

Agency Name

Transit Policies and Procedures

Subject	Driver's Manual
Section	Training
Effective Date	
Approved By	
Approval Date	

Purpose

Compile all policies that pertain to Drivers into a Driver's Manual.

Procedure

Select all Agency policies that contain instructions for Drivers and combine them into a consolidated manual. All new Drivers should receive a copy of the manual and should be trained on its contents during their new hire orientation. Refresher courses should be provided for all Drivers annually. Topics to be included in the manual are as follows:

- Agency Information
 - Mission Statement
 - Code of Ethics
 - Compliance with Federal Policies
 - Agency Policies
 - Service Area
 - Service Hours
- Driver Job Description and Policies
 - Job Description
 - Training Requirements
 - Agency Identification Badge
 - Dress Code and Appearance
 - Conduct on Vehicles
 - Personal Use of Agency Vehicles
 - Internet, Electronic Mail, and Online Services Use
 - Cellular Phone Usage
 - Vehicle AM/FM Radio
- Daily Operations
 - Driver's Log/Manifest
 - Daily Pre-Trip Inspections
 - Radio Communications
 - Pick Up Window / Wait Time Policy
 - No-show Policy
 - Flag Stops

- Lift Procedures
- Fueling
- Vehicle Cleaning
- Vehicle Out of Service
- Passenger Fares
 - Fare Structure
 - Tickets
 - Farebox and Fare Collection
 - Tips/Gifts from Passengers
- Passenger Policies
 - Passenger Assistance
 - Personal Care Attendants
 - Prohibited Activities
 - Restricted Items on Vehicles
 - Parcels on Vehicles
 - Transporting Children
 - Child Safety Seats
 - Service Animals
 - Transporting Pets
- Safety
 - Seatbelt Policy
 - Wheelchair and Mobility Device Securement
 - Passengers with Portable Oxygen Breathing Aids
 - Accident/Incident Policy
 - Vehicle Evacuation
 - Safety Reflectors
 - Fire Extinguishers
 - Disruptive/Abusive Passengers
 - Injury on the Job
 - Bloodborne Pathogens Protection
 - First Aid Kits / Hazardous Materials Kits
 - Inclement Weather Conditions
- Maintenance
 - Preventative Maintenance
 - Corrective Maintenance / Repairs
 - Road Calls / Vehicle Breakdowns

The manual should also contain appendices with Agency policies and forms that will be needed by Drivers to perform their duties. Policies and forms should include the following:

- Code of Ethics
- Americans with Disabilities Act Policy
- Title VI Program
- Drug and Alcohol Policy
- Sexual Harassment Policy

This policy or procedure is intended to be used as an example. It should be customized to each transit agency. Review by a legal expert is recommended.

- Driver's Log/Manifest
- Pre-Trip Inspection Form
- Complaint/Comment Form
- Incident/Injury Report Form
- Accident Report Form
- Service Request Form
- Acknowledgement Form

All Drivers shall sign and date the Acknowledgement Form as soon as they receive training on the manual. Signed forms shall be kept in each Driver's personnel file.

The Transit Director shall review the manual annually and update it if needed. Drivers shall be notified of changes during their annual refresher course.

Responsibilities

The Transit Director is responsible for preparing a Driver's Manual and for training the Drivers on its content. Drivers are responsible for reviewing the manual and complying with it.

Example

See attached template.

Driver's Manual Template

Agency Name

Date

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Appendices

Appendix A: Code of Ethics

Appendix B: Americans with Disabilities Act Policy

Appendix C: Title VI Program

Appendix D: Drug and Alcohol Policy

Appendix E: Sexual Harassment Policy

Appendix F: Driver's Log/Manifest

Appendix G: Pre-Trip Inspection Form

Appendix H: Complaint/Comment Form

Appendix I: Incident/Injury Report Form

Appendix J: Accident Report Form

Appendix K: Service Request Form

Appendix L: Acknowledgement Form

1.0 Agency Information

1.1 Mission Statement

Insert Agency's Mission Statement.

1.2 Code of Ethics

Drivers shall follow the Agency's Code of Ethics to ensure professionalism, respect, and integrity (see Appendix A).

1.3 Compliance with Federal Policies

1.3.1 Americans with Disabilities Act

Drivers shall comply with the Agency's Americans with Disabilities Act (ADA) Policy which states that no person shall be denied access to transit service, programs, or activities due to a disability and that equal access will be offered to individuals with disabilities in an integrated setting (see Appendix B).

No special charges will be assessed to individuals with disabilities even if modifications are required for accessibility. Drivers should not require an individual with a disability to accept a special accommodation if the individual declines it.

1.3.2 Title VI

Drivers shall comply with the Agency's Title VI Program which states that all transit services shall not discriminate against persons based on race, color, or national origin (see Appendix C). Drivers shall also use the resources identified in the Title VI Program to effectively communicate with Limited English Proficiency persons who have a limited ability to read, speak, write, or understand English.

1.4 Agency Policies

1.4.1 Drug and Alcohol Policy

Drivers shall comply with the Agency's Drug and Alcohol Policy which states that the Agency is drug and alcohol free (see Appendix D).

Drivers will be screened for drug and alcohol use in accordance with the policy and will face consequences if screenings reveal positive results. The following screenings will be performed:

- Post-Accident Screening: As soon as possible but no later than 24 hours after an accident involving an Agency vehicle, the Agency may drug test a Driver to determine if drugs may have contributed to the accident.
- Random Screening: The Agency will use a random generator to select a specified number of employees each month for a drug test.
- Alcohol Testing: The Agency will use an Evidential Breath Testing (EBT) device administered by a trained Breath Alcohol Technician (BAT) to

measure the Breath Alcohol Concentration (BAC) of an employee. A positive test means the alcohol concentration equals or exceeds 0.04.

The Agency may conduct security searches and inspections of Drivers and their belongings if there are concerns that they may be possessing, transporting, or concealing prohibited drugs or alcohol.

The following actions are considered to be a violation of the policy and will be subject to disciplinary action that could include termination.

- Engaging in the sale, transfer, use, or possession of illegal drugs or alcohol during work hours.
- Testing positive for the above-mentioned drugs.
- Refusing to be tested or tampering with test results which will be treated the same as a positive test result.
- Reporting to work "under the influence" of prohibited drugs and/or alcohol.

1.4.2 Sexual Harassment Policy

Drivers shall comply with the Agency's Sexual Harassment Policy which prohibits unsolicited and unwelcome sexual advances, requests for sexual favors, or any verbal or physical conduct of a sexual nature (see Appendix E).

1.5 Service Area

Insert Agency's Service Area.

1.6 Service Hours

The Agency's transit services will operate Monday through Sunday during the following hours:

Monday:	X:XX AM to X:XX PM
Tuesday:	X:XX AM to X:XX PM
Wednesday:	X:XX AM to X:XX PM
Thursday:	X:XX AM to X:XX PM
Friday:	X:XX AM to X:XX PM
Saturday:	X:XX AM to X:XX PM
Sunday:	X:XX AM to X:XX PM

Transit services will not be available on the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

2.0 Driver Job Description and Policies

2.1 Job Description

Insert official job description for Drivers.

2.2 Training Requirements

Drivers shall participate in all training and refresher courses that are required by the Agency. During new hire orientation, all employees shall receive thorough training on the Policy Manual as it pertains to their job description. The following topics shall be covered:

- Agency Information
 - Mission Statement
 - Goals, Objectives, and Performance Measures
 - Service Area
 - Service Hours
 - Americans with Disabilities Act Policy
 - Title VI Program
 - Emergency Preparedness Plan
 - Communication of Changes
- Personnel Policies & Procedures
 - Job Description
 - Code of Ethics
 - Confidentiality
 - Licenses and Certifications
 - Agency Identification Badges
 - Employee Dress Code and Appearance
 - Employee Conduct on Vehicles
 - Vehicle Out of Service Policy
 - Personal Use of Agency Vehicles
 - Internet, Electronic Mail, and Online Services Use
 - Cellular Phone Usage
 - Leave, Absenteeism, and Tardiness
 - Worker's Compensation, Benefits, and Overtime
 - Incentive Pay
 - Drug and Alcohol Policy
 - Sexual Harassment Policy
 - Performance Reviews
 - Disciplinary/Grievance Procedures
 - Complaint/Dispute Procedures
 - Employee Suggestions, Comments, or Concerns
 - Employee Recognition and Awards
- Safety
 - Agency Safety Plan
 - Accident/Incident Policy
 - Injury on the Job

- First Aid and CPR
- Bloodborne Pathogens Protection
- Outreach
 - Brochures
 - Participation in Community Events
- Other Federal and State Requirements

Drivers shall also receive training on the following topics:

- Driver's Log/Manifest
- Radio Communications
- Fare Collection
- Tips/Gifts from Passengers
- Vehicle Operations
 - Agency Vehicle Familiarization
 - On the Road Training
 - Defensive Driving
 - Special Driving Conditions
 - Proper procedures for entering and exiting interstates
 - Training on safe negotiation of all types of intersections
 - Requirements at railroad crossings
 - Lift Procedures
- Customer Service Policies
 - Passenger Relations
 - Boarding and Disembarking Passengers
 - Pick Up Window / Wait Time Policy
 - No-show Policy
 - Flag Stop Policy
 - Prohibited Passenger Activities
 - Restricted Items on Vehicles
 - Parcels on Vehicles
 - Transporting Children
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 - Portable Oxygen Breathing Aid Securement
 - Vehicle Evacuation
 - Safety Reflectors
 - Fire Extinguishers
 - Disruptive/Abusive Passengers
 - Inclement Weather Conditions

- Maintenance Procedures
 - Pre-Trip Inspections
 - Preventative Maintenance
 - Corrective Maintenance / Repairs
 - Road Calls / Vehicle Breakdowns
 - Fueling
 - Vehicle Cleaning

2.3 Agency Identification Badge

Drivers will be given an identification badge at the start of their employment. The badge must be worn in a prominent location and must always be visible while the Driver is performing work related activities. The Driver will be responsible for keeping the badge in good condition.

If the badge is lost, the Agency will replace the first lost badge for free. If the badge is lost a second time within six months of the first replacement, then the badge will be replaced at the Driver's expense. Badges will be reissued every three years due to expected deterioration.

2.4 Dress Code and Appearance

Drivers are required to maintain a well-groomed, clean, and professional appearance while representing the Agency and to dress appropriately for their job tasks.

Standard dress code includes the following:

- Hats and shirts must be clean with no obscene writing or symbols.
- Shirts must cover the torso and shoulders.
- Denim or khaki walking shorts may be worn during warm weather months. Blue jeans may be worn during the cooler weather months. No shorts or pants with holes are allowed.
- Closed toe non-skid footwear is required. Athletic footwear in good condition with non-skid tread may be worn.
- Jewelry and other accessories may be worn so long as they do not interfere with job duties.

2.5 Conduct on Vehicles

Drivers must conduct themselves in a professional manner while on the job. The following activities are prohibited on Agency owned and/or operated vehicles:

- Drivers may not smoke or chew tobacco on any vehicle. Drivers may smoke or chew tobacco outside of a vehicle when on breaks or when no passengers are inside the vehicle. Drivers must follow municipal laws and building codes pertaining to smoking and should remain close enough to the vehicle to monitor dispatch activities.

- Drivers are not permitted to eat or drink while the vehicle is in motion. Drivers may only eat or drink on the vehicle during their breaks, lunch, or downtime.
- Drivers are prohibited from using obscene, disrespectful, or inappropriate language.
- Drivers may not use any handheld electronic devices while operating vehicles.
- Drivers are not allowed to use personal electronic devices on the vehicle. Drivers will be able to accept personal calls only in the case of emergency.
- Drivers are prohibited from bringing guns, knives, and other objects considered a weapon on Agency vehicles or inside the Agency facility.
- Drivers are prohibited from posting displays, notices, or signs unless there is prior approval from the Transit Director.

2.6 Personal Use of Agency Vehicles

Personal use of Agency vehicles is prohibited during downtime and after hours. If Drivers are required to take Agency vehicles home overnight, they shall not utilize the vehicles for personal use such as grocery shopping or picking up children from daycare.

Drivers may use Agency vehicles to go to lunch if time restraints do not allow the Drivers to return to their own personal vehicles, but the Agency vehicles shall not be parked in inappropriate areas during lunch breaks.

2.7 Internet, Electronic Mail, and Online Services Use

Drivers shall adhere to the following rules when using an Agency computer.

- The internet, electronic mail, and online services are intended for business use only.
- Drivers shall not use an Agency computer for personal gain.
- Drivers shall not use the internet, electronic mail, or online services to send or receive material that is offensive.
- Large downloads of non-business files, such as music and graphics, is prohibited.
- Use of the internet, electronic mail, and online services shall abide by copyright laws.
- Drivers shall not distribute confidential information using the internet, electronic mail, or online services.
- Internet use may be subject to other limitations implemented by supervisors to prevent inappropriate use.
- Drivers shall take precautions to prevent infectious viruses, ad ware, Trojan horses, cookies, etc.

All work performed on Agency computers including internet use, electronic mail, and online services can be monitored at any time for inappropriate use. Violations of this policy can result in disciplinary actions including termination.

2.8 Cellular Phone Usage

Drivers are prohibited from using personal and/or business cellular phones while operating an Agency vehicle. Before a Driver makes or receives a call on the business cellular phone, the Agency vehicle must come to a complete stop and be parked in an area not obstructing the flow of traffic. Texting, emailing, or any other use of cellular phones is not allowed while a vehicle is in service.

A business cellular phone that is assigned to a Driver is for business use only. A business cellular number shall not be distributed with the intention of receiving personal calls. Internet use on a business cellular phone is prohibited except for checking Agency emails. Providing the business cellular phone number to passengers is prohibited unless authorized by the Transit Director.

Personal cellular phones and accessories including hands-free headsets may only be used before or after shifts, during breaks, or during downtime. Personal cellular phones and all accessories must be stored in a vehicle compartment or closed bag while the Agency vehicle is in revenue service. Cellular phone and/or accessories concealed on a Driver will be considered a violation of this policy.

2.9 Vehicles AM/FM Radio

If Drivers choose to use a vehicle radio, they shall select radio stations that do not promote religion, contain controversial programming, or broadcast material that may be offensive to passengers. The radio volume should be kept low enough that the Driver can hear the dispatch radio and the passengers. If passenger complaints are received regarding the radio, the Transit Director may require that the radio be turned off while the vehicle is in service.

Drivers should not take passenger requests for radio stations. However, the radio can be used as a tool to sooth an emotional passenger. Drivers can ask the passenger what style of music they prefer. If the selected style does not violate the restrictions listed above, it can be played to calm the passenger.

3.0 Daily Operations

3.1 Driver's Log/Manifest

Prior to each shift, Drivers shall receive a clipboard containing a printed log/manifest that lists the scheduled trips, passenger information, and special instructions for the shift (see Appendix F). Drivers shall enter data in the appropriate fields as passengers enter and exit the vehicle. Drivers shall also update the log with any changes that occur during the shift.

Drivers are responsible for the accuracy and legibility of the data entered on the log/manifest. All logs/manifests shall be submitted to the Dispatcher at the end of each shift.

3.2 Daily Pre-Trip Inspections

Drivers are required to perform a pre-trip inspection at the beginning of each shift prior to departing the Agency facility. The Driver shall walk around both the inside and outside of the vehicle and complete the Pre-Trip Inspection Form (see Appendix G).

If a Driver relieves another Driver or is assigned a second vehicle, he/she must complete a pre-trip inspection prior to operating the vehicle. All vehicle defects shall be recorded on the form. Defects that could affect the operational safety of the vehicle shall be reported to the Transit Director immediately so that maintenance can be scheduled and another vehicle can be assigned if needed. Per ADA regulations, all vehicle lifts must be tested during the pre-trip inspection. If a problem is observed, it must be reported to the Transit Director immediately.

The Pre-Trip Inspection Form must be signed, dated, and submitted to the Transit Director each day before revenue service begins.

3.3 Radio Communications

Two-way radios shall be issued to Drivers for communication with the Dispatcher. Drivers shall ensure that their radios are working properly before leaving the office each day. If a radio is not working properly, the Driver shall obtain a cell phone from the office and inform the Dispatcher of the cell phone number so that the Driver and Dispatcher can stay in constant communication throughout the day. Drivers are responsible for turning off the radio at the end of each shift.

Radios must be kept on the channel assigned by the Dispatcher, and the volume should remain at a level where the Driver can hear all transmissions clearly. When radioing dispatch, Drivers should wait for acknowledgement from the Dispatcher before speaking. If told to "stand by", Drivers should wait for the Dispatcher to respond. The Dispatcher should be radioed when all passengers have exited the vehicle, when the Driver is leaving the vehicle, and when the Driver returns to the vehicle.

Dispatchers and Drivers shall always communicate professionally by speaking clearly, precisely, and briefly. They should listen to the whole transmission before replying and should refrain from teasing, unprofessional language, and derogatory remarks. Negative comments about passengers, other drivers, or the Agency are forbidden. Drivers and Dispatchers should never criticize or rebuke each other over the radio. Disagreements or controversial issues should be discussed at the office.

If an issue occurs regarding a passenger, Drivers must radio dispatch to give a clear description of the situation. If the situation may embarrass or upset a passenger, the Driver should call from a landline or return to the office if possible.

Drivers may not use the radio to schedule or cancel passenger trips. Radios also may not be used for personal reasons.

3.4 Pick Up Window / Wait Time Policy

Drivers shall arrive at each scheduled pick-up location within 30 minutes of the scheduled pick up time (15 minutes prior to 15 minutes past the scheduled time). If a Driver is delayed and unable to arrive during the established pick-up window, the Driver shall notify the Dispatcher. The Dispatcher shall notify the passenger of the revised pick-up time.

Passengers must board the vehicle within five minutes of the vehicle's arrival. The Driver's wait time shall not exceed five minutes, and the Driver must contact the Dispatcher to report the passenger as a no-show if they do not appear within five minutes of the vehicle's arrival. The Driver must log all no-shows in their daily manifest.

3.5 No-show Policy

Drivers shall wait for passengers for 10 minutes beyond the scheduled pick-up time. If the passenger does not appear during this time, the passenger will be considered a no-show. The Driver should record the no-show status, arrival time, departure time, and vehicle mileage on the daily manifest and place a "We Were Here" flyer on the residence door.

3.6 Flag Stops

If a Driver sees a person waving for the vehicle and determines it is safe to stop, the Driver should stop the vehicle at a safe location near the person. The Driver must notify the Dispatcher that they have made a flag stop and must collect the required fare from the passenger. The Driver shall add the flag stop passenger to the daily manifest before continuing the route.

Under the following circumstances, the Driver shall not pull over for a flag stop:

- Insufficient stopping distance for the vehicle.
- Insufficient room for the vehicle to pull over without blocking or obstructing traffic.
- Insufficient room on the vehicle based on the daily manifest.

3.7 Lift Procedures

Drivers will receive training to operate the lifts on transit vehicles. Unless it exceeds the weight limitations of the lift, Drivers should attempt to transport any mobility device regardless of shape and size.

When assisting a wheelchair passenger onto a transit vehicle, Drivers should follow the procedure below:

- Park the vehicle where there is sufficient room to lower the lift without blocking traffic.
- Ensure the lift platform can rest on concrete or asphalt pavement when lowered. Avoid soft and wet ground.
- Put the vehicle in park and engage the emergency brake.
- Open lift doors and fasten them to the side of the vehicle if possible.
- Make sure the area is clear and that passengers are a safe distance from the lift.

- Unfold the platform from its stowed position and lower it to ground level.
- Inform the passenger that the loading will begin and continue to communicate with the passenger throughout the loading process to ensure that the passenger is prepared for the movement.
- Ensure that the passenger's lap belt is fastened and that their arms and legs are close to their body.
- Back the wheelchair onto the lift platform and engage the wheelchair brakes.
- Stand on the ground facing the passenger and raise the lift to meet the vehicle floor.
- Once the lift is level with the vehicle floor, release the wheelchair brakes and back the passenger into position for securement on the vehicle.
- Secure the wheelchair.
- Return the platform to its stowed position and close the lift doors before operating the vehicle.

In the event of an electrical malfunction during a route, the Driver shall assist wheelchair passengers off the vehicle by manually operating the lift according to the following procedure:

- Locate the manual operation instructions and the hand pump handle.
- Place the slotted end of the pump handle into the pump, release the valve, and turn the handle counterclockwise.
- Allow the platform to unfold until it reaches the floor level.
- Turn the pump release valve clockwise to stop the platform.
- Back the wheelchair onto the lift platform and engage the wheelchair brakes.
- Turn the pump release counterclockwise until the platform reaches the ground level.
- Release the wheelchair brakes and back the wheelchair off the lift.
- Stow the platform back into the vehicle by inserting the slotted end of the pump handle into the pump valve and turn it clockwise.
- Remove the pump handle from the valve and place in into the backup pump. Stroke until the platform reaches the floor level.

3.8 Fueling

Drivers are responsible for monitoring the fuel level in their assigned vehicle and for ensuring that the vehicle has at least $\frac{3}{4}$ of a tank of fuel at the end of each day. If a Driver is assigned a vehicle that has less than $\frac{3}{4}$ of a tank of fuel at the start of a shift, the Driver must inform the Dispatcher that the vehicle will be out of service until fuel is added.

Drivers shall follow these safety procedures when fueling a vehicle:

- Ensure that no passengers are onboard.
- Place the vehicle in park.
- Shut off the engine.
- Set the parking brake.

- Verify whether the vehicle requires gasoline or diesel fuel and use the correct type of fuel.
- Purchase fuel using the assigned Agency gas card.
- Do not leave the vehicle unattended at the fuel pump.
- Do not use the two-way radio while fueling.
- Obtain a receipt showing the date, total gallons purchased, and total cost.

After each fuel purchase, the Driver shall update the daily manifest to show the vehicle mileage, number of gallons purchased, and the total cost of the fuel. The Driver shall also attach the receipt to the manifest.

At the end of each shift, the Driver shall refuel the vehicle if it has less than $\frac{3}{4}$ of a tank of fuel before returning it to the Agency Office. If refueling is needed midday, Drivers shall notify the Dispatcher that fuel is needed and request permission to purchase fuel.

3.9 Vehicle Cleaning

Each vehicle will be equipped with trash bags, disinfectant, and a broom. Drivers shall clean the inside of their assigned vehicles at the end of each shift by removing all trash, wiping down the seats and highly touched surfaces with disinfectant, and sweeping the floor. The Driver shall inform the Dispatcher when the vehicle is low on cleaning supplies.

The outside of the vehicles shall be washed on a weekly basis. Drivers may be asked to clean the outside of Agency vehicles using cleaning supplies provided by the Agency. Drivers may also be directed to use petty cash to take a vehicle to a local car wash for cleaning.

If weather conditions, construction, or other unforeseen circumstances cause a vehicle to become excessively dirty between cleanings, the Driver shall inform the Transit Director.

Agency vehicles will be randomly inspected by office staff as directed by the Transit Director. Drivers could face disciplinary action for failure to keep their assigned vehicles clean.

3.10 Vehicle Out of Service

Drivers shall lock all vehicle doors and windows any time the vehicle is left unattended including during downtime and breaks. Doors and windows shall also remain locked when a vehicle is out of service and or in alternate status. The Driver may assist passengers during the boarding process but may not leave passengers unattended on the vehicle at any other time. When leaving a vehicle unattended, the Driver must park in an area that does not interfere with traffic or block sight distance for other drivers. The Driver must also maintain possession of the fare box.

At the end of the Driver's shift, the vehicle shall be returned to the Agency and parked in its appropriate after hours location. All switches shall be turned to the off position, and all doors and windows shall be locked. The Driver shall conduct any required post-trip inspections and remove the fare box from the vehicle. The Driver is also responsible for

removing and discarding any trash or debris. Any forgotten passenger items shall be taken to the Agency's lost and found. The vehicle keys shall be returned to the designated storage area.

4.0 Passenger Fares

4.1 Fare Structure

Drivers are responsible for collecting passenger fares. Rider group fares are as follows:

General Public	\$X.XX per one-way trip
Elderly and Disabled	\$X.XX per one-way trip
Children 17 years of age and under	\$X.XX per one-way trip

Elderly and disabled passengers must complete an application form to qualify for reduced fares. If approved, the Agency will issue the passenger an Elderly and Disabled discount card which must be shown to the Driver upon boarding an Agency vehicle.

Children 12 years of age and under must be accompanied by an adult. A parent must accompany children being transported to a childcare facility. If a parent is transporting multiple children to a childcare facility, only one child fare will be charged.

Passengers must pay fares when boarding an Agency vehicle. Fares may be paid with cash (correct change required), a ticket, or proof that the fare was pre-paid for a standing order or subscription trip. Passengers can purchase tickets at the Agency office. Drivers must keep a record of all fares received on the daily manifest.

4.2 Tickets

Passengers may purchase tickets for transit trips to reduce the need for cash at boarding. The business card size tickets contain spaces representing one dollar each, and each ticket includes a non-duplicated reference number. Tickets should be sold for the actual value based on the number of spaces (i.e., a ten-space ticket should cost \$10 and a twenty-space ticket should cost \$20).

Tickets are available for purchase using cash, credit cards, or debit cards at the Agency's office during regular business hours. Drivers may also sell tickets but are limited to cash purchases only. Drivers shall submit all ticket receipts with their farebox at the end of each shift.

As passengers board Agency vehicles, Drivers shall punch their tickets for the amount of each trip. Drivers must also record the ticket reference number in the daily manifest as payment.

4.3 Farebox and Fare Collection

Each Driver shall be assigned a farebox at the beginning of each shift and shall record the farebox number on their daily manifest. Drivers shall collect the fare from each passenger during the boarding process and place the fare amount in the farebox. Passengers must pay the exact amount since Drivers shall not carry change. Drivers shall visually verify the amount deposited into the farebox and write the fare amount collected for each passenger on the daily manifest.

Drivers shall return the farebox to the Dispatcher at the end of each shift along with the daily manifest.

4.4 Tips/Gifts from Passengers

The Agency does not permit tipping or accept gratuities. Drivers shall encourage passengers to avoid gift giving and instead compliment Agency employees by using the Complaint/Comment form (see Appendix H) or by sending thank you notes that will be displayed on the employee bulletin board.

Passengers may present an employee with a small birthday or Christmas gift provided the gift value is limited to no more than \$20.

5.0 Passenger Policies

5.1 Passenger Assistance

The Agency's policy is to provide curb-to-curb transportation service. Drivers may assist passengers with boarding and exiting Agency vehicles. While assisting passengers, Drivers should stay within ten feet of the vehicle.

Door-to-door service may be provided only if requested at the time of reservation. Drivers are allowed to assist a passenger from a building door to the vehicle and from the vehicle to a building door. Under no circumstances should a Driver enter a private residence. Drivers shall maintain a line of sight to the vehicle when providing door-to-door service.

The Agency has a one-step policy for assistance. Passengers using a wheelchair must have a ramp that is clear of hazards and at an angle that does not risk Driver injury. The Driver should not provide assistance to a wheelchair passenger when there is more than one step.

5.2 Personal Care Attendants

Each eligible passenger may be accompanied on transit trips by one Personal Care Attendant (PCA). PCAs should be noted on the daily manifest and should not be charged to ride transit vehicles with the passenger that they are assisting.

The PCA must furnish all care for the passenger other than the routine passenger assistance provided by the Driver.

5.3 Prohibited Activities

The following activities are prohibited by passengers on Agency vehicles and are subject to consequences.

- Smoking or chewing tobacco.
- Eating or drinking. An exception may be made for medical reasons if approved by the Transit Director.
- Using obscene, profane, or indecent language.
- Threatening or inflicting physical harm to other passengers or Agency employees.
- Initiating physical or sexual contact with Driver or other passengers.
- Not wearing a shirt and shoes at all times.
- Bringing hazardous materials on Agency vehicles.
- Carrying weapons or objects intended to be used as weapons.
- Intentionally damaging an Agency vehicle.
- Soliciting for contributions.
- Playing audio devices without headphones.
- Opening windows while heating or air conditioning units are in operation.
- Ignoring reasonable Driver requests especially when related to the safety and security of passengers and employees.

If a prohibited activity occurs on an Agency vehicle, the Driver shall make one request for the activity to stop. If the activity does not stop, the Driver shall park the vehicle in a safe area and contact the Dispatcher for further assistance. If any criminal behavior occurs on an Agency vehicle, the Driver shall notify the Dispatcher to contact law enforcement.

The Driver shall thoroughly document all incidents on the Agency's Incident Report Form (see Appendix I). The form shall be submitted to the Transit Director within one day of the incident.

NOTE: According to the Americans with Disabilities Act, it is not considered discrimination for an Agency to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an Agency shall not refuse to provide service to a disabled individual based solely if the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or passengers.

5.4 Restricted Items on Vehicles

Passengers may not bring the following items on Agency vehicles:

- Firearms and/or weapons
- Explosive materials (i.e., dynamite)
- Combustible materials (i.e., gasoline)
- Toxic materials (i.e., volatile chemicals)
- Vaporous materials (i.e., pesticides)
- Uncaged animals other than service animals

- Packages or bulky items too large to be held on a passenger's lap

The Driver shall thoroughly document all passengers carrying prohibited items on the Agency's Incident Form (see Appendix I). The form shall be submitted to the Transit Director within one day of the incident.

5.5 Parcels on Vehicles

Passengers may only transport small packages that will not impact other passengers. Drivers shall limit passengers to a carry-on limit of five grocery bags or small packages weighing no more than 10 pounds each.

If a passenger has a Personal Care Attendant (PCA), that person should assist the passenger with their parcels. The Driver may assist passengers who do not have a PCA. All bags must be placed in the vehicle's storage area or out of the aisles. Heavy or bulky items such as furniture or bicycles are not permitted.

5.6 Transporting Children

Children age 12 and under must be accompanied by an adult while on Agency vehicles. Drivers shall ensure that children use properly installed child safety seats as required by Alabama law. Passengers are responsible for bringing an approved safety seat for each child. Children who are 13 to 18 years old may ride transit vehicles without an adult.

Parents must accompany children being transported to a childcare facility. Only one child fare will be charged to a parent who is transporting multiple children to a childcare facility.

The Driver's daily manifest should note any reservations that include children.

5.7 Child Safety Seats

Young and medically fragile children shall be safely transported in accordance with Alabama law. Infants and children under age six and/or under forty pounds are required to be properly secured in a federally approved child safety seat. An approved seat is one that meets federal motor vehicle safety requirements.

Parents are responsible for supplying and properly securing the child safety seat to the passenger seat and for securing the child into the child safety seat. Drivers shall be trained to properly install child safety seats and shall ensure that all children are appropriately secured before setting the vehicle in motion.

5.8 Service Animals

Per the Americans with Disabilities Act (ADA), service animals are permitted to accompany individuals with disabilities both on Agency vehicles and in Agency facilities. Service animals must remain on leashes, and the passengers must always be in direct control of the animals.

The Driver's daily manifest should note any reservations that include service animals.

Drivers may ask passengers the following questions about an animal:

- Is the animal a pet or a service animal?
- What service has the animal been trained to perform?

Drivers are not permitted to ask passengers the following questions:

- What is the passenger's disability?
- Does the passenger have proof of certification for the service animal?

If a service animal is involved in an incident, the Driver should contact the Dispatcher immediately for guidance.

5.9 Transporting Pets

Pets should be limited to one per passenger and should be contained in a pet carrier or kennel when on an Agency vehicle. Kennels must be completely assembled and should not have wheels or be made of wire. They should have ventilation on at least three sides including the door. All kennels should have a leak proof bottom, and the kennel door should be locked and secured while on the vehicle. Cardboard boxes are not acceptable carriers for transporting pets.

If a passenger does not provide an acceptable pet carrier or a pet appears to be a safety risk to the Driver and other passengers, the Driver has the right to refuse to transport the pet. Drivers are required to notify the Dispatcher if they are concerned about transporting any pet.

The Driver's daily manifest should note any reservations that include pets.

6.0 Safety

6.1 Seatbelt Policy

All Drivers or employees riding as passengers are required to wear seatbelts while riding in Agency vehicles. Drivers shall not move vehicles until all passenger safety belts are securely fastened. If a passenger's seatbelt is not long enough to be secured, the Driver shall provide a seatbelt extender to the passenger. If an extender does not remedy the situation or if a medical condition prohibits a passenger from wearing a seatbelt, the passenger will not be required to wear a seatbelt. Drivers should attempt to seat these passengers where state law does not require the use of seatbelts. Unsecured passengers must be documented on the Driver's manifest.

Children under age six and/or under forty pounds are required to be properly secured in a federally approved child restraint system. Parents are responsible for properly securing the restraint system to the passenger seat and securing the child into the restraint system. Drivers shall ensure all children are appropriately secured before setting the vehicle in motion.

Wheelchairs shall be secured using an approved four-point restraint system.

6.2 Wheelchair and Mobility Device Securement

Drivers shall require wheelchair passengers who transfer to regular vehicle seats to wear seatbelts. A four-point tiedown system shall be used to secure passengers who choose to remain in their wheelchair or mobility device.

Whether occupied or unoccupied, wheelchairs and mobility devices shall be secured facing forward using a four-point tie down system. The Driver shall ensure that the mobility brakes are applied and that the lap belt is secured. The power should be turned off for electric wheelchairs. If the vehicle is equipped with a seatbelt and shoulder restraint that attaches to the floor, the Driver shall secure it for occupied wheelchairs or mobility devices.

The Driver should use proper bending techniques when securing straps. The straps should be attached to the floor connection points first. The front tiedown straps (pull or cam type, not ratchet) should be connected to a T-connector or the wheelchair frame on the front half of the wheelchair. The rear ratchet tiedown straps should be connected to a T-connector on the back half of the wheelchair. Straps should not be connected to wheels, footrests, armrests, or any detachable or flexible parts of the wheelchair. The straps should not pass through the rear spokes. Tightened tiedown straps must form a straight line at a 45-degree angle with no slack.

Loose tiedown straps should be stored when not in use. Tracks should be kept clean and free of dirt and debris.

Transit service cannot be denied to passengers in wheelchairs or mobility devices even if they cannot be secured to the satisfaction of the Driver. The Driver is expected to make every effort to secure the wheelchair or mobility device before asking the passenger to transfer to a regular seat. However, the Driver cannot require a seat transfer if proper securement is not possible.

6.3 Passengers with Portable Oxygen Breathing Aids

Drivers shall be trained on the features and challenges associated with transporting portable oxygen breathing aids during new hire training and shall be given written detailed procedures for securing and transporting these devices. The following general procedure will apply to most portable oxygen aids:

- Drivers shall secure all oxygen containers during transportation.
- Containers secured to a wheelchair or mobility device may remain in place.
- Containers attached to mobility aids such as walkers must be secured to the vehicle.
- Spare oxygen tanks must be secured to the vehicle.

Drivers should follow the guidance established by the National Transportation Safety Board (NTSB) for the safe transportation of portable oxygen units on a transit vehicle.

- Drivers should only transport oxygen in a cylinder maintained in accordance with the manufacturer instructions and precautions that are typically printed on a label attached to the cylinder.
- Drivers should limit the number of passengers with portable oxygen on the vehicle except in emergency situations.
- Drivers should secure each cylinder to prevent movement and leakage. Oxygen cylinders should not be stored or secured in the aisle.
- Cylinders should be secured away from heat sources or potential sparks as the release of oxygen can accelerate a fire.

Drivers are prohibited from connecting or disconnecting hoses or changing oxygen tanks for passengers.

The Driver's daily manifest should note any reservations that include portable oxygen breathing aids.

6.4 Accident/Incident Policy

Drivers must report all accidents to the Transit Director as soon as possible. When an accident occurs in an Agency vehicle, the Driver should perform the following actions:

- Check for personal and passenger injury on the Agency vehicle.
- Check the driver and passengers of additional vehicles for injury.
- Move vehicles to a safe area not obstructing traffic flow (if possible).
- Notify dispatch, law enforcement, and/or emergency services.
- Remain at the scene until released by law enforcement or emergency services.
- Request that dispatch make tow arrangements if necessary.
- Complete and submit the Agency's Accident Report Form to the Transit Director (see Appendix J).
- Complete the required drug and alcohol testing (if applicable).

Drivers are required to report incidents to a supervisor as they occur. If a Driver cannot report an incident while it is occurring, then the Driver should report the incident upon returning to base. In the event of an incident onboard an Agency vehicle, the Driver should perform the following actions:

- Check for personal and passenger injury on the Agency vehicle.
- Notify dispatch of the incident. If needed, notify law enforcement and/or emergency services.
- If the vehicle is operational and passengers are on board, complete assigned trips. Once the final passenger has disembarked, park the vehicle in a safe area outside the flow of traffic. Complete an Incident Report Form (see Appendix I) and submit it with the daily manifest at the end of the shift.

- If the vehicle is operational and no passengers are on board, park the vehicle in a safe area outside the flow of traffic. Complete an Incident Report Form (see Appendix I) and submit it with the daily manifest at the end of the shift.
- If the vehicle is inoperative, inform dispatch that the vehicle is inoperative and tow services are required. Request dispatch to send a back-up vehicle. Complete an Incident Report Form (see Appendix I) and submit it with the daily manifest at the end of the shift.

6.5 Vehicle Evacuation

Drivers shall be trained to efficiently evacuate Agency vehicles in an emergency. Personal and passenger protection shall be the top priority throughout the evacuation. During a fire or collision that requires vehicle evacuation, the Driver shall follow these steps:

- Remain calm. The passengers will look to the Driver for direction and will be less likely to panic if the Driver is calm.
- Call for assistance or direct a passenger to call 911.
- Open the doors after ensuring that exits are usable.
- Notify the passengers of the emergency and the need for an immediate evacuation.
- Point the passengers toward the exit they should use.
- Request that a passenger stand outside the exit to count the passengers and assist if necessary.
- Request that a second passenger lead the remaining passengers to a safe place identified by the Driver which is at least 100 feet from the vehicle.
- Keep the passengers in a group and safely away from the vehicle, traffic, and any other hazards.
- Assist passengers in wheelchairs as follows:
 - Evacuate passengers in wheelchairs only if it is more dangerous to leave them on the vehicle (i.e., fire, fuel leak, explosion, traffic hazard, etc.).
 - Use the lift or ramp if available. It may be necessary to use the manual function of the lift.
 - If the lift cannot be used, leave the passenger in the manual wheelchair and carry them out the door with assistance from another passenger. The wheelchair should be carried backwards to prevent tipping the passenger out of the wheelchair.
 - If the wheelchair cannot fit through the aisle, assistance is not available, or time does not allow, lift or drag the passenger through an emergency exit. Drivers should ask the passenger for suggestions of how to best accomplish this task as the passenger may have some experience with similar types of transfers.
- Check the vehicle to ensure that no one is left behind.
- If the emergency reflectors are accessible, position them around the vehicle.
- If fire is involved and it is safe to do so, attempt to put out the fire using the fire extinguisher.

6.6 Safety Reflectors

Each Agency vehicle is equipped with three red triangle reflectors that are stored behind the Driver's seat. A reflective vest is stored with the reflectors. Drivers should wear this vest any time they are in the roadway or whenever there is a roadside emergency. Instructions on proper placement of the safety reflectors should be displayed on the lid of the reflector container.

Drivers should place the reflectors as quickly as possible but within no more than ten minutes after a vehicle is stopped. When placing reflectors, Drivers should carry them with the reflective side facing oncoming traffic. Reflectors should be placed as follows:

- At the side of the vehicle on the roadway side.
- Approximately 100 feet (40 paces) to the rear of the vehicle. If there is a hill or curve, the distance should be greater but no more than 300 feet.
- Approximately 100 feet (40 paces) in front of the vehicle with greater distances if warranted by site conditions.

6.7 Fire Extinguishers

All Agency vehicles are equipped with a minimum 5-pound fire extinguisher. Drivers shall verify that all fire extinguisher certification tags are up to date during their daily pre-trip inspections.

Drivers are not required to fight a fire and should only use a fire extinguisher if all of these conditions apply:

- Dispatch and 911 have been contacted.
- Vehicle is evacuated.
- Fire is small and contained.
- Exit is clear and fire can be fought with Driver's back to the exit.
- Driver can stay upwind to avoid smoke.
- Fire extinguisher is immediately at hand.
- Driver knows how to properly use the extinguisher.

The extinguisher should be aimed at the base of the flames and the following P.A.S.S. method should be applied:

- P – Pull the pin on the extinguisher handle.
- A – Aim the hose at the base of the flames from a safe distance.
- S – Squeeze the handle of the extinguisher in two to three second bursts.
- S – Sweep from side to side to spread the material over the affected area.

If the Driver is unable to extinguish the fire or if personal safety is impacted, the Driver should close the doors (leaving them unlocked) and move away from the fire.

Fire extinguishers should be recharged immediately after use. If discharged even a small amount or if the pin is pulled for any reason, a replacement should be provided. Drivers shall notify the Dispatcher when a fire extinguisher has been discharged.

6.8 Disruptive/Abusive Passengers

Drivers shall receive training on how to address abusive or disruptive passengers. Drivers are required to report any actions deemed disruptive or abusive to the Transit Director.

If a passenger has a medical condition that causes disruptive behavior, they must provide documentation and obtain special permission from the Transit Director to continue utilizing the Agency's transit services.

6.9 Injury on the Job

Drivers are required to participate in safety training and shall report all unsafe practices or conditions to the Transit Director. Drivers are expected to know and adhere to all safety procedures for their assigned work activities. Personal protective equipment (PPE) will be provided, and Drivers are required to use it when appropriate.

Drivers should use the following procedure when an on-the-job injury occurs:

- Notify emergency services for injuries requiring immediate medical attention.
- Promptly report work-related injuries to the Transit Director.
- Complete an Injury Report Form (see Appendix I) and submit it to the Transit Director.

6.10 Bloodborne Pathogens Protection

Drivers shall receive bloodborne pathogen protection training and shall be taught how to address biohazardous spills. Drivers must immediately report any bloodborne pathogen exposure to their supervisor.

If a biohazardous spill occurs due to a vehicle accident or onboard injury, the Driver's first priority is to notify emergency personnel and administer first aid to injured passengers. Drivers are required to use personal protective equipment (PPE) when administering first aid. Biohazard spills may also occur as the result of vomiting or loss of bladder control.

In the event of a biohazardous spill, the Driver should perform the following actions:

- Inform dispatch of the situation. If instructed to wait for assistance, secure the vehicle and wait for medical personnel.
- Locate the biohazard kit on the vehicle without stepping in the spill.
- Put on PPE before administering first aid or cleaning any potentially dangerous bodily fluid spill, such as blood, vomit, urine, or defecation.
- Cover the spill area with the disinfectant found in the biohazard kit.
- Use the appropriate supplies from the biohazard kit to dispose of any items that may be contaminated by placing the items in the orange biohazard bag.
- If the clean up includes broken glass or other sharp objects, use the tongs found in the kit to place the items in the puncture proof container found in or near the biohazard kit.

- If there is a possibility that the orange biohazard bag may rip or tear, use a second bag for reinforcement.
- Dispose of all biohazard materials in the appropriate location as identified by the Agency.
- Wash hands with soap and disinfectant as soon as possible.
- Complete and submit an Incident Report Form (see Appendix I).

6.11 First Aid Kits / Hazardous Materials Kits

Each Agency vehicle is equipped with a First Aid Kit and a Hazardous Materials Kit. These kits should be located near the front of each bus, in the cargo area of each minivan, and in the trunk of each sedan. Drivers shall be trained to use the items in these kits to administer first aid and clean biohazardous spills.

The First Aid Kit contains supplies necessary to administer basic medical assistance. The following supplies should be found in each kit:

- First Aid Manual
- Adhesive tape
- Elastic wrap bandages
- Bandage strips and "butterfly" bandages in assorted sizes
- Super glue
- Rubber tourniquet
- Nonstick sterile bandages and roller gauze in assorted sizes
- Eye shield or pad
- Large triangular bandage (may be used as a sling)
- Aluminum finger splint
- Instant cold packs
- Cotton balls and cotton-tipped swabs
- Disposable nonlatex examination gloves (several pairs)
- Duct tape
- Petroleum jelly or other lubricant
- Plastic bags in assorted sizes
- Safety pins in assorted sizes
- Scissors and tweezers
- Hand sanitizer
- Antibiotic ointment
- Antiseptic solution and towelettes
- Eyewash solution
- Thermometer
- Turkey baster or other bulb suction device for flushing wounds
- Sterile saline for irrigation and flushing
- Breathing barrier (surgical mask)
- Syringe, medicine cup, or spoon
- Hydrogen peroxide

- Aloe vera gel
- Calamine lotion
- Anti-diarrhea medication
- Antacids
- Antihistamines, such as diphenhydramine
- Hydrocortisone cream
- Cough and cold medications
- Pain relievers, such as acetaminophen or ibuprofen

The Hazardous Materials Kit contains supplies necessary for containing and cleaning vomit, blood, and other bodily fluids. The following supplies should be found in each kit:

- A minimum of two pairs of disposal vinyl gloves
- Puncture resistant utility gloves
- Goggles
- Face masks that cover both the mouth and nose
- Shoe covers
- Paper towels
- Antiseptic hand wipes
- Dustpan and brush
- Tongs for picking up sharp objects (needles, syringes, or glass)
- Sealable, leak proof, and puncture resistant container for sharp objects
- Solidifying powder, kitty litter, or commercial absorbent powder
- At least two florescent orange bags with "Biohazard" printed in a contrasting color
- At least two additional plastic bags in which the biohazard bag can be placed if the outside is contaminated by bodily fluids
- Commercial disinfectant spray or foam that is effective on HIV-1 or Tuberculosis

During each daily pre-trip inspection, Drivers shall ensure that all First Aid Kits and Hazardous Materials Kits are in the vehicle and have the required supplies. If a kit has a missing or damaged item, the Driver should notify the Dispatcher to request a replacement. Gloves should be replaced frequently due to deterioration caused by prolonged storage.

6.12 Inclement Weather Conditions

In the event of inclement weather, Drivers shall follow the procedures shown below.

Tornado Warning:

- Drivers and passengers should report to a designated shelter. If a designated shelter is not available, they should seek shelter in a ditch, under a bridge, in the basement of a nearby building, or in the safest possible place available.
- Drivers should monitor local weather reports if possible.
- Drivers shall wait for the Dispatcher to announce when Agency vehicles can return to normal operations.

Flood Warning:

- Drivers should avoid known flood areas and should never attempt to cross a flooded road or bridge. If a vehicle stalls due to high water, the Driver should stay in the vehicle and radio for emergency help.
- Agency vehicles parked in potential flood areas should be moved to higher ground if possible.

Snow and/or Ice:

- Drivers should contact the Dispatcher to determine if transit services have been limited or temporarily discontinued.
- Drivers should monitor local weather channels and radio stations for road closures.

7.0 Maintenance

7.1 Preventive Maintenance

All Agency vehicles shall receive regular preventive maintenance to prolong each vehicle's service life and to reduce the chance of breakdowns. Preventive maintenance includes but is not limited to oil changes, tire rotations, windshield wiper or lightbulb replacements, glass chips, and regular servicing of a vehicle's lifts or ramps.

Drivers shall complete and submit a Service Request Form (see Appendix K) to the Dispatcher to request any preventive maintenance. Drivers shall monitor the odometer mileage compared to the windshield sticker which states when the next oil change is required. When the mileage is within 100 miles of the mileage on the sticker, the Driver shall request an oil change.

7.2 Corrective Maintenance / Repairs

Except in an emergency situation, Drivers shall not report needed repairs over the two-way radio while passengers are aboard the vehicle. All requests for repairs shall be made in writing using the Service Request Form (see Appendix K). Drivers must complete the form and submit it to the Dispatcher.

During an accident, emergency, or unsafe situation that requires immediate repairs, Drivers shall follow the procedures described in Section 7.3 - Road Calls/Vehicle Breakdowns.

7.3 Road Calls/Vehicle Breakdowns

Drivers shall follow the steps below when Agency vehicles experience malfunctioning symptoms and/or break down.

- The vehicle shall be pulled off the road and parked in a safe location.
- The vehicle's emergency flashers shall be utilized, and triangles shall be displayed.

- The Driver shall notify the Dispatcher of the situation and shall provide the vehicle number, the location of the vehicle, and the number of passengers onboard the vehicle.
- If passengers are onboard, the Dispatcher shall send another Agency vehicle to pick up the passengers. While waiting for the replacement vehicle, the Driver shall ensure that the passengers are safe. If safety is a concern, the Driver shall evacuate the passengers to a safe location.
- The Dispatcher shall send a maintenance representative to the scene to determine if the vehicle needs to be towed or if it can be safely driven to the maintenance shop.
- Corrective maintenance shall be performed on the vehicle.

8.0 Acknowledgement Form

Immediately following Driver's Manual Training, all Drivers must complete an Acknowledgement Form (see Appendix L) and submit it to the Transit Director.

Appendix A

Code of Ethics

INSERT AGENCY'S CODE OF ETHICS

Appendix B

Americans with Disabilities Act Policy

INSERT AGENCY'S AMERICANS WITH DISABILITIES ACT POLICY

Appendix C

Title VI Program

INSERT AGENCY'S TITLE VI PROGRAM

Appendix D

Drug and Alcohol Policy

INSERT AGENCY'S DRUG AND ALCOHOL POLICY

Appendix E

Sexual Harassment Policy

INSERT AGENCY'S SEXUAL HARASSMENT POLICY

Appendix F

Driver's Log/Manifest

Appendix G

Pre-Trip Inspection Form

Pre-Trip Inspection Form

Driver's Name:		Date:	
Agency Vehicle Number:		Mileage:	
K = OK	N = Not Applicable	R = Repaired	X = Repairs Required
Under the Hood			
Code	Items to be Checked	What to Look For	
	Fluid Leaks	Puddles on the ground under the vehicle	
	Oil Level	Add only if below the "add" Mark on Dipstick	
	Belts	Should be Tight & Free of Cracks and Chips	
	Power Steering/Break Fluid	See Full Hot & Full Cold Marks/Dipstick	
	Coolant Level	See Full Hot & Full Cold Marks/Reservoir	
	Battery	Fluid Level, Corrosion, & Cables to be Tight	
	Windshield Washer Fluid	Check the Level	
	Hoses	Cracks and Swelling	
	Automatic Transmission Fluid	Check vehicle level, smell burnt?	
	Miscellaneous	Look for things broken or loose	
From the Driver's Seat			
Code	Items to be Checked	What to Look For	
	Brake & Back Up Lights	Have someone check or use a mirror	
	Turn Signal Indicators	Check the Indicators on the Dash	
	Wipers & Washers	Check both Speeds & Look for Streaks	
	Fans	Check all Speeds by Sound	
	Front Glass	Should be Clean & Unbroken	
	Inside Mirrors	Should be Properly Adjusted	
	Gauges on Dash	In Working Order	
	Dash Lights / Horn	In Working Order	
	Brakes & Emergency Brake	In Working Order	
	Steering	Slack & Pulling	
	Doors	In Working Order	
Walk Around the Vehicle			
Code	Items to be Checked	What to Look For	
	Outside Mirrors	Adjust using Driver's Seat as Reference Point	
	Wheels	Grease on Wheel & Rusty Lug Nuts	
	Tires	Slick & Unevenly Worn Tires	
	All Lamps	Blown out Bulbs or Broken Lenses	
	Rear End Leaks	Puddles on the Ground under the Bus	
	Emergency Door	Check Buzzer and Ease of Opening	
	Lift	Run through Up/Down Cycle & Observe	
	Body	Cleanliness & Any New Dents or Scrapes	
	Rear Glass	Should be Clean & Unbroken	
Safety Equipment on the Vehicle			
Code	Items to be Checked	What to Look For	
	Fire Extinguisher	Check Indicator	
	First Aid & Body Fluid Kit	Check that they are Complete	
	Triangle Reflectors	Correct Number and in Good Condition	
	Cameras	Are they working Properly?	
YES or NO	ADA Wheelchair Lift in proper working order		
Comments:			
Driver's Signature:		Date:	
Transit Director's Signature:		Date:	

Appendix H

Complaint/Comment Form

Have you previously filed a complaint with this agency?	Yes	No
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

Attach any written materials or other information that you think is relevant to your complaint.

Comments
Share comments, suggestions, and compliments below. Include the names of involved individuals (if known). If more space is needed, please use the back of this form.

Signature and date required below.

Signature

Date

Please submit this form in person at the address below or mail to:

<CONTACT PERSON>

<AGENCY>

<AGENCY ADDRESS>

Appendix I

Incident/Injury Report Form

INCIDENT/INJURY REPORT FORM

Date Report Completed: _____

Report No. _____

Time Report Completed: _____ AM _____ PM _____

DATE OF INCIDENT / INJURY: _____ TIME: _____ AM _____ PM _____ VEHICLE NO. _____

LOCATION: _____

NAME OF INJURED: _____ AGE: _____

DATE OF BIRTH: _____ OCCUPATION: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TELEPHONE NUMBER / HOME: _____ DAY-DURING OFFICE HOURS: _____

WAS INCIDENT / INJURY REPORT TO:

YES _____ NO _____

DRIVER

YES _____ NO _____

OFFICE STAFF

YES _____ NO _____

SUPERVISOR

YES _____ NO _____

POLICE

YES _____ NO _____

MEDICAL

YES _____ NO _____

OTHER: _____

DESCRIPTION OF ACCIDENT / INCIDENT:

INJURIES: _____

DID INJURED PERSON REQUIRE HOSPITAL TREATMENT? YES _____ NO _____

IF YES, NAME OF HOSPITAL: _____

HOW WAS INJURED TRANSPORTED? _____

IF AMBULANCE, NAME OF SERVICE: _____

IF HOSPITAL TREATMENT WAS NOT NECESSARY, DID INJURED RECEIVE MEDICAL TREATMENT AT DOCTOR'S OFFICE?

YES _____ NO _____

NAME OF PERSON FILLING OUT REPORT (print): _____

SIGNATURE OF PERSON FILLING OUT REPORT (sign): _____

Appendix J

Accident Report Form

FORM

DATE OF REPORT: _____

AGENCY: _____

VEHICLE ACCIDENT REPORT FORM

ABOUT THE ACCIDENT

Date of Accident _____ Time _____ A.M. Were You _____ Inbound
_____ P.M. _____ Outbound

Veh. No. _____ Route Name _____ Driver _____
Age _____

Driver's ID No. _____ Address _____ Date of Birth _____

Location of Accident _____

Road Condition _____ Weather _____

At What Distance Did You Notice The Impending Accident _____ Feet

What Was Your Speed _____ MPH What Was Your Speed At Impact _____ MPH

Approximate Distance Traveled After Impact _____ Feet

Did You Sound Horn _____

No. of Passengers On Board At Time of Accident _____

Point of Impact On Your Vehicle _____

Damage To Your Vehicle Confined To _____

NARRATIVE (DESCRIPTION OF ACCIDENT)

WITNESSES

_____ Name	_____ Address	_____ Phone #
_____ Name	_____ Address	_____ Phone #
_____ Name	_____ Address	_____ Phone #
_____ Name	_____ Address	_____ Phone #

Appendix K

Service Request Form

Service Request Form

Driver's Name:	Date:
Vehicle Number:	Mileage:
Service Needed:	

Appendix L

Acknowledgement Form

ACKNOWLEDGEMENT FORM

I have read and received training on the content, requirements, and expectations of the Agency's Driver's Manual. I have received a copy of the Driver's Manual and agree to abide by its policies as a condition of my employment with Agency Name.

I understand that if I have questions regarding any policy contained in the Driver's Manual, I will consult with my immediate supervisor.

Employee Signature: _____

Employee Printed Name: _____

Date: _____