.
11. **Secure all mobility devices** with **all** available securement devices. Do not allow wheelchairs to remain loose within the cabin. You must transport all mobility devices even if they cannot be adequately secured in tie-down locations. Passengers and the mobility device must face forward in the securement area. The passenger may choose to use the provided seatbelt or not. You must ask the passenger if they wish to use the seatbelt every time the chair is secured. Hand the passenger a belt cutter for use in emergencies or make sure they know where it is. The driver must check that all securement devices have been properly attached prior to leaving the stop. Explain and demonstrate how to remove all securement devices in the event of an emergency before leaving the stop. **Return all securement devices to the proper stowage location as soon as they are no longer being used.**
12. **Do not ask passengers to get out of their wheelchair once on the bus.** However, the passenger may choose to do this. The chair should still be secured to the floor of the bus.
13. **Permit ADA service animals on the bus.** Do not assume that an animal accompanying an ADA passenger is also qualified. Since we do not allow pets that are not in a pet carrier on board the bus you will need to ask the legally allowed questions. (1) Is this a service animal? And (2) what specific task is it trained to provide?

Policy	Procedure
<p><u>Wash-Bay Policies and Procedures</u></p>	<ol style="list-style-type: none"> 1. All items must be out of the path of the bus washing machine prior to the machine being operated. 2. A staff member must be within 10 paces of the control panel while the bus washing machine is operating. 3. Walk through the bus closing open windows and roof hatches before washing the exterior. 4. The bus washing machine must be back to the original start position prior to the bus pulling out of the wash-bay. The light should be green. 5. As with all other roll-up doors at Steamboat Springs Transit facilities, the door must be completely up before a bus is pulled in or out. 6. All electrical cords in any area prone to being wet, including but not limited to the wash-bay, must be coiled up and off the floor. 7. Do not operate the Hotsy (portable high pressure hot water sprayer) or seat washing machine without first getting permission and training from a supervisor. 8. Make sure that the Hotsy (portable high pressure hot water sprayer) hose is cooled and coiled up prior to leaving the machine. 9. The wash hose must be coiled up and hung on the wall when it is not in use. 10. Mops and brushes are not to be left in the bucket. 11. Make sure that the Diesel Exhaust Fluid (DEF) meter is “zeroed” out prior to dispensing DEF. 12. Use the correct fuel and oil for each vehicle. 13. All fuel and oil dispensing must be done by hand. 14. The fuel-dispensing nozzle should be constantly monitored while fueling and within arm’s length. 15. Both the driver and wash assistant shall ensure that the nozzle has been removed prior to moving the bus, the nozzle properly hung up, and fuel pump turned off.

Wash-Bay Policies and Procedures
(Continued)

- City Policy
- State Law
- Federal Law

16. The Diesel Exhaust Fluid (DEF) should be added if the gauge reads less than 1/3 of a tank, to all applicable buses.
17. Record the amount of fuel and DEF added to each bus on the VIR with your initials.
18. The wash-bay shall be left clean after each use. This includes but is not limited to, pick up and removal of all trash, emptying of the mop bucket, placing all rags in the proper area and sweeping, shoveling and rinsing the floor.

Steamboat Springs Transit

Item (S)

Date: 10/27/2018

Policy	Procedure
<p><u>Bus Pull In (P/I) and Sign out</u></p> <p> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. When you pull in a bus: COMPLETE the V.I.R. and W.H.I.R.L. AS DIRECTED. ALWAYS allow enough time for the turbo to cool down before shutting off the ignition. The knife switch should never be used to shut off a bus, always use the ignition switch. <ol style="list-style-type: none"> A. Make sure that radios and all switches are off. B. Log off the tablet, and shut the tablet power off. C. Gear selector should be placed in park or left in neutral, and the brake must be set. D. Walk to the back of the bus picking up trash and lost and found items, closing open windows and roof hatches. E. When you pull in a bus that will be going out again the same day, walk through and pick up trash, bring in signs and lost items, nametags, etc. 2. Make sure passenger counts are recorded on the count sheet and VIR before clearing the counter. 3. After ignition shutdown (a period of 2 minutes or longer), shut off the knife switch and release the air valve for the air tank. 4. When leaving the bus, close the doors to limit dust blowing into the bus while it is parked.

Steamboat Springs Transit

Item (U)

Date: 10/31/2018

Policy	Procedure
<p><u>Collisions</u></p> <p>A collision is any occurrence that involves contact with another vehicle, object (fixed or moving), person or animal. Essentially a collision occurs when contact between the bus and <u>anything</u> is made.</p> <p><input checked="" type="checkbox"/> City Policy <input checked="" type="checkbox"/> State Law <input type="checkbox"/> Federal Law</p>	<ol style="list-style-type: none"> 1. If you are involved in a collision STOP and secure the bus or other city vehicle, notify a Supervisor and then follow the instructions in the collision packet found in each vehicle. 2. Call police only if you are unable to reach the Supervisor or if you are instructed to do so. 3. All collisions, no matter how minor, <u>MUST BE REPORTED</u>. Failure to do so could result in suspension of your license and termination of employment. 4. Remain calm and relay that to all of your passengers. 5. If there has been an injury, immediately request aid from the Supervisor or the Police. If there is no supervisor on duty, call 911. 6. Move the vehicle only if told to by the police or the Supervisor on duty. If passengers and vehicle are in greater danger if left where the collision occurred, notify the Supervisor immediately for permission to move. 7. Get all pertinent information before anyone leaves the scene. <ol style="list-style-type: none"> A. Make of other vehicle involved. B. License number of other vehicle. C. Owner's name. D. Insurance company. E. Number of passengers. F. Names and addresses of at least 3 witnesses, if possible. 8. Note the exact location of the collision, including the direction of travel, road conditions, traffic signals or signs involved, and establish the points of impact. 9. Do not make any statement about the collision to anyone except the Supervisor and the Police unless instructed to do so by the Supervisor. 10. Hand out courtesy cards as soon as it is safe and proper to do so. Make sure to get the completed cards back. 11. Fill out Collision/Incident Report <u>before</u> signing out at the end of your shift and leave it with the Supervisor on duty. 12. Management will pull and review the video.

Policy	Procedure
<p><u>Incidents</u></p> <p>An incident is any event of unusual nature that occurs on or near your vehicle. We must have documentation of all incidents that occur.</p> <p> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. In the event of an incident notify a supervisor immediately. 2. Obtain courtesy cards from any persons involved, if possible. 3. Do not proceed from current bus stop without permission to do so from the supervisor. 4. Fill out the incident report <u>before</u> the end of your shift. 5. Management will pull and review the video.

Steamboat Springs Transit

Item (X)

Date: 10/31/2018

Policy	Procedure
<p><u>Lost & Found</u></p> <p><input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law</p>	<ol style="list-style-type: none"> 1. The bus driver will tag items with: date, name, coach run and time, then turn it in to the Supervisor on duty. 2. The Supervisor completes the logbook. 3. If claimed, the office staff on duty fills out who claimed the item, the date and has the person claiming, sign the book. 4. If no Supervisor is available the bus driver tags item with: date, driver, time, coach run, and leaves on Dispatch desk, and the Next Supervisor on duty logs and re-tags items. 5. Items will be stored for 2 weeks and then be taken to PD or disposed of.

Steamboat Springs Transit

Item (Y)

Date: 10/31/2018

Policy	Procedure
<p data-bbox="157 235 388 267"><u>Cell Phone Use</u></p> <div data-bbox="199 592 430 714"> <p><input checked="" type="checkbox"/> City Policy</p> <p><input checked="" type="checkbox"/> State Law</p> <p><input type="checkbox"/> Federal Law</p> </div>	<ol style="list-style-type: none"> <li data-bbox="840 267 1900 341">1. Cell phone use is prohibited while driving any city vehicle (texting, talking, and using aps). <li data-bbox="840 349 1942 422">2. If a driver must use a cell phone for transit related business, or for emergency use the driver must get out of the driver's seat. <li data-bbox="840 430 1942 609">3. Supervisors that must use a cell phone for transit related business while in a city vehicle may only do so after the vehicle has come to a complete stop in a safe location. The supervisor needs to make every effort to get out of the driver's seat before using the cell phone. Under no circumstances is a supervisor allowed to use a cell phone while the vehicle is in motion. <li data-bbox="840 617 1921 690">4. See the city employee handbook for the cities policy on using a cell phone while operating a city vehicle. <li data-bbox="840 698 1711 730">5. Colorado state law prohibits texting while driving in all vehicles.

Steamboat Springs Transit

Item (BB)

Date: 10/31/2018

Policy	Procedure
<p><u>General Policies</u></p> <p> <input type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. All employees must live within 50 road miles of their base of daily operations. That will be considered as the Transit Operations Center for locally based drivers and the Regional Transit facility in Craig for the Regional Service drivers. 2. Personal business on the bus and at the Transit facility must not interfere with the performance of duties. Keep personal calls and conversations to a minimum. Do not conduct personal business on the two-way radio. 3. All employees are to conduct themselves in a professional manner at all times. 4. Smoking is prohibited near the fuel pumps, near bus stops, and within 25 feet of all building entrances. 5. If a law enforcement officer asks an operator of a motor vehicle for their driver's license (and physical card for CDL operators), the driver must produce it immediately. Failure to do so is a misdemeanor. There is a fundamental <i>right of travel</i>, but <u>driving</u> is considered a privilege not a right, and by exercising this conditional privilege, the operator agrees to being licensed and following certain rules.

Steamboat Springs Transit

Item (CC)

Date: 10/31/2018

Policy	Procedure
<p><u>Restroom Policy</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> City Policy <input checked="" type="checkbox"/> State Law <input type="checkbox"/> Federal Law 	<ol style="list-style-type: none"> 1. All restrooms are gender specific and employees should use the facility that corresponds with their gender identity. 2. Restrooms at the community center are available for driver use if the restroom at Stockbridge is occupied. The key, if locked, is kept in the driver's room at Stockbridge.

Steamboat Springs Transit

Item (DD)

Date: 10/9/2018

Policy	Procedure
<p><u>CDL Driver's License</u></p> <p>The Federal Commercial Motor Vehicle Safety Act ensures that drivers of commercial vehicles are qualified, and removes unsafe drivers from the highways.</p> <p>FMSCA is federal law; however the city policies may be stricter.</p>	<ol style="list-style-type: none"> 1. All transit drivers are required to have a valid CDL Class B with P2 endorsements on them when driving an SST vehicle. 2. All transit drivers are required to have a valid DOT Physical/medical card on them when driving an SST vehicle. 3. Employees who are required to possess a valid driver's license must notify their immediate supervisor, in writing, within 3 days on any arrest, conviction, or other circumstances that cause, or may cause said license to be suspended or revoked. An employee who fails to comply with this requirement is subject to disciplinary action up to and including termination (city employee handbook). 4. SST will review each employee's motor vehicle record annually. 5. SST may review your motor vehicle record beyond the annual check on a case by case basis for just cause. 6. All new hires need to have no more than 4 points on their license, and no DUI or DWAI convictions within 7 years. 7. For current employees holding a CDL the following criteria will be used when evaluating the motor vehicle record. <ol style="list-style-type: none"> A. Clear MVR – No minor convictions or preventable collisions in the last 3 years and no major violations/convictions in the last 3 years. B. Acceptable MVR – No major violations/convictions in the last 3 years; OR 2 minor convictions in the last 3 years; OR 1 preventable collision and 1 minor conviction in the last 3 years. C. Marginal MVR – 3 minor violations/convictions in the last 3 years; OR 2 preventable collisions in the last 3 years; OR Any combination of minor convictions and preventable collisions totaling 3 in the last 3 years. D. Unacceptable MVR – 1 or more major violations/convictions in the last 3 years; OR 4 or more minor convictions in the last 3 years; OR 3 or more preventable collisions in the last 3 years; OR Any combination of minor convictions and preventable collisions totaling 4 or more in the last 3 years.

CDL Driver's License (Continued)

8. Major and minor convictions are listed below. SST's Vehicle Accident Review Policy will be used to determine the preventability of motor vehicle accidents for current employees.
- A. **Major Violations/Convictions include, but are not limited to the following:**
- Driving under the influence of alcohol or drugs (DUI) or while ability is impaired (DWAI)
 - Reckless driving
 - Racing/speed contests
 - Speeding 20 mph or more over the posted speed limit
 - Leaving the scene of an accident
 - Failure to report an accident
 - Making a false accident report
 - Vehicular homicide or manslaughter
 - Attempting to elude a police officer
 - Driving while license is suspended, revoked or restricted
 - Driving an entity vehicle that has been locked/tagged out
- B. **Minor Convictions include, but are not limited to the following:**
- Speeding less than 20 mph over the posted speed limit
 - Running a stop sign or red light
 - Improper turn
 - Passing across a double yellow line
 - Failure to yield
 - Following too close
 - Failure to wear a seatbelt
 - Careless driving
 - Failure to possess a valid Colorado driver's license
 - Failure to provide proof of insurance if operating their personal vehicle
 - Motor vehicle equipment violations
 - Operating a defective or unsafe vehicle
 - Failure to stop for a school bus with its red flashers activated

CDL Driver's License (Continued)

- City Policy
- State Law
- Federal Law

9. **Corrective Action for Marginal and Unacceptable Driving Records:**
 - A. When an employee's MVR falls into the unacceptable category, corrective action up to and including termination of employment will be taken.
 - B. When an employee's MVR falls into the marginal category, corrective action, including but not limited to the following, will be taken:
 - Attending a defensive driver training program.
 - Participating in a documented ride-along evaluation.
 - Other actions as deemed appropriate.
10. Any current employee that holds a CDL, who receives a DUI or DWAI will be suspended from duty. If convicted the employee may be terminated from employment.
11. If you receive a traffic violation conviction, federal law requires you notify your employer within 30 days of the conviction. This does not apply to parking violations (FMCSA).
12. If your CDL has been suspended, revoked, or canceled, you must notify your employer by the end of the following business day after receiving the disqualification (FMCSA).
13. When you are applying for a commercial vehicle operator, your potential employer will request your employment history for the previous 10 years (FMCSA).
14. See also Communication Written and Oral, Item G.

Steamboat Springs Transit

Item (EE)

Date: 10/31/2018

Policy	Procedure
<p><u>Crew Car Usage</u></p> <p>The crew cars, shop truck, and the rock truck belong to the city's fleet department. SST does not maintain these vehicles. Policies and procedure for city car use fall under the city employee handbook (section 6.16 and 6.17) as well as the transit SOPs.</p> <p> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. Crew cars, not personal vehicles, will be used for all crew changes. 2. The crew car should be parked in a designated parking spot or next to the bus during crew changes. The crew car is not to be parked in front of a bus when changing out drivers. 3. Cell phone use while driving a city vehicle is not permitted. 4. The crew car(s) is to be used to transport an operator(s) to and from the crew exchange point only. 5. No crew car is to be used for personal business with the exception of drivers who may use the crew car for lunch with office permission only, for each specific instance. Supervisors on duty will need to know where the car is going. This use is not to exceed ½ hour. If a driver has permission to use the car for lunch it will only be to go to make a stop along the way to the TOC from where the crew change took place. 6. At times SST may request that a crew car be used to transport passengers. Otherwise, only city employees may be transported in the crew car. 7. Please remove any belongings and/or trash when parking the crew car, and clean up any spills, or other mess that may have been created.

Steamboat Springs Transit

Item (FF)

Date: 11/30/2018

Policy	Procedure
<p><u>Cover Shifts</u></p> <p><input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law</p>	<ol style="list-style-type: none"> 1. Cover shifts will be used to assist in filling in open shifts when someone is on vacation, medical leave, or has called in sick. 2. Management will assign all cover shifts on a weekly basis based on the needs of the operation. 3. SST will give cover drivers a minimum of 37 hours a week. 4. If there are no shifts to cover, work will be created unless the driver wants to use PTO. This 'make up' work will be done at the end of the week, in-case a driver becomes ill during the week. Cover drivers will be expected to help out with special events and holidays. 5. Regional shifts will be covered by the drivers trained to do so, in seniority order.

Steamboat Springs Transit

Item (GG)

Date: 10/31/2018

<p>Reference</p> <p><u>2-Way Radio Codes</u></p> <p>The two-way radios are equipped with a code tone device. The tone does several things. On channel 1 and 3, it lights a display on the SST base radio indicating the vehicle number. On channel 2 and 4 (used to call the police dispatcher), it dials 911 and our base unit indicating that a transit vehicle is calling. There is a time delay required for these tones to be transmitted.</p> <p>Channels 1 and 2 go through the repeater tower and channels 3 and 4 are direct bus to bus. There is also time required for the radio signal to be processed by the repeater. Because of the delay, you cannot start talking until after the transmit button has been depressed and held for about three (3) seconds. If you attempt to talk during this time the tones will be destroyed and your message will not be received.</p> <p>When using the radio, press the button and hold it in, count (to yourself 1 - 2 - 3) then start talking. In case of channel 2 and 4, wait for the dispatcher to respond to you after pressing and releasing the transmit key on the microphone.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law 	<p>10-4 = Acknowledgement 10-6 = Need a supervisor to meet the bus and address a passenger. 10-7 = Out of Service (Must call 'Back in Service') 10-9 = Repeat your last transmission 10-20 = What is your location? 10-36 = What is the correct time? 10-69 = Ran a red light or stop sign 10-100 = Restroom break</p> <p>Channel 1 = Repeater Channel 2 = Direct Channel 3 = Repeater 911 Channel 4 = Direct 911</p> <p>Handheld radios only have channel 1 and 2.</p>
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Reference	
<p><u>Regional Bus Fare Structure</u></p> <p> <input checked="" type="checkbox"/> City Policy <input type="checkbox"/> State Law <input type="checkbox"/> Federal Law </p>	<p>See the Regional bus schedule for all various fare structures. Prices vary depending on trip origination and destination.</p> <p>Regional passes may be purchased for \$40.00 entitling the rider to \$60.00 worth of rides. These fares are payable in cash or check to the driver or by credit card at the TOC.</p>

Steamboat Springs Transit

Reference (B)

Date: 11/2/2018

<p>Reference</p> <p><u>Americans with Disabilities Act (ADA)</u></p> <p>The Americans with Disabilities Act (ADA) requires transit agencies to announce stops on the bus, as well as to identify bus routes at stops that serve more than one route.</p> <p> <input type="checkbox"/> City Policy <input type="checkbox"/> State Law <input checked="" type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. SST policy is more strict then ADA requirements. 2. ADA requires transit agencies to announce stops, at least, at transfer points with other fixed routes, major intersections and destination points, intervals along a route sufficient to permit individuals who are blind or have vision impairments or other disabilities to be oriented to their location, and any requested stop. 3. Stop announcements must be made regardless of whether the driver sees a passenger with a disability. 4. At stops that serve more than one route, the transit agency must provide a means by which an individual who is blind or has vision impairment or other disability can identify the proper vehicle to enter, or be identified to the vehicle operator as a person seeking a ride on a particular route. Drivers must ensure passengers with disabilities enter the proper vehicle. 5. Both the route and the destination should be announced, so the rider with a disability can determine whether he or she is going in the correct direction.
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Steamboat Springs Transit

Reference (C)

Date: 11/12/2014

Reference	
<p><u>Service Animals</u></p> <p>The Americans with Disabilities Act (ADA) allows people with disabilities to have a service animal with them while out in public places. ADA and FTA have different views on service animals. FTA regulates transit bus systems.</p> <p> <input type="checkbox"/> City Policy <input type="checkbox"/> State Law <input checked="" type="checkbox"/> Federal Law </p>	<ol style="list-style-type: none"> 1. SST policy is states that no pets are allowed inside the bus, unless they are in an approved pet carrier. 2. FTA requires transit agencies to allow service animals inside the bus. 3. Drivers should say two things... “is this a service animal?”, and “what service is the animal providing.” 4. We cannot question anyone’s disability. However emotional support is not covered by FTA. Therapy dogs are for emotional support, and Therapy dogs may not be allowed in a transit bus. SST policy is the Therapy dog must be in a pet carrier. 5. Once a service animal boards the bus, the bus driver should watch the animal’s behavior. A service animal is trained to provide a service, or to do a task for its owner. The animal is at work, and should be working the entire time it is on the bus. The animal needs to be under the direct control of the owner at all times. 6. If a service animal is not behaving accordingly the passenger can be asked to leave the bus. It is important to be clear that the animal is not allowed on the bus, the passenger is always allowed on the bus. The transit office must be notified immediately when a passenger is denier service.

Steamboat Springs Transit

Reference (D)

Date: 11/2/2018

Reference	
<p><u>Smith System</u></p> <p>Smith System drivers develop the habit of driving with traffic instead of against it. Their new attitude reduces accidents and also saves fuel and maintenance costs.</p> <p>Road conditions should always play a part in determining what the proper speed should be.</p>	<ol style="list-style-type: none"> 1. All SST drivers should use the Smith System when driving any vehicle. 2. There are 5 key points to the Smith System. <ol style="list-style-type: none"> A. Aim high in steering. <ul style="list-style-type: none"> - Looking further ahead than other drivers. B. Get the big picture. <ul style="list-style-type: none"> - Seeing more around you than other drivers. C. Keep your eyes moving. <ul style="list-style-type: none"> - Being more aware than other drivers. D. Leave yourself an out. <ul style="list-style-type: none"> - Positioning in traffic better than other drivers. E. Make sure they see you. <ul style="list-style-type: none"> - Making yourself more visible than other drivers.

Steamboat Springs Transit

Reference (E)

Date: 11/2/2018

Hours of Service (DOT)

Hours of Service (HOS) regulations are issued by the Federal Motor Carrier Safety Administration (FMCSA) (Part 395) and govern the working hours of anyone operating a commercial motor vehicle (CMV) in the United States. These regulations apply to truck drivers, commercial and city bus drivers, and school bus drivers who operate CMVs. These rules limit the number of daily and weekly hours spent driving and working, and regulate the minimum amount of time drivers must spend resting between driving shifts. For intrastate commerce, the respective state's regulations apply.

PASSENGER-CARRYING DRIVERS

1. 10-Hour Driving Limit ... Drivers may drive a maximum of 10 hours after 8 consecutive hours off duty in a 24 hour period.
2. 15-Hour Limit ... Drivers may not drive after having been on duty for 15 hours, following 8 consecutive hours off duty. Off-duty time is not included in the 15-hour period.
3. 60/70-Hour Limit ... may not drive after 60/70 hours on duty in 7/8 consecutive days. After accumulating, for example, 60 hours of driving and on-duty time within a period of 7 days, a driver's daily driving limit may be reduced ($60 / 7 = 8.57$ driving hours per day). The driver of a passenger-carrying vehicle may not use the 34-hour restart provision.
4. 60/7 rule for those who do not operate 7 days a week.
5. 70/8 rule for those who operate every day of the week.

ACKNOWLEDGEMENT

I _____ have read and do understand the Standard Operating Procedures (SOP's) of Steamboat Springs Transit (SST). I agree to follow these procedures as a condition of my employment at SST.

I understand that drug and alcohol testing is also a condition of employment at SST and agree to be tested under the drug and alcohol policies as directed by the City of Steamboat Springs.

I understand that Steamboat Springs Transit will not release my final pay until I have returned all items issued to me. I understand further that I may be charged for items lost, damaged or stolen while in my possession. I authorize SST to deduct such charges from my final paycheck.

I understand that I am an "at will" employee. Signature of this agreement in no way constitutes an employment contract.

Witness Signature

Employee Signature

Print Name

Print Name

Date

Date