



RIO METRO
REGIONAL TRANSIT DISTRICT

Driver Manual

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Rio Metro Regional Transit District Driver Manual

Appendix to New Mexico Transit Driver Operational Handbook

Please Note: It is important that every Driver and staff member of the transportation team be fully familiar with the contents of this manual. This appendix shall be used in conjunction with the NMDOT Driver's Handbook.

General Procedures

Driver Responsibilities

Drivers are responsible for meeting and greeting passengers, providing appropriate assistance with boarding, riding and disembarking the vehicle, and safely operating vehicles in a variety of environmental, traffic, and traffic-related conditions.

Specific Driver duties include:

- Safely operating a passenger vehicle in revenue service in accordance with all vehicle operating requirements and federal, state, and local laws.
- Reducing speeds when operating in inclement weather.
- Observing the "4 second rule" for following distance when operating the bus.
- Meeting and greeting passengers in a professional and courteous manner.
- Providing appropriate assistance with boarding, riding, and disembarking the vehicle. This includes pushing and securing of wheelchairs, assisting elderly and disabled passengers with climbing the steps into the vehicle and/or with the use of the lift, and assisting passengers with the use of seatbelts.
- Communicating with the Dispatcher via a two-way radio system or Tablet in accordance with established radio and Tablet procedures when safe to do so.
- Conducting proper pre-trip and post-trip inspections of the vehicle, documenting any defects, and reporting these defects to the Dispatcher immediately.
- Collecting and turning in fares, (cash, personal checks, etc.) collected from passengers in accordance with Rio Metro Transit's Fare Revenue Procedures.
- Enforcing and following Rio Metro's policies and procedures.
- Reporting any bus damage verbally to Dispatch at the time of occurrence, and noting the damage on the pre/post trip inspection form.
- Completing and submitting the necessary reports in case of an accident, or passenger incident/ injury.
- Maintaining a clean bus inside and out.
- Inspecting bus for suspicious packages during pre- and post-trip inspections, and throughout the work day.
- Possessing the ability to sit for extended periods, and to operate the vehicle using arms and legs. Drivers must have sufficient mobility to turn their heads right and left in order to see traffic, observe passengers by use of mirrors, etc.
- Using Personal Protective Equipment when dealing with bodily fluid spills.
- Wearing an OSHA approved reflective Rio Metro safety vest must be worn at all times when walking in the division yards and when the situation dictates. The safety vest must not be worn when operating the bus in revenue service.
- Performing related duties as required.

Rio Metro Transit Issued Property

Every Driver is responsible for the reasonable care of his/her assigned equipment. Loss, damage, or unusual wear of the equipment may be considered evidence that adequate care has not been exercised. RMRTD retains the right to recover all or part of the cost of replacing such loss or damage from the Driver.

Personal Telephones

All Drivers are required to have a working telephone with a current phone number on file with the Transit Office. When scheduled for duty, Drivers should make sure they are available to speak to their Supervisor and/or Dispatch if they need to talk to you. The Driver must ensure that the Division Manager is informed in writing of any changes in telephone number immediately.

Laws and Regulations

The operation of Rio Metro vehicles is subject to Title 49 of the Code of Federal Regulations (CFR). Drivers are required to comply with all such applicable laws and regulations as listed below. ***Citations and fines imposed as a result of violation are the responsibility of the Driver.***

- Drivers must obey all traffic laws.
- Drivers must stop and open the passenger door to assist in observation at all railroad crossings, with the exception of those railroad crossings which are marked exempt.
- Right turns on red lights are allowed only after coming to a complete stop and ensuring it is safe to proceed.
- Any traffic violations, whether received at work or in a personal vehicle, are to be reported to the Transit Manager/Supervisor immediately.

Cooperation with Law Enforcement & Fire Department Agencies

Drivers must comply with the directions of Law Enforcement and Fire Department Officers. If doing so creates a dangerous situation, requires a departure from established Rio Metro procedure, Dispatch must be contacted and report to the Transit Manager/Supervisor must be submitted at the end of the shift.

License (CDL) and Medical Card

To operate an RMRTD vehicles, Drivers are required to have an up to date (valid):

- NM Commercial Driver's License with Passenger Endorsement
- Medical Certification card

Drivers must have the above documents in their possession while on duty.

Random credential checks will be conducted by Management to ensure that Drivers have these documents in their possession while on duty.

Loss, expiration, or revocation of any of these items must be reported to the Transit Manager/Supervisor immediately.

Drug Testing

Drug testing will be done in accordance with Federal Transit Administration and Department of Transportation, and RMRTD Drug and Alcohol Policy guidelines for accident, reasonable suspicion, and random testing. Guidance on test specifics can be found in 49 CFR Part 40.

Reporting Sick

MRCOG Personnel Policies and Procedures requires employees in safety sensitive positions to notify their Supervisor by telephone at a minimum 4 hours before the start of their shift to ensure coverage for unscheduled sick leave, even if it requires calling the Transit Manager/Supervisor at home/after hours.

Employee Injured On Duty

Drivers must report any personal injury suffered on duty to authorized Rio Metro Supervisory/Management personnel as soon as possible, whether or not medical attention is required.

Safety

Safety is the highest priority. Drivers must never sacrifice safety for schedule or customer convenience. Drivers must operate “under control” at all times and remain alert to ensure their personal safety and the safety of others while on Rio Metro property.

Electronic Devices

Drivers are prohibited from using personal electronic devices while driving any RMRTD vehicle. For the purpose of this procedure, electronic devices include but are not limited to cell phones, hand-held devices (PDAs, I-Pads, MP3 Players, I-Pods, personal audio/video players and games), “Bluetooth” hands-free communication devices, earphones, headsets and other similar items.

Drivers should make use of cell phones only for emergencies or during lunch periods and only when the bus is stopped, parked and the ignition off. Texting is prohibited by federal law while operating a bus.

Family emergencies may be immediately relayed to the Driver via two-way radio. Drivers should have their family member call Dispatch and inform them that an emergency exists and Dispatch will notify the Driver at once so that they may call home. Drivers will operate their two-way radio or Tablet only when safe to do so. Any Driver in violation of the Electronic Device policy will be subject to disciplinary action, up to and including termination. Drivers are responsible for any citations or fines levied by Law Enforcement for inappropriate cell phone usage.

Driver’s Procedures

Reporting for Duty (Scheduled Work Time)

When reporting for duty Drivers must be in regulation uniform, have all required equipment, have a valid Commercial Driver’s License, current Medical Certificate in their possession and be fully prepared to begin work at their scheduled start times.

Inclement Weather

All Drivers and Dispatch will report to work on days of inclement weather, unless otherwise notified. Inclement driving techniques may be referenced in the New Mexico Transit Driver Operational Handbook. If conditions warrant, the Transit Manager/Supervisor may contact Drivers at home via telephone prior to the start of the shift to discuss a delayed start time or cancellation of service. Should weather conditions deteriorate during operating hours, adjustments may be made to the schedule in an attempt to get passengers home before roads become too dangerous for travel. If Drivers find themselves unable to return to base with passengers they should call Dispatch for instructions. If unable to reach Dispatch and if unable to return to base, a Driver should go to a local community center or follow instructions from Law enforcement or emergency announcements on 770am radio to find shelter for themselves and their passengers. Weather and road conditions are broadcast on 770am and Drivers should tune in for the latest information.

Timesheets

Drivers must clock in and out in the Kronos timekeeping system each day. Drivers will receive direct deposit payment (into the bank of their choice) every other Friday. Drivers who complete their assigned rides before the end of their shift will need to remain on-site until the scheduled time that their shift ends, or they are dismissed by the Supervisor. Drivers leaving before this time need to notify the Supervisor; this must be accounted for as either vacation or sick leave in the Kronos timekeeping system. Drivers also must submit their time off request in the Kronos timekeeping system.

Courtesy towards Co-Workers

A Driver for the RMRTD is a member of a team and as such, should be considerate and supportive of his/her fellow Drivers and Dispatchers. Respect, cooperation, and collaboration should be practiced and encouraged at all times.

Authorized Drivers

Unless authorized by the RMRTD Supervisor, a Driver must not permit any other person to operate their assigned equipment at any time.

Seatbelt Requirements

The use of seatbelts and shoulder belts (if equipped) is required when operating any RMRTD vehicle or when riding as a passenger in any vehicle. This policy applies to all employees.

Assisting Other Drivers

A Driver, seeing another bus stopped under what appears to be unusual circumstances, will stop and alert Dispatch and/or the Supervisor immediately. If dictated, the Driver will remain to aid the other Driver.

On-Time Performance

Drivers must manage their routes so as to allow arrival at scheduled time points/pick up locations safely and on schedule.

- **Fixed route** - Drivers will leave the terminal on time as per the schedule. If the Driver leaves earlier than scheduled, they must notify Dispatch. Driver schedules are set up so that Drivers are able to pick up each ride at scheduled times. If the Driver is running early or running late, they must notify Dispatch.
- **Demand response** - Driver schedules are set up in a way that Drivers should be able to pick up each ride at scheduled times. If you are running late contact Dispatch. It is always better to be early than late picking up a passenger. Service is our business; let's do our best to be on time.

Leaving Vehicles Unattended

Fixed Route Drivers will refrain from leaving their assigned vehicle unattended. If a Driver needs to leave their van/bus it must be empty (no passengers on board), secured (placed in park, brakes set, doors closed, keys in Driver's possession), and any passengers waiting to board shall be informed politely that the Driver will return shortly.

Demand Response Drivers may at times have to leave the bus to assist passengers to or from the door of their home or business in the loading or unloading process. The bus should be left unattended for the least amount of time possible during the loading/unloading process.

Stand-By

When a Driver has several cancellations or no rides scheduled for a period of time, he/she may "stand-by" either at the Transportation Center or near their next scheduled pick-up. Drivers may not "stand-by" at home or any other location unless approved by the Transit Manager/Supervisor.

Lost Articles

Drivers are required to periodically inspect their vehicles for articles lost by the traveling public. Any lost articles found on any Rio Metro vehicle or on Rio Metro property should be turned into Dispatch at the completion of an assignment.

- Turn in found article(s) along with a completed "Lost Article" tag. If found by a customer, attempt to obtain the customer's name, (include it on the Lost Article tag)
- Do not attempt to contact the owner to return a lost article
- Important articles (medication, legal documents, keys, wallet, purse, etc.) should be reported to Dispatch as soon as they are found

Accident/Incident Reporting

Any time a Driver is involved in a traffic accident, he/she must notify Dispatch immediately and report their location. Let Dispatch know if there are any injuries or damage. **DO NOT MOVE THE BUS.**

Stay with the bus or within visual sight if safety requires that it be abandoned. Make sure that all passengers are in a safe place. If anyone is injured, do not move them from the bus unless the bus is unsafe. Do not move the bus unless directed to do so by a law enforcement officer or the Transit Manager/Supervisor. Drivers should not make any statements regarding the accident except to give a Police report.

Accident Report: An accident report must be completed whenever Drivers:

- Collide or make contact with a fixed object.
- Make contact with another vehicle (even if there is no apparent damage).
- Discover any damage (scratches, dents, breakage, graffiti, etc.) during pre/post-trip inspections.

Incident Report: An incident report must be completed whenever:

- A passenger has an injury on the van/bus.
- A passenger falls on the van/bus and does not appear to be injured or states that they are not injured.
- A passenger is ejected off of the van/bus for any reason.
- Law enforcement or other emergency assistance is required.
- Drivers are involved in an altercation with a passenger.
- Anything out of the ordinary occurs on the van/bus, such as an altercation between two passengers or a fire on your bus.

Completing and submitting Accident/Incident reports and reporting accidents, incidents and injuries are essential to RMRTD from a liability standpoint, as well as to protect passengers, the public, and status as an RMRTD employee. New bus damage, no matter how minor, must be reported to Dispatch immediately, and noted on the pre/post trip inspection form. Failure to report damage will result in disciplinary action up to and including termination.

Drivers involved in accidents, or Drivers that incur damages to their bus may be required to attend a Safety Council meeting at RMRTD to discuss the event. Depending on the circumstances involving the accident or damage, Drivers may be subject to disciplinary action up to and including termination. If the Safety Council or Transit Manager/Supervisor believes that additional driver training is needed following an accident, incident, or customer complaint, such training shall be conducted and documented as deemed necessary. Any unreported accidents will result in immediate disciplinary action up to and including termination of employment.

Backing Accidents

Backing accidents are the number one type of accident in commercial vehicles. Visibility when backing is limited, making it very easy to have a backing accident. Backing accidents are expensive, resulting in costly repairs to the bus and employees losing their jobs.

There are 3 parts to preventing backing accidents:

- Pick-ups and drop offs should not require backing. Locations we serve every day should not require a Driver to back up.
- New locations that require backing should be reported to management so they can be reviewed. If backing is required, a determination will be made as to whether or not the location will be served.
- When a Driver finds themselves in a position where they must back the bus the Driver must get out of the bus and do a 360 degree walk around and use their back up camera and mirrors to back the bus. Use a guide if available.

The best way to avoid a backing accident is to never back up; however if a Driver finds themselves in a situation that they need to back up the Driver should:

- Look for options to avoid backing, such as going around the block, looking for a pull through situation, or using curbside parking.
- Back the bus slowly.
- Never back up into traffic unless assisted by a reliable guide (another Driver, Supervisor or Law Enforcement Officer).
- If a reliable guide is not available or if being directed by emergency personnel the Driver is required to do the following:
 1. Notify Dispatch
 2. Try to never back into private property
 3. Get out of the bus and walk around the entire bus to make sure the bus is clear and remains clear until the backing movement is completed.
 4. Check for low hanging tree branches, electric wires, poles, signs, or other obstacles overhead.
 5. If the bus is equipped with a backup camera, utilize the backup camera and observe both outside mirrors when backing.
 6. Activate hazard lights.
 7. If the bus is not equipped with a backup alarm sound the horn intermittently when backing.
 8. Keep your foot poised over the brake when possible.
 9. Whenever possible, back and turn towards the Driver's side. This allows for Drivers to watch the rear of the vehicle with the clearest view possible.
 10. During the entire backing maneuver continuously scan your mirrors for clearance and possible obstructions around your vehicle.

Unreported Accidents

Unreported accidents/incidents will result in immediate disciplinary action up to and including termination of employment.

Vehicle Operations

Pre-Trip Inspection

Drivers must perform a daily pre-trip inspection before going into revenue service. Use the pre-trip inspection form and inform Dispatch if there are any mechanical issues that

require attention. Make sure to cycle the wheelchair lift to ensure proper operation. Check the parking lot area for any unusual or suspicious items or packages. Report any items immediately to Dispatch.

Listed below are the items that must be checked before leaving the division yard:

A. Outside the Vehicle

- 1) Check that the bus is level and not sagging or leaning.
- 2) Check that no one is working under or behind the vehicle.
- 3) Check the exterior of the bus for suspicious packages.
- 4) At minimum, once a week, check the oil level, coolant level, washer fluid level, and battery if applicable.

B. Walk Around

- 1) Check turn signals and 4-way flashers.
- 2) Check headlights and marker lights.
- 3) Check brake lights.
- 4) Check tires for inflation, condition, and depth of tread.
- 5) Check for unreported body damage.
- 6) Check lift operation and secure outside doors.

C. Walk Through

- 1) Check that there is a fare box and that it has a vault in it.
- 2) Check the operation of all interior lights.
- 3) Check that there is a charged fire extinguisher and first aid kit.
- 4) Check that front steps have no tripping hazards.
- 5) Check the aisles and area between seats for tripping hazards.
- 6) Check the upholstery for cuts, tears, grease, and general condition.
- 7) Check securement of the grab rails, stanchions, and cleanliness.
- 8) Check that tie downs and straps are on board and clean.
- 9) Check for broken windows and make sure that all are closed.
- 10) Check the operation of the passenger signal system.
- 11) Check the emergency exit windows for securement and decals.

D. Behind the Wheel

- 1) Check that the parking brake is set.
- 2) Check that the transmission selector is in park.
- 3) Start engine and let idle.
- 4) Turn on the 4-way flashers.
- 5) Check the operation of the front door.
- 6) Make sure that all mirrors are adjusted properly.
- 7) Check the fare box light and dump lever for operation.
- 8) Check all gauges and warning lights for oil pressure, fuel, voltmeter, or alternator light.
- 9) Check the operation of all heaters, defrosters and/or air conditioning systems, as weather warrants.
- 10) Check horn, steering wheel play and gear shift play.

- 11) Check windshield wipers and washers.
- 12) Make a few normal stops to check the operation of the braking system before leaving the yard.

Post-Trip Inspection

A post-trip inspection must also be performed at end of each shift. Unreported damage to equipment will be dealt with as an administrative process according to RMRTD policies. Drivers are to report equipment damage to Dispatch or Transit Manager/Supervisor. Unreported damage will be attributed to the most recent Driver, and will result in disciplinary action. Drivers must turn in all manifests, vehicle inspections, and other related paperwork or fare card requests by the end of their shift. Report any safety or maintenance issues to Dispatch immediately. Dispatch will notify you of what to do.

Drivers must report any defect, accident, or incident when bringing the van/bus into the garage and are required to make all entries on the trip sheet(s). Where considerable explanation is required, it is advisable to supplement the sign-off report with a verbal report to your Transit Manager/Supervisor.

- A. Secure van/bus in the garage or division yard
 - 1) Check the interior of your bus for suspicious packages.
 - 2) Check fuel gauge and make sure the van/bus is full and ready for the day.
 - 3) All vehicles, when parked in the garage or division yard must be parked properly in line and emergency brake applied.
 - 4) Before stopping engine, gearshift must in "park" position, emergency brake applied and the idle must be switched to low idle (if applicable).
 - 5) Post-trip inspection will be conducted and end mileage recorded.
 - 6) Turn "off" all auxiliary switches i.e. heaters, 2 way radio, interior lights etc.
 - 7) Turn "off" ignition switch.
 - 8) Check for lost articles.
 - 9) Remove tie downs and shoulder belts tied to floor and put away in designated area.
 - 10) Pick up all litter and other trash.
 - 11) Close all windows and lock all doors.
 - 12) Remove fare revenue in accordance with Rio Metro Fare Revenue Procedures.
 - 13) Notify Dispatch of any mechanical or equipment problems. Any damage not reported will be the responsibility of the last person to drive that bus, and will be considered unreported damage.
 - 14) Check the division yard for any unusual or suspicious items or packages. Report such items immediately.
 - 15) Place keys, trip sheet, reports, etc. in designated area(s).

Vehicle Report and Sign-Off

Drivers must report any defects noted when bringing a vehicle into the yard and are requested to be clear and concise when making entries on the trip sheet. Where considerable explanation is required, it is advisable to supplement the sign-off report with a verbal report to the Transit Manager/Supervisor.

Accessibility Devices Inspection

Drivers shall inspect accessibility devices daily as part of their pre and post trip inspections, and shall report the failure of any accessibility device to Dispatch immediately so that repairs can be effected. Shall the lift or ramp fail on a route where a headway is greater than 30 minutes, Rio Metro will provide alternate service to the passenger within 30 minutes. Lift or ramp failures shall be completed prior to the vehicle returning to service. Should no spare vehicles be available, the vehicle may be used for no more than three (3) days in areas with populations of 50,000 or more, or five (5) days in areas of population of 50,000 or less.

Tampering with Equipment

Drivers must not attempt to obstruct, adjust, alter or tamper with the position or normal operation of any Rio Metro equipment including, but not limited to, lifts/ramps, door mechanisms, radios, alarms or camera systems. The view of the cameras must never be obstructed in any way with any items.

Backing the Bus

Except when necessary in the Division Yard or an off street terminal, Drivers must not back a bus. If it is necessary to back the bus use a reliable guide and adhere to the following procedures:

1. Back the bus slowly.
2. Never back up into traffic unless assisted by a reliable guide (another Driver, Supervisor or Law Enforcement Officer).
3. If a reliable guide is not available or if being directed by emergency personnel the Driver is required to do the following:
 - Notify Dispatch.
 - Try to never back into private property.
 - Get out of the bus and walk around the entire bus to make sure the bus is clear and remains clear until the backing movement is completed.
 - Check for low hanging tree branches, electric wires, poles, signs, or other obstacles overhead.
 - If the bus is equipped with a backup camera, utilize the backup camera and observe both outside mirrors when backing.
 - Activate hazard lights.
 - If the bus is not equipped with a backup alarm sound the horn intermittently when backing.
 - Keep your foot poised over the brake when possible.
 - During the entire backing maneuver continuously scan your mirrors for clearance and possible obstructions around your vehicle.

4. If a Driver goes to an address which requires backing of the bus, the Driver must notify Dispatch and upon return to the Division complete an incident report to include the address in which they had to back and submit it to the Transit Manager for review.
5. If a Driver fails to notify Dispatch that they need to back the bus and then submit an Incident Report to the Transit Manager regarding the backing up of the bus it may result in disciplinary action.
6. Management staff will then go out to assess the address provided by the Driver to determine the safest way to service that address other than backing up and if the address cannot be serviced safely service will not be provided.

Generally, avoid getting into a situation where you have to back up the bus!

Bus Cleanliness

Buses will be regularly maintained inside and out by the Driver operating the bus. Buses may need to be cleaned more often during snowy or rainy weather. Keep interiors clean, windows washed, and the trash can emptied. Wash the exterior as needed. Let Dispatch know if time needs to be scheduled to wash and clean the bus. Please take pride in a clean bus.

Bus Stop Zones

Bus stop zones are located by bus stop signs or at locations shown on the route map. A bus stop zone is approximately 60' in length. Drivers may pick up passengers anywhere in the bus stop zone. It is not necessary to pick up passengers exactly at the bus stop sign. Bus stops may be added, deleted, or moved during the year. The Transit Manager/Supervisor will notify Drivers when there are changes to the bus stops. All Drivers must be aware of bus stop zones even if the sign is missing.

Under normal circumstances, passengers should only be picked up at bus stop zones. However, there are new passengers who may not know the proper location of the nearest bus stop zone. If someone is standing at a location where there is no bus stop zone, pick them up where they are standing and politely inform him/her where the nearest zone is located.

Under normal conditions, passengers should only be discharged at a bus stop zone at a safe location. **NEVER DISCHARGE PASSENGERS INTO A TRAFFIC LANE.**

Passengers who continue to flag down a Driver at places other than designated bus stops should be handled in the following manner.

- Inform them of the proper location of the bus stop.
- Remind them that they will not be picked up the next day unless they are at the proper bus stop.
- Inform the Transit Manager/Supervisor of the problem. Provide the date, time, location and direction of travel.

Every effort will be made to have a Supervisor contact the person to inform them of the proper bus stop location.

Driver's Code of Conduct

General Statement

This section contains the rules governing Driver conduct. All Rio Metro employees are expected to exercise courtesy and treat customers and co-workers with respect and dignity at all times. As employees of a public agency, each of us has the obligation to conduct ourselves in a manner befitting the public's trust. A violation of any part of these rules and/or failure to exercise good judgment may result in disciplinary action appropriate to the nature of the offense.

Conduct While on Duty

RMRTD Drivers will:

- Conduct themselves in a courteous manner at all times.
- Drop off passengers in a safe location and manner.
- Ensure that seatbelts are worn by every bus occupant (including Drivers and passengers) at all times while the bus is in motion.
- Assist passengers as needed to/from their destinations and on/off the bus.
- Not be required to carry groceries or other packages/objects for passengers. (Exceptions may apply for individuals with visual or mobility impairments)
- Allow passengers to board with 5 plastic bags of groceries or 4 paper bags during shopping days.
- Prohibit themselves and passengers from using profane language or behavior.
- Not allow pets, except for service animals.
- Not accept tips or gratuities of any kind.

Alcoholic Beverages

The consumption of alcoholic beverages by Drivers is prohibited while on duty and eight (8) hours prior to reporting for a shift. Federal guidelines for alcohol use are strictly enforced for all members of the transportation team.

Narcotic Drugs/Over-the-Counter Drugs

The consumption/use of narcotic drugs, prescribed narcotic drugs or over-the-counter drugs which may cause drowsiness, euphoria, induce or prevent sleep, or otherwise dull the senses or reduce reaction time are prohibited while on duty and within (8) hours prior to reporting for a shift. Federal guidelines for drug use will be strictly followed.

Possession of Weapons

While on RMRTD property, the possession of any firearm, lockable blade knife, taser, pepper spray, mace or any other device classified as a weapon is prohibited.

Smoking in Vehicles

Smoking is prohibited on/in all RMRTD vehicles, whether in or out of service, moving, or not moving. The smoking prohibition includes E-cigarettes or vapor producing device.

Eating/Drinking in the Bus

Eating and drinking while driving is prohibited and should set a good example for passengers.

Appearance

Reporting for Duty

When reporting for duty, a Driver must appear neat, clean and orderly dressed regulation uniform, since they are the public representatives of RMRTD.

Moustache, Beard or Sideburns

A Driver's moustache, beard and side burns must be kept neatly trimmed and groomed.

Personal Grooming

Any personal grooming trait that could possibly impact safe driving, offend passengers, or jeopardize the comfort and safety of the public is forbidden.

Uniforms

Uniform Specifications

A Driver must report to work in regulation uniform and must be in regulation uniform at all times while on duty. This includes reporting for weekday training. The Driver will be considered on duty from the time he/she reports for sign-on until sign-off at the end of his/her assignment. Failure to report for duty in regulation uniform will be considered not in compliance with this policy and may result in the driver being removed from service. ***A Driver must not wear the uniform at any time or place that may bring discredit to Rio Metro (whether on or off duty).***

A Driver must purchase all uniform items from a RMRTD authorized uniform vendor. All other clothing or items worn are not considered regulation and are not authorized.

Minimum Uniform

The prescribed minimum uniform must be worn when on duty. Wearing partial uniforms will not be permitted. The minimum uniform is: uniform red shirt with RMRTD authorized patch on the right sleeve and uniform black shorts or trousers.

Casual Friday

A Driver may wear an approved vendor Casual Friday polo shirt and uniform shorts or jeans only on Friday. A Casual Friday shirt is a standard style, short-sleeved polo shirt in red, medium blue, light green or white. A Casual Friday shirt must bear a RMRTD authorized patch on the right sleeve.

Shorts (Cargo Shorts)

Uniform shorts may only be worn from Memorial Day until October 31st. Cargo shorts are black, with cargo pockets on center of side seams. When wearing shorts, a Driver must wear socks with shoes or boots and socks are to be worn no higher than mid-calf. If a Driver wears boots with the shorts, the top of the boots must not be more than 1 inch above the ankle. ***The length and fit of the shorts must not be altered in any way, with the exception of the waist. The pockets must not be shortened.***

Driver/Customer Relations

Passenger Relations

It is extremely important that Drivers maintain a good relation with passengers at all times. There are three basic principles of passenger relations:

- Provide reliable and efficient service
- Be courteous, patient, and professional at all times
- Avoid arguments

Drivers are expected to have knowledge of the transit system. It is very important that the Driver answer respectfully, correctly, and courteously on any route or schedule request made by passengers. If a Driver cannot answer a question, the Transit Office will be called for assistance.

Assisting Passengers

If a Driver is unsure whether or not a passenger requires assistance, the safest and least embarrassing way to broach the subject may be to simply ask the passenger “Can I be of assistance?,” or “How can I help?”

Fixed Route Stop Announcements

The Americans with Disabilities Act (ADA) of 1990 requires public transit agencies to provide on-board bus stop and bus stop transfer information. Drivers are to use the interior public address (PA) speaker for the below required fixed-route bus stop announcements:

- Stops associated with major intersections
- Stops associated with major destination points
- Stops associated with transfer points to other fixed routes or stops served by more than one route
- Any stop when requested by an individual with a disability
- At sufficient intervals along a route to permit individuals with visual disabilities to be oriented to their location
- At bus stops served by more than one route or transportation provider, Rio Metro Drivers are to use the exterior public address (PA) speaker (if equipped with external speaker) or in a loud clear voice announce the stop name, route number and destination (direction of travel) when the bus stops and the doors open. This announcement will assist those individuals with a visual impairment or other disability already on the bus or waiting at the bus stop to identify the stop and route to ensure proper loading or unloading.

Rio Metro Drivers are responsible for making verbal bus stop announcements, either using the public address (PA) system or by voice should the vehicle not be equipped with such a system or should the system malfunction.

Conversation

Drivers are required to answer questions asked by the public and to be conversant as to changes and schedules relative to the route. No other conversation should be taking place while the Driver is driving. If dialogue between the Driver and a passenger needs to take place while the bus is in motion, it should be kept to a minimum.

Ejection of Passengers

When the conduct of a passenger is dangerous, disruptive or grossly offensive, the Driver shall request the passenger to stop this behavior. If the disruptive behavior occurs at the trip's point of origin the passenger will not be allowed to board the bus. If the disruptive behavior is in transit and the passenger does not abide by the Driver's verbal request to stop the behavior, the passenger will be transported to the trip's point of origin or to the drop-off location, whichever is closer. If the conduct of such passenger requires their removal from the bus, the Driver will contact Dispatch to assess the situation and determine whether law enforcement should be sent to the bus' location. Dispatch will also notify the Transit Manager/Supervisor of the situation.

Seatbelt Requirements

Seatbelts must be worn by ALL passengers (including the Driver) while the bus is in motion. Passengers who refuse to wear their seatbelts will not be permitted to travel on RMRTD equipment. Once the bus is underway, the Driver is not responsible to ensure that seatbelts remain attached. However, if a passenger removes their seatbelt while the bus is underway, they will receive a warning from the Driver. Passengers who continue to remove their seatbelts while the bus is underway will not be permitted to travel on RMRTD equipment.

Eating/Drinking in the Bus

Passengers are not allowed to eat or drink on the bus. No glass containers are allowed on the buses.

Smoking in Vehicles

Smoking is prohibited on/in all RMRTD vehicles, whether in or out of service, moving, or not moving. The smoking prohibition includes E-cigarettes or vapor producing devices.

Possession of Weapons

Persons in possession of any firearm, lockable blade knife, taser, pepper spray, mace or any other device classified as a weapon is prohibited from riding in any RMRTD vehicle.

Explosive and Flammable Materials

Persons having in their possession explosive or highly flammable materials/articles, or substances of an objectionable nature shall not be allowed to ride on the bus. Diplomacy and tact MUST prevail when enforcing this regulation.

Oxygen Bottles

Unless special approval is received from Rio Metro management prior to the passenger's travel date, only one oxygen bottle may be transported per oxygen dependent passenger. The ADA provides that transportation service must be provided

to a rider who needs to bring along an oxygen bottle. For safety reasons, it is the policy of Rio Metro to require the rider to maintain control of the oxygen bottle. If the rider cannot pull an oxygen bottle cart or carry or maintain control of the bottle by themselves, if assistance is needed, it is recommended that the rider bring someone to assist them to perform those functions. When choosing to ride public transportation, it is the responsibility of the rider to select an oxygen bottle size they can manage. If a wheelchair has an oxygen bottle securement attachment, it must be used to prevent the oxygen bottle from becoming a projectile in an accident. Oxygen bottles must be secured so they do not move during transport. Rio Metro does not transport any medical apparatuses including gurneys.

Reasonable Modification/Accommodation

It is Rio Metro Regional Transit District's (Rio Metro) policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination on the basis of disability. The effective date of this policy is July 13, 2015.

Requests for accommodations will be considered on a case-by-case basis. In determining whether to grant a requested modification, Rio Metro will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E to Part 37.169.

Requests for modifications of Rio Metro's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Rio Metro is best able to address and accommodate a request when customers make their requests for modifications in advance.

When a request for modification cannot practicably be made and determined in advance, the customer may make a request on the same day, at the time of, or during service to the Driver. The following is the process for requesting a reasonable modification:

- The customer needs to provide a detailed description of what accommodation is required and why it is necessary in order to use the service.
- Drivers may grant a request if such request is reasonable and meets the requirements of the Agency's policy.
- If a Driver is unsure if the request can be granted or declined, she/he is required to consult with Dispatch to receive direction.
- Requests may be denied on the following grounds:
 - Granting the request would fundamentally alter the nature of Rio Metro's service, programs, or activities;
 - Granting the request could create a direct threat to the health or safety of the requestor or others;
 - Granting the request would create an undue financial or administrative burden for the Agency; or

- o Without such modification, the individual with a disability is otherwise able to fully use Rio Metro's services, programs, or activities for their intended purpose.

Service Animals / Animals on the Bus

The only animals allowed inside of RMRTD vehicles will be those identified as service animals. The ADA defines a service animal as any guide dog, signal dog or other animal individually trained to provide assistance to an individual with a disability. Drivers may ask to confirm that an animal is a service animal, but should avoid any other questions about the animal. Passengers are responsible for the care and supervision of their service animal while on board. The animal must be on a leash or in a container, and remain under the passengers control and behave appropriately. The animal must remain at the passenger's feet or on their lap. The animal may not occupy a vehicle seat. The animal must not be aggressive toward people or other animals. The passenger is responsible for any damage or soiling caused by the animal. The Rio Metro Driver may exclude or require the owner to remove any service animal if the service animal displays disruptive, vicious, or aggressive behavior or constitutes a direct threat to the health or safety of others. In the alternate, a Rio Metro Driver may require any disabled passenger who does not comply with this policy to disembark the vehicle, or leave a transit facility, and may transport the passenger and their service animal to their destination separately.

Accessibility Devices

Rio Metro Drivers shall make use of all accessibility devices provided on each vehicle. Such devices include, but are not limited to: the wheelchair lift, wheelchair ties downs and securement systems, seat belts for all passengers, a public address system, and electronic signage identifying the bus and its route. The use of ramps or lifts by any passenger will be provided upon request. Ramps and lifts will be deployed at any stop, provided it is safe to do so. Additionally, Drivers shall request that persons sitting in priority seating vacate those seats when a passenger with a disability needs to use them. Adequate time will be allowed for individuals with disabilities to board and disembark the bus. *If the lift or ramp fails on a route Rio Metro will provide alternate service to the passenger within 30 minutes.*

Mobility Devices / Segways

Customers with a disability using a Segway as a mobility device are to be accommodated on Rio Metro buses.

Operators are to accept any form of authorized identification indicating that the customer has a disability (e.g. Medicare card, ABQ Ride Honored Citizen Card, ABQ Ride Sun Van Paratransit ID card, Santa Fe Ride Card or Santa Fe Trails Half Fare Card, Disabled Veteran's ID card or disability parking placard). *If an individual is unable to provide documentation at the time of the trip allow the customer to ride and inform them that they will be transported this time; however they will need to provide the documentation the next time.*

Customers using a Segway must maneuver it onto the lift without the assistance from the Driver and it must be secured in the wheelchair securement area and nowhere else.

Drivers will assist with securing the Segway or removing the securement devices if needed or requested by the customer. The Segway may be “on” but either standby or walking mode when being maneuvered onto the bus lift. The customer may accompany the Segway on the lift but may not ride it while the lift is moving. The Segway must be in the “off” position during this time and remain off. When using a ramp to board a low floor bus, the customer may push or pull the Segway onto the bus. The Segway must be turned off and remain off once the customer reaches the securement area.

Use a minimum of four straps to secure a Segway. Place the straps around the best securement location for the Segway. When secured, the Segway should not move more than two inches in any direction. Once secured, the Segway will remain in the “off” position.

It is recommended that the customer sit in the closest available seat to the Segway.

See Segway securement illustration below:



Customers attempting to board with a Segway under the influence of intoxicating substances including alcohol and/or drugs will not be permitted to board

Mobility Devices / Wheelchairs

Mobility devices / wheelchairs shall be transported providing the lift and vehicle can physically accommodate them. All mobility devices / wheelchairs will be properly secured when transported. A mobility aid is any class of three or more wheeled device that is usable indoors and designed for and used by individuals with mobility impairments. The device may be operated manually or powered. Mobility devices that pose a legitimate safety issue shall not be transported. Legitimate safety concerns include any device that by its design exceeds the mobility device’s available space on the vehicle, impedes movement in the aisle of the vehicle, presents a safety hazard to the user, Driver, or other passengers while the vehicle is in motion, is a wheelchair of

such size that it would block an aisle; however, it explicitly does not include circumstances under which a Driver may find it difficult or impossible to secure a passenger's wheelchair to its satisfaction.

- Devices / wheelchairs must be tied down securely in four locations with the approved safety straps.
- Unoccupied devices must also be tied down with four straps.
- ALL Sure-Lock safety strap retractor units must be picked up and stowed away after EACH use.
- Bus-equipped seatbelts must be worn by all passengers. Seatbelts must be worn as designed and configured by the manufacturer. If a lap and shoulder system is supplied by the manufacturer, the system must be worn in its entirety and not “piece meal.”
- When assisting a passenger in putting on their seatbelt, make sure the back of your hand faces their body as you maneuver the belt into place. This avoids any possibility of a sense of “groping” that a passenger may feel if the Driver works with the palm of their hand facing their self.
- Make sure that the wheelchair lift is lowered onto level ground to avoid damage.
- Flashers should be used when the bus is not moving, and when loading/unloading wheelchairs.
- Drivers should park in designated loading zones.
- Once the device / wheelchair is in the bus the device should be secured, the lift should be retracted, and the passenger seatbelts should be applied. If equipped, a seatbelt built into the wheelchair / device is not for vehicular transport, but only to secure the rider into the wheelchair/ device. The seatbelt provided by the wheelchair/device manufacturer must be applied. If the passenger refuses to have the device / wheelchair secured, or to wear the manufacturer’s seatbelt, the passenger will not be permitted to be transported on the vehicle. Passengers in scooters that are able to transfer to a standard bus seat should be encouraged to do so, due to the greater level of safety involved in sitting in a bus seat.

Wheelchair Lifts: Loading a Mobility Device / Wheelchair

- Drivers should ensure that the lifting area is safe and control passengers or pedestrians from entering the lift operation area.
- Lift should be lowered onto a level surface. If the lift is not completely lowered, it will not lift normally, causing the Driver to manually pump the lift to raise it into the bus.
- Load device / wheelchair onto the platform. It is preferable to back the device / wheelchair onto the loading platform, making it easier for the Driver to release the device / wheelchair brakes and pull the passenger into the bus using the push handles on the device / wheelchair. Passengers may be loaded facing the bus if they have trouble backing onto the lift platform, at their request. Heavy motorized devices / wheelchairs must be backed onto the platform so that the heavy batteries are closer to the bus, thus improving the leverage of the lift and ensuring safe operation. The normal operation will be to back the passenger onto the lift when loading, and face them outward when unloading.

- Once the device / wheelchair has been loaded onto the platform, the Driver should ensure that the device / wheelchair is centered on the lift. The device / wheelchair should have its brakes applied, and, if a power wheelchair, ask the passenger to turn the device / wheelchair power OFF. Drivers will assist in powering off the device / wheelchair if necessary. Powering the device / wheelchair OFF ensures that no accidental movement will occur while the lifting operation is in progress, which could cause the passenger to fall from the lift. It is suggested that the passenger grasp the yellow wheelchair lift grab handles while on the lift. Ask the passenger if they are ready to be raised and then raise the lift.
- Raise the lift. In most cases, the passenger will ride alone on the lift. If a passenger is using a walker, or is unsteady or needs assistance, the Driver may ride up the lift with the passenger, if the total estimated weight of the two individuals is within the lifting capacity. If at any time during the lifting process the lift seems unstable, or seems to struggle with a heavy motorized device / wheelchair, lower the lift immediately and notify Dispatch.
- Drivers should enter the bus through the service entrance or from the lift platform.
- Release device / wheelchair brakes and manually move the standard device / wheelchair into the bus. If a power device / wheelchair, power up the device / wheelchair, and have passenger back it into the bus. Note that with power devices / wheelchairs there is normally a clutch device that will allow the device / wheelchair to freewheel should a malfunction occur and the device / wheelchair not power up.
- Once the device / wheelchair is in the bus, the device / wheelchair should be secured, the lift should be retracted, and the passenger seatbelt should be applied. If equipped, a seatbelt built into the device / wheelchair is not for vehicular transport, but only to secure the rider into the device / wheelchair. The seatbelt provided by the device / wheelchair securement manufacturer must be applied. If the passenger refuses to have the device / wheelchair secured, or refuses to wear the securement manufacturers' seatbelt, the passenger will not be permitted to be transported in the RMRTD vehicle. Passengers in scooters that are able to transfer to a standard bus seat should be encouraged to do so due to the greater level of safety that is offered by sitting in a bus seat.

Wheelchair Lifts: Unloading a Mobility Device / Wheelchair

- Open outside door and latch open. Ensure unloading area is level and safe. Keep passengers and pedestrians out of the area.
- Unfold lift to bus ground level. Ensure that the fold-up lift-flap has latched to prevent passenger from rolling off of the lift when loading.
- Re-enter the vehicle through the service door. Do not climb in through lift entrance.
- Remove passenger shoulder harness and seatbelt, unsecure device / wheelchair, and unlock device / wheelchair brakes.
- Manually roll the standard device / wheelchair onto the lift with passenger facing outward. For power devices / wheelchairs: release brakes, power up the device / wheelchair, and have passenger proceed to load onto lift. Passenger should load slowly and cautiously onto lift. If, in the judgment of the Driver, a passenger in a

power device / wheelchair does not have the manual dexterity to safely operate the device / wheelchair in the powered mode in the unloading process, the Driver should call Dispatch for instructions.

- Center the device / wheelchair on the lift, apply device / wheelchair brakes, power down power devices / wheelchairs, and encourage passenger to grasp yellow lift grab bars.
- The Driver should then exit the vehicle through the service entrance.
- With the Driver standing on the ground and controlling the unloading area, ask passenger if they are ready to be lowered, then lower device / wheelchair and occupant.
- Release device / wheelchair brakes, and push standard device / wheelchair off of platform. Power devices / wheelchairs may be powered up and driven off the lift, once at ground level.
- Normally the passenger will ride down alone on the lift. Drivers may accompany an unsteady passenger, at their discretion, as long as the lift capacity is not exceeded.
- After ensuring the passenger is unloaded safely, retract the lift and shut door.
- If unloading a passenger using the manual lift mode, turn the pump handle very slowly, so that the rate of descent is controlled and slow. *(The manual lift mode should only be used in an emergency situation as this device is not intended for daily use. Driver must report to Dispatch immediately any problems with the wheelchair lift.)*

Fares

Fare Box

Drivers will clear the fare box tray at each stop or more frequently if required in order that it may be determined that those boarding the bus are depositing exact fare.

Collection of Fares

The appropriate fare of a passenger must be collected when the passenger boards the bus. If a passenger does not have the correct amount, the Driver can make a “judgment call” as to how to proceed. If it appears that the passenger cannot genuinely afford the fare, the fare will be waived and the passenger will be transported to his/her destination. If a Driver is in doubt on how to proceed, he/she should call Dispatch and receive direction from Dispatch and/or the Transit Manager/Supervisor.

One Zone Fare Structure - EXACT FARE ONLY

- | | |
|--|--------|
| • Adult (ages 18 through 61) | \$1.00 |
| • Senior (ages 62 and up) | \$0.50 |
| • Mobility impaired | \$0.50 |
| • Youth (ages 10 through 17) | \$0.50 |
| • Student (any age w/valid student ID) | \$0.50 |
| • Children (ages 9 and under) | Free |

Note: Children under the age of 10 must be accompanied by an adult.

Securing Fare Media

Drivers must keep all fare media cards on their person at all times to ensure proper control of them. Driver is responsible for any lost cards. In the event fare media is stolen the Driver must notify Dispatch immediately so Dispatch can contact law enforcement to file a police report.

Communications

Proper Radio Procedures

Drivers must use RMRTD 10-codes when using the two-way radio. Notify Dispatch immediately of any incidents, accidents, passenger issues, or other concerns.

RMRTD is the licensee of the radio system and is responsible for the system to be operated in accordance with FCC rules and regulations. Drivers are expected to exercise good judgment and be courteous and cooperative in their daily use of the system. All Drivers should initiate and answer radio transmissions in a professional manner. **Communication should be limited to business purposes only.**

Should an emergency occur Drivers must use plain language in communicating over the radio and should not use the 10-codes. In the event of a security emergency, Drivers should use the following phrase to let Dispatch know, secretly, that there is a problem on the bus: "I forgot to punch in Saturday." If Dispatch hears this phrase, they will immediately call 911 and send law enforcement to the Driver's location.

Security Procedures

Security Principles

These tips and guidelines are designed to help the Driver maintain order and promote safety in their vehicle.

- ***Most disputes arise out of a misunderstanding and the way a passenger is addressed by the Driver.*** -- The passenger may be unaware of the procedures for riding the bus. Because they may truly not know what to do, it is necessary to give the passenger the benefit of the doubt and assume they really don't know. Address them calmly, respectfully, and in a relaxed manner. This means that the Driver must be tolerant and patient, and explain the proper procedure without being irritated, aloof, or acting in a rude manner.
- ***Passengers will resist being told what to do.*** -- Rather than telling a passenger to do something, phrase the request in the form of a choice, or question. "This fare card is used up, do you have another one?" Let the passenger make the next move. Asking questions is far less provocative than telling or commanding.
- ***Passengers will "test" Drivers.*** – It is important for Drivers to keep control of themselves. Some passengers will test the Driver to see if they can get away with something. It is important, when being tested, to stay in control, to be consistent, and to respond without losing patience.

- ***A trapped passenger is a dangerous passenger.*** -- In a dispute, make sure the door is open. The objective is to maintain order and protect passengers, not apprehend offenders. If the door is closed, the passenger may get violent in an effort to get out. Do not close the door on a fleeing passenger as this could lead to violence. Try to notice any identifying characteristics if the passenger is unknown.
- ***Security is maintained through consistency.*** -- If one passenger cannot eat on the bus, then all passengers cannot eat on the bus. Most people will go along with a rule if they think it is fair. Consistent and uniform application of all rules and regulations is fair to all of the passengers.

Suspicious Packages

Do not use a cell phone or key a radio within 300 feet of a suspicious package, as it may cause it to detonate.

Drivers should check the interior and exterior of their bus for suspicious packages during the pre-trip inspection, periodically during service hours, and during the post-trip inspection. Report any suspicious packages immediately to Dispatch so that Law enforcement may respond. In the event a suspicious package is found, evacuate the bus and keep passengers away from the vehicle until law enforcement respond and declare the area “all clear.” Acts of terrorism can happen anywhere. Don’t be complacent – it can happen here.

Suspicious Passengers

All passengers using Demand Response service must appear on the Driver’s schedule. If a passenger does not appear on the demand response schedule, notify Dispatch immediately. Demand Response Drivers provide curb to curb or door to door service, and must never enter private residences, except in the case of an emergency. When arriving at a stop, if a Driver is met with suspicious circumstances, suspicious persons, or what appears to be a hostile situation, the Driver should bypass the stop and radio in to Dispatch. Control of the situation may be lost after a suspicious or hostile person has boarded the bus.

Transit Watch

Transit Watch is a nation-wide program that enlists the eyes and ears of professional Drivers in reporting suspicious activity to combat terrorism and crime. Relay any suspicious activity to Dispatch so that law enforcement may be notified.

Emergency Procedures

General Statement

This section outlines procedures Drivers are to follow in order to protect themselves, customers and RMRTD equipment which may require evacuation in the event of the following:

- **Fire or Danger of Fire (smoke):** The bus shall be stopped and evacuated immediately if any portion of it is on fire, or if smoke is filling the inside of the

vehicle. Passengers shall move a safe distance away from the bus and remain there until the Driver has determined that no danger remains.

- **Unsafe Position:** If a bus is stopped or disabled, the Driver shall determine immediately whether it is safe for passengers to remain in the vehicle or to evacuate. The Driver shall evacuate if: 1) the bus stops in the path of any train; 2) stopping position of the van/bus is subject to change and thus increases the danger to passengers; or 3) the stopping position of the bus is such that there is danger of collision.
- **Directed to do so by a Transit Manager/Supervisor, Law enforcement, or any Emergency Personnel.** If a Dispatcher, Transit Manager/Supervisor, law enforcement, or any person in authority receives a bomb threat or similar threat, the Driver may be advised by radio to evacuate the bus. In this situation, the Driver shall evacuate and await further instructions.

If it is necessary to evacuate passengers, make certain that all passengers are safely located away from traffic, and that they are not permitted to leave the emergency scene on their own.

Evacuation Procedures

(THE SAFETY OF PASSENGERS IS OUR PRIMARY CONCERN)

- Stop the bus immediately in a safe location (for any of the above reasons). Radio Dispatch with the exact location and situation.
- Maintain control of passengers.
- Protect the accident or emergency scene.
- Set emergency brakes.
- Turn off ignition.
- Turn on 4-way flashers.
- Open bus door(s).
- Direct the evacuation; speak clearly and calmly.
- After all passengers are out, check the interior for small children, injured, or panic-stricken people. Use the fire extinguisher if a fire can be put out easily.
- Assist the injured. DO NOT give food, drink, or medication to anyone in shock. Symptoms of shock include; pale, moist skin; shallow, rapid breathing; overall weakness; dilated eyes.
- Keep passengers and bystanders away from the bus.
- Call the Transit Manager/Supervisor by telephone (if you have not yet been in contact) and be sure to give the exact location.
- Always keep calm and appear to be in control.

Passenger Emergencies

Drivers should report all medical emergencies to Dispatch immediately. Park the bus as soon as possible, and radio Dispatch with emergency information, status of riders, and the exact location of the incident. Dispatch will call 911. Remain on-scene, and wait for emergency personnel to arrive. Let the passengers know that help is on the way, and render first aid if practical. Complete and submit a detailed passenger Incident Report at

the end of the shift. Emergencies in the Dispatch office will be handled by calling 911 for assistance.

If a passenger stumbles or falls and is uninjured, call Dispatch, complete and submit an Incident Report at the end of the shift. Often times, passengers may call the following day to complain of a fall, even if they say they are “okay” at the time of the incident. Completing and submitting a report for each incident insures an accurate portrayal of events.



**Rio Metro's Transit Driver Manual
Acknowledgement Form**

I, _____ have received a copy of Rio Metro
Transit's Driver Manual Revised October 2018.

_____	_____	_____
Badge	Signature	Date

Knowledge of Procedures

Drivers must become thoroughly familiar with and successfully pass any required examination on the rules and procedures contained herein.

When necessary, Drivers should seek the guidance of supervisory personnel regarding clarification of any driver procedure.