Introduction

Jefferson Transit's purpose is to provide safe, reliable public transportation to our riders. As Transit Operators, you are the face of Jefferson Transit, our frontline operators and the service providers that riders see every day. Your actions influence public perception and can affect those you come into contact with. Therefore, it is important how you present yourself. Your professional attitude, appearance, judgment and skills are all important factors in your relationship with the public.

This manual of standard operating procedures describes expectations and procedures to help you be successful in your work providing safe, efficient and courteous service to the riding public and, by extension, all the citizens of Jefferson County.
Purpose:
This procedure outlines the primary duties, responsibilities and expectations of every Transit Operator. More detailed information on specific duties may be found in other standard operating procedures. If you have a concern or problem regarding work expectations, please speak directly to your supervisor. Violations of agency or department policies and procedures may result in a work improvement plan or disciplinary action up to and including termination of employment. A serious violation may warrant immediate consequences including termination.

Procedure:
You are expected to follow all policies and procedures that apply to you, including agency-wide policies, posted notices and memos and conditions of the ATU bargaining agreement. Changing conditions require you to be on the lookout for policy and procedure changes. Those with long term effects will be included in periodic revisions of this manual.

1. **Safe Operation.** Safe operation of your vehicle and safety for your passengers and yourself is your primary responsibility and should be considered ahead of service or schedule. Extend professional courtesy to other drivers.

2. **Provide excellent customer service.** Transit Operators must behave professionally and courteously to all passengers. This may provide some challenges as you deal with a diverse population, and some passengers will need more time, care and attention than others. Respond to questions in a polite, respectful way.

3. **Professional behavior.** Professional conduct is essential in conveying that passengers will receive safe and courteous service on Jefferson Transit vehicles. Passengers behave in all sorts of ways, but it is your behavior that sets the tone for a positive riding experience. Likewise, professionalism sets the tone for your relationships with your co-workers. The Performance Code for Jefferson Transit Operators is:
   - Report for work on time and fit for duty.
   - Practice safety in all work activities.
   - Demonstrate high levels of skill in your job.
   - Respect the property of the company and co-workers.
   - Treat co-workers and passengers with dignity and respect.
   - Present a positive image of Jefferson Transit when performing job duties.

4. **Behavior prohibited to Transit Operators.** The following activities are subject to discipline up to and including termination:
   - Use, sell, distribute, possess or be under the influence of alcohol, a controlled or illegal substance, a drug not medically authorized, or any other substance that impairs job performance while on duty, in uniform or on Jefferson Transit property.
• Take medication of any kind that will impair safety or job performance. If you must use a prescribed medication, you must notify your immediate supervisor and HR department and complete an Employee Notification of Prescription form.

• Insubordination or disrespectful behavior to a supervisor or manager, which includes, but is not limited to,: refusing to work an assignment, not following a supervisor’s orders or Jefferson Transit rules, refusing to comply with a direct order from a supervisor or disregarding agency or department policies or procedures.

• Mishandle district cash revenues.

• Deliberately misuse, alter, destroy or remove any Jefferson Transit property or the property of another employee.

• Commit theft while on duty, in uniform or on Jefferson Transit property.

• Possess a weapon while on duty, in uniform or on Jefferson Transit property. This provision applies even if you have a legal permit.

• Verbally or physically assault, mistreat, or harass through speech, gesture or bodily contact anyone including customers, Jefferson Transit employees, contractors, vendors etc. while on duty, in uniform or on Jefferson Transit property.

• Falsify illness or injury.

• Falsify, misrepresent or omit pertinent information on a record, statement or report pertaining to one’s activities, responsibilities, observations or employment at Jefferson Transit.

• Restrain, pursue or stalk members of the public, Jefferson Transit employees or riders, except in cases of assault against a transit operator or a customer.

• Refuse to participate in, withhold information, or make false or misleading statements while party to an official investigation of an accident, incident, policy/procedure violation or complaint.

• Misuse, alter or destroy electronically collected data or media.

• Discuss with unauthorized people, including the principals involved, any matters that have been or are under investigation, or that interfere with or compromise an ongoing investigation. Matters of investigation are confidential and may not be discussed outside the investigative process.

• Engage in sexual or bias harassment.

• Discriminate against anyone or deny normal privileges to individuals because of their membership in a legally protected class, such as race, sex, disability, region, sexual preference or personal characteristics.

• Be convicted of a criminal act while on duty, in uniform or on Jefferson Transit property.

• Interfere with another employee’s performance.

• Lead fellow employees in a strike or slowdown, attempt to cause such an action or participate in such an action.

• Gamble while on duty, in uniform or on Jefferson Transit property.

• Take friends, family members or animals on board your bus during your run for any non-transportation-related purpose.
• Use any Jefferson Transit telephone to place long distance or toll calls or use any Jefferson Transit fax machine for any business not directly related to Jefferson Transit business without authorization from a supervisor.

• Smoke or carry any lighted or smoldering substance in areas where smoking is prohibited, including the Jefferson Transit Operations/Administration base, Jefferson Transit vehicles and within 50 feet of fuel pumps.

• Participate in political campaigning, including wearing buttons, while on duty, in uniform or on Jefferson Transit property. As representatives of Jefferson Transit, Transit Operators are to remain neutral. Transit Operators are welcome to participate in these activities on their personal time and out of uniform.

• Solicit, canvass, circulate petitions or collect money while on duty, in uniform or on Jefferson Transit property without written permission from the General Manager, except Union activities as permitted under Washington state law.

• Sleep in Jefferson Transit vehicles

• Reveal privileged or personal information about Jefferson Transit, its employees or customers to others.

• Use a personal cell phone while operating a vehicle

• Listen to personal audio device while operating a vehicle

• Off route operation without the permission of a Dispatcher or supervisor
Purpose:
This procedure outlines license, permit and certification requirements for Transit Operators.

Procedure:

1. Transit Operators are required to pass a Department of Transportation (DOT) physical examination upon employment. It is your responsibility to provide HR and your supervisor a copy of your current DOT physical form. You must carry the wallet card with you at all times. It is your responsibility to renew your DOT physical card before it expires. Your CDL is not valid without a current physical certification. Jefferson Transit staff will monitor the expiration date but it is the Transit Operator’s responsibility to make sure it is always current.

2. Transit Operators must successfully complete a required training program before operating in revenue service.

3. Transit Operators must carry a valid Commercial Drivers License (CDL) with required endorsements. Transit Operators are responsible for making sure their CDL is always current. Failure to renew their physical forms or CDL before expiration is subject to discipline up to termination.

4. Transit Operators are required to pass a drug and alcohol test upon employment, or when they are returning to work after an absence of 30 or more consecutive work days, after an accident or when randomly selected for their safety-sensitive position.

5. Transit Operators are required to wear or have visible their Jefferson Transit i.d. cards.

6. By law, Transit Operators must notify management within one business day if their license is suspended, revoked or canceled, or if they are disqualified from driving.

7. Transit Operators must notify management of all vehicle accidents and traffic citations (except parking) on and off the job by the end of the work day, or at sign-in for their next shift if the accident or citation occurs outside of business hours.

8. Transit Operators must notify management if convicted for violating a federal or state law or local ordinance relating to motor vehicle traffic control within 1 business day of the date of conviction. Notification must include the following:
   - Driver’s full name
   - Driver’s license number
   - Date of conviction and/or citation
   - Law violated
   - Indication of whether the violation was in a commercial (Jefferson Transit) vehicle
   - Location of violation
• Driver’s signature

9. Jefferson Transit requires an annual Washington State Driver Abstract and a criminal background check for all Transit Operators. This will be requested by HR on your behalf.
Purpose: This procedure outlines training requirements for Transit Operators.

Procedure:

1. Initial training and orientation for Transit Operators upon employment includes the following:
   - History of the agency
   - Employee manual
   - Safety procedures
   - Your position description and performance standards
   - Drug and alcohol testing procedures
   - Compensation and benefits
   - Sexual harassment policy and procedures
   - Employee assistance programs
   - Training specific to your job classification

2. Transit Operators are required to be up to date in the following training areas:
   - Drug and alcohol awareness
   - Defensive driving
   - Fire extinguisher use
   - Infectious diseases and blood borne pathogens
   - First aid and CPR
   - Passenger assistance and securement
   - Customer service
   - Route and vehicle qualification

3. All Transit Operators will receive an on-road evaluation annually. Results of the evaluation may indicate a need for retraining the Operator. Such training will occur within 30 days of the evaluation.
### Purpose

This procedure outlines required record keeping and reporting for Transit Operators.

### Procedure

1. **Daily time sheet**
   - a. Fill out your own time sheet.
   - b. Include ridership numbers for each trip
   - c. Record pass sales on time card
   - d. Submit only one time card per day, except when performing any work assignment that is in addition to normally assigned work.
   - e. If your time card is not turned in on the day of work, you must have it signed by your supervisor.

2. **Employee injury report**

   Transit Operators who sustain an injury while on duty must submit an Employee Injury Report, even for minor injuries, before the end of their shift.

3. **Accident report**

   In the event of a vehicle accident, Transit Operators are required to submit an Accident/Incident Event Report before the end of their shift.

4. **Notification of traffic violations and other convictions**

   See Transit Operator Requirements, above
Purpose:
This procedure outlines the uniform requirements for all operators.
Information about uniform allowance is available in the ATU Collective Bargaining Agreement.
As a professional Transit Operator, you should present a well-kept image at all times while on duty, which includes wearing the proper uniform, in well-maintained condition.

Procedure:
1. Transit Operators are expected to report to work in the designated uniform. Operators not wearing the proper uniform will be subject to discipline as described in the disciplinary policy. The designated uniform consists of:
   - Shirts provided by Jefferson Transit. Transit Operators are not to wear ties
   - Black pants, to be purchased by Jefferson Transit Operators. Black denim pants must be pre-approved by the Operations Manager.
   - Red or black jacket provided by Jefferson Transit
   - Black vest provided by Jefferson Transit
   - Jefferson Transit baseball hat, or black knit hat upon approval of supervisor
   - Punch and holster provided by Jefferson Transit if required
   - Black shorts (optional)
   - Black shoes or black dress boots. Clogs, sandals or high heeled shoes/boots may not be worn. In extreme cold or snowy conditions, dark-colored boots may be worn provided they do not interfere with the ability to operate a bus safely.
2. Uniforms should only be worn when reporting to work, on duty or returning home from work.
3. Uniform shirts and other items provided by Jefferson Transit must be ordered from the Finance Department by submitting a completed uniform order form.
4. Uniform items wear and colors fade with time. Uniform items must be updated when necessary to maintain a professional image. The Transit Operations Manager has the authority to require uniformed employees to update their uniform wardrobe periodically.
5. Transit Operators may not wear their uniforms, including logo jackets, in taverns, bars or when purchasing or consuming alcoholic beverages in public. Transit Operators should exercise good judgment in where and when the uniform is worn.
6. Transit Operators should maintain a neat, clean and professional appearance at all times when on duty.
7. Body piercings may not be visible above the bottom of the neck with the exception of pierced ears displaying no more than one earring per ear. Tattoos must be of non-offensive nature or be covered while on duty.

8. Upon resignation or termination, Transit Operators will be responsible for returning all Jefferson Transit issued uniform items within 5 working days.
Purpose: This procedure outlines the actions a Transit Operator must take when calling in sick and going off the sick list.

Procedure:

1. Transit Operators must notify Dispatch as soon as they determine they are too ill to work. If it is after hours, the Transit Operator must call the on-call supervisor.

2. Transit Operators returning from a period of sick leave (or unplanned use of general leave) must contact Transit Dispatch and inform them of their ability to resume their duties. This contact must be made prior to 1:30 p.m. the day before the Transit Operator returns to work.
Purpose: This procedure outlines the actions a Transit Operator must take when requesting time off.

Procedure:

1. Transit Operators will pick “vacation bids” annually at shakeup as described in the Labor Contract. After completion of the annual vacation bid, short term general leave requests will be granted on a first come, first served basis, regardless of seniority.

2. Transit Operators will submit an Employee General and Other Leave Form to their supervisor.

3. Jefferson Transit Operations will maintain a “Tentative File” containing leave requests for vacation segments that are not available at the time of the request. These general leave requests must be date and time stamped and will be approved:
   a. When a vacation bid is cancelled and
   b. In the order received according to the date and time stamp
Purpose: This procedure outlines the conditions for on-time reporting for a work shift. Reporting on time ensures that Transit Operators have enough time to adequately prepare for their work shifts.

Procedure:

1. It is the Transit Operator’s responsibility to keep him/herself informed of the report time for any shift to be worked, either as a regular or extraboard assignment. Transit Operators are considered a “late report” if they clock in more than one minute after their designated report time as stated on the run sheet or Dial-A-Ride manifest. The Dispatcher will log and report the late report.

2. Transit Operators must keep an accurate watch or other timepiece set to the official time as determined by the Atomic Clock in the Dispatch Office.

3. If there is a question of the Transit Operator’s lateness, the Transit Operator should immediately report to the on-duty Dispatcher who will use the Atomic Clock in the Dispatch to settle any disputes immediately.

4. Transit Operators reporting five or more minutes late will be sent home without pay for the day and his/her shift filled by another Operator.

5. An Operator expecting to be late for a scheduled shift must notify Dispatch as soon as possible, including an estimated time of arrival.

6. Operators must report in person to the Dispatcher on duty before or at their scheduled report time. Dispatchers are charged with determining if the Transit Operator is fit for duty.

7. An Operator who is ill and cannot work a scheduled shift must notify Dispatch or an on-call supervisor as soon as possible, even if it means calling someone at home.

8. Transit Operators may not report for any vehicle operations work if they have consumed alcohol in the previous 8 hours.

9. Transit Operators may not report for any vehicle operations work if they are under the effects of drugs (prescription or over-the-counter) that cause drowsiness or could otherwise impair their ability to operate their vehicle safely.

10. Transit Operators must inform their immediate supervisor and HR of taking any drug with a warning label indicating such side effects prior to the shift. Operators may be asked by a dispatcher at report time to confirm in writing that they are not currently impaired.

11. Prior to route/run operation, Transit Operators must complete the following preparations:
   a. Clock in.
   b. Fill out time sheet and carry with you during the day
   c. Install fare box
d. Pre-trip inspection as described in SOP #203

e. Two-way radio check

f. Set watch to "Dispatch time"

g. Transit Operators doing paratransit work must review their manifests.
Purpose: This procedure defines required equipment and supplies to be carried by Transit Operators.

Procedure:

1. Required equipment and supplies:
   - Valid Washington State CDL
   - Current Medical Examiner’s Certificate
   - Transit Operator SOP/handbook
   - Route maps
   - Run Sheet or manifest for the current work assignment
   - Accident kit (on board the vehicle)
   - Pass punch and holster
   - Jefferson Transit cell phone
   - Daily time sheet
   - Daily and monthly passes
   - Schedules and customer comment forms to stock the vehicle

2. Optional equipment and supplies:
   - Extra pens or pencils
   - Closed beverage container
   - Hand sanitizer
   - Flashlight
   - Clip board
Purpose: This procedure clarifies requirements and outlines the method for pre-trip inspections to make sure that operational systems and specific safety equipment are in proper working order. Checking the integrity of these systems and equipment is required for anyone driving a Jefferson Transit vehicle. It will help to ensure safety, comfort and vehicle integrity, preventing future breakdowns.

Procedure:

1. 20 minutes is allowed for reporting to the Dispatcher and completing a pre-trip inspection.

2. In the event of a vehicle switch-out or road relief, Transit Operators will conduct a walk-around and major systems inspection, complete a handwritten pre-trip inspection form and notify the Dispatcher of completion of same before proceeding on route.

3. Jefferson Transit uses the Zonar System of conducting pre-trip inspections, which employs electronic handheld devices and tags to report, in real time, the condition of the vehicle assigned. The process of the conducting the inspection is as follows:

   a. Pre-trip Segment #1 (Performed in the vehicle’s parking space)

      1) Take out the charger. Do this first before anything else to start the clock.

      2) Depress the Power button. Follow the prompt on the lowest line of Zonar screen to “Please log in”.

      3) Press Enter button and point at Zonar Driver Card (this will read through clothing or driver bags).

      4) Select Pre-Trip Inspection with Up, Down and Right arrows. Status of past pre-trips will appear on the right-hand side of each date line. Press Enter button, release and point at yellow Asset Circle. Check bus number.

      5) Ignore Mileage, press the Enter button (mileage is entered when fueling at the end of the day).

      6) Turn bus starter selector to night mode.

      7) Go to the back of the bus, press Enter button and point at the Inside Rear Circle (overall sequence for pre-trips is on the back of the Zonar unit).

      8) Do a security sweep, working from the back to the front of the bus (use Zonar flashlight feature).

      9) If all inspections items check out, press green “Y” button. If there is a defect, press red “N” button.

     10) Select defect area with Up/Down arrow buttons, then Right arrow button

     11) Select defect type with Up/Down arrow buttons, then Right arrow button.
12) If defect type is “Other”, enter text
13) Use Arrow buttons to select individual letters, then press Enter button.
14) Store entered text using “i” button.
15) Press Enter button, release and point at inside Front I Circle (left of driver’s seat).
16) Release parking brake, depress service brake fully and watch for 1 minute. You should lose no more than 3 lbs. pressure.
17) Pump service brake SLOWLY and fully until parking brake engages. This will ensure an accurate reading when the parking brake engages.
18) Adjust mirrors.

b. Pre-Trip Segment #2 (done at fuel pumps)
   1) Back vehicle out of parking spot and pull up to the fuel pumps to complete all other Zonar pre-trip items. Be sure to stop in a location where you can deploy the wheelchair lift.
   2) Turn on high-beam headlights and 4-way flashers.
   3) Turn on the destination sign and select one to use for your inspection.
   4) Get out of the vehicle.
   5) Press Enter button, release and point at the Right Front Circle.
   6) Press Enter button, release and point at the Rear Lighting Circle.
   7) Press Enter button, release and point at the Left Rear Circle. Use the Zonar unit to check between dual wheels.
   8) Press Enter button, release and point at the Left Front Circle.
   9) Press Enter button, release and point at the Front Lighting Circle.
  10) Press Enter button, release and point at the Inside Front II Circle (just inside the passenger door). This should take the longest due to wheelchair check, radio check and fare box.
  11) When all Circles are checked, Press green “Y” button to certify your pre-trip inspection.
  12) Place charger in charger holder located inside the vehicle, usually on the left side of the driver compartment.

c. Security Check:
Do this whenever you leave your vehicle unoccupied, or when you are taking out a bus that has already been used the same day by another Transit Operator. This is an abbreviated version of the procedure above, and should take 2 – 3 minutes.
   1) Take out the charger. Do this first before anything else to start the clock.
   2) Depress the Power button. Follow the prompt on the lowest line of Zonar screen to “Please log in”.
   3) Press Enter button and point at Zonar Driver Card (this will read through clothing or driver bags).
4) Select Pre-Trip Inspection with Up, Down and Right arrows. Status of past pre-trips will appear on the right-hand side of each date line. Press Enter button, release and point at yellow Asset Circle. Check bus number.

5) Ignore Mileage, press the Enter button (mileage is entered when fueling at the end of the day).

6) Go to the back of the bus, press Enter button and point at the Inside Rear Circle (overall sequence for pre-trips is on the back of the Zonar unit).

7) Do a security sweep, working from the back to the front of the bus (use Zonar flashlight feature).

8) Get out of the vehicle.

9) Press Enter button, release and point at the Right Front Circle.

10) Press Enter button, release and point at the Rear Lighting Circle.

11) Press Enter button, release and point at the Left Rear Circle. Use the Zonar unit to check between dual wheels.

12) Press Enter button, release and point at the Left Front Circle.

13) When all Circles are checked, Press green “Y” button to certify your security check.

4. Bad order reports

If a vehicle exhibits a defect or mechanical problem during the Transit Operator’s pre-trip inspection or later in the shift, he/she must submit a Bad Order (B.O.) using the automated B.O. reporting system located on the computer located in the drivers’ room before the end of shift. See also SOP #204, Out of service tag, for defects that compromise safety.

   a. Double click on the B.O. Report icon located on the computer desk top.

   b. In the Select Facility box, choose facility # 0001 for vehicles. Click OK. Note: if you want to report a problem with the depot, change to facility 0003.

   c. Enter your employee number, click OK.

   d. The system will verify your name, click yes.

   e. Enter the vehicle number the same way that you do for fueling (096, 502) click OK. Note: for facility 3 (depot) enter FM.

   f. In the vehicle meter reading box, click OK.

   g. Choose the component by clicking on the arrow to access the drop down menu; the list is in alphabetical order. Pick the component by highlighting it with the arrow and clicking. Choose the condition and location the same way. Note: for facility 3 (depot) choose “other”.

   h. Choose the condition, highlight and click. Note: for facility 3 (depot) choose “make notes”.

   i. Choose the location, highlight and click. Note: for facility 3 (depot) choose “n/a”

   j. Make notes in the note field if necessary, or if you choose “make notes”. Click OK under notes field.

   k. When finished reporting the condition, click “Add”.

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l. If you have more than one condition to report repeat steps 7 – 11.
m. After all of the conditions have been reported click “POST”.

n. The driver i.d. box will now be showing. You can now exit the program by clicking on “Exit”.
Purpose: This procedure outlines the determination and action when a vehicle fails a pre-trip inspection for safety reasons.

Procedures:

1. Should a vehicle be found to have a safety-related defect during a pre-trip inspection, such as brake, steering, wheelchair lift or tie-down problem, a white out of service tag must be attached to the steering wheel of the vehicle.

2. Out of service tags are found in the forms area of the driver mailboxes.

3. Fill out the requested information on the back of the tag and attach it to the steering wheel of the defective vehicle.

4. Complete an electronic defect report (B.O.) (See SOP #203)

5. Notify the Dispatcher on duty that you have tagged the vehicle. The Dispatcher will assign a new vehicle.

6. If no Dispatcher is on duty, notify Vehicle Maintenance personnel, who will assign a new vehicle.

7. For safety reasons, no one is allowed to remove the out of service tag except Maintenance personnel after the vehicle has been repaired. A red out of service tag on a steering wheel signifies a safety defect found by Maintenance personnel. Neither red-tagged nor white-tagged vehicles should be operated under any circumstances. If you are inadvertently assigned a tagged vehicle, ask Dispatch for a different vehicle.
Purpose: This procedure outlines the correct method of fueling a vehicle at the diesel pumps at the Jefferson Transit Operations Base.

Procedure:

1. Take a mileage reading from the odometer of the vehicle.
2. Set the parking brake and turn off the vehicle.
3. Chock the front tire.
4. Enter your employee number as a five digit number, then push “enter”.
5. Enter your security code as a four digit number, then push “enter”.
6. Enter your mileage from your odometer reading (no decimals), then push “enter”.
7. Enter the pump number (1 or 2), then push “enter”.
8. Start pumping fuel. If the pump runs slow let it sit for 20 seconds and pump again.
9. Don’t forget to remove the pump when finished fueling!
Purpose: This procedure outlines how to safely operate vehicles in the yard at the Jefferson Transit Operations Base.

Procedures:

1. Driving in the yard:
   a. Do not exceed 5 mph anywhere in the yard.
   b. Check mirrors on both sides frequently.
   c. Obey all signs; come to a complete stop at all stop signs.
   d. Yield to any vehicle that is backing up.
   e. Watch for any vehicles leaving the maintenance bay or entering the main section of the yard from the parking area to the south.
   f. Yield to pedestrians in the yard.
   g. Before backing up a vehicle, get out of the vehicle and check for potential hazards around it. You are responsible if an accident occurs when backing a bus, even if you use a spotter.
   h. Sound horn and turn on 4-way flashers before backing up the vehicle.

2. Parking in the yard:
   a. Put vehicle in neutral.
   b. Set parking brake.
   c. Turn off all switches.
   d. Turn engine off.
   e. Close all windows and roof vents.
   f. Check vehicle for unattended items and potential blood borne pathogens, including vomit. If you discover potential blood borne pathogens on your vehicle, alert Dispatch. Dispatchers will log the incident and notify Maintenance personnel.
   g. Release door air pressure and manually close door.

3. Walking in the yard:
   a. Use extreme caution when walking in the yard, especially in the area of the fuel pumps and maintenance bays.
Purpose: This procedure outlines the process for ending your shift at the Jefferson Transit Operations Base.

Procedure:
At end of last trip:

1. At Park & Ride, check the vehicle for sleeping passengers (see SOP #309)
2. At Park & Ride, check the vehicle for lost or unattended items.
3. Check for potential blood borne pathogens (see SOP #507)
4. If working a weekend shift, fuel and secure the vehicle
5. Park the vehicle in the yard.
6. Turn in any lost and found items.
7. Complete time card.
8. Complete fuel log.
Purpose: This procedure describes how to communicate with dispatch.

Procedure:

1. General Expectations:
   a. Respond promptly to any communication from the Dispatch.
   b. When using the radio handset, listen for radio traffic and make sure the air is clear before transmitting.
   c. Press the transmit button and wait 2 seconds before speaking.
   d. When finished transmitting, wait for acknowledgement. If there is none, transmit again.
   e. Confirm the receipt of instructions and information from Dispatch.
   f. Request additional information, clarification, or repetition of instructions when needed.
   g. Communicate clearly and concisely.
   h. Use language that is courteous and respectful.
   i. Be brief! Only transmit information that supports Jefferson Transit communications.
   j. Use the following ten-codes when appropriate:
      - 10-1 Out of vehicle temporarily
      - 10-7 Out of vehicle for lunch
      - 10-8 Back in vehicle and in service

For Dial-A-Ride only:
   - 10-14 Passenger no-show
   - 10-16 Passenger declined wheelchair restraint

2. Emergency Radio procedures:
   a. Communicate that you are in an emergency situation by stating “JT” plus your vehicle number.

3. Communicating with Dispatch by phone:
   a. Dispatch may occasionally request that you call them using a Jefferson Transit cell phone.
   b. Do not use Jefferson Transit cell phones for non-business reasons.
Purpose: This procedure outlines how to program destination signs on fixed route vehicles.

Procedure:

Use the Luminator controls to program the destination sign prior to loading passengers at the beginning of a trip.

The destination sign is accessed by pressing the “Destination A” key pad followed by the appropriate number and the “enter” key.

Use the following chart to program the sign correctly for each trip.

<table>
<thead>
<tr>
<th>Key Pad #</th>
<th>Sign Display</th>
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<tbody>
<tr>
<td>A-1</td>
<td>#2 FORT WORDEN</td>
</tr>
<tr>
<td>A-3</td>
<td>#1 QUILCENE / BRINNON via TRI AREA</td>
</tr>
<tr>
<td>A-4</td>
<td>#1 PORT TOWNSEND</td>
</tr>
<tr>
<td>A-5</td>
<td>6A TRI AREA LOOP A</td>
</tr>
<tr>
<td>A-6</td>
<td>6B TRI AREA LOOP B</td>
</tr>
<tr>
<td>A-7</td>
<td>#7 POULSBO</td>
</tr>
<tr>
<td>A-8</td>
<td>#8 SEQUIM</td>
</tr>
<tr>
<td>A-9</td>
<td>#8 PORT TOWNSEND</td>
</tr>
<tr>
<td>A-10</td>
<td>#7 PORT TOWNSEND</td>
</tr>
<tr>
<td>A-11</td>
<td>#11 SHUTTLE A</td>
</tr>
<tr>
<td>A-12</td>
<td>#11 SHUTTLE B</td>
</tr>
<tr>
<td>A-13</td>
<td>#3 CASTLE HILL / COOK AVE</td>
</tr>
<tr>
<td>A-25</td>
<td>OUT OF SERVICE</td>
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</tbody>
</table>

**P/R Codes**

<table>
<thead>
<tr>
<th>Sign Display</th>
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<tbody>
<tr>
<td>P/R-1</td>
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<td>P/R-5</td>
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</tbody>
</table>
P/R-6  WOODEN BOAT FESTIVAL
P/R-7  SPECIAL
P/R-8  RHODY FESTIVAL
P/R-9  FESTIVAL SHUTTLE
P/R-10 FESTIVAL SPECIAL
P/R-12 GO HAWKS
P/R-13 GO MARINERS
P/R-14 GO COWBOYS
P/R-15 GO REDHAWKS
P/R-17 GO RANGERS
P/R-18 TRANSFER TO #7, #8 AT 4 CORNERS
Purpose: This procedure outlines logging pass sales and ridership on the Transit Operator’s Daily Time Card.

Procedure:

The Transit Operator’s Daily Time Card contains fields to fill in data for pass sales and ridership.

1. For each pass sold, other than a daily pass, fill in the pass number and the value (dollar amount) of the pass, and whether payment was by cash or check.

2. Collect payment for the pass by having the customer place it in the fare box.

3. For each fixed route trip, the Transit Operator must enter the vehicle number and route number on the line provided. For each line, there are also fields for day pass sales, day pass rides, ADA free rides, other free rides, monthly pass rides (including Peninsula College), bikes carried and wheelchairs carried. Fill in the appropriate amount for each trip.
Purpose: This procedure outlines appropriate steps for parking the vehicle during a layover, or leaving it unattended.

Procedure:

1. Layover locations for fixed-route buses are determined by Jefferson Transit Operations and route schedules.
2. Dial-A-Ride vehicles should use the following guidelines for parking out of service vehicles:
3. Locate a place to park that will not create any kind of a safety hazard or interfere with business activities.
4. Do not park in marked parking spaces on public streets, as this may be considered interference with business activities.
5. All vehicles should be secured at a layover.
6. Allow the vehicle an appropriate amount of idle time before shutting the engine off.
7. Allow plenty of time at the end of the break to prepare for your departure.
8. When a vehicle is left unattended, use the following procedure:
   a. Engage the parking brake. Do not put the bus in the kneeling position in lieu of setting the parking brake.
   b. Change the destination sign to read “Out of Service”.
   c. Turn the wheels into the curb or shoulder when facing downhill.
   d. Shut the engine off and remove keys.
   e. Secure the vehicle, making sure that no passengers remain on the vehicle.
Purpose: This procedure outlines in specific terms appropriate behavior for Transit Operators when dealing with the public in any situation. Please refer also to SOP #101, Expectations.

Procedure:

Basic Guidelines:
1. Greet passengers politely.
2. Use the passenger’s name if you know it and are sure that he/she is comfortable with you using it.
3. Avoid unnecessary physical contact. Do not touch a passenger except in self defense or the defense of another passenger.
4. Provide appropriate assistance when a passenger is boarding or de-boarding.
5. Speak respectfully at all times; avoid any appearance of “talking down” to a passenger or behaving in a condescending manner.
6. Always remain calm and reassuring.
7. Always offer assistance with securing a mobility device. When a passenger assists with securing his/her own device, check securement before proceeding.
8. Assist passengers when needed with carry-on items.
9. Avoid conversations about religion, politics and the law.
10. Avoid using terms of endearment, such as “dear”, “honey”, etc.
11. Avoid offering personal advice.
12. Do not offer passengers food or drink.
13. Do not offer anything for sale.
14. Do not accept tips or gratuities.
15. Maintain up to date knowledge concerning Jefferson Transit service and customer policies in order to provide accurate information in response to passenger questions.
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Purpose: This procedure outlines the proper steps for loading, unloading and seating passengers.

Procedures:

**Loading/Unloading:**
1. Passengers will not be permitted to board or de-board while the vehicle is in motion.
2. The Transit Operator should pull as close to the curb as possible when stopping to load or unload passengers.
3. In areas with no curb or sidewalk, Transit Operators should take care to leave adequate room between the vehicle and a safe exit area.
4. Allow departing passengers to exit before loading new passengers.
5. If requested, Transit Operators may get out of the seat to assist people getting on or off the vehicle.

**Seating:**
1. Passengers must be seated, space permitting, before the vehicle resumes travel.
2. If passengers must stand, they must do so behind the yellow line near the front of the vehicle.
3. If there are elderly or disabled passengers among the standees, politely ask seated passengers to give up the “courtesy seats” so that the elderly or disabled passengers may sit down.
Purpose: This procedure serves to draw the Transit Operator’s attention to the “service” in “Safety, Service, Schedule”. While safety if of the highest importance, passenger comfort should not be neglected.

Procedure:

1. Be aware of temperature differences between the driver and passenger areas of the vehicle. Take passenger requests into consideration when adjusting the interior temperatures.
2. Drive smoothly. (See SOP #104, Safe and Smooth Vehicle Operating.)
3. Travel at or below the speed limit, depending on road and traffic conditions. This contributes to a consistent, safe ride for passengers.
Purpose: This procedure outlines stop announcement requirements.

Procedure:

Transit Operators on fixed routes will announce stops at:

- Major intersections
- Transfer points
- Route destinations
- Other stops on request from passengers
Purpose: This procedure outlines the process for selling passes and logging pass sales.

Procedure:

1. Transit Operators are expected to sell the following passes while on duty:
   - Daily passes
   - Monthly passes
   - Monthly commuter passes

   Pass prices are located on the back page of the printed schedule and on the fare box.

2. Fare collected from pass sales is placed in the fare box by the passenger.

3. Transit Operators are to note any numbered passes (i.e. monthly passes) and record the pass sale, including pass number, on his/her daily time sheet.
Purpose: This procedure outlines policies for transporting passengers with strollers or grocery carts.

Procedures:

**Strollers:**
1. Baby strollers are allowed on buses.
2. Passengers may board the vehicle with a baby in a stroller and may use the lift or ramp to do so.
3. The baby must be removed from the stroller after boarding.
4. Collapsible strollers must be folded and stored by the passenger after boarding in a manner that does not create an obstacle for other passengers.
5. If a passenger refuses to comply with these rules, continue in service and notify the Dispatcher.

**Grocery Carts:**
1. Only two-wheeled carts are allowed on the bus. No four-wheeled carts (such as supermarket carts) are permitted.
2. Passengers with two-wheeled carts may use the lift or ramp when boarding the vehicle.
3. If possible, the passenger should fold the cart and stow it where it will not obstruct the aisle.
4. If a passenger refuses to comply with these rules, continue in service and notify the Dispatcher.
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**Purpose:** This procedure outlines the proper handling of bicycles on transit vehicles.

**Procedure:**

1. All Jefferson Transit fixed route vehicles are equipped with bike racks that hold either two or three bikes.
2. It is the responsibility of the passenger to load and unload his/her bike from the rack.
3. Transit Operators are required to instruct new users of the bike rack in their use, but they are not required to get off the vehicle and assist with loading or unloading.
4. Be vigilant about watching for passengers loading and unloading bikes from the bike rack before resuming service at a stop.
5. If there are more passengers with bikes at any one time than spaces on the rack, the Transit Operator may use his discretion to allow passengers to bring their bikes on board the vehicle.
6. Bikes that are brought on board must be under the control of the owner/passenger at all times.
7. If possible, the bike should be stowed in the wheelchair securement area if it is not already in use.
8. If a passenger with a mobility device boards the bus, the Transit Operator will ask the passenger with the bike to vacate the securement area. If there is no other space available on the vehicle, the passenger with the bike may be asked to leave the bus. Passengers take priority over bicycles.
Purpose: This procedure outlines how to collect fares and respond to fare evasion. Transit Operators are responsible for knowing the fares, methods of collection, county boundaries, and this procedure.

Procedures:

**Collecting Fares:**

1. Operators are responsible for inspecting the fare of every passenger who boards their vehicle and informing passenger of Jefferson Transit’s fare policies.
2. Exact change is required. Transit Operators do not make change.
3. Be consistent. Ask passengers to show their fares every day.
4. Be firm and respectful. Your safety and the safety of your passengers are of the highest importance. Respectfully and firmly remind passengers of Jefferson Transit’s fare policy, but avoid confrontations that put you or your passengers at risk.
5. In respect to partial payment, use your professional judgment on whether or not to issue a daily pass to a customer who has made an effort to pay the fare but only makes a partial payment.
6. Fare collection when leaving a layover: If passengers are on your vehicle following a layover, make an announcement inviting them to pay their fare or show proof of payment.
7. Issue a daily pass to everyone who pays a valid fare. In addition to allowing the passenger to ride all day, the pass serves as proof of payment.

**Responding to Fare Evasion:**

1. If a customer does not pay the fare, inform the person of the fare policy.
2. Transit Operators may deny boarding to a fare evader if it will not pose a threat to the Operator’s safety or that of his/her passengers.
3. If a fare evader has been denied service by the Transit Operator, the Transit Operator should inform Dispatch.

Important note: Do not ask customers who may be unable to take care of themselves such as minors traveling alone, the elderly or persons with disabilities or mental illness, to leave the vehicle.

4. Report any chronic fare evaders to your supervisor in person or in writing.
Fare Overpayment:

1. If a large bill is put in the fare box, notify Dispatch.
2. Instruct the passenger to contact Customer Service regarding the incident and provide the day, time and route number to initiate an investigation.
3. Do not tell the passenger that they will or will not receive a refund of their overpayment.
Purpose: this procedure outlines how to respond to customer conduct issues, including emergency responses related to customer conduct situations.

The following conduct is prohibited by Washington State law (RCW 9.91.025, unlawful transit conduct):

A person is guilty of unlawful transit conduct, punishable as a misdemeanor, if, while on or in a transit vehicle or in or at a transit station, he or she knowingly:

- Smokes or carries a lighted or smoldering pipe, cigar, or cigarette, unless he or she is smoking in an area designated and authorized by the transit authority;
- Discards litter other than in designated receptacles;
- Dumps or discards, or both, any materials on or at a transit facility including, but not limited to, hazardous substances and automotive fluids;
- Plays any radio, recorder, or other sound-producing equipment, except that nothing herein prohibits the use of the equipment when connected to earphones or an ear receiver that limits the sound to an individual listener. The use of public address systems or music systems that are authorized by a transit agency is permitted. The use of communications devices by transit employees and designated contractors or public safety officers in the line of duty is permitted, as is the use of private communications devices used to summon, notify, or communicate with other individuals, such as pagers and cellular phones;
- Spits, expectorates, urinates, or defecates, except in appropriate plumbing fixtures in restroom facilities;
- Carries any flammable liquid, explosive, acid, or other article or material likely to cause harm to others, except that nothing herein prevents a person from carrying a cigarette, cigar, or pipe lighter or carrying a firearm or ammunition in a way that is not otherwise prohibited by law;
- Consumes an alcoholic beverage or is in possession of an open alcoholic beverage container, unless authorized by the transit authority and required permits have been obtained;
- Obstructs or impedes the flow of transit vehicles or passenger traffic, hinders or prevents access to transit vehicles or stations, or otherwise unlawfully interferes with the provision or use of public transportation services;
- Unreasonably disturbs others by engaging in loud, raucous, unruly, harmful, or harassing behavior;
• Destroys, defaces, or otherwise damages property in a transit vehicle or at a transit facility;
• Throws an object in a transit vehicle, at a transit facility, or at any person at a transit facility with intent to do harm;
• Possesses an unissued transfer or fare media or tenders an unissued transfer or fare media as proof of fare payment;
• Falsely claims to be a transit operator or other transit employee or through words, actions, or the use of clothes, insignia, or equipment resembling department-issued uniforms and equipment, creates a false impression that he or she is a transit operator or other transit employee;
• Engages in gambling or any game of chance for the winning of money or anything of value;
• Skates on roller skates or in-line skates, or rides in or upon or by any means a coaster, skateboard, toy vehicle, or any similar device. However, a person may walk while wearing skates or carry a skateboard while on or in a transit vehicle or in or at a transit station if that conduct is not otherwise prohibited by law; or
• Engages in other conduct that is inconsistent with the intended use and purpose of the transit facility, transit station, or transit vehicle and refuses to obey the lawful commands of an agent of the transit authority or a peace officer to cease such conduct.

In addition, Jefferson Transit’s Passenger Code of Conduct requires the following:
• Pay the correct cash fare or show a pass when boarding
• Remain seated while the bus is in motion
• Hold on to a hand rail while the bus is in motion if no seats are available
• Keep aisles free of all items
• Ride quietly and respect the rights of other passengers (using drugs or alcohol, smoking, littering, spitting, possessing strong odors, playing audible music, swearing, or otherwise behaving in an unruly or harassing manner are all prohibited)
• Keep all beverages in spill-proof containers
• Refrain from eating
• Do not carry hazardous materials while riding with us
• Keep animals, including pets and service animals, under close control or in a closed container
• Allow transit operators to drive their buses safely
• Cross behind buses, and wait until after the buses leave to cross the street
• Walk with bikes and carry skateboards at any Jefferson Transit Authority properties
Procedures:

**Customer conduct requiring an emergency response:**

Any behavior that is threatening, interferes with the safe operation of your vehicle or risks your safety or that of your passengers requires an emergency response. If you have an emergency situation, do the following:

1. Immediately notify Dispatch. If you believe it is not safe to talk openly about the situation on the radio, call and identify yourself by saying “JT” and your vehicle number, the accepted code for an emergency situation.

2. When dealing with people who are being overtly threatening or carrying a weapon, attempt to defuse the situation by:
   a. Being firm, assertive and respectful
   b. Explaining the consequences of the person’s actions
   c. Not reacting to bad words or bluster
   d. Not touching the person or attempting to confiscate his/her property

Important Note: Do not respond physically when confronted with threatening, violent behavior or unstable customers unless it is absolutely necessary to defend yourself or your passengers and the degree of physical force is only that which is minimally necessary.

3. If it is safe to do so, secure the bus and open the doors. The threatening passenger may be asked to leave the vehicle.

4. Protect yourself and your passengers. Evacuate the vehicle, if necessary.

5. Follow Dispatch instructions and assist emergency responders as requested.


**Conduct violations not requiring an emergency response:**

It is the Transit Operator’s responsibility to respond to any behavior that is a violation of the Jefferson Transit Passenger Code of Conduct or state law that pertains to transit conduct. Take the following actions in the event of Code or legal violations that do not require an emergency response:

1. Inform the passenger that his/her behavior is a violation of the Jefferson Transit Code of Conduct or state law, punishable as a misdemeanor. Be firm, assertive and respectful.

2. Do not touch the passenger.

3. Do not threaten the passenger or confiscate any property, including bus passes.

4. If the behavior continues or is repeated by the same person:
   a. Notify Dispatch. Be prepared to describe the problem and the offender in detail. You may also report chronic offenders in person or in writing to your supervisor.
b. You may ask the offender to exit the bus when they violate the Passenger Code of Conduct or the state law. But you may not physically remove the person.

c. If a customer violates the Code or the law and will not leave when asked, notify Dispatch.

5. Transit Operators cannot issue Passenger Exclusions.


Important note: Do not ask customers who may be unable to take care of themselves such as minors traveling alone, the elderly or persons with disabilities or mental illness, to leave the vehicle. Request assistance from Dispatch or a field supervisor.

Other Customer conduct issues:

Behaviors that are not a violation of the Passenger Code of Conduct or the state law and do not pose a safety concern may still be offensive to other passengers.

1. Intoxication: Intoxicated persons who are not offensive or unruly may ride Jefferson Transit vehicles.

2. Signature Gathering: Signature gathering is permitted on Jefferson Transit property as long as it is not conducted in a way that creates a risk to safety, impedes or blocks the free movement of passengers in and out of the vehicle or interferes with transit operations. Individuals gathering signatures must stay clear of the vehicle doors. If a signature-gatherer inside the vehicle creates a safety risk, you can request that the activity be stopped.

3. Sleepers: Passengers are allowed to sleep on the vehicle while it is in service. If a passenger is found sleeping on the vehicle when it is out of service or at the Transit Operations Base:
   a. Stand four feet away from the passenger but within sight, and wake him/her with a loud voice or by clapping hands.
   b. If the passenger fails to wake up, notify Dispatch. Remain with the vehicle until help arrives.
   c. If you see someone sleeping at a transit center or bus shelter, notify Dispatch.

Refusing service to passengers:

1. Transit Operators may refuse service to a person who is in violation of the Jefferson Transit Passenger Code of Conduct or the state law.

2. Inform the passenger that his/her behavior is a violation of the Jefferson Transit Code of Conduct or state law, punishable as a misdemeanor. Be firm, assertive and respectful.

3. If you have refused service to a passenger, notify Dispatch and fill out a WSTIP Event Report at the end of your shift.
Purpose: This procedure outlines how to secure, report and turn in items found on the bus.

Procedure:

1. Inspect vehicles regularly for valuables left by passengers.
2. Do not reach into bags or containers left on the vehicle where potentially hazardous items may be concealed.
3. If you find an item left on the vehicle, complete and attach a Lost and Found tag to the item.
4. If you find any of the following items, notify Dispatch:
   - camera
   - jewelry
   - bicycle
   - purse
   - wallet
   - briefcase
   - computer
   - medication
   - illegal drugs
   - any weapon
   - cash (do not report amount of cash on the air)
5. Secure lost and found items on the bus by stowing them where they can’t be seen by passengers. If an item cannot be secured, notify Dispatch.
6. A passenger may retrieve his/her lost item directly from you while it is in your control. To issue the item to the passenger:
   a. Have the passenger describe the item.
   b. Have the passenger complete the appropriate information on the Lost and Found tag but retain the tag.
   c. Notify Dispatch that the item has been retrieved.
   d. Turn in the completed Lost and Found tag to the Dispatcher or the Customer Service Clerk at the end of the shift.
7. If a passenger asks about a lost item that is not in your control, ask the passenger to contact Customer Service any time during normal business hours Monday through Friday. Do not tell the passenger if his/her item has or has not been found.
8. At the end of the day, submit all unclaimed lost and found items to the Dispatcher or Customer Service Clerk.
Purpose: This procedure outlines the policy pertaining to animals on Jefferson Transit vehicles and how the Transit Operator can assist in enforcing the policy.

The policy for animals on Jefferson Transit vehicles is as follows:

1. All service animals are allowed to ride with their owner. This applies to any animal that is considered a service animal and is not limited to dogs.
2. All other animals are allowed on transit vehicles at no charge as long as they are under the owner’s control and do not take up a seat, i.e. they must sit on the floor, the passenger’s lap or be in a container on the passenger’s lap.
3. Animals may ride on a space available basis. If a transit vehicle is at capacity and there is no room to accommodate an animal, even one which complies with the other terms of this policy, they must wait for the next vehicle.
4. Any animal, including a service animal, which is not under control, may be removed from the bus. Not under control means showing aggressive behavior, defecating, urinating, physically touching other passengers such as pawing, etc. Allergic reactions from other passengers or fear of the animal are not sufficient grounds to remove an animal of any kind.
5. Situations involving animals can be unpredictable. Every effort should be made to accommodate the passenger in the implementation of this policy.

Procedure:

1. Inform passengers with animals of the policy, if they are not already aware of it.
2. Do not ask passengers if their animal is a service animal.
3. Animals that must be in an appropriate container include birds, reptiles, amphibians and rodents.
4. If an animal is not under the owner’s control, you may ask them to leave the vehicle. Notify Dispatch before asking the owner to leave. De-board the animal and owner in a safe location.
5. If an animal is showing aggressive behavior and the owner refuses to leave the vehicle, notify Dispatch immediately.
6. The passenger is responsible for any damage or soiling caused by the animal. Notify Dispatch immediately if an animal soils the bus.
7. If an animal causes damage to another passenger’s personal property, refer the passenger to the Port Townsend Police Department or the Jefferson County Sheriff’s Department.
Purpose: This procedure outlines the proper procedure to transmit customer comments to appropriate staff for tracking and response.

Procedure:

1. If a passenger makes a verbal suggestion or comments about an issue, suggest that they fill out a customer comment form.

2. If a passenger hands you a completed customer comment form, submit it to the Customer Service Clerk at the end of your shift.
Purpose: This procedure outlines several rules for the safe operation of transit vehicles and is in effect for all transit services.

The National Safety Council has compiled statistics that indicate that more than 77% of vehicle collisions are caused by driver error. The professional Transit Operator can reduce the risk of accidents/incidents by following Jefferson Transit rules for vehicle operations and Defensive Driving guidelines. Safe operation of transit vehicles makes a lasting impression on the public. Maintain your safe driving record and take pride in it.

Procedure:

1. Only active, licensed Jefferson Transit employees who have successfully completed the required training may operate a Jefferson Transit vehicle in service. Operators may not allow an unauthorized or unqualified person to operate Jefferson Transit vehicles or carry out the duties of a Transit Operator.

2. Any time the Transit Operator is in the driver’s seat, they are responsible for the safe movement of the vehicle under all conditions.

3. Transit operators must wear seatbelts whenever they are operating a vehicle.

4. Do not eat or drink while operating a vehicle in motion.

5. No audio or video device of any kind including headsets, wireless earpieces, and cell phones shall ever be used or visible while you are in the driver’s seat unless you are parked at a layover or have authorization from the Operations Manager, field supervisor or Dispatch.

6. Obey all speed limits.

7. Obey all slow orders. Slow orders are directives that restrict speed due to special circumstances including construction/repair of a street, mitigating operating issues such as obstacles in the road or traffic/pedestrian conditions.

8. Obey all traffic laws. Operators who receive traffic citations are responsible for paying them.
Purpose: This procedure outlines several critical rules for on-board vehicle equipment.

Procedure:

1. Make sure front and rear doors are cleared of passengers and mirrors are visible before shutting the doors. Do not move the bus with doors open.
2. Turn headlights on during all hours of operation.
3. Turn on interior lights during hours of darkness. You may only turn off interior lights if you are deadheading or when interior lights adversely affect visibility. Notify passengers when you are turning off interior lights.
4. Check your destination sign frequently to make sure the display is correct.
5. All vehicle windows should be maintained in a clean condition, free from any adhesive film, glaze application, paper material or any other material that could impede the vision of the Transit Operator.
6. Operators should not place any adhesive film or other covering over any dial or instrument.
Purpose: This procedure instructs the Transit Operator in how to operate the vehicle in inclement weather.

During bad weather, passengers depend on Jefferson Transit to get them where they need to go. All Jefferson Transit employees are to report to work unless the General Manager calls for a closure.

Procedures:

**General Operating Requirements:**

1. Be prepared for snow and ice events. Take the following steps so that you can get to work during snow and ice events:
   a. Allow at least twice the usual time to get to work.
   b. Put traction devices on your vehicle.
   c. Dress warmly and carry survival items in your car, including waterproof clothing.
   d. Carry extra water and snacks.
   e. If you live in an area that is difficult to drive during snow and ice events, plan ahead. Consider staying with family or friends; make arrangements to carpool or park away from steep hills or driveways.
   f. Call Dispatch to stay informed about weather and work conditions.
2. Watch for weather-related reroutes and updates on the Jefferson Transit web site at [www.jeffersontransit.com](http://www.jeffersontransit.com) Dispatch will also inform the Transit Operators of snow route operations. Snow routes are posted on the Snow Route Board in the drivers’ room.
3. Work your run if it is running normally; otherwise ask Dispatch for instructions. Services may be altered on bad weather days.
4. Be prepared to clear ice from the vehicle windshield and mirrors.
5. Expect and follow all verbal instructions from supervisory personnel during snow and ice events.
6. Follow the Snow Route maps as directed. Call Dispatch for any snow route clarification needed.
7. Limit your calls to Dispatch as much as possible.
8. Reduce your operating speed and increase your following distance between your vehicle and those ahead of you.
9. Take extra care driving on bridges and in shaded areas. These areas will freeze first.
10. Stay clear of snowplows, sanding trucks and snowdrifts.
11. Notify Dispatch of drooping or downed trees or power lines.
12. If conditions worsen to the point where they may result in the vehicle getting stuck or being in an obviously unsafe situation, notify Dispatch and follow instructions.

**Driving with Traction Devices:**

1. Drive vehicles equipped with cables/chains no faster than 25 mph.
2. Where possible, stay on the crown of the road or in existing ruts.
3. Stay as far from curbs as possible to prevent damage to cables/chains.
4. Use a light foot on the throttle and don’t spin the vehicle wheels.
5. Inspect cables/chains frequently. If you have any loose or broken cross-links, notify Dispatch.
6. If a broken chain in slapping against the vehicle and cannot be tied down:
   a. Stop the vehicle, turn on 4-way flashers, set the parking brake and put the vehicle in neutral.
   b. Do not turn the vehicle off. Keep the heater operating and keep doors closed.
   c. Notify Dispatch and follow instructions.
   d. Keep passengers advised of the situation. Allow passengers to de-board the bus if it is in a safe location.

**Anti-lock Braking System (ABS) (Gilligs only):**

1. The ABS system senses wheel lock-up and engages automatically to increase vehicle stability and control.
2. For emergency braking, apply firm and constant pressure on brakes. Do not pump the brakes.
3. The ABS system will activate automatically, producing a pulsing sensation and a hissing sound.
4. If the ABS malfunctions, the vehicle will retain its normal braking system.

**Winter Lift Tips**

1. Use fast idle on all vehicles when operating the lift.
2. Upon initial deployment, raise the lift to the bus floor (up) position before lowering it to ground level.
3. If the lift does not deploy, see if the power light is on. If not, apply the service brake, release the parking brake, then reapply the parking brake sharply. The power light should come on and the lift should work.
4. When stowing the lift, stow it from the bus floor (up) position.
5. Keep the surface of the platform clear of ice or other debris.
6. Do not use salt, gravel or deicer on the lift to keep it clear of snow and ice.
7. If the lift still has problems, raise and lower it a minimum of three times before stowing it and notify Dispatch.

Driving Through Water
1. Do not drive through water deep enough to reach the bottom of the front stairwell.
2. If water is too deep to drive through, find the most expedient safe route around the flooded area and notify Dispatch.
3. When driving through standing water, do not exceed 5 mph. Try to avoid soaking pedestrians and blinding other drivers.
4. Once you are out of the water, drive at a reduced speed and apply brakes lightly to dry brake linings.
5. Test the brakes. If brakes are not acting normally, attempt to dry out brakes again by applying brakes lightly.
6. Repeat brake drying and testing until brakes operate normally.

If The Vehicle Gets Stuck
1. If your vehicle gets stuck, turn on 4-way flashers, set parking brake and put bus in Park.
2. Do not turn off the vehicle. Keep the heater operating and keep doors closed.
3. Notify Dispatch and follow instructions.
4. Keep passengers advised of the situation. Allow passengers to de-board the vehicle if it is in a safe location.
Purpose: This procedure outlines how to operate vehicles in a manner that is safe, maintains the schedule and provides the most comfortable ride to the passenger.

Procedure:

1. Do not exceed the posted speed limit.
2. Do not impede the normal traffic flow. Be mindful of vehicles behind you. Avoid having a line of 5 or more vehicles form behind you. If someone is following too close, pull over in a safe location and let the other vehicles pass.
3. Plan ahead for passenger comfort and safety. When pulling away from a bus stop, check to see that all passengers are seated, check exterior mirrors and accelerate smoothly and steadily.
5. Apply brakes gradually when stopping and slightly let up on the pressure on the brake just before stopping for the smoothest stop. Do not stop abruptly unless unexpected traffic conditions require you to do so. Be observant of conditions around you at all times, including other vehicles, pedestrians and road conditions.
6. Do not take the vehicle out of gear to cost to a stop at any time.
7. Prevent tires from making contact with curbs.
8. Avoid speed bumps and chuck holes when possible. If speed bumps or chuck holes can’t be avoided, reduce speed and roll over them gently rather than accelerating.
9. Do not pass another vehicle on a two-lane road unless the vehicle to be passed is at a complete stop and you have determined that there is no oncoming traffic or other road hazard present.
10. In the presence of road maintenance or farm equipment traveling at 15 mph or less, it is permitted to pass using extreme caution.
11. Transit Operators will come to a complete stop at a traffic signal that is red or yellow. If a Transit Operator is in the intersection when the light turns from green to yellow, exercise extreme caution and clear the intersection as quickly as is safely possible.
12. Transit Operators will come to a complete stop at every stop sign. If the Transit Operator is turning at the stop sign, he/she will signal his/her intent 30 feet before the intersection and leave plenty of room to make a square turn.
13. When a Transit Operator encounters congestion at an intersection, care should be taken not to block the intersection. Stay back from the intersection until it can be cleared successfully.
14. Animals on the road: slow down, maintain control of the vehicle, avoid swerving and use your horn as warning to the animal as a last resort. Do not make evasive maneuvers that would endanger your passengers.

15. Yield to other buses attempting to reenter traffic ahead of you. Acknowledge that other drivers do not necessarily recognize that transit buses have the right-of-way; exercise extreme caution when reentering traffic.

16. Cede the right-of-way to all emergency vehicles.

17. Do not pass through or impede funeral processions.

18. Stopping at railroad crossings:
   a. All Jefferson Transit vehicles must slow down at controlled railroad crossings and stop if the controls are activated. Controlled crossings are those that are controlled by a police officer or flagger, controlled by a traffic signal or a crossing gate with or without flashing lights.
   b. If a controlled crossing is not active, reduce speed, cover the brake, look and listen for a train in both directions before driving smoothly over the tracks.
   c. All Jefferson Transit vehicles must stop at uncontrolled railroad crossings, usually identified by a simple white cross-buck warning on the road.
   d. Do not stop on the tracks for any reason.
   e. When stopping at a railroad crossing, do the following:
      1) Activate 4-way flashers between 100 and 200 feet from the crossing.
      2) Stop 15 – 30 feet from the nearest rail, or at a marked stop line.
      3) Stop at a location that allows the best visibility.
      4) Look both ways and listen for approaching trains.
      5) If no trains are approaching and there is sufficient space to clear the tracks, move smoothly across the tracks.
      6) When crossing multiple tracks, watch and listen for approaching trains on all tracks.
      7) After completely crossing the tracks and regaining speed, cancel the 4-way flashers.
Purpose: This procedure outlines the appropriate use of 4-way flashers on Jefferson Transit vehicles.

Procedure:

4-way flashers will be used when:

1. Boarding or de-boarding passengers at all stops
2. To warn motorists of a hazard in front of the vehicle
3. When approaching an uncontrolled railroad crossing (activate flashers a minimum of 100 feet before the crossing)
4. When backing a vehicle
5. When involved in a collision unless there is danger of a fuel leak
6. Any other time instructed in these Standard Operating Procedures
7. Be sure to de-activate the flashers when pulling away from a stop or entering a lane of traffic.
Purpose: This procedure outlines the proper conditions for operating according to a posted schedule.

Procedure:

1. Transit Operators will ensure that their vehicles are operating as closely as possible to the established time schedule. Under normal conditions, no vehicle shall depart from any layover later than five minutes beyond the scheduled departure time, but every effort should be made run on time.

2. Transit Operators may request additional wait time from the Dispatcher if they know that there are passengers transferring from a connecting route that is running late.

3. If a Transit Operator is running more than 5 minutes late due to traffic conditions, weather, mechanical problems or other reasons, notify the Dispatcher.

4. Time points on a schedule should be considered departure times unless arrival is specified on the schedule. At no time should a Transit Operator “run hot”, leaving the time point before the scheduled departure time. If a Transit Operator arrives early at a given time point, he/she may wait until the designated departure time.
Purpose: This procedure outlines the rules for maintaining a proper following distance from vehicles in front of you.

Procedure:

1. Under ideal conditions, a Transit Operator will maintain a following distance of at least 5 seconds when the vehicle is traveling 40 mph or less.
2. Increase your following distance 1 second for each 10 mph increment over 40.
3. Reduce speed and increase following distance when driving in adverse weather conditions. Notify Dispatch if this will lead to schedule delays.
Purpose: This procedure outlines how to enter and leave bus stops and serve passengers at bus stops. See also SOP #601 for procedures regarding serving passengers with disabilities.

Procedures:

**Entering a bus stop and serving passengers:**

1. Use right turn signal to indicate your planned move into the bus stop.
2. Keep turn signal on while pulling into the stop and while serving the stop.
3. Turn on 4-way flashers.
4. Open doors when the vehicle is fully stopped and make any required announcements.
5. Keep brake pedal covered with your foot or set parking brake while doors are open.
6. De-board and board all passengers. Greet or acknowledge passengers as they board. Respond to any passenger questions in a polite, respectful way.
7. Once all passengers are aboard, close your doors.

**Leaving a bus stop**

1. Do not attempt to move the vehicle before all passengers have the opportunity to sit down or to stand behind the yellow line at the front of the vehicle. Passengers may not stand in the stairwells or block mirrors.
2. Make sure the front and rear doors are cleared of passengers and mirrors are visible.
3. Do not move the vehicle with the doors open.
4. Turn off the 4-way flashers.
5. Check the left blind spot. Remember to bob and weave in your seat to increase your ability to see areas reflected by the mirrors and to see around visual barriers.
6. Turn on your left turn signal and prepare to reenter traffic.
7. Double check right side of the vehicle, including the mirror.
8. Enter traffic only when there is a sufficient gap. Do not assume other vehicles will yield.

**Haines Place Park and Ride Operating Procedures**

1. Jefferson Transit in-service vehicles enter the Haines Place Park and Ride (P & R) only at the entrance to the bus turnaround.
   a. Bus bays are assigned as follows:
b. First bay (after completing turnaround, closest to the stop sign): #11 Shuttle

c. Second Bay: routes 1, 7, 8

d. Third bay: routes 2, 3, 6

e. Fourth and fifth bays: out of service vehicles on short breaks (10 minutes or less)

f. Sixth and seventh bays (opposite bays 2 and 3): out of service vehicles on longer
breaks, or if there is no room to park anywhere else in the turnaround.

2. Observe the speed limit of 5 mph.

3. All exiting passengers should de-board on to a sidewalk adjacent to the turnaround.

4. Only board passengers at bays 1, 2 or 3, except in inclement weather.

5. Transit Operators should position their vehicles in the appropriate departure bay 5 minutes
before their departure time to load passengers.

6. Vehicles going out of service should avoid dropping passengers so that they have to walk
between vehicles.

Flag Stops:

1. Within Port Townsend, the Tri-Area and Brinnon city limits, on roads where speed limits are
25 mph or lower, it is considered safe enough to allow flag stops, even if they are not
marked by bus stop signs. In these areas, Transit Operators may stop anywhere they judge
safe for the vehicle to pull over, and safe for the passenger to get off the vehicle safely.
The relative safety of flag stops may change based on conditions (traffic, weather, time of
day etc.) so a Transit Operator must use the best judgment at the time of the request.

2. When possible, Transit Operators should pull the vehicle outside of the fog line of the road.
If this is not possible, block the entire lane of travel and turn on the 4-way flashers before
stopping. Transit Operators should never attempt to pull a vehicle off the road onto a soft
or a slick surface (wet grass, mud, ice or snow).

3. When choosing a flag stop, Transit Operators must have clear visibility to the rear of the
vehicle. Do not stop after hill crests, right-hand turns or right-hand sweeping curves
because of reduced visibility.

4. If a passenger insists on being let off within a prohibited area, inform the passenger that
you are not permitted to stop in that location for safety reasons and will let him/her off at the
first safe opportunity.

5. If a passenger tries to flag a vehicle down in a prohibited area, Operators should not stop,
but immediately notify Dispatch of the missed pickup.
Purpose: This procedure outlines how to operate transit vehicles near pedestrians and cyclists.

Procedure:

1. Provide a wide berth for pedestrians and bicyclists. Allow for at least four feet of clearance when you pass a cyclist. The draft created by a moving bus can destabilize the rider if the vehicle passes too close.

2. Use the “rule of three”: Do not get into a situation where there are two vehicles and a bike or pedestrian lined up across the width of the street. Slow down enough to let the oncoming vehicle to pass the bike rider or pedestrian, then proceed, leaving plenty of room for clearance as you pass.

3. Travel at a safe distance at all times. Always allow enough clearance that, if the bicyclist fell over, would leave enough room for the bus to avoid injuring the rider.

4. Bike lanes are for the exclusive use of cyclists. Travel in the vehicle lane when operating on a road with a bike lane or bike path.

5. If you need to cross a bike lane to service a stop, give cyclists the right of way. Wait for any cyclists to ride through and out of your path of travel before moving into the stop. When preparing to reenter traffic, yield right-of-way to cyclists merging from bike lanes.
Purpose: These procedures outline how to use the vehicle lift and bus kneeling devices properly. For more information on how to assist people with disabilities, refer to SOP #601.

Procedures:

Vehicle lift:

1. Cycle the lift during the vehicle’s pre-trip inspection to make sure it is working properly. Do not operate a vehicle if the lift is not working.
2. Position the vehicle so that mobility devices have room to move straight on to the lift and so that the lift is evenly positioned on the ground or on a curb when in the “down” position.
3. Deploy the lift in the “down” position.
4. Instruct the passenger of when it is safe to enter or exit the lift, and how to hold the handrails.
5. Passengers may position wheelchairs or scooters facing forward or backward to move onto the lift, but backward is preferable for the best weight distribution.
6. Ask the passenger to set brakes and turn off power to the mobility device while on the lift.
7. Attach the lift belt (if part of the lift design) around the outside of mobility devices. If the belt will not fit around the device, attach the red extension belt that is provided on all vehicles. Make sure that the lift belt does not pass through any part of the mobility device, where it could become tangled.
8. Ask the passenger if he/she is ready for the lift to be deployed.
9. Transit Operators may place one hand on or near the mobility device so they will feel if it moves while the lift is operating.

Amerivan Ramps:

1. Try to position the van next to a curb, which provides a level surface for entering and exiting the van.
2. If a curb is not available, the Transit Operator should minimize the angle of the ramp as much as possible by careful placement of the van.
3. The ramp should never be deployed on the downhill side of the van, as that increases the ramp angle, making it too steep for safe operation.
4. Lower the ramp to the raised curb, sidewalk or concrete pad to board or de-board the passenger.

De-boarding passengers using mobility devices:
1. Stop and align the front door to allow room to properly deploy the ramp or lift.
2. Open the doors and board/de-board the other passengers.
3. Secure the vehicle and activate 4-way flashers.
4. Deploy the ramp/lift.
5. Assist passengers with release of securement straps if necessary.
6. If the lift is to be used, ask the passenger to set brakes and turn off power to the mobility device while on the lift.
7. Monitor the passenger as they exit the vehicle, as above.
8. Once the passenger is clear of the vehicle, stow the ramp/lift.
9. Return seats in the securement position to the down position before proceeding in service.

**Kneeler:**

1. Ensure that everyone is clear of the bus before activating the kneeler.
2. Do not use the kneeler at curbs or on uneven ground.
3. Hold the kneeler toggle switch in the “down” position until the vehicle is all the way down.
4. Load the passengers.
5. Press and hold the toggle switch in the “up” position until the vehicle is all the way up. Release the switch as soon as the vehicle is all the way up.
6. The kneeler will not operate if the wheelchair power switch is on. Do not try to cycle the lift while the bus is down.
7. Rear brake interlock activates when the kneeler is in operation. If you try to accelerate with no success, check to see that the kneeler is all the way up and in the “off” position.
Purpose: This procedure describes the proper use of the AM / FM radio systems located in the driver compartment of Jefferson Transit buses.

Jefferson Transit’s Passenger Code of Conduct and RCW 9.91.025 prohibit the use of audible music devices by passengers on transit coaches. Therefore, it can be viewed as unfair by the public to allow transit operators to subject his / her passengers to the same prohibited conditions.

Procedure:

1. It is understood that the AM / FM radio systems are provided as a convenience for transit operators.

2. These AM / FM radios are to be used only under circumstances listed below:
   a. Deadheading
   b. During breaks
   c. In revenue service when there are no passengers on board.
      • Radio must be turned off before boarding passenger(s)

3. Failure to follow this policy, as indicated by customer complaints, may result in the removal of all AM / FM radio systems from Jefferson Transit coaches.
**Title:** Definitions and General Expectations

**SOP #** TO-501

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**Pages:** 1

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**Purpose:** The purpose of this section is to define clearly the steps to follow in the event of an incident, accident, security risk or other emergency situation. These could include the following:

- Collisions involving your vehicle and a moving vehicle.
- Collisions involving your vehicle and a stationary object.
- Collisions involving your vehicle and a pedestrian.
- Incidents involving passenger on your bus or boarding or exiting the vehicle that include slipping, bumping, or falling, whether or not they sustain an injury.
- Assaults upon a passenger or Transit Operator
- Accidents in the vicinity of the vehicle without direct involvement of your vehicle.
- Finding a suspicious package or object on your vehicle
- Environmental emergencies
- In-service Mechanical Problems

**Procedure:**

1. In the event of any emergency situation, the Transit Operator **must always do the following:**
   
   a. Assess the condition of the passenger(s)
   b. Notify Dispatch immediately of the situation.
   c. Remain at the location of the accident/incident if there is any possibility that an injury may have occurred.
   d. Provide Dispatch with the following information as soon as possible:
      1) Your vehicle number and precise location
      2) The number and types of injuries sustained, if any
      3) A brief description of the event
   e. Answer any questions from Dispatch
Purpose: This procedure outlines responses to various types of emergencies other than accidents and incidents. It is impossible to anticipate every type of emergency; therefore it is important to use good judgment and know your limitations, as well as to be familiar with these procedures.

Procedures:

General Emergency Response:

1. Immediately report any emergency event to Dispatch.
2. Assess the situation. Protect yourself and your passengers by stopping and securing the vehicle. Evacuate the vehicle, if necessary. If evacuation is necessary, move passengers to an area that is safe from traffic and other obvious hazards and attempt to keep passengers together until emergency responders, incident commander, Dispatch or a supervisor clears you to go.
3. When Dispatch acknowledges your call, state your precise location and direction of travel. Respond to questions as clearly and concisely as possible. Keep your transmissions brief and to the point.
4. Follow Dispatcher instructions. Request clarification, more specific instructions or repetition of instructions when needed.
5. Keep passengers advised of the situation.
6. Follow instructions from emergency responders.
7. When you are able to continue in service following the emergency response, notify Dispatch.

Release or Spill of Unknown Substance on the Vehicle

1. Assess the situation. Evaluate:
   a. Is the item hidden, obviously suspicious or not typical?
   b. Is there an immediate risk to human life or health?
   c. Is anybody experiencing an adverse reaction to the unknown substance?
2. If you determine there is no reasonable explanation for the substance but it does NOT appear to pose an immediate danger:
   a. Notify Dispatch.
   b. Follow Dispatch instructions. Be prepared to evacuate the vehicle if necessary.
3. If the unknown substance poses an immediate threat to human life or health:
   a. Notify Dispatch.
b. Pull over and secure the bus.
c. Advise passengers of the situation.
d. Evacuate the passengers.
e. Close the vehicle doors.
f. Move passengers away from the vehicle to an area that is safe from traffic and exposure to the substance.
g. Attempt to keep passengers together until cleared by the emergency responder Incident Commander.

**Hazardous Spill on the Route**

1. Avoid all contact with the spill.
2. Do not drive across or near the spill.
3. Pull over to a safe location.
4. Notify Dispatch of the situation.
5. Dispatch will reroute your vehicle as needed to avoid the spill.

**Fire or Smoke on the Vehicle**

1. Notify Dispatch immediately. Use a cell phone if the radio is unavailable or malfunctioning.
2. Stop, secure and evacuate the bus at the nearest safe location. Once the bus is stopped, do not move it without permission from emergency responders, Incident Commander, Dispatcher or Supervisor. In the event of an evacuation, move passengers to an area that is safe from traffic and other obvious hazards and attempt to keep passengers together until emergency responders, Incident Commander, Dispatch or a Supervisor clears you to go.
3. Use the on-board fire extinguisher only if it is safe to remain on the bus. Notify Dispatch if an onboard extinguisher is used and submit a bad order for it.
4. Follow Dispatch instructions.
5. Keep passengers advised of the situation.

**Strong Sulfur Smell – Possible Hot Battery**

1. A strong sulfur smell could indicate a hot battery and is considered an emergency situation.
2. Notify Dispatch. If you are unable to use the radio due to malfunction or evacuation, use a cell phone to call Dispatch.
3. Stop, secure and evacuate the bus at the nearest safe location. Once the bus is stopped, do not move it without permission from emergency responders, Incident Commander, Dispatcher or Supervisor. In the event of an evacuation, move passengers to an area that is safe from traffic and other obvious hazards and attempt to keep passengers together until emergency responders, Incident Commander, Dispatch or a Supervisor clears you to go.
4. Follow Dispatch instructions.
5. Keep passengers advised of the situation.

Downed Power Lines

1. Any downed power line is considered to be a hazardous situation. Treat all downed power lines as “live” and do not touch power lines with any object or any part of your body.
2. Do not drive across a downed power line. Reroute your vehicle as needed to avoid the power line.
3. If there are sparks or fire coming from the line, notify Dispatcher of a potential or actual fire emergency. If there are no sparks or fire present, notify Dispatch that your route is blocked.
   a. If a power line falls on or is in contact with your vehicle in any manner:
   b. Notify Dispatch immediately.
   c. Keep the vehicle stopped.
   d. Keep all doors closed and all passengers on the bus. Inform passengers of the situation and instruct them to remain seated.
   e. Follow Dispatch instructions.
   f. Keep passengers advised of the situation.
   g. Do not move the bus or allow passengers to leave it until cleared to do so by emergency responders, Incident Commander, Dispatch or Supervisor.

Earthquake

1. Secure your vehicle at the nearest safe location. Do not stop or travel on or under any overpass, bridge, ramp structure or trestle. Keep intersections and driveways clear.
2. Remain on the bus with all doors closed. Inform passengers of the situation and instruct them to remain seated.
3. Notify Dispatch of any observed damage and emergency situations.
4. Be prepared for aftershocks following an earthquake.
5. Follow instructions from Dispatch.

Witnessing Criminal Acts/Suspicious Activities

1. Get a detailed description of the suspect and specific activity you are witnessing.
2. If the suspect flees in a vehicle, get a license number and vehicle description.
3. Note the direction of travel of the suspect.
5. Follow Dispatch instructions.
6. Do not pursue a fleeing suspect. If you are on board a transit vehicle, remain on it and in service unless otherwise directed by a Dispatcher or Supervisor.
Declared Emergency Guidelines

1. When the General Manager declares a Jefferson Transit Service Emergency, Jefferson Transit plays a critical role in the community and must continue to deliver reliable service.

2. Certain rules, policies and contractual obligations may be amended during declared emergencies, such as:
   a. Routes may be altered or canceled, therefore, Transit Operators may be asked to work an assignment other than their regularly scheduled shift, or to extend their workday.
   b. While returning to the Operations Base after a run, your vehicle may need to remain in service and pick up all passengers on your deadhead.
   c. Verbal instructions of supervisory staff, Dispatch and other designated personnel should be expected and followed.
   d. Weather may alter drive time so a higher priority may be placed on maintaining headways than staying on schedule.
   e. During an emergency, dispatch or supervision may schedule or modify break time, layover time and scheduled departure times based on conditions.

3. Operators may be required to work on their regular days off.
Purpose:
This procedure outlines steps for Transit Operators to follow in the event of a vehicle collision or passenger falling incident. A calm response, prompt, thorough, accurate reporting and care of your passengers are key elements in accident/incident response.

Procedures:

**Accident Response**

1. Turn on 4-way flashers, set parking brake, put vehicle in neutral and turn off the engine. Do not move the bus or leave the scene of the accident unless cleared by a dispatcher or a supervisor on the scene.

2. Report the accident to dispatch. Any accident, no matter how minor, involving contact between any part of your bus and any vehicle, object or person must be reported to Dispatch immediately.

Important Note: Failure to report an accident as soon as possible after it occurs, attempting to withhold or conceal information, or failing to complete and turn in requested reports within 24 hours of the occurrence are all causes for disciplinary action.

3. When Dispatch acknowledges your call, state your precise location and direction of travel. Respond to questions as clearly and concisely as possible. Keep your transmissions brief and to the point.

4. Follow Dispatcher instructions. Request clarification, more specific instructions or repetition of instructions when needed.

5. Assist injured person(s) to the extent you are able and/or have been trained.

6. Place emergency triangles.

7. Keep passengers advised of the situation.

8. Distribute and collect witness cards, which are found in the accident kit.

9. Follow instructions from emergency responders on the scene.

10. When you are able to resume service, notify Dispatch.

11. At the end of the shift, fill out Jefferson Transit Event Report.

12. Replace/replenish the accident kit before your next work shift.

13. Do not discuss the accident or incident with anyone except a police officer or a Jefferson Transit Manager or Supervisor.
14. Refer all media questions to Jefferson Transit management.

Post Accident Drug & Alcohol Testing

1. Transit Operators who have direct involvement in an accident must be tested for the presence of drugs or alcohol, unless their performance in the situation can be completely discounted as a contributing factor, under the following circumstances:
   a. When a fatality occurs
   b. When an individual suffers an injury requiring immediate medical attention at a medical facility
   c. When a vehicle suffers disabling damage and is towed from the scene
   d. The transit vehicle is removed from operation

2. Operators involved in accidents requiring a drug test must refrain from alcohol use for eight hours following the accident or until an alcohol test is administered.

3. Any Transit Operator who leaves the scene of an accident without permission (except by ambulance) making them unavailable for drug & alcohol testing will be considered to have refused the test and will be subject to discipline up to and including termination.

4. Contact Operations Manager for return to work instructions following the drug test.

If you witness an accident

1. Report the accident to Dispatch immediately:
   a. State if any person is injured or may have been injured OR
   b. State that no injuries are apparent.

2. If the accident is a hit-and-run, get the license plate number, if possible, description of vehicle and driver, and direction of travel of the vehicle.

3. When Dispatch acknowledges your call, state your precise location and direction of travel. Respond to questions as clearly and concisely as possible. Keep your transmissions brief and to the point.

4. Follow Dispatcher instructions. Request clarification, more specific instructions or repetition of instructions when needed.

5. Distribute and collect accident response cards, which are found in the accident kit.

6. Contact Dispatch at the end of the shift to determine what reports will be required.

7. Replace/replenish the accident kit before your next work shift.
Purpose: This procedure instructs the Transit Operator in the safe evacuation of a transit vehicle. Many emergency situations do not require the evacuation of a vehicle. However, certain circumstances may require an organized evacuation until help arrives.

Procedure:

1. Notify Dispatch immediately of any emergency incident with the following information:
   a. Bus location and direction of travel
   b. Circumstances requiring an evacuation and hazards present
   c. Location of injured persons (passengers and others)
   d. Location of passengers requiring additional assistance (elderly, disabled, children etc.)

2. If you are unable to contact Dispatch immediately due to equipment malfunction or need to evacuate the vehicle immediately, contact Dispatch by cell phone as soon as possible.

3. Assess the situation. If possible, delay evacuation until the vehicle can be secured at a location that allows passengers to exit directly onto a sidewalk, shoulder or other area that is safe from other traffic and hazards. If the vehicle is secured in an unsafe location, wait for assistance to facilitate passenger evacuation if possible; however do not delay an evacuation if there is an immediate threat to passengers on board the vehicle.

4. Plan the evacuation:
   a. Identify the method of exiting the vehicle. If the evacuation will be into a lane of traffic or other hazardous area, have the evacuation happen through a single door (preferably the front) to ensure that you can effectively guide passengers off the bus and to an area that is safe from traffic and other obvious hazards.
   b. Identify the evacuation route off the bus and planned safe haven.
   c. If the evacuation takes place on the left side of a highway, plan to direct the passengers around the left side of the vehicle while still maintaining visual contact with them.

5. Make a passenger announcement with the following information, using clear and concise language:
   a. Inform the passengers of the situation and request that they remain calm.
   b. Tell the passengers how to exit the bus, the evacuation route and location of the safe haven.
   c. Ask for assistance from able bodied person to help evacuate the elderly and disabled.
6. Manage the evacuation:
   a. If the evacuation route is into an area of traffic, exit the vehicle and use hand signals with traffic to secure a safe route for passengers to get off the roadway.
   b. Have any able bodied passengers position themselves to assist those who need help.
   c. Guide passengers off the bus and to the safe haven verbally and using hand signals, if needed.

7. Ensure that passengers meet at the safe haven but be prepared to move them if the situation requires it.

8. Attempt to keep passengers together until emergency responders, incident commander, Dispatch or a supervisor clears you.

9. If safe to do so, perform a sweep of the vehicle to ensure that all passengers have been evacuated.
Purpose: This procedure outlines the basic steps for responding to a mechanical problem with your vehicle when you are away from the garage. Your first responsibility is for the safety of your passengers and yourself through the safe operation of your vehicle. Do not operate a vehicle that is unsafe.

Procedures:

1. Report all mechanical problems to Dispatch immediately.

2. If your vehicle must be secured:
   a. Stop at the first safe location. Try not to block roadways or driveways.
   b. If it is necessary to stop on the left hand side of a highway, position the vehicle at an angle so that the rear of the vehicle protects the front door from passing traffic.
   c. Set the parking brake, shift to Park turn on 4-way flashers.
   d. Inform your passengers of a delay due to a mechanical problem.
   e. Exit the vehicle and raise the engine compartment door.
   f. Place safety triangles as instructed in SOP #506 at the right rear corner of the vehicle where it will be visible to approaching vehicles.
   g. Follow instructions from Dispatch. Depending on the nature of the problem, Dispatch may send a replacement vehicle, mechanical assistance or troubleshooting instructions via radio or phone.

3. The following are common problems that should be reported to Dispatch, and the vehicle should be stopped at the nearest safe location. Some of the problems listed also include initial troubleshooting action to be taken by the Transit Operator:
   a. Warning lights and buzzers: stop the vehicle immediately.
   b. Low air warning
      1) Check the air gauge. A normal reading for the gauge is at least 110 psi.
   c. Fluid leaking from the vehicle
   d. Check engine light is on: Notify Dispatch but continue operating the vehicle unless instructed otherwise.
   e. “Gen” light on:
      1) Immediately check voltmeter reading.
      2) If your 24-volt meter reading is 23 volts or lower:
      3) Stop and secure the vehicle at the nearest safe location.
      4) Do not shut the vehicle down unless instructed by Dispatch
5) Turn off interior lights unless doing so will create an unsafe condition for passengers.
6) Notify Dispatch and follow their instructions.
7) Keep passengers advised of the situation.
8) Do not move the vehicle until cleared to do so by Dispatch or a Supervisor.
9) If your 24-volt meter reading is reading above 23 volts:
10) Continue in service.
11) Notify Dispatch and follow their instructions.

f. Low power, slipping transmission or rough engine:
   1) Note any warning lights.
   2) Note the color and amount of exhaust.
   3) If transmission is slipping, try to determine which gear is slipping.
   4) Stop and secure the bus at the nearest safe location.
   5) Check for fluid leaks. Note the color of leaking fluid, if any.
   6) If there are visible fluid leaks, keep the bus secured and notify Dispatch.
   7) If there are no visible leaks, continue in service and notify Dispatch.
   8) Follow Dispatch instructions.

g. Problems with doors:
   1) If you are experiencing a problem with a door, such as the door not opening, not closing or not staying closed:
      a. Make sure the butterfly valve is in the correct position
      b. Check to make sure the lift power switch is off
      c. Cycle the lift.
      d. Check alignment of sensitive edges on doors.
      e. Turn the vehicle off, close the door handle and restart the vehicle.
   2) If none of the above methods corrects the problem:
      a. If the door will not close or stay closed, secure the vehicle and notify Dispatch.
      b. If the door will not open, continue in service, notify the passengers which door to use and notify Dispatch.

h. “Stop Requested” light remains on:
   1) Pull on bell cords to release stuck mechanism, especially where the cord enters the housing.
   2) Open door completely and close it a couple of times.
   3) If the problem doesn’t clear, continue in service and request that passengers notify you verbally of their stops.
4) Notify Dispatch and follow instructions.

   i. Lift won’t function:
      1) Check to make sure the lift power switch is on.
      2) Make sure the vehicle is in neutral and the parking brake is on.
      3) Check doors to ensure they are completely open.
      4) Use the fast idle switch.
      5) If the lift still does not operate, notify Dispatch and wait for instructions.
      6) Lift has problems sliding or stowing:
      7) Make sure the lift is not jammed against the curb.
      8) Run the lift up and down several times, then attempt to stow from the raised position.
      9) If the lift is still not stowed, notify Dispatch and wait for instructions.
     10) If the lift is stowed but still seems to have problems, continue in service and notify Dispatch.

   j. Ramp won’t deploy (Amerivans)
      a. Notify Dispatch and wait for instructions.
Purpose: This procedure outlines the proper placement of warning devices such as reflective triangles or flares in the event of a vehicle breakdown or accident.

Procedures:

**In two way traffic:**
1. To increase your visibility while placing warning devices, hold the device between yourself and the oncoming traffic.
2. Place warning devices within 10 feet of the rear corner of the vehicle, with additional devices 100 feet behind and ahead of the vehicle on the shoulder or in the lane in which you are stopped.

**Obstructed View:**
1. When the vehicle is stopped beyond a hill, curve or other obstruction that prevents other motorists from seeing, place warning devices within 500 feet from the rear of the vehicle.

**One way or divided highway:**
1. When the vehicle is stopped on a one way or divided highway, place warning devices 10, 100 and 200 – 500 feet from the rear of the vehicle.
Purpose: This procedure outlines the proper response to situations involving blood borne pathogens. These are defined as bodily fluids (e.g. blood, vomit, urine or feces) that may contain blood borne diseases. Transit Operators may be exposed to these diseases through contact with blood borne pathogens during the course of their normal work.

Procedure:

1. Each vehicle has a spill kit for blood borne pathogens on board.
2. During an accident or emergency you may be exposed to human bodily fluids, such as those listed above. If bodily fluids touch bus surfaces, notify Dispatch.
3. If the vehicle is in service, evacuate all passengers. Anytime you evacuate a vehicle, move passengers to an area that is safe from traffic and any other hazards and keep passengers together until emergency responders, incident commander, Dispatch or a Supervisor clears you.
4. If you discover potential blood borne pathogens on your vehicle when parked in the yard of the Transit Operations Base, alert the maintenance department and the Dispatcher, in case you need to have another vehicle assigned to you, or to have the spill cleaned before starting in service.
5. Do not attempt to clean up any bodily fluids.
6. Avoid contact with any object such as syringes or drug-related paraphernalia that could potentially be infectious.
7. Wear latex gloves if there is a possibility of contact with fluids. If skin contacts bodily fluids, wash area with soap and water or alcohol swabs as soon as possible.
8. Place soiled items (gloves or wipes) in the biohazard bag from the kit and give the biohazard bag to the designated Maintenance personnel for appropriate disposal.
Purpose: This procedure outlines how Transit Operators should communicate with the media, insurance agents, attorneys and others.

During emergency situations, a field supervisor is sent to the scene to communicate with the media, insurance agents, attorneys and others. Jefferson Transit prefers to direct these trained personnel to make public statements in order to protect employees from the difficulty of communicating accurately in the midst of an emergency.

Procedures:
1. If media arrives on the scene, notify Dispatch.
2. Exchange any necessary information away from bystanders, including media.
3. Direct all media inquiries at the scene to the field supervisor or other designated Jefferson Transit personnel.
4. If contact with the media cannot be avoided, refer them to your supervisor.
Purpose: This procedure outlines how to serve passengers with disabilities, with specific instructions for boarding and de-boarding passengers with mobility devices.

Jefferson Transit’s Dial-A-Ride service is a door to door public transportation service for people who are unable, due to a disability, to access the regularly scheduled fixed route service. The Americans with Disabilities Act (ADA) was signed into law by President George Bush on July 26, 1990. The ADA is a Federal Civil Rights Legislation that requires that people with disabilities receive transportation services equal to, but not better than, those services available to non-disabled fixed-route users. ADA paratransit service, Dial-A-Ride, is provided by Jefferson Transit staff and vehicles. Service levels and geographic coverage provide full compliance with federal ADA complementary paratransit regulations and go beyond ADA requirements with one-day per week service to the Kala Point and Cape George areas.

Transit Operators should also refer to Jefferson Transit’s ADA Policy for more information.

Procedures:

**General Expectations:**

1. Greet passengers and make them feel welcome.
2. Ask the passenger if he/she needs assistance, and if necessary, leave your seat to help him or her.
3. Help the passenger deposit the fare if needed.
4. Request that priority seating be made available to ADA passengers, if needed.
5. Operate the lift, ramp or kneeler for any passenger that requests it, unless it is not safe.
6. Do not rush disabled passengers. Always provide the time needed to allow people with disabilities to board or de-board the vehicle.

**Lift boarding procedure:**

1. Deploy the lift in the “down” position.
2. Instruct the passenger of when it is safe to enter or exit the lift, and how to hold the handrails.
3. Passengers may position wheelchairs or scooters facing forward or backward to move onto the lift, but backward is preferable for the best weight distribution.
4. Ask the passenger to set brakes and turn off power to the mobility device while on the lift.
5. Attach the lift belt (if part of the lift design) around the outside of mobility devices. If the belt will not fit around the device, attach the red extension belt that is provided on all vehicles. Make sure that the lift belt does not pass through any part of the mobility device, where it could become tangled.

6. Ask the passenger if he/she is ready for the lift to be deployed.

7. Transit Operators may place one hand on or near the mobility device so they will feel if it moves while the lift is operating.

Ramp boarding procedure:

1. Try to position the van next to a curb, which provides a level surface for entering and exiting the van.
2. If a curb is not available, the Transit Operator should minimize the angle of the ramp as much as possible by careful placement of the van.
3. The ramp should never be deployed on the downhill side of the van, as that increases the ramp angle, making it too steep for safe operation.
4. Lower the ramp to the raised curb, sidewalk or concrete pad to board or de-board the passenger.

De-boarding passengers using mobility devices:

1. Stop and align the front door to allow room to properly deploy the ramp or lift.
2. Open the doors and board/de-board the other passengers.
3. Secure the vehicle and activate 4-way flashers.
4. Deploy the ramp/lift.
5. Release securement straps.
6. If the lift is to be used, ask the passenger to set brakes and turn off power to the mobility device while on the lift.
7. Monitor the passenger as they exit the vehicle, as above.
8. Once the passenger is clear of the vehicle, stow the ramp/lift.
9. Return seats in the securement position to the down position before proceeding in service.
Purpose: This procedure outlines how to secure mobility devices on Jefferson Transit vehicles and assist passengers in the process.

Procedures:

**Securement procedure for two-wheeled mobility devices (walkers, etc.)**

1. All two-wheeled mobility devices must be secured or stored underneath a seat to ensure the safety of all passengers.
2. When a passenger using a two-wheeled mobility device boards the vehicle, the Transit Operator should assist in securing the device.

**Securement Procedure for other mobility devices:**

1. Mobility devices must be placed in one of the securement positions of the vehicle. The passenger must ride facing forward.
2. When a passenger using a mobility device boards the bus the Operator will leave his/her seat and prepare to secure the device.
3. Help guide the mobility device into the securement position if requested. Do not attempt to lift the mobility device. Avoid standing in the path of the mobility device.
4. Ask the passenger to turn off power and secure the mobility device’s brakes.
5. Secure the device as outlined below. Do not attach any strap to a wheel or any movable part of the mobility device.
6. Assist the passenger with the lap/shoulder belt if requested. Never use the lap/shoulder belt to secure the mobility device.
7. Do not hesitate to ask your supervisor for additional or refresher training on securing mobility devices.

**Specific instructions for tying down 3 or 4-wheeled mobility devices:**

1. **Position the Chair:**
   
a. Position the chair and occupant facing forward as shown in Figure 1. The wheelchair tie-downs need approximately a 45-degree angle from the floor track or plates to where they attach to the chair.
   
b. Apply the chair brakes and turn off power on motorized wheelchairs.
2. **Attach the rear retractors:**
   a. Install the rear retractors into the track, 12 – 18 inches apart, using the D Rings, between the rear wheels of the wheelchair (see Figure 1).
   b. Pull on the fitting to ensure that it is properly locked into the track and keeper is facing away from the wheelchair.
   c. Position retractors for best access to the tensioning cranks.

3. **Attach the front retractors:**
   a. Front retractor tie-downs have the tensioning cranks on them. Install the retractors in the track 3 – 8 inches outside the front wheels (See Figure 1).
   b. Pull on the fitting to ensure it is properly locked into the track and keeper is facing away from the wheelchair.
   c. Position retractors for best access to the tensioning cranks.

4. **Attach to the wheelchair:**
   a. Starting with the rear retractors, push the red release lever of the retractor and pull out the webbing.
   b. Release the lever and loop the tie-down end around a structural member of the chair.
   c. Insert the connector plate into the buckle and ensure that it has fully engaged into the buckle by pulling on the tie-down.
   d. If the retractor is equipped with an S-hook, place it securely around a structural member of the wheelchair.
   e. Pull on the S-hook to ensure full engagement around the structural member.
f. Push the retractor release lever until the loose webbing is retracted.
g. Repeat procedure for the other retractors.
h. Tension the cranking retractors by turning the handles until the tie-downs are tight.

Important note: Do not attach tie-downs to the wheels or any detachable portion of the wheelchair. Tie-downs must have a clear, straight path from the floor to where they attach to the chair. Do not allow tie-downs to conform or bend around any object such as wheels or foot rests. Keep the tie-downs away from sharp edges and corners.

**Seatbelt Requirement:**
For passenger safety, Jefferson Transit will require passengers on Dial-A-Ride vehicles to be secured with Jefferson Transit approved seatbelts. (if needed seatbelt extenders will be available from the driver)

Passengers must remain secured during transport.

To be excused from the seatbelt policy, passengers must provide to Jefferson Transit, prior to riding, written verification from a licensed physician documenting their inability to wear a lap seatbelt.

5. **Attach the combination lap/shoulder belt:**
   a. Grasp the buckle connector and pull the webbing out of the retractor.
   b. While holding onto the sidewall snap hook, slide the buckle connector up the webbing a full arm’s length (See Figure 2).
   c. Grasp the snap hook on the retractable belt and thread it down and through the gap between the wheelchair back and seat or side panel and seat.
   d. Connect the snap hook to the D-rings on the rear retractor assembly as shown in Figure 1.
   e. Grasp the snap hook on the push-button buck belt and thread it down and through the gap between the wheelchair back and seat or side panel and seat.
   f. Connect the snap hook to the D-rings on the aisle side of the rear retractor assembly as shown in Figure 1.
5. **Tension the lap belt:**
   a. Insert the buckle connector into the push-button buckle.
   b. Tension the buckle connector belt comfortably using the web adjuster.
   c. Ensure that the lap belt is worn low across the front of the pelvis and the push-button buckle is located near the occupant's hip opposite from the side where the shoulder belt is anchored.
   d. Pull on the lap belt to ensure proper attachment.
Transit Operator Procedures

Title: Door to door operation

SOP

TO-603

ADA Procedures

SOP # TO-603

Effective: January 2, 2011

Pages: 1

Purpose: To instruct Jefferson Transit Dial-A-Ride Operators in providing door to door service when doing Dial-A-Ride work.

Procedure:

1. Jefferson Transit Dial-A-Ride door to door service extends all the way to the door of the passenger’s residence. In the case of an assisted living facility or an apartment building with a central lobby, the main door is considered to be the pickup location.

2. Transit Operators should not enter the passenger’s residence. If the passenger needs assistance inside the residence, they should have a personal care attendant (PCA). PCAs may ride with the passenger at no charge.

3. Use common sense in determining what kind and how much assistance is needed to get the passenger from their door to the vehicle and back. If you have questions about “reasonable” assistance, do not hesitate to ask your supervisor.

4. If an ambulatory passenger has groceries or other bags, load them on the vehicle before assisting the passenger with boarding. Offer to hold anything the passenger may have in his/her hands so they can use both hands on the handrails.

5. If a passenger does not appear at a pickup location, the Transit Operator should secure the vehicle, go to the door, ring or knock once, wait one minute and ring or knock again. If there is still no answer, return to the vehicle and contact Dispatch for assistance in locating the passenger.

6. If Dispatch is unable to contact the passenger, and you have waited for a reasonable amount of time at the pickup location, the Dispatcher may instruct you to consider the passenger a “no-show” and proceed. Do not leave the pickup location unless instructed by the Dispatcher.

7. If you arrive at a pickup location and are informed by the passenger that they are not going to take their scheduled trip, return to the vehicle and notify Dispatch that the passenger “canceled at the door”.

8. If a passenger is not ready immediately to board when you arrive, notify Dispatch and follow instructions. Dispatchers will make every effort to accommodate the passenger, time permitting.
Purpose: This procedure outlines the guidelines for service animals on Jefferson Transit vehicles.

Procedure:

1. Service animals, including companion or “comfort” animals are always welcome on buses. The animal is considered a service animal or companion animal if the passenger says it is, and there is no documentation required to board a service animal. Different types of animals provide different types of service or support functions; therefore any type of animal can be a service animal.

2. Passengers traveling with service animals are responsible for the care and supervision of the animal and must comply with the following guidelines:

3. The animal must remain under control and not distress other passengers.

4. Birds, reptiles, amphibians and rodents must be kept in an enclosed container or carrier.

5. The animal must remain at the owner’s feet or in his/her lap.

6. Animals are not allowed on vehicle seats.

7. The animal must not be aggressive toward people or other animals.

8. If the above criteria are not met, you may ask passenger with the animal to leave the vehicle. Notify Dispatch before asking the owner to leave. De-board the animal and owner in a safe location.
Purpose: This procedure outlines the process required to accommodate passengers with disabilities who must be passed up for any reason, such as equipment failure.

Procedure:

Fixed route service:

1. Stop and explain the situation to the passenger
2. If another bus going to the passenger’s destination is less than 30 minutes behind you, tell the passenger when the next bus will arrive and notify Dispatch.
3. If it is more than 30 minutes before the next bus arrives:
   a. Collect all information needed to arrange alternate transportation:
      i. Passenger’s name
      ii. Passenger’s destination
      iii. Ask the passenger: “Can you use a regular cab or do you require a vehicle with lift equipment?”
4. Notify Dispatch of the situation and your exact location, and wait for instructions.
5. When you receive instructions from Dispatch, inform the waiting passenger of transportation arrangements and schedule.
6. Resume service.

Dial-A-Ride service:

1. If you are unable to make a scheduled pickup or drop-off due to equipment failure, notify the Dispatcher immediately and wait for instructions. The Dispatcher may direct another vehicle to pick up or drop off the passenger, or switch out the vehicle.
2. If you are at the pickup or drop-off location, inform the passenger of the situation and of the travel arrangements made for them.