

**CITY OF FOND DU LAC
FOND DU LAC AREA TRANSIT**

Transit Work Rules

Last Update October 2022

TO ALL OPERATORS:

This manual is provided to all Fond du Lac Area Transit coach operators. The manual will inform the operators of the proper operating procedures of the organization. It has been carefully composed so each operator will handle the passengers and equipment in the same manner. Therefore, all operators are requested to study these pages. If you have a problem or question not discussed in this manual, bring it to the attention of the Transit Manager.

Each operator will find it in their own interest and in the interest of the organization to learn and observe the basic rules contained in this manual.

All questions or recommendations regarding these rules or subsequent bulletins should be directed as soon as possible to the Transit Manager.

Please note that should there be a discrepancy between the Transit Work Rules and the Union contract, the Union contract shall take precedence.

This update is the most current Transit work rules and shall replace all past Work, Safety and Operating Rules. In most cases, all rules have been indexed for easier reference.

PROBATIONARY OPERATORS :

All new operators are hired on a probationary trial period. After completion of the probationary period, all operators are requested to wear a complete uniform at all times while on duty.

New operators will go through a reasonable training period until they have gained the knowledge and the skill necessary to handle the coach without assistance. During this training period, the probationary operator may be assigned to work with a regular operator. From the regular operator, the probationary employee will learn the additional procedures. The procedures will be driving routes, completing reports, care of the equipment, safety practices, handling passengers, fares, and the procedures to be followed when an accident occurs.

**CITY OF FOND DU LAC
FOND DU LAC AREA TRANSIT
STANDARD EMPLOYEE WORK, SAFETY,
AND OPERATING RULES**

My signature in the space provided below confirms my receipt of my receiving a copy of the updates to the Transit Work rules.

It is understood that the policies and procedures are set forth to make the workplace a safer environment and enhance customer and community relations.

Employee Signature

Date

Transit Manager

Date

**CITY OF FOND DU LAC
FOND DU LAC AREA TRANSIT
DRUG AND ALCOHOL POLICY**

My signature in the space provided below confirms my receipt of my receiving a copy of the City of Fond du Lac's Drug and Alcohol Policy. I also confirm I have received a one (1) hour introduction and/or retraining course on this policy and understand the consequences of prohibited behavior in regard to same. I also understand that failure to follow these Drug and Alcohol Policies will lead to disciplinary action including up to termination.

Employee Signature

Date

Transit Manager

Date

EMPLOYEE ACKNOWLEDGEMENT FORM
Drug and Alcohol Testing

I acknowledge that I have received, read and understand the City of Fond du Lac's Drug and Alcohol Testing Policy on the date indicated below and understand the provisions on this policy. I understand that the terms described in this Policy may be altered, amended or changed by the City of Fond du Lac to comply with all Federal Drug and Alcohol testing regulations. I further understand that any violations of the City of Fond du Lac's Drug and Alcohol Testing Policy may subject me to discipline, up to and including termination.

Signed: _____

Date: _____

EMPLOYEE ACKNOWLEDGEMENT FORM

I acknowledge that I have received the Blood Borne Pathogen training.

Employee Signature

Date

Transit Manager

Date

EMPLOYEE ACKNOWLEDGEMENT FORM

I acknowledge that I have received the City of Fond du Lac Sexual Harassment training and handouts.

Employee Signature

Date

Transit Manager

Date

**CITY OF FOND DU LAC
PERSONNEL POLICIES**

My signature in the space provided below confirms my receipt of this City of Fond du Lac Personnel Policies booklet. I understand that failure to follow these policies in this booklet can lead to disciplinary action.

Employee Signature

Date

Transit Manager

Date

**CITY OF FOND DU LAC
CITY SAFETY RULES HANDBOOK**

My signature in the space provided below confirms my receipt of this City of Fond du Lac City Safety Rules Handbook. I understand that failure to follow these policies in this booklet can lead to disciplinary action.

Employee Signature

Date

Transit Manager

Date

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APPLICATION OF OPERATOR'S MANUAL

100.01 General

All coach operators of Fond du Lac Area Transit (FDLAT) are subject to the rules, regulations and procedures contained in this manual.

100.02 Knowledge Of

If there is any question concerning the interpretation of any rule, regulation, or procedure contained in this book, it is the responsibility of the employee to obtain clarification of such rule from the Transit Manager.

100.03 Additional Orders and Instructions

In addition to the rules, regulations and procedures contained in this book, special orders and instructions will be given by supervisory personnel or in the form of posted bulletins. All such special orders and instructions, even though they may conflict with the rules, regulations and procedures contained in this book, are to be obeyed during the stated period of time that they are in effect.

100.04 Consulting Bulletin Board

Special bulletins and notices will be posted on the bulletin board. Employees shall consult the bulletin board and mailbox before and after each day's work. Employees who have been absent shall contact the Transit Manager and familiarize themselves with the bulletins and notices issued during their absence.

Employee mailboxes shall be used for business-related articles and items only. Personal articles and items may be stored inside employee lockers.

100.05 Situations not Covered

Whenever a situation arises which is not covered by the rules, regulations, and procedures contained in this manual, the employee must contact the Transit Manager or the dispatcher for instructions.

**SECTION 110
CODE OF CONDUCT**

110.01 General

As employees of an organization providing a service to members of our community, we must conduct ourselves in a proper manner. Employees are to be courteous to passengers and fellow employees alike and to conduct themselves in a respectful and civil manner at all times.

110.02 Language and Conduct

Profane language and boisterous actions while on city property or operating city vehicles will not be tolerated. Employees must speak with all fellow employees, including supervisory personnel, in a civil manner.

110.03 Fighting

Employees shall not engage in a physical encounter with any passenger or other employee of the city, except to defend themselves from physical harm or injury.

110.04 Arrest

All citations for traffic violations while on or off duty must be promptly reported to the Transit Manager.

110.05 Intoxicants, Drugs, or Narcotics

The use of intoxicants, drugs, or narcotics (not prescribed by a doctor) by operators on duty is prohibited.

Operators taking medically prescribed drugs that cause impairment of the operator's ability to safely perform their duties may be prohibited from operating while taking such drugs.

Operators must not be under the influence of any intoxicant, narcotic, or drug or have such items in their possession or the odor of intoxicants on their breath when reporting for duty or while on duty.

Anyone suspected to be under the influence of intoxicants, drugs, or narcotics will be immediately removed from duty. An employee suspected of being under the influence will be given proper tests.

110.06 Drug Free Workplace Act

The City of Fond du lac certifies that it will maintain a drug-free workplace.

NOTICE TO EMPLOYEES

Employees of the City of Fond du lac are hereby notified that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance by employees at the workplace is prohibited.

If an employee commits a prohibited action, as stated above, the employee will be subject to penalties ranging from a written reprimand up to and including termination.

DRUG-FREE AWARENESS PROGRAM

The city shall make available literature concerning the dangers of drug abuse in the workplace.

Employees are notified that it is the City's policy to maintain a drug-free workplace.

Employees are notified that the city offers an Employee Assistance Program (EAP). Offered through Integnet, call 924-0614 for more information.

Employees are notified that penalties ranging from a written reprimand up to and including termination shall be imposed for drug abuse violations occurring in the workplace.

110.07 Drug Conviction Notification

Any employee who is engaged in the performance of any Federal Grant project (Fond du Lac Area Transit is a Federal Grant Project) shall be given a copy of these requirements.

NOTIFICATION BY EMPLOYEES

Employees are notified that they must abide by the terms of these requirements.

Employees are required to notify the City of any criminal drug statue conviction for a violation occurring in or away from the workplace no later than five days after such conviction.

NOTIFICATION BY THE CITY

The City shall notify, within ten days, any grant awarding Federal Agency that a notification from an employee has been received or that the City has otherwise received actual notice of such conviction.

ACTION TAKEN BY THE CITY AFTER NOTIFICATION

Within thirty days of receiving notice as stated above, with respect to any employee who is convicted as above, the City shall:

Take appropriate personnel action against such an employee, up to and including termination; or

Require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or Local Health, Law Enforcement, or other appropriate agency.

110.08 Tobacco

The use of tobacco in any form is prohibited while the city employee\operator is on the coach.

Drivers wishing to smoke must do so only in the designated smoking area at the Transfer zone. This smoking area is defined as being south of the southernmost light pole along Macy Street at the Transfer zone.

110.09 City of Fond du Lac Ordinance SMOKING IN CITY BUILDINGS PROHIBITED

No person may smoke, carry or possess a lighted cigarette, pipe or any other lighted smoking equipment in any City owned building or in any building or part thereof operated, controlled or administered by the City.

This prohibition does not apply to any open-air structure.

The ordinance also allows that anyone convicted of a violation of this ordinance shall be fined no less than \$10 or more than \$100.

The City Council has passed an ordinance regarding smoking in buildings operated, controlled or administered by the City. The ordinance does not permit anyone to smoke, carry or process a lit cigarette, pipe, or any other lit smoking material in any City building. This ordinance applies to all users of that building including employees and the public.

The only exception to this is that smoking is permitted in an open-air structure. The ordinance also allows that anyone convicted of a violation of this ordinance shall be fined no less than \$10.00 or more than \$100.00.

110.10 Operator Breaks

Rest breaks and the consuming of food and beverage will only be permitted at designated layover points or rest room locations. If time permits, the operator may obtain and consume food and beverages at these locations. The operator is permitted to do so

only after passengers have boarded and alighted and paid the proper fare. Eating and consuming beverages is not permitted while enroute. The layover point is considered to be the Macy and Rees Street transfer zone. See 190.19 Rest Room Facilities.

Coach Operators are required to take a lunch period of at least 30 minutes. If a period isn't scheduled, please remind management to do so.

110.11 Loitering

Operators must not loiter in or around the garage nor shall they engage garage personnel in unnecessary conversation or interfere with their work.

SECTION 120 UNIFORM AND PERSONAL APPEARANCE

120.01 Uniform Appearance

Each permanent employee shall report for duty in the uniform that has been approved by the Transit Manager. The uniforms must be of the approved material and style. The uniforms must be clean and neatly pressed and worn on all runs. Each employee must be responsible for maintaining a neat and clean appearance. Shoes shall be polished and/or cleaned on a regular basis. The wearing of the uniform jacket, winter parkas, uniform shorts, or caps or hats is optional. However, whenever a jacket, winter coat, uniform shorts, cap or hat is worn, it must be the designated uniform. Sweaters may be worn if appropriately covered by a uniform article. Closed shoes must be worn at all times, no sandals and no clogs.

Shorts can be worn in weather over 80 degrees. Shorts must be neat, clean and respectable in appearance and okayed by transit administration.

FDLAT shall supply the following, articles shall be purchased from a FDLAT uniform supplier: (Updated: March 22, 2004)

- 6-Shirts
- 2-Knit Shirts
- 4-Trousers
- 2-Uniform Trouser Summer Shorts
- 1-Sweater
- 1-Jacket and Liner
- 1-Parka
- 1-Watch Knit Hat
- 1-Regular Cap

120.02 Cap

The wearing of the uniform cap is optional, However, whenever a cap is worn, it must be the designated uniform cap.

120.03 Hair

The operator's hair must be neatly trimmed and well groomed. For safety reasons, hair shall not hang over eyes or interfere with peripheral vision.

120.04 Transit Non-Bus Driving Work Attire

Any individual who performs non-bus-driving work must wear long pants, closed shoes, shirt, and safety gear (as required), in any areas besides the transit office.

SECTION 130 ISSUED WORK TOOLS AND OTHER ITEMS

130.01 Operator's Operational Equipment

Certain items, which have a purpose in the performance of the job, are issued to all operators. These items must be properly cared for and returned at the termination of employment. Any articles lost or damaged must be reported promptly to the Transit Manager.

These items are not to be out of the possession of the person to whom they are issued.

130.02 Operator's Cash

The full amount of money and tokens issued by the Transit Manager to the operator will be in their possession whenever on duty. The operator may, at the discretion of the Transit Manager, be called in for a cash box check. Any shortage must be made up immediately and any large shortages may result in disciplinary action being taken.

Section 140 PERSONAL ITEMS

140.01 Personal Items

Each operator must have a reliable timepiece. Shift operators must set their timepiece to the time clock at the employee check-in area at the beginning of their shift.

Section 150 LICENSE REQUIREMENTS

150.01 Licenses

Operators must familiarize themselves with the local and state laws regarding operation of motor vehicles. Each operator shall be required to have in his or her possession any licenses, which may be required by law. It is the duty of the operator to keep these licenses current. All coach drivers must have a current license on file with the transit office. When a license has been refused, restricted, revoked, suspended or lost, it must be

reported to the Transit Manager immediately and the employee will not be allowed to operate transit equipment.

**SECTION 160
EXCUSED ABSENCES**

160.01 Sick Leave

All supervisors and employees should regard sick leave as a valuable benefit to be used for the purpose it is intended.

All permanent and probationary employees will accumulate sick leave according to the collective bargaining agreement. In order to qualify for sick leave payment, an employee must:

- a. Report his/her absence no less than one and one half hour prior to the start of the workday to the Transit Manager or acting supervisor. Keep the Transit Manager or his/her delegate informed of condition if the absence is of more than three (3) working days.
- b. Submit a doctor's certificate for such absence, if in excess of three (3) working days.

Apply for sick leave according to the procedure set forth in City Policy and/or the collective bargaining agreement.

160.02 Report of Absence, Actual Contact of Personnel a Must

A report of absence must be given to the proper transit personnel. This notice should never solely be given to the transit answering service and /or an answering machine. The employee can leave a message with the answering service but the employee is still required to call until a relief driver is assured. Texting and/or other types of electronic media are not acceptable.

160.03 Holidays

Employees working in the transit division shall receive holiday pay according to the union contract of the current year.

160.06 Earned Compensation (updated March 29, 2017)

The use of compensatory time shall be subject to authorization by the Transit Manager.

Earned compensation time can be put in a "compensation hour bank" as a replacement for overtime earned. The employee must state when earned (on their daily time sheet), if any or part of overtime is to be classified as earned compensation. If you do not mark comp, overtime will be paid.

Compensation requests approvals are subject to the staffing needs of the division.

Compensatory requests shall be considered after all other time off requests.

Section 170 OVERTIME

170.01 Overtime

Time and one-half shall be paid for all hours in excess of forty (40) hours paid in any given week. For purposes of this section, a workweek shall run from Monday to Friday. All overtime shall be distributed as equally as possible and to operators available at time of need. Overtime will be offered to full-time first and part-time last.

Supervisor in charge must authorize all overtime.

Refer to union contract additional details.

The regular work schedule shall consist of five (5) workdays falling within Monday through Friday of any given week.

170.03 Extra Time - Shift Change Shortage

If there is a shortage of shift change bus drivers going downtown employee(s) should immediately contact the office. Office personnel will solve the problem.

170.04 Filling Unfilled Shifts-

Please see Union contract.

SECTION 180 SAFETY MEASURES

180.01 Employee Safety Reporting Program

Fond du Lac Area Transit is committed to the safest transit operating standards practicable. To achieve this, it is imperative that Fond du Lac Area Transit have uninhibited reporting of hazards (real or potential), safety events, and policies or procedures that may compromise safe operations. To this end, every employee is responsible for the communication of any information that may affect the integrity of transit safety.

Fond du Lac Area Transit encourages employees who identify safety concerns in their day-to-day activities to report them to management in good faith without fear of retribution. There are two ways employees can report safety conditions:

- 1) Report conditions directly to the Transit Manager or the Assistant Transit Manager.
- 2) Report conditions anonymously through a locked comment box in the employee lunchroom.

Employees can find the locked safety comment box next to their Transit mailboxes in the MSC lunchroom. Employees should fill out the FDLAT EMPLOYEE SAFETY REPORTING sheet provided and put into the box when finished. Employees may submit anonymously or you may include your name for feedback from management. Management will check the box on Monday mornings.

180.02 Start, Stop and Following

All operators must know the importance of smooth starting and stopping. Accidents caused by jerking a coach are unnecessary. Keep a safe distance behind the vehicle ahead. Do not follow closer than a safe stop will permit. You may have the right of way but if it means an accident, bear to traffic.

180.03 Blocking Intersections

Do not block intersections with your coach. Use approach corner to board or unload passengers. If customers are standing on the wrong corner as to make you block intersection, make them come to your coach.

If the operator is unable to stop at the corner because of snow or water conditions, etc., use the nearest point to board and unload passengers with safety in mind. Even under abnormal conditions, do not block intersections.

180.04 Safety Glasses

All municipal garage buildings are designated as mandatory safety glasses areas.

Employees, Visitors and Vendors are required to wear safety glasses at all times and an employee is subject to discipline for non-use.

Each employee has been issued safety glasses. If you currently do not have a pair, please let the office know immediately.

180.05 Smoking on Buses

Smoking on the coach by passengers, coach operator, or transit employee is prohibited.

180.06 Refueling of any Vehicle

No coach shall be fueled when there are passengers therein. The ignition and all lights must be turned off when refueling. Before moving the coach, make sure nozzle is out of the filler neck. **An employee will receive at least a written warning for a vehicle fueling hose break off.**

No smoking around fueling area.

Use hours not miles at the fueling pump.

Use only the vehicle fueling keys for that vehicle. At no point should another vehicle key be used to fuel your vehicle. This causes serious computer problems.

180.07 Headlight Policy

All coaches are required to run with headlights on at all times.

180.08 Curbs

Do not run over or scrape curbs with tires. It may cause transmission and/or tire damage. Make sure to make a wide enough turn to avoid obstructions.

180.09 Safety at the City Garage

When entering or leaving the city garage, the operator must make a safety stop before passing in or out in order that there are no people or vehicles moving past the door. When passing through the interior door, the operator must sound the horn and pass through the doors slowly. Employees should always use extreme care when operating a vehicle in or about the city garage. A vehicle should never be moved until the operator is certain that no one is working on or under the vehicle.

When parking the bus between the vehicle stall parking lines in the municipal service center building please pull the bus until it bumps the tire stop.

180.10 Fire on the Property

Employees must guard against fire and should familiarize themselves with the use of all available fire protection

equipment.

180.11 Interior Lights of Coach

During non-daylight hours, the interior coach lights are to remain on during operations. In cases of emergency, interior lights can be extinguished to better aid the vision of the operator enroute.

180.12 Passenger Stops

FDL Area Transit Buses will pick up passengers anywhere along a route as long as it is safe to pull over.

Unless conditions warrant otherwise, operators must stop the coach approximately six (6) inches from the curb. The coach door must be positioned where the landing area is in good condition and where no obstruction or hazards exist that would impair the safety of the passengers or cause damage to the coach.

Any landing which may impair the safety of the passenger or the safe operation of the vehicle must be reported to the dispatcher as soon as possible.

180.13 Employee Injury (On Duty)

Effective immediately: All employees are required to report any and all work injuries and illnesses in writing. Reports and completed paper work must be turned into the Transit Manager and/or acting supervisor within 48 hours. If at all possible this person and the injured or ill employee must visit the injury or illness site to discuss the injury or illness, cause, and likely preventive of recurrence or possible health hazard.

An employee Accident (for both injury and illness) investigation form must be completed and signed by both parties.

180.14 Authorized Operators

No person shall be permitted to operate a FDLAT vehicle except the operator assigned to the vehicle, a probationary operator assigned for instruction, qualified mechanic with passenger endorsement, or supervisory personnel.

180.15 Backing of Coach

Whenever backing a coach, the movement must be made using extreme caution to monitor the rear of the coach. If assistance is required, see another operator, mechanic, FDLAT supervisory personnel, or contact the dispatcher for instructions.

If backing is necessary enroute, call dispatcher and request police or FDLAT supervisory assistance.

180.16 Snow and Ice on the Coach Ramp or Step

Snow and ice must not be allowed to accumulate on the entrance ramp or exit step. Drivers must caution passengers when boarding or alighting during inclement weather.

180.17 Seat Belts (State Law)

Seat belts are to be worn at all times during coach operation. Make sure seat belts operate correctly. If a problem is found, report by written maintenance sheets.

180.18 Railroad Crossing Safety Stops

The operator is required to stop before crossing any track and shall listen and look in both directions along the track for any approaching train, and shall not proceed until such precautions have been taken and until the operator has ascertained that the course is clear.

The stop shall be within fifty (50) feet, but not less than fifteen (15) feet from the nearest rail of such railroad.

All coaches are to stop at a signal indicating the approach of a train.

If the operator of the coach, after stopping and investigating, finds no railroad train is approaching, the operator may proceed. The operator of a coach shall not drive through, around, or under any crossing gate or barrier at a railroad crossing while such gate or barrier is closed, is being opened, or is being closed.

180.19 Tornado and Fallout Shelters

Listed below is the FDLAT tornado policy. The bottom line is to get to a safe area as soon as safely possible. Do not waste any time. You may only have minutes.

a. The following list reflects tornado and fallout shelters. Please bear in mind that no agreements exist between Fond du Lac Area Transit and the owners of these shelters. Due to the fact that most of the facilities are public, people attempting to seek shelter in them should not encounter resistance.

b. At the siren tone seek the closest tornado shelter listed below. DO NOT WASTE ANY TIME. Should time allow, please contact the transit office with your location. The Emergency Government Office can communicate directly with city buses and office if they wish.

c. You will be responsible to get all your passengers and yourself into the nearest safe location. Shut the vehicle engine off. Be reminded, you will only have minutes during a real tornado.

	Address	Basement	M-F Accessible Hours	ADA Accessible	Shelter Location
Municipal Service Center	530 Doty St.	No	5:45am - 6:15pm	Yes	Lobby is open for customer service from 6:30am - 3:30pm. All other doors need a FOB for entry. FLEET DEPT -1) Tire repair room. 2) Rest Room 3) Tool Room (locked) 4) Parts Room where aerosols are kept (Open from 7:00am - 3:30pm) PIPE YARD 490 Doty St- The newer metal building facing Doty St. has a paint room which may be very full in late spring and empties out as the summer goes on, and there is a bathroom in the building.
Wastewater Facility	700 Doty St	Yes	6:00am - 4:00pm	Yes	Building Accessible without a FOB from 7:00am - 3:30pm. The Administration building (first building as you enter from main gate) has a very large basement that is handicap accessible and can handle approximately 100 people. It also have an extensive tunnel system that could handle more people, but this tunnel is not ADA accessible.
Senior Center	151 1st St	Yes	8:00am - 4:30pm	Yes Upstairs No Basement	No FOB needed during regular business hours 6 interior restrooms along with some space in the basement that could be used by people on site. Basement is not handicap accessible.
Water Department	109 Macy St	Yes	7:00am - 3:30pm	No	1) Basement in the building (not ADA accessible). No FOB needed during regular business hours. 2) Booster station at the same location identified as a safe place, but it is locked at all times.
Library	32 Sheboygan St	Yes	Mon-Thur 9am-8pm Friday 9am-6pm	Yes	No FOB needed during regular business hours. The Library utilizes the McLane Meeting room as our designated tornado shelter for both staff and customers.
City County Building	160 S. Macy St	Yes	7:45am - 4:30pm	Yes	No FOB needed during regular business hours. Basement

*Police Department & Fire Department Not Available

180.20 Maintenance Areas - Oily Floors

Barring required vehicle movement and transit business, employees are not allowed in the maintenance areas of garage.

If you have business beyond the normal daily vehicle movement and transit business and must enter the maintenance areas, check with the Fleet Supervisor at his office or on the radio for permission before entering.

If you do enter the maintenance areas, avoid the mechanics' workstations where potentially oily floors may be found. Again, if you must enter the mechanics' workstations, check with the maintenance foreman at his office first for proper direction.

180.21 Oil Floors - Absorbent Floor Compound

The p.m. check person will be responsible to apply a coating of an oil absorbent floor compound on any noticeable oily areas in the coach parking areas.

This action will more boldly mark presence of oily areas. This absorbic compound application at night will aid the morning garage cleaning person.

180.22 Vehicles Turning in Front of Buses

s. 346.075 (2) - The law reads - "if the operator of a motor vehicle overtakes a motor bus which is stopped at an intersection on the right side of the roadway and is receiving or discharging passengers, the operator shall pass at a safe distance to the left of the motor bus and shall not turn to the right in front of the motor bus at that intersection."

All these incidents are required to be reported as soon as possible. Please contact office personnel.

180.23 Garage Fire Evacuation Plan

In the event of a fire in the municipal garage proceed to the nearest **EXIT**. Move outside the building to the south side of the property (Yard side). Everyone meet at the yard gate so that all personnel can be accounted for. Do not re-enter the building for any reason until the fire department states it is safe to re-enter.

180.24 Emergency Brake Override

Never operate a bus in the emergency brake override in the off position while in revenue service. The problem is if the override is off the bus has the potential to move while a passenger is boarding. With the override in the on position the bus interlock parking brake is activated when the front door is opened. In this position the bus will not move.

180.25 Baby Strollers and Grocery Carts

Baby strollers when brought on buses must be collapsed and stored between the seats or secured with the wheelchair tie downs. Grocery carts the same. The reason is so the strollers or carts will not become a dangerous moving object on hard braking. Children should always be removed from strollers for the safety of the child.

180.26 Mobility Devices Must be Secured

All passenger mobility devices must be secured on any transit vehicle before movement of the transit vehicle. This is required even though the person is not using the mobility device during movement of the transit vehicle the mobility device must still be secured.

SECTION 190 OPERATIONS

190.01 Executime

All operators shall clock in and out on Executime.

The seven (7) minute rule must be followed when clocking in and out. Do not clock in before 7 minutes to your start time and do not clock out more than 7 minutes after your scheduled end time.

All time off requests will be made by the employee on Executime. No request is to be made until it is approved on the schedule and the schedule has been distributed. If requests on Executime do not match the schedule, the request may be denied.

All Holiday hours will be entered by the Transit Assistant Transit Manager.

190.02 Daily Accounting for Drivers

Any person doing transit work is required to complete a time (trip) sheet. Each day of work is entered on a new time sheet. This will include all hours worked, total hours for the day, and bus mileage. All time sheets must be filled out in ink and signed by the employee. Any changes must be initialed.

190.03 Bulletin Board and Mailboxes

No driver is to remove material from the bulletin board. Any material and/or literature put in operator's mailbox must be read.

190.04 Responsibility of Operators

The operator is in charge of the coach and of the passengers and is responsible for:

- a. The safety and comfort of the passengers.
- b. The safe and proper operation of the coach.
- c. The proper display of destination signs.
- d. The running of the coach according to schedule and operating times on the regular established routes.
- e. The prompt and accurate filing of all reports.
- f. The collection and proper accounting of fares.
- g. The completion of trip sheets.
- h. Perform pre-trip inspection of bus.
- i. Operators must have proper transfers and route schedules on the coach when leaving on the first run.

190.05 Operators Duties - Coming Off Routes

- a. Turn off fast idle.
- b. Turn off wipers
- c. Check lights per instructions below.
- d. Test for any coach problems as indicated by gauges.
- e. Wash coach in bus wash.
- f. Fuel coach and park it.
- g. Make sure your coach is in the transmission neutral position when parked.
- h. Sweep your coach and make sure everything is removed from the dash.
- i. Empty wastebaskets.
- j. Change vault (p.m. only).
- k. Make out trip sheet information.
- l. Check bulletin board and mailbox for special instructions.

INSTRUCTIONS TO CHECK LIGHTS

<u>Left Side</u>	<u>Right Side</u>
Signal/Reflector/Tail/Stop	Stop/Tail/Reflector/Signal

- a. Put coach in neutral.
- b. Run switch in "Lights" position.
- c. Open front door.
- d. Hazard switch on (4 ways).
- e. Walk around coach and, if any lights are not operating, mark down on maintenance sheet.

190.06 Radio Communication Before All Shifts

It is very important to check with the office before all shifts to ensure that all operators have reported. This can be accomplished through radio communications.

190.07 End of Operational Day

Bus service ends at 6:30 p.m. weekdays. If extra time is worked, you must first obtain permission with transit administration. Document the time and reason for the additional request on your

trip sheet.

190.08 Going Off Duty - Reports

Before going off duty, the operator will see that:

- a. The trip sheet is properly filled out.
- b. A complete report of any accident, delay, mishap, or altercation, which may have happened during the day, is noted on the trip incident sheet.
- c. Any defect of the vehicle is properly noted on defect reporting sheet, posted on maintenance board, and reported to on call supervisor.

Operators who are to be relieved must remain on duty until the relief operator has taken charge of the coach. Operators scheduled to be relieved and finding no relief person at scheduled relief point should contact the dispatcher immediately.

The operator who is being relieved will conduct all initial fare transactions by boarding passengers at relief point before turning the coach over to relief operator.

The relief operator will assume the coach only after checking the coach over for proper working lights, panel gauges, tires to see that none are low or flat, or any possible coach damage.

190.09 P.M. Check Procedures

The "Main P.M. Check Person" is designated a #3 on the weekly posted schedule. Part of the responsible of this person is outlined below.

Make sure any coaches left at the fuel pumps after 6:15 p.m. get parked. Make sure all bus vaults are accounted for before putting the vault cart away. Before leaving at night make sure all doors are locked. Make sure the large electric entry door(s) switch is turned to the off position.

Ray Dilts 322-3554 Office or 251-9835 cell
Ivan Klas 322-3561 office or 920-251-9877 cell
Lynn Gilles 322-3650 office or cell 251-9866
Joey Kunde 251-9865

190.10 Securing Parking Garage End of Shifts

The person marked on the work schedule will be responsible to shut the automatic garage door switch off at the end of a fixed route work shift. Please review your schedule to see if you are assigned this task.

190.11 Early Morning Arrival

Do not leave the Municipal Service Center building before 5:45

a.m. weekdays. Before leaving the Center you are required to check the transit vehicle usage board, mailbox, transit bulletin board, and make sure you have communicated with the Transit Assistant Transit Manager or their backup before leaving.

In addition, all drivers must be to the downtown transfer zone by 6:00AM, unless the supervisor has been informed of a delay. Not staying on schedule may be cause for further discipline.

190.12 Shift Changes and Documents

Drivers are to have their clipboards and appropriate forms when going on or off of any shift start or stop.

190.13 Equipment Problems or Service Delays or Maintenance Questions

In the event of a mechanical issue with the bus, call the transit office and tell them immediately that you are switching over to DPW. The issue should be explained one time with both the transit office and the fleet manager listening. When using the DPW channel please reference 511 or fleet manager.

In the event of a problem and you cannot reach somebody via bus radio then use the phone. Please follow the chain listed below:

Mechanical and Non-mechanical related:

Lynn Gilles 322-3650 office or 251-9866 cell
Joey Kunde 251-9865
Ray Dilts 322-3554 office or 251-9835 cell
Ivan Klas 322-3561 office or 251-9877 cell

Call any available coach operator
Call Police at 906-5555
Whealon Towing 923-6551

If all else fails have Whealon Towing tow the bus into the garage. If coach is a safety problem on the road, call police to report-stalled equipment and request to have it protected and towed back to the garage. You should use the safety triangles if coach is disabled and on the roadway.

If you are late and it was not possible to catch up on the next route rotation perform the following:

Call for assistance using the contact numbers listed above.
If the delay is at or close to a shift change time a bus driver(s) going off a shift could assist to get caught up.

Cut a portion of the route to get caught up. You should still attempt to serve the busiest part of the route including taking transfers straight to their designation. If that does not solve the tardy problem cut the entire route. Communicate this with

the passengers.

Other bus drivers must not wait for transfers for more than five minutes.

Write up the incident and report to office on your trip sheet.

190.14 Shift Change

Use only transit vehicles for shift change. The preferred vehicle is the shuttle. If the transit service vehicle is the only vehicle available check with the transit office.

Transit employees are not allowed to use city vehicles on their breaks or lunch hours. City vehicles should only be used for city business.

190.15 Double Parking Emergency Rule

If for any reason a bus is forced to double park, the bus driver is required to safely and cautiously direct rear traffic around the coach by hand. Do not let cars stack up behind the bus.

190.16 Bus Shelter Gate Securement

One bus driver will be assigned to unlock the transfer station door by 6:00 a.m. and to lock it again each evening. The door should be locked open during hours operation.

190.17 Wheelchair Ramp

Wheelchair ramps must be cycled during every pre-trip inspection.

Use the code number 10-8 when referring to a person in a wheelchair.

If the wheelchair can not be properly secured request but not demand the wheelchair customer sit in a regular bus seat and secure the wheelchair within the vehicle the best you can. Explain to and warn the wheelchair passenger of the securement problem and see if they would seat in a regular seat if possible.

190.18 Vault Cart Storage

The afternoon vault person, PM Route D, should move the vault cart from the vault room to the garage where transit vehicles are parked. PM Route A will make sure all vaults are accounted for and changed at 6:45pm. After all vaults are changed, the cart should be moved back to the vault room and the vault room door locked. This should be one singular action; the cart should not be left anywhere except its parked position near the buses or inside the vault room. There is a key to the vault room on the clipboard.

190.19 Bus Wash

Only trained bus wash operators are allowed to operate the equipment. Wash exterior of transit vehicles using automatic vehicle wash. This includes rotating buses on and off the bus routes to wash.

Do not wash buses that are red tagged. The bus wash should not be operated unattended. You must stay in direct observation of the machine. Only operate the bus wash while outside of the vehicle. If there is a problem the machine can be immediately stopped using one of the two emergency shut off switches.

When performing bus washing, open the rear engine compartment hatch and power wash the engine. This should be done about once every 2 weeks.

Make sure all windows and doors are closed and secured while operating the bus wash. Turn off wall mounted bus wash electrical power when finished. Close and shut off the electrical garage door power. Lock the entry fire door.

190.20 Lights Munciple Service Center

Drivers leaving at the end of the transit day shall shut off lights in the MSC. This includes the vehicle garage, administrative rooms, restrooms, hallways and lunchroom etc.

190.21 Transit Chores

Please see the weekly schedule to determine transit chores. Always carry a transit radio. A transit radio is available at the transit office.

Circled chores should be performed first. Work that was performed must be documented.

SECTION 200 ROUTE INFORMATION

200.01 Route Deviations

Unauthorized deviation is prohibited except when directed by a law enforcement officer, supervisory personnel, or during emergencies.

Operators must complete all scheduled trips unless instructed by supervisory personnel. Any deviations must be noted on time sheets.

When directed by someone other than supervisory personnel of the FDLAT to deviate from scheduled trips or routes, the dispatcher must be notified as soon as possible. Operators will get on the correct street as soon as possible.

200.02 Unattended Vehicles

The vehicle operator may leave the coach without prior approval from the transit office when at the downtown transfer zone, subject to the other conditions contained within this section.

When it is necessary to leave the coach, the parking brake must be set and the transmission put in neutral. If the operator is out of sight of the coach, or more than 100 feet away from the coach, the coach motor must be shut **and air brake handle padlocked**. The operator will be required to keep the key with them. Also, the operator must take the transfers, and other valuables to prevent loss. Never use the door interlock as the brake. Never use the kneeler interlock as the brake.

In regard to service vehicles, you are required to shut off the vehicle and remove key from the ignition when the vehicle is unattended.

When children are present and not accompanied by an adult, the driver may not exit the coach except in emergencies.

200.03 Authorized Route Deviation and Route Instructions

Route instructions and authorized route deviations will be given via bus-o-gram or through dispatch.

200.04 Afternoon Last Routes

All weekdays fixed bus routes can leave the downtown transfer zone at 6:00 p.m. All transfers must be made before leaving the zone on this last run no matter how late the incoming routes are.

Cut-off points for last p.m. routes are listed below:
Deviations from these procedures required prior admin clearance. Remember customers rely on your predictable service.

Route #30 - Main and Merrill
Route #50 - Doty and Division
Route #60 - Doty and Scott

In all cases, run the route until the cutoff point. If you have passengers, you must deliver them to the transfer zone.

200.05 Bus Stops

Picking up and dropping off passengers will take place at any and all street intersections or at designated bus stops in long blocks. Safe entry or disembarkment will take place at the curbs whenever possible.

200.06 Transfers - Passenger Pick-Up

Operators shall also wait for any passenger to catch their next route if the wait does not cause delays to the schedule. The operator shall call dispatch for instructions before leaving the transfer zone.

200.07 Transfer Points and Waiting Times

- a. Running times: Routes can be run zero (0) minutes early. Do not run ahead of times listed on time matrixes on the map and schedule. If you are running more than five (5) minutes late, call the dispatcher for assistance. Being off schedule will be sufficient cause for disciplinary action.
- b. At 6:00 p.m., all coaches must wait for transfers. Do not leave downtown before 6:00 p.m. for the last run of the day.
- c. Coach operators must check and wait for transfers each and every trip.
- d. Any coach operator leaving late will try to make up lost time being mindful of safety conditions.

200.08 Destination Signs

Operators are responsible to switch destination signs. Use proper signage. Please change destination signs at the transfer zone.

SECTION 210 DRIVING AIDS

210.01 Front Door Operations and Initial Movement of Coaches

Doors on coaches are not to be open at anytime while the coach is in motion. Before putting the coach in motion all passengers must be seated or secured. If possible have the disabled and elderly sit in the front seats for their safety and to assist the drivers in on-time performance. You are not required to stop your coach if a passenger stands after the bus is put in motion but use care and watch for this behavior. Remind those passengers to remain seated until the coach is stopped. If all passengers can not be seated because the bus is full call the transit office for capacity assistance. The foot brake must be depressed before closing the doors. The door interlock system must not be used as a brake at any time.

210.02 Floors and Steps of Coaches

Floors and steps of the coach must be kept clean and free from ice, snow, and debris.

210.03 Passing Other Vehicles

Passing a vehicle on the right on a two-way street is only legal when the vehicle to be overtaken is about to make a left turn and the street is wide enough to accommodate two or more lanes of traffic.

210.04 Emergency Vehicles

Upon an approach of an emergency vehicle, the coach shall immediately and safely be driven to and parallel with the right-hand edge of curb or roadway. Please wait for the emergency vehicle to pass.

210.05 When Children Are Present

Coaches must be driven slowly and with extra care in the vicinity of schools and playgrounds. State law indicates a maximum of 15 mph when children are present.

210.06 Funeral Processions

No coach shall cut through a funeral procession.

210.07 Parking Brake

Except in an emergency, a coach should never be stopped by means of the parking brake.

When the operator leaves the operator's seat, the gearshift must be put in the neutral position and the parking brake set. The door interlock system must not be used as a brake at any time. The kneeler interlock must never be used as the brake.

210.08 Persons Authorized to Operate Coaches

Operators must not allow any person to operate the coach except authorized persons of the department. Operators who have a probationary employee in their charge must under no circumstances allow the employee to operate the coach unless the operator is at the employee's side ready to take controls immediately if necessary.

210.09 Speeding, Reckless Driving

In cases of an operator being arrested and convicted for speeding or reckless driving, the city will not defend the operator or pay the operator's fine. Reckless driving and speeding may be considered sufficient cause for disciplinary action.

210.10 Interior Lights

Interior lights of a coach must be kept on while driving after

dark.

210.11 Backing of Coach

Backing of a coach is extremely dangerous and should be a last resort. When backing is required, every possible precaution must be used to prevent accidents. Please use a spotter.

210.12 Missed Routes and Delays

When an operator falls behind schedule to the extent that the scheduled service is disrupted by five (5) minutes or more, the operator must call the dispatcher for instructions.

All operators are required to make note of any route or part of a route missed.

Under no condition are passengers to be left stranded due to a delay or breakdown.

SECTION 220 POLICY ON ACCIDENTS/INCIDENTS

220.01 Accident/Incident Policy

- a. In case of an accident to a person or property in connection with or near the coach, the operator must render all possible assistance.
- b. All accidents and incidents must be reported immediately to Transit administration and written up on the correct form. All write-ups must be in the transit office in 24 hours.
- c. Procure the names and addresses of as many witnesses as possible.
- d. In cases of serious accident or property damage, the proper authorities must be notified at once. Do not move the coach until instructed.
- e. Under no circumstances give any information to anyone except Fond du Lac Area Transit administration or law enforcement authorities.

220.02 Insurance Company Accident/Incident Policy

The following is the policy of our insurance company, Transit Mutual Insurance Corporation of Wisconsin, P.O.Box 1135, Appleton, WI 54912-1135. Phone 920-832-3970, fax 920-832-3974.

This procedure applies to any accident and/or incidents.

Failure to follow these reporting requirements could result in forfeiture of coverage by TMI for the particular accident/incident.

Notify all appropriate personnel of the reporting procedures. Notify TMI of any accident and/or incident that occurs immediately following your notification of the accident/incident or upon completion of the on-street investigation. Initial notification can be done by phone call or fax. Provide whatever information is available at the time. Forward to TMI a copy of the written accident/incident report, driver's statement, police report, witness cards and any other information as soon as available. Forward any legal notice served upon you or your municipality immediately to TMI.

- a. The accident/incident is to be discussed only with appropriate individuals. The usually includes: Transit insurance or City of Fond du Lac legal counsel, City of Fond du Lac risk management personnel, and emergency personnel. For any accident/incident do not discuss with other insurance adjusters or other insurance legal counsels. Refer those individuals to the Transit Manager. Do not discuss any incident/accident with the media. Refer all media contact or requests to the Transit Manager.
- b. Do not make promises, commitments or comments about probable payment or liability to anyone, including claimant, ambulance, hospital, doctors, etc.

220.03 Responsibility for Damage/Incidents

The employee may be held responsible for any damage or injury caused by their negligence, carelessness, or disobedience of rules.

SECTION 230 COLLECTION AND ACCOUNTING

230.01 Fares

- a. No one shall be permitted to ride on the coaches of the FDLAT without depositing the proper fare.
- b. All employees handling cash, ticket, transfers, etc., will be held responsible for the accurate accounting of these items.
- c. It is the policy of the FDLAT to make change, on demand, for transit customers in a courteous manner. **We will not make change for more than \$1.00.** The driver has the option to indicate in a courteous manner that we appreciate exact fare. Suggest to customers that the use of tokens and passes to avoid paying cash for every trip.

- d. Correct rate schedules are posted on all coaches for passenger reference.

230.02 Fare Collection

After the passenger has boarded the coach, the fare must be promptly deposited in the fare box. The operator shall clear the inspection plate. Tokens and change should not be allowed to gather on the inspection plate.

230.03 Handling of Fares

- a. All fares, except transfers and passes, must be deposited in the fare box. The operator in charge of the coach is responsible for the proper control of the fare box.
- b. The operator must not handle fares but insist that passengers deposit fares in the fare box. Handling of fares by operators, except in cases of necessity, will be considered mishandling of fares.
- c. When making change, the full amount of change must be handed to the passenger. When selling tokens, only full packages must be sold.

230.04 Refunds

Should a passenger drop excess fare in the farebox, the operator shall make the necessary refund immediately. The operator should submit the refund information on the trip sheet. The operator will be reimbursed for the refund as soon as possible.

230.05 Transfers

- a. When issuing or inspecting transfers, the operator must use the proper color of day. Transfers entitle the passenger to board another route. A torn or mutilated transfer cannot be accepted.
- b. In the case of a transfer dispute, if the passenger's explanation seems reasonable, give the passenger the benefit of the doubt.
- c. The transfer should not be issued to a passenger presenting a monthly pass as fare.
- d. The transfer has a half hour limit.
- e. Treat transfer slips like cash.
- f. Transfers may be use anywhere on the route as long as they fall within the half hour time limit. (Example: #55 may drop off a passenger on the south side of W. Johnson Street, the following #60 may pick up that passengers on the north side of W. Johnson Street and their transfer would be valid)

230.06 Free Rides

- a. No free rides are to be given to anyone on a FDLAT coach.
- b. Emergency personnel, in the course of their duty, may ride free.
- c. Any child under five (5) years old can ride city coaches free of charge. They must be accompanied by an adult.

230.07 Security and Changing of Carrier Money Vaults

All coach operators will be responsible to change vaults at end of p.m. shifts, Monday through Friday.

The weekday scheduled person is responsible to change vaults in buses that are sitting in the garage at this time. The 6:45 p.m. scheduled person is responsible until this task is completed.

- a. The only people allowed to handle the vaults are coach operators.
- b. The p.m. check person will supervise the opening and locking of the vault storage room.
- c. The p.m. check person is responsible for moving the vault cart and vaults to the vault storage room.
- d. The p.m. check person is responsible for all vault changes.

230.08 Monthly Passes

- a. Valid monthly passes are to be honored for any fixed route and school services operated by FDLAT.
- b. Monthly passes are non-transferable. The monthly pass must remain in the possession of the individual using the pass and shall not be used on the same vehicle and trip for transportation by any other person. Passes must be signed.
- c. Coach operators are to trade passes after the 15th of the month.

230.09 Policy on Through-Trippers

Definition of a Through-tripper: A person who rides and stays on bus at the designated transfer point and rides a portion of connected loop route for completion of trip.

A through-tripper can be viewed (to the extreme) as a one (1) hour ride from point of origin back to point of origin or one (1) hour whichever is less. At that point, a second fare is required.

230.10 Check Acceptance Policy

Do not accept out of town checks or checks that have out of town banks. Accept only from local City of Fond du Lac or Village of North Fond du Lac residents or banks.

240.01 Knowledge of Equipment

The operator shall familiarize himself with the sound of the coach while in motion. If the operator notices any unusual sound, it should try to be located and reported.

240.02 Care of Equipment

- a. The operator should not race engine while warming up or building air pressure. The operator should not operate the coach with less than 80 lbs. of air pressure.
- b. The operator should watch the instruments on the panel. The oil pressure, water temperature, and air gauge should be checked constantly when driving. Report immediately if any gauges are not working and report per maintenance sheet.
- c. Become aware of mechanical troubles before they cause a breakdown. Always indicate mechanical problems on appropriate report form.
- d. Do not operate a coach with the engine compartment doors, fuel door, or battery box door open.

240.03 Maintenance Department Policy

- a. If you have coach-related problems, you must first call transit dispatch and let them know you are switching over to the DPW channel. The transit supervisor will switch to the DPW channel with you.
- b. Call 511 and relay the issue to the fleet manager or foreman, once you have solved the problem switch back to the transit channel and make sure the supervisor copied.
- c. Honor the chain of authority; supervisors must know where and how equipment is used at all times.

240.04 Coach Usage and Parking

- a. Any regular route operator will use bus assigned on the board labeled by route.
- b. Maintenance tagged coaches should be parked in areas that will not block movement of other vehicles.
- c. The operators starting at garage must check coach usage condition board before the beginning of their shifts. Buses labeled by routes will be assigned to operators.
- d. Maintenance tagged coaches can only be used if authorized by maintenance division.

Operators taking an unassigned coach will be sufficient cause for disciplinary actions. Coach operators are not allowed to alter the bus usage board and are required to use the bus assigned.

240.05 Parking Coach

Drivers will park coach at least six (6) inches from wall or windows. This will avoid building and/or vehicle damage.

240.06 Removing and Parking Coaches

Park coaches in their designated spots unless special instruction is given by mechanics or the transit office.

240.07 Disabled Vehicles

When a defect that affects the safe operation of a vehicle is detected, the dispatcher must be notified immediately. The dispatcher will arrange for a coach change or other necessary corrective action as warranted.

240.08 Pushing or Towing

Pushing or towing of any FDLAT vehicle, except by emergency vehicles authorized by the maintenance department is prohibited.

240.09 Coach Problems at End of Shift

If the coach brought back to the garage at night has a serious problem, such as engine problems, lessor problems such as a headlight out, or having a problem the operator feels will put the coach out of service on the next shift, the operator will be required to fill out a written maintenance slip and put it in the Fleet Managers mailbox. The transit dispatcher must be notified.

240.10 Maintenance Sheets

Use maintenance forms to report problems. Regardless of the problem, you must report. At end of shift detach maintenance sheets and deposit in box attached to vehicle condition board.

240.11 Bus Wash Door Safety

Once the bus wash garage door has been opened, operators must travel through immediately. Do not use this time to do anything else as the door is on a timer. If you wait any period of time the bus wash door will come down on the bus.

SECTION 250 ROUTE PASSENGER PROBLEMS

250.01 Reporting Trouble (Includes Mechanical and Fire)

- a. When the operator is reporting trouble, always give (using the following order) route number, exact location, coach number, short and concise statement of the problem, and the number of passengers on board. The last request should indicate if a back-up coach is required.
- b. If possible the operator is required to relay ridership rules

to troublesome passengers.

250.02 Altercations and Disturbances

- a. The operator must contact the dispatcher as soon as safely possible when confronted with an altercation or disturbance.
- b. In the event of an altercation or disturbance, employees should maintain calmness and obtain a description of the person(s) perpetrating the incidents. The operator must report immediately via the radio, and within 24 hours using incident form.
- c. The operator must not engage in a physical or verbal encounter with anyone except to defend themselves from physical harm or serious injury.

250.03 Passenger Handling - Problem Procedure

- a. Minor Problems: First Warning - proper verbal warning to passenger(s), also relay rules, warn about second step.
- b. Second Warning - Pull the bus to the curb. Contact the office immediately. Tell offending person and/or group that you will not proceed until the behavior changes. You must file a report of incident within 24 hours. List your recommendations on report if warranted. For any second warning, indicate the possibility of a third step. If a problem student, get what information is available and turn over to office. We will contact a follow-up to school and/or parent per operator's recommendations.
- c. Third Warning - Removal. The offending person and/or group will be asked to leave the bus. This also entails a one-month suspension. The suspension will be authorized per operator's recommendation and handled through the dispatcher. Transit personnel or police will remove the passenger from the coach. If a major problem, call dispatcher and request immediate police aid. The operator must have enough support information to make the suspension defensible. The passenger who is suspended has the right to an administrative hearing if they choose. We will defend our actions but in turn make sure we have the documentation to make a defense. In certain cases the third step may be your only option. Do not be afraid to use it, documentation is the requirement.

250.04 Bus Driver/Passenger Complaints

Any passenger's complaint that cannot be solved by operator are to be turned over to the Transit Manager. The passenger is to be told to contact Transit Manager for possible solution. You are to file the proper incident report on passenger problems relating to the above within 48 hours.

**SECTION 260
TRANSPORTING ANIMALS**

260.01 Animals

Animals are allowed on buses. All non-service animals must be contained for the safety of our passengers. The only allowable service animal is a dog.

**SECTION 270
COMMUNICATIONS**

270.01 Radio Communication Usage

All radio equipment on coaches is to be used for business-related conversations only. All other conversations must be avoided.

Do not make remarks about passengers, other drivers, or pedestrians while using the radios.

270.02 Office Communication Back-up

If your radio does not operate and you are having problems or running behind time, the operator is still responsible to call the dispatcher by telephone and/or using another coach radio to inform the dispatcher of problems.

270.03 Personal Cell Phones/Electronic Media

The use of personal cell phones is prohibited while driving municipal equipment. An employee is allowed to carry a personal cellular telephone but it is not to be turned on while driving municipal equipment. If time allows the use of a personal cellular telephone is allowed at layover points. Individuals wishing to contact a transit employee can call the transit office during staffed hours and the office will pass a message to the employee that a personal contact is requested.

If there is a personal emergency a call from a personal telephone is allowed but only from a layover point. If an emergency call is required, report such need to the transit dispatch, and then make the call but with the municipal equipment parked in a safe location. This is the only exception to the rule. You are required to keep your concentration on the road and use appropriate defensive driving techniques. Give maximum positive attention to customer relations.

Employees must understand that the use of cell phones/electronic media while driving presents a high liability risk.

The rule required of FDLAT from our insurance carrier. This rule must be adhered to:

- The use of personal cell phones/electronic media while operating a municipal vehicle (bus, van, car or truck) is strictly prohibited.
- Cell phones/electronic media may be carried while on-duty, but shall be turned off at any time that an employee is driving a municipal vehicle. It is permissible to use personal cell phones during layovers while out of the vehicle.
- There may be an instance where a reasonable exception to this policy can be made (e.g., there is an accident and the bus radio isn't working)
- Personal business will not be conducted while driving a municipal vehicle.

SECTION 280 OPERATOR/PASSENGER RELATIONSHIP AND SERVICE

280.01 Assisting Passengers

Some passengers, such as the elderly, blind, or disabled, may require assistance in boarding or alighting. When a passenger asks for assistance in boarding, alighting, or being seated, do so pleasantly and in a manner so as not to draw attention to the passenger.

Operators should offer their assistance to any passenger who appears to be in need of help; however, operators should not insist on aiding a passenger if the passenger does not wish to be assisted.

280.02 Conversation

While operating vehicles, operators must not engage in conversation with passengers unless responding to an informational inquiry by a passenger. Proper instruction should be given to the passenger in a polite manner.

280.03 Information

In order to be as helpful and instructive as possible to our passengers, operators should thoroughly familiarize themselves with the area in which they operate.

Operators should ensure that the bus they are driving has an adequate supply of route map/schedules.

If an operator does not know or is unsure of an answer, the operator should politely suggest that the passenger call the FDLAT general information number, 920-322-3650, for the proper information. If the required information is necessary for the

completion of the passenger's trip, the operator shall call the dispatcher for the information.

280.04 Fare Dispute

In case of a disagreement with a passenger the operator should, in a polite manner, challenge the passenger only once. If the passenger persists, do not further challenge the passenger again but rather tell the passenger you will check with the office for a ruling on the matter. Office personnel will instruct you on further action. Do not, under any circumstances, become abusive or aggressive towards the passenger.

280.05 Detaining Passengers

Operators should never forcibly detain any passenger or keep them from leaving the coach unless it is to protect the passenger from possible harm.

Good judgment should be used in detaining lawbreakers. Remember, the safety of your other passengers and yourself must be your first concern.

280.06 Standing in the Coach

Operators should request that all passengers be seated, if possible, while coach is in motion. If no seats are available, request standing passengers to move as far as possible to the rear of the coach. No passenger should be allowed to stand in the coach so as to obstruct the view of the operator either forward or to either side of the coach. Passengers are not to stand forward of the line in front aisle of coach.

280.07 Use of Smoking Materials

When a passenger smokes on board or tries to board a coach with a lit cigarette, cigar, pipe, ecig or vaping materials, the operator should courteously remind the passenger that no smoking is allowed on the coach.

If the passenger refuses to stop smoking, the operator should not persist in attempting to have the passenger stop smoking. Rather, the operator should call the office for instructions.

280.08 Passing a Stop

Operators are to make all stops to discharge passengers at their desired stop. If a passenger is mistakenly carried past their stop, the operator should allow the passenger to alight at the next bus stop.

280.09 Passing by Passengers

Operators shall not pass by any passengers waiting for a coach. Operators should request that all standing passengers move as far back in the coach as possible to allow for additional passengers to be picked up.

280.10 Packages

Drivers should refrain from assisting passengers with their packages. Passengers are not allowed multiple trips when loading packages. Passengers are not allowed to carry bulky or dangerous packages, gasoline, firearms, or other explosive material aboard the coach. Bundles, packages, or luggage must not be left in aisle or passageway. Report any suspicious packages left on your bus after passengers have departed.

280.11 Lost Articles

- a. Operators must check their coach for lost articles.
- b. Lost articles found on or around coaches or station areas must be turned into the transit office or left on the coach until coach is returned to the garage. This must be done on the day found or as soon as possible. If an operator is unable to turn in an item on the day found, the operator must notify the dispatcher giving a description of the item and where the item will be kept until turned in.
- c. The operator pulling the coach into the garage is responsible for turning in all lost articles remaining on the coach.
- d. If an article is found by a passenger, if possible, the passenger's name and address must accompany the lost article.
- e. Any articles of value, such as purses, wallets, cash, etc., must be reported to the dispatcher as soon as possible.

When a lost article contains money, the money should be counted in the presence of the person turning the article over to the employee and a note made of the amount.

280.12 ADA Service Provisions

The accessibility to mass transportation for the disabled is a new experience for many of the physically challenged population. Because of this patience, understanding, and courtesy on part of the coach operator is required.

Also, coach operators are required to assist a wheelchair boarding person and assist in securing wheelchair devices, unless requested by that person or attendant not to assist. If the non-ambulatory

passenger has an attendant to assist them, the attendant can ride free.

The operator must be sensitive to a disabled rider. Many disabled people do not expect nor seek special attention.

For your own safety roll wheelchairs DO NOT LIFT OR SLIDE.

All wheelchairs must be properly secured. If the person were to move from the wheelchair to a regular seat, the wheelchair must still be secured.

ADA (Americans with Disabilities Act), a federal civil rights law, requires that coach operators on fixed route buses announce, the following items for sight impaired passengers.

All published time points, this includes listed times on map and schedules.

Any transfer point, this includes Macy Street zone and Forest Mall.

The approach to a detour, all stops within the detour and the return to the established route.

Any stop requested to be announced by a passenger.

The current route that the bus is on, especially those that may be hearing impaired.

It is also noted eligible disabled individuals can use the HANDIVAN service if needed. Always have available HANDIVAN literature pieces on your bus.

Proper Belt Securement:

- a. A wheelchair should only be secured with the passenger facing forward.
- b. If possible secure and tighten the four corner wheelchair belts to the wheelchair. Extend them if needed which is usually the case. Retract the floor arms when not in use;
- c. If possible always secure the wheelchair belt hooks to the wheelchair frame. Do not secure the hook belts to the wheels of the wheelchair. The wheels of a wheelchair can move and loosen belts potentially, which could allow a wheelchair to tip over. Wheelchair securement points must never be located on any moveable part of the wheelchair (e.g., leg rests, arm rests, or removable wheels;
- d. Generally, you can secure the wheelchair on the frame, nearest the seat level, at a welded joint. Begin your securement with the wheelchair locks off so that a poor adjustment will not be masked;
- e. Anchor the front tie-downs to the floor as close to a 45-degree angle as possible (the angle should be no less

than 40 degrees and no more than 60 degrees.)

- f. Attach the rear belts to the frame of the wheelchair at a welded joint if possible, close to where the chair back and seat meet. Preferred angle of rear attachment is 30 to 45 degrees;
- g. When all securement belts are properly attached and adjusted, there should not be more than one inch of slack. Reapply the wheelchair locks.
- h. The use of the wheelchair lapbelt/shoulder belt is required if at all possible. The upper shoulder harness will not roll out unless pulled slowly. It is motion sensitive and locks with quick action;
- i. The shoulder portion of the occupant strap should be positioned across the midpoint of the shoulder and over the bony clavicle (collarbone) - never over the occupant's neck area. The shoulder strap should extend upward and rearward from the midpoint of the shoulder to prevent downward forces on the spine. The shoulder belt is then attached to the lap portion of the occupant restraint. The belt should be positioned so that it runs diagonally across the upper body and then attaches at a point directly over the pelvic bone (just think of how your three-point lap shoulder belt works in your own car. The shoulder portion attaches across your pelvic area, not across your stomach).

Ramps may be used by standees if they are unable to navigate the steps.

The front seats have been designated for use by the elderly and disabled. Please remind the other riders that this is a courtesy we extend to those people, and to please vacate those seats should a person with disabilities need to use them.

Service is always available for those riders needing to board with a respirator and/or oxygen tank.

Please allow extra time and patience to those riders who may need extra consideration when boarding or disembarking from a Fond du Lac Area Transit vehicle.

280.13 Use of the Kneeling Feature

The kneeling feature should be used when requested by a passenger. The kneeler is to be used only when a coach has stopped at a bus stop and does not have a curb.

280.14 Activating the Kneeling Feature

- a. Open front door.

- b. Check to be sure front landing area is clear of all obstructions; do not operate over a curb.
- c. Press "Kneel down" button found on control panel.
- d. Coach will lower and remain lowered approximately 4-5 inches.
- e. Allow all passengers to board or alight.
- f. When all passengers have cleared the loading area, close door.
- g. Press "Kneel up" button to raise.
- h. Brake interlock will release when coach returns to proper height and you may proceed.
- i. Do not attempt to operate the coach until the brake interlock system is released.

280.15 Layover Points

To serve as a courtesy to your customers when at the transfer zone layover point during very cold or warm weather, keep doors closed within reason.

Barring required time away from your coach at the layover point you are expected to watch for customers for proper door operation.

When you leave your coach and close doors, first make sure parking brake is set.

280.16 Layover Point - Transactions

During initial pull-in, the operator must conduct all initial fare transactions which include transfer collection from boarding passengers before alighting coach. At that point, the operator must be reasonable in watching fare transactions and customer boardings.

SECTION 290 LEAVING SERVICE

290.01 Leaving Service

- a. Any employee leaving the service is required to give notice of their intentions to leave before receiving final pay.
- b. The operator must, upon request, make an affidavit containing full and true statements of any accident, mishap, or altercation of which they have knowledge.
- c. The operator must return all department property.

