

EXHIBIT O

BUS OPERATOR CANDIDATE ORIENTATION

Washington Metropolitan Area Transit Authority

# Bus Operator Candidate Orientation



## *Building the Foundation*

**BUS OPERATOR CANDIDATE  
TRAINING PROGRAM**

**Module 1**



June 2017

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## **BUS TRAINING DEPARTMENT STAFF LISTING**

Metrobus Central Training Facility  
Carmen Turner Maintenance and Training Facility  
3500 Pennsy Drive  
Landover, MD 20785  
301-618-1236 or 240-487-3707

Director of Training and Administration: D. Wolfe  
Acting Bus Training Superintendent: A. Wilson  
Training Supervisors: A. Dawson  
Curriculum Development Specialist: R. Solomon  
Operations Training Clerk: D. Gaither

## **TRAINING INSTRUCTORS**

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D. Donaldson	R. Moffitt	M. Wallace
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M. Green	T. Muse	D. Wright



# WELCOME

## Welcome to the Washington Metropolitan Area Transit Authority



Congratulations on being accepted into the  
Metrobus Operator Candidate Training Program!

You are taking the first step toward a career that you will find rewarding and fulfilling in many ways. The next few weeks will be challenging, but if you develop good study skills, pay attention to our capable and experienced instructors, and stay motivated, you will acquire the skills and knowledge that you will need to become a professional Metrobus Operator at the Washington Metropolitan Area Transit Authority (WMATA).



## WMATA'S STRATEGIC FRAMEWORK

### **Vision**

*Metro moves the region forward by connecting communities and improving mobility for our customers.*

### **Mission**

*Metro provides safe, equitable, reliable and cost-effective public transit.*

## **THINK SAFETY**

### ***SAFETY FOR YOU AND YOUR CO-WORKERS IS CRITICAL!***

Safety is the responsibility of every WMATA employee. When you are behind the wheel of a WMATA vehicle remember, **you are accountable for safe operation.**

### ***SAFETY CONTACT***

Your instructor will share a safety contact with you each day. A safety contact is simply a brief reminder about safety that we ask you to incorporate into your daily routine.

## ***OUR GENERAL MANAGER***



"I wake up every morning and go to sleep every night thinking about safety, and we have to make sure that everything we do in between makes Metro even safer," I am absolutely confident that we can run our buses and trains safely and get people to work on time."

*Paul J. Wiedefeld, WMATA General Manager and CEO*

# SAFETY IS OUR NUMBER ONE PRIORITY

**It Comes Before Anything Else We Do...**



These words appear on our Department of Safety website. WMATA must create a safety culture and we must all do our part to avoid tragic losses.

Each Metro employee has the responsibility and the authority to stop unsafe action in their workplace and to challenge policy or procedure deemed unsafe. Today, you will sign the WMATA Safety Pledge. If you are aware of any unsafe action or have questions contact the Safety Hotline or any of the Safety Officers listed below. Remember - someone's life – it may be your own – may depend on you taking action.



## Safety Hotline: 202-249-SAFE

**Raquelle Gilbert, Deputy Chief of BUS and MetroAccess Safety**  
**Office: 202-962-1295 Cell: 202-997-3253**

**John McNeil, Manager of BUS and MetroAccess Safety**  
**Office: 301-618-1148 Cell: 202-834-5534**

NAME	OFFICE PHONE	CELL PHONE	LOCATION
Darryl Sumpter <a href="mailto:dsumpter@wmata.com">dsumpter@wmata.com</a>	202-962-9817	202-527-0087	Four Mile West Ox
John Cummings <a href="mailto:jcumings@wmata.com">jcumings@wmata.com</a>	301-618-1222	202-538-5922	Montgomery Northern
Elana Randle <a href="mailto:erandle@wmata.com">erandle@wmata.com</a>	202-962-6255	202-631-0149	Shepherd Parkway Carmen Turner Fac.
Eugene Medley <a href="mailto:eimedley@wmata.com">eimedley@wmata.com</a>	301-618-1347	202-834-1642	Landover Southern Avenue
Robin Ross <a href="mailto:reros@wmata.com">reros@wmata.com</a>	202-962-5826	202-631-6122	Bladensburg Western
Tyrone Harrison <a href="mailto:thharrison@wmata.com">thharrison@wmata.com</a>	301-618-1318	202-713-8353	Night Shift/All Yards
Saba Liyew <a href="mailto:sliyew@wmata.com">sliyew@wmata.com</a>	301-618-1157	202-713-502**	Night Shift/All Yards

## TRAINING PROGRAM PURPOSE

The intent of this training program is to use comprehensive, on-the-job training, classroom instruction, and guided skill practice to train, test and qualify new employees as professional Metrobus Operators. This training program utilizes adult learning concepts and activities, a structured curriculum, and intense, hands-on instruction to prepare trainees to:

- **Operate a Metrobus in a safe and responsible manner**
- **Meet or exceed customer expectations by consistently delivering quality customer service**
- **Maintain physical and mental wellness**



# COURSE ACTIVITIES AND DESIGN

The Metrobus Operator Training Program takes place over a period of several weeks. You will be supervised by seasoned training professionals who are committed to your skill development and successful completion of training. Our professional training instructors have extensive experience as Bus Operators, and receive specialized training in adult training techniques. The Supervisors of Bus Training are responsible for administration of the program.

## Program Summary

**During Your First Five Weeks,** you will be in training here at the Central Training Facility. Usually you will spend part of the day in the classroom and on the bus. Your hours will vary and your days off will too.



**Beginning in Week Six,** your location and training activities will depend on whether you have a Commercial Driver's License. If you already possess a CDL with the proper endorsements, you will be assigned to a division to begin on-the-job-training. For the next five weeks, your work hours will vary depending upon your training assignment.



If you don't currently hold a CDL with the proper endorsements, you will attend classes here and on the CDL training lot at the Landover division. This week of instruction will prepare you to pass the CDL

exam in your jurisdiction.

**In Weeks 7 through 10**, all trainees will be working out of their assigned division to undergo intense on-the-job training under the direction of a Division Instructor. For the next four weeks, your work hours will vary depending upon your training assignment. During these four weeks you will undergo CDL testing by the Department of Motor Vehicles or the Motor Vehicle Administration in the jurisdiction in which you live. You will spend one day refreshing your CDL maneuvers and then take your test; a CDL Instructor will accompany you to the test site. You will also operate Metrobuses on a revenue route with a Line Platform Instructor - this means you will be transporting our paying customers. Treat them well!! There are other activities that occur during the last week of training, including graduation and purchasing your uniforms. More information on that is coming up.

## **Written Testing Requirements**

You are required to achieve passing scores on two written exams during your training. Although you are allowed to re-take either exam a second time, you must achieve a higher score on the second attempt as follows:

<b>TEST</b>	<b>1<sup>st</sup> attempt</b>	<b>2<sup>nd</sup> attempt</b>
Standard Operating Procedures Examination	80%	84%
Bus Operator Final Examination	80%	86%

## **Practical Testing Requirements**

During the 3<sup>rd</sup> week of training you will be required to pass a Final Performance Assessment (on the bus) that will determine your competency level behind the wheel. Later, you will also be required to pass the Commercial Driver License (CDL) examination in the jurisdiction in which you live. You will be given two opportunities to pass the CDL test. If you fail on the second attempt, you will be dismissed.

## **Performance Expectations**

During training, your progress will be evaluated daily by various Instructors to assess your skill development. You are expected to make satisfactory progress in attaining vehicle operation skills throughout the ten weeks. Dismissal can occur at any time during training. If you are not progressing as expected, your Instructor and the Supervisors of Training or their designee will interview you. They will give you specific information on the areas you need to improve. If you do not show sufficient improvement, then you will be dismissed from the training program.



## TRAINING SCHEDULE

Week of Training	Type of Trainees	Instructional Topics
Week 1	All Trainees (Daytime hours)	<p><b>New Employee Orientation (Mon. – Thur.)</b></p> <p><b>Classroom Instruction (Fri.)</b></p> <ul style="list-style-type: none"> <li>• Bus Familiarization</li> <li>• Standard Operating Procedures (SOP)</li> </ul>
Week 2	All Trainees (Daytime hours)	<p><b>Classroom Instruction</b></p> <ul style="list-style-type: none"> <li>• Standard Operating Procedures continued</li> <li>• Rules and Regulations</li> </ul> <p><b>Bus Operation Skills</b></p> <ul style="list-style-type: none"> <li>• No Passenger Bus Training</li> </ul> <p><b>Testing</b></p> <ul style="list-style-type: none"> <li>• Bus Operator Candidate SOP Quiz</li> </ul>
Week 3	All Trainees (Daytime hours)	<p><b>Classroom Instruction</b></p> <ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Personal Wellness</li> <li>• Senior Citizens and Customers with Disabilities</li> <li>• ADA Compliance</li> <li>• Manifest Completion Procedures &amp; Orientation to Division Activities</li> <li>• Articulated and Alternative Fuel Vehicle Operation</li> <li>• Bike Rack Procedures</li> <li>• Fare Collection</li> </ul> <p><b>Bus Operation Skills</b></p> <ul style="list-style-type: none"> <li>• No Passenger Bus Training</li> </ul> <p><b>Testing</b></p> <ul style="list-style-type: none"> <li>• Final Performance Assessment</li> </ul>

Week of Training	Type of Trainees	Instructional Topics
Week 4	All Trainees (Daytime hours)	<b>Classroom Instruction</b> <ul style="list-style-type: none"> <li>• Emergency &amp; Accident Procedures</li> <li>• Transit System Security &amp; Unknown Substance Procedures</li> <li>• DC Area Navigation</li> <li>• Revenue Service Topics</li> </ul> <b>Testing</b> <ul style="list-style-type: none"> <li>• Operator Candidate Final Examination</li> </ul>
Week 5	All Trainees (Day and Evening hours)	<b>Classroom Instruction</b> <ul style="list-style-type: none"> <li>• Revenue Service Topics</li> <li>• Leadership Presentations</li> <li>• Office of ADA Program Presentation</li> <li>• Office of Risk Management and General Counsel Presentation</li> <li>• Department of Safety Presentation</li> <li>• Service Operations Manager Presentation Bus</li> </ul> <b>Bus Operation Skills</b> <ul style="list-style-type: none"> <li>• No Passenger Bus Training</li> </ul>
Week 6	Trainees with valid CDL ----- Trainees without valid CDL	Passenger Bus Training at your assigned Division. Work hours will vary. ----- <b>Classroom Instruction</b> <ul style="list-style-type: none"> <li>• CDL Pre-Trip Inspection</li> <li>• CDL Skills Maneuvers</li> <li>• CDL Road Test</li> </ul> <b>Bus Operation Skills</b> <ul style="list-style-type: none"> <li>• CDL Exam Preparation</li> </ul>
Weeks 7 & 8	Trainees with current CDL ----- Trainees without current CDL	Passenger Bus Training at assigned Division; Work hours will vary. ----- <ul style="list-style-type: none"> <li>• 8 days of Passenger Bus Training at assigned Division; Work hours will vary.</li> <li>• 1 day of review for CDL Skills Test</li> </ul> <b>Testing</b> <ul style="list-style-type: none"> <li>• 1 day to be scheduled for CDL Skills Test</li> </ul>

<b>Week of Training</b>	<b>Type of Trainees</b>	<b>Instructional Topics</b>
<b>Week 9</b>	All Trainees	<ul style="list-style-type: none"> <li>• Passenger Bus Training at assigned Division; Work hours will vary.</li> </ul>
<b>Week 10</b>	All Trainees	<ul style="list-style-type: none"> <li>• Passenger Bus Training at assigned Division; Work hours will vary.</li> <li>• Uniform Measurements/Purchase</li> <li>• Turn in &amp; Graduation</li> <li>• Following graduation, students will attend a Union Local 689 orientation for two hours.</li> <li>• NOTE: Due to varying circumstances, additional weeks of training may be necessary.</li> </ul>

## **HOURS AND WAGES**

Trainees attend training sessions Monday through Friday for 40 hours per week. Wednesday is payday. Your first payday will be Wednesday of the third week of training. The first check will be for the first week of training, and will reflect the Authority's policy of withholding 10 days after completion of the pay period. The Human Resources department determines your rate of pay.

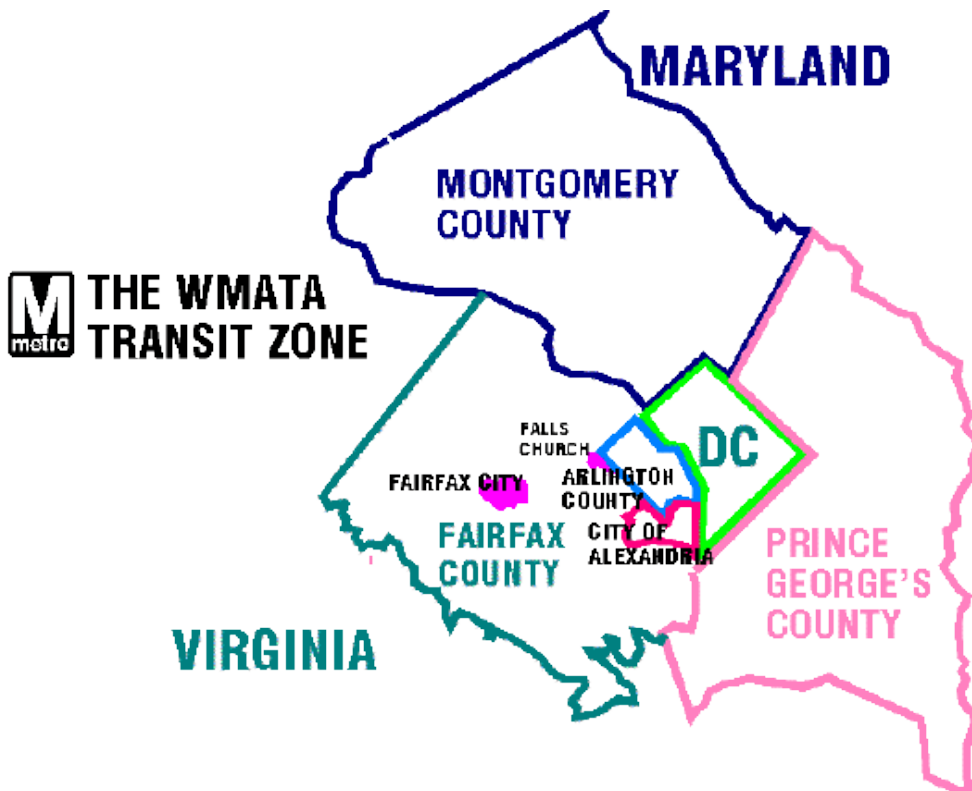
### **Payroll**

Most students will receive their pay through direct deposit. Checks for amounts earned as qualified New Service Full-Time Operators are issued through the operator's assigned division. A valid WMATA ID card must be presented to receive paychecks.

# WMATA OPERATIONS

Metro has earned a worldwide reputation for reliability, cleanliness, safety, security and architectural beauty. **Metrobus** serves the nation's capital 24 hours a day, seven days a week with over 1,530 buses. **Metrorail**, with 86 stations and 106 miles of right-of-way, opens at 5:00 a.m. weekdays and 7 a.m. on weekends and closes at 12 a.m. Sunday through Thursday and 3 a.m. Friday and Saturday nights with a fleet of 1118 rail cars.

More than four decades of planning and building went into creating the transit system that now serves the metropolitan Washington region. The Washington Metropolitan Area Transit Authority (WMATA) was created by an interstate compact in 1967 to plan, finance, construct and operate a comprehensive mass transit system for the Washington metropolitan area.



# METROBUS FACTS

There are over **2700 Metrobus Operators** that fulfill the daily operation needs of **nine divisions**:

West Ox  
Bladensburg  
Four Mile Run

Shepherd Park  
Landover  
Montgomery

Northern  
Western  
Southern Avenue

Currently our operating fleet consists of over **1,548 active buses**. We operate more than **17 different bus models** that range from **30 to 60 feet** in length, and are capable of carrying **27 to 113 passengers**.



# MORE METROBUS FACTS

## Bus Communications, Customer Service and Security Features

We have two-way radio systems so Bus Operators can speak directly to and send text messages to Central Communications. Our buses have on-board cameras and all buses have GPS Automatic Vehicle Locators as well. We have a customer service tool called *Nextbus* that provides our customers with real-time bus arrival time information via phone, internet or PDA. For emergencies, our Operators can rely on the radio silent alarm system, and flashing crime alert lights to provide a visual indication that immediate emergency assistance is needed.



## We are Eco-Friendly



- 455 of our buses run on compressed natural gas (CNG)
- 149 buses run on advanced technology diesel
- 821 buses are diesel/electric hybrids.

All remaining buses in the fleet have completed the Clean Fleet project, which includes the use of ultra low sulfur diesel fuel in conjunction with exhaust treatment devices to lower emissions.

## Transit Costs

Each new bus costs approximately **\$1,000,000**; an articulated bus costs **\$1.2 million!** To rehabilitate older buses is extremely costly as well. Keep in mind that you will be operating **extremely expensive** equipment.



## LICENSING REQUIREMENTS



According to Federal law all Bus Operators are required to possess a valid Class B commercial driver license (CDL), with a Passenger Endorsement, and no Air Brake restrictions issued from the jurisdiction where they reside.

A CDL Instructional Learner's Permit is acceptable while you are in this training program, but you must successfully complete all license requirements to qualify as a Metrobus Operator. Trainees must have their license or permit in their possession when reporting for all training assignments.

In addition to the proper license, all trainees are required to have in their possession, a current and valid WMATA Medical Examiner's Certificate (DOT medical card), with appropriate signatures and a clearly marked expiration date.



# TRAINING ATTIRE

## Slacks

- Conventional solid, dark color dress slacks or trousers
- Dungarees, jeans, or denim are unacceptable
- Skirt, culottes, shorts or dresses are unacceptable
- Must be worn with a belt



## Shirt/Blouse

- Short sleeved summer or long-sleeved winter shirts and blouses with buttons on the front
- Must have a conventional collar

## Ties/Scarves

- Must be worn with sweater or coat
- Must be worn with all long-sleeved shirts or blouses

## Shoes

- Standard low quarter uniform shoes secured by laces or zipper
- Must conform to regulation for Bus Operators as described in Employees Handbook
- No tennis or athletic shoes
- No canvas
- Shoes must be made of material that can be shined.



## **Watch**



You must have a watch with a clearly marked dial with an hour, minute and second hand, or a constant digital time display.

## **Uniform After Training**

Once you have completed training and qualified as a Metrobus Operator, you will be issued a voucher and directed to the approved outlet to purchase Metrobus Operator's uniforms. A payroll deduction plan can be used for the amount of the uniform purchase.

# ATTENDANCE POLICY

**Any student who incurs 3 attendance reports for any reason – uniform violation, illness, lateness, or emergency, will be dismissed.**

During your ten weeks in training, you are **required** to attend all training sessions whether classroom, CDL or division assignments. You cannot be excused from training without incurring a missed day. If you are excused for an emergency, the third incident of any type, whether late report, sick report or missed assignment will cause immediate termination from the training program.

## LATE REPORTS

Failure to report on time for any assignment is a late report. The first and second late report will result in a **written warning** to the trainee. A third late report will result in **immediate termination**.

### **You Must Call One Hour Before You Are Scheduled To Report**

If you are going to be late to classroom training, you must telephone Central Training at 301-618-1236 or 240-487-3707 **at least one hour before you are scheduled to report.** . If you are going to be late for a division assignment, you must call Central Training and your assigned division, **at least one hour before you are scheduled to report.** In both cases you will still be charged with a “MISS”.



## SICK REPORTS



Trainees who will be absent due to illness must contact Central Training at 301-618-1236 or 240-487-3707. When calling Central Training, allow the phone to ring until answered, either by office staff or electronic voice mail. If answered by voice mail, leave a detailed message. You must also provide a doctor's note upon your return.

**Extended illness of more than two single days missed will result in dismissal from the training program.**

## DIVISION ASSIGNMENTS

While in Passenger Bus Training at your assigned division, you will report 20 minutes before the scheduled time of your run assignment. This is paid preparatory time for trainee operators. Any Trainees who will be absent while in Passenger Bus Training must contact their assigned Division Instructor and Central Training.

## NOTIFICATION INFORMATION

Anytime you cannot report for a scheduled training assignment, notify Central Training **immediately** at **301-618-1236 or 240-487-3707**. If you are in the Passenger Bus Training phase of your training, you should also contact your Division Instructor.



If no one answers, leave a voice mail message with the following information:

- Your full name
- Payroll number
- Nature of the problem or emergency
- Your assigned division or class number
- When you plan to arrive

**Failure to report without calling will be considered Absent Without Leave (AWOL) and will result in immediate termination for the first offense.**

## **IMPORTANT PHONE NUMBERS**



**IN CASE OF TROUBLE OR IF AN  
EMERGENCY OCCURS  
WHILE OPERATING THE BUS,**

**Notify BOCC By:  
Bus Radio or  
Call 202-962-1811**

- 
- **While in training, if a family member needs to contact you during work hours, have them contact Central Training.**
  - **Once you turn in, if a family member needs to contact you during work hours, have them contact your division.**
- 

**FOR CUSTOMERS SEEKING SCHEDULE OR ROUTE  
INFORMATION**

**Advise them to call: 202-637-7000**

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## DIVISION LOCATIONS AND TELEPHONE NUMBERS

<u>DIVISIONS</u>	<u>ADDRESS</u>	<u>TELEPHONE NUMBER</u>
Central Training	3500 Pennsy Drive Landover, MD 20785	301-618-1229 or 1236
West Ox Road	4970 Alliance Drive Fairfax, Virginia 22030	703-667-7960
Bladensburg	2250 26th Street, NE Washington, DC 20018	202-962-5607
Four Mile Run	3501 Glebe Road Alexandria, VA 22202	703-667-8160
Landover	3433 Pennsy Drive Landover, MD 20782	240-487-3780
Montgomery	5400 Marinelli Road Rockville, MD 20852	240-487-3760
Northern	4615 14th Street, NW Washington, DC 20014	202-962-5800
Southern Avenue	4421 Southern Avenue Coral Hills, MD 20743	301-955-4200
Shepherd Parkway	2 DC Village Lane, SW Washington, DC 22032	202-962-5888
Western	5230 Wisconsin Avenue, NW Washington, DC 20016	202-962-5860

## YOUR DIVISION ASSIGNMENT INFORMATION

**Home Division:**

---

**Division Phone Number:**

---

**Report to Division  
Instructor:**

---

# Employee Benefits



Disability Benefits

Job Security

Free Classes

Advancement

Health Benefits

Paid Training

Buying Power

Workout Rooms

Birthdays Off

Bereavement Leave

Credit Unions

Prestige

Sense of Satisfaction

Vacation

Builds Character

High Standard of Living

Professional Driving Skills

Tuition Reimbursement

Good Salary

Federal Holidays

Sick Leave

Union Membership

Uniform Allowance

Free Transportation

1-26

Good Retirement

# **SUMMARY OF EMPLOYEE BENEFITS**

**Benefits will become effective after the probationary period of 90 calendar days has been completed successfully.**

## **FREE TRANSPORTATION**

You may ride the bus or rail free of charge by tapping your employee ID card to the farecard or farebox target.

## **RETIREMENT**

Paid by the Authority; Employees become eligible after completing the probationary period of 90 days, after graduation.

## **TRANSIT EMPLOYEES FEDERAL CREDIT UNION (TFCU)**

Employees become eligible to join after completing the probationary period.

## **UNION DUES**

An initiation fee \$75.00 will be deducted from paychecks - \$25.00 per month for the first three months; normal monthly dues are approximately \$51.00.

## **SICK LEAVE**

As a new employee, you do not have any paid sick leave the first year. Upon completing one year of service, and for each additional year, you will accrue 12 days of sick leave, no maximum, on the anniversary date of your employment if on active pay status.

## **BEREAVEMENT LEAVE**

Up to 3 days leave for immediate family to include a parent or person who stands in place of parent, child, spouse, parent of spouse, brother, sister, grandparents, dependent relative domiciled in employee's home and common law spouse or domestic partner.



## **UNIFORM ALLOWANCE**

Semi-annual: January 1 - \$160.00 and July 1 - \$160.00  
Uniform voucher: 2 shirts and 2 pairs of pants

## **WEEKLY DISABILITY PLAN**

Employees who are off duty for 30 days, and have used all of their sick leave because of a non-occupational illness or accident may be eligible to receive up to a maximum of 26 weeks disability pay.

## **VACATION LEAVE**

1 week after 1 year	4 weeks after 10 years
2 weeks after 2 years	5 weeks after 15 years
3 weeks after 5 years	6 weeks after 30 years, and one additional day after 31 years

## **PROFESSIONAL DEVELOPMENT & PROMOTIONAL OPPORTUNITIES**

- **Tuition Reimbursement** is available to all employees. For more information, contact HR Office of Talent Management, **240/487-3687**.
- **Operations Management Services** provides craft training in maintenance areas and classes for personnel with limited education and/or experience who do not otherwise meet all of the requirements currently identified for placement in WMATA's maintenance positions. Programs are open to all WMATA personnel. For more information, call the Technical Skills and Maintenance Training Division at 301-618-1081.
- **Promotional opportunities are available after 90 Days.**

NOTE: This benefit information represents a summary of benefits; specific plan provisions are reflected in the labor agreement, its appendices, and other official documents.

## EMPLOYEE RECOGNITION AWARDS

- **Champions of Safety Award** – for Operators who have driven one million, two million and three million or more consecutive miles without a preventable accident.
- **Division Employee of the Month & Employee of the year** - based on attendance, safety, and general performance.
- **Help Starts Here** - is given monthly and honors individuals/teams who consistently embody the essence of outstanding internal customer service.
- **All Star Customer Service Award** - is given quarterly. It honors individuals or teams who exemplify the spirit of teamwork and dedication in pursuit of external customer service excellence.
- **The General Managers Award** - is given annually. Two awards are given to those individuals or teams who are the best at service to passengers. The third award is given to an individual who best exemplifies service to internal customers.
- **Bus and Maintenance Roadeo** - competition sponsored by the American Public Transit Association (APTA) each summer, with the winner competing in the International Bus Roadeo in the fall.



**2016 Winner Metrobus Roadeo**

First Place: Kenneth Lee (Landover)



Washington Metropolitan Area Transit Authority

# Vehicle Operation Skills



**BUS OPERATOR CANDIDATE  
TRAINING PROGRAM**

**Module 2**



Bus Training Branch  
June 2017



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# Unit 1



## What We Will Cover

- Performance Standards
- Bus Familiarization



## **Unit 1 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Describe why standard operating procedures are necessary.
2. Name 3 differences between a bus and a car.
3. Name two possible locations for the parking brake.
4. Explain what a Bus Operator must do when leaving the driver's seat.

# PERFORMANCE STANDARDS

The Standard Operating Procedures (SOP) and the Metrobus Rules & Regulations set the performance standards for MetroBus Operators. The SOP is widely recognized for its excellence and effectiveness. It was developed by years of extensive research and experience. You must learn the standards and rules and apply them every single day. They will help you avoid mishaps, accidents, injuries and damages.

## INSIDE YOU WILL FIND...

### STANDARD OPERATING PROCEDURES

- Pre-trip inspections
- Vehicle operation
- Observations
- Safety skills
- Defensive driving
- Service stops
- Bus service for persons with disabilities

### METROBUS RULES AND REGULATIONS

- Uniforms
- Attendance
- Professional conduct
- Discipline
- Operations policies

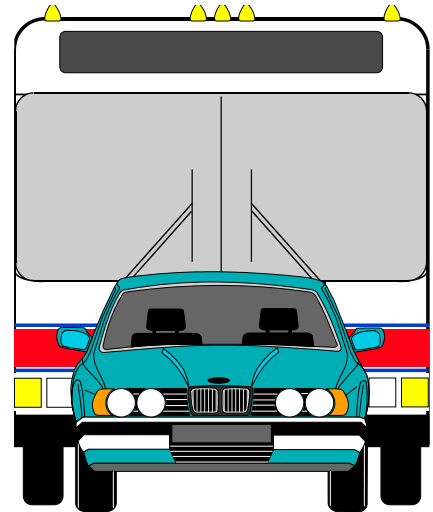


## CARS VS. BUSES

### How is a bus different from a car?

#### **Buses...**

- **ARE BETWEEN 11 AND 12 FEET TALL**
- **ARE BETWEEN 27 AND 60 FEET LONG**
- **ARE ABOUT 8 - 8 ½ FEET WIDE**
- **TAKE LONGER TO STOP**
- **TAKE LONGER TO ACCELERATE**
- **CARRY MORE PEOPLE (31 to 100 passengers)**
- **HAS MORE INSTRUMENTS**
- **HAVE AIR BRAKES**
- **HAVE A LARGER STEERING WHEEL**



#### **Most important is the:**

- **Size of the bus;**
- **Position of the operator relative to the steerable axle.**

---

#### **Remember:**

- **Don't let the size overwhelm you or make you overly confident!**
- **Remember you are responsible for the lives of hundreds of passengers each day.**
- **Developing good driving habits is essential to your job as a professional operator.**

## RESPECT THE POWER OF A BUS

***You need to have a healthy respect for the power of a bus; unsafe operation and not adhering to the Standard Operating Procedures can have a disastrous effect.***

- Buses are powerful vehicles; extremely expensive to purchase, maintain and repair.
- Property damage, utilities outages, traffic delays, lawsuits, terrible injuries, and loss of life can result from one mistake or one moment of inattention.
- Rushing; inattention; unsafe operation can be deadly.



# GENERAL SAFETY RULES

## Seatbelts Required

All employees authorized to operate a bus on or off WMATA property are required to fasten their seat belt before moving the bus.



**3 Point Belt**  
Required for 50 mph or  
Higher Speed Zones.



**Installing the E-Clip.**  
Lowers belt angle and  
lessens "neck rub".



**Lap Belt**  
Permitted only in  
Speed Zones Lower  
than 50 mph.

## Class 2 Safety Vests Required



Front View

Rear View

- You are required to wear a safety vest at all times while on duty, except when operating a bus.



- If you have to exit the bus while on duty, you are required to put your safety vest on before exiting the bus.
- This vest is a mandatory outer garment and shall not be covered by coat, clothing or a carrying bag.

## **No Electronic Device Usage**

- Use of electronic devices or any wireless communication devices **is strictly prohibited** while operating:
  - Revenue vehicles
  - Non-revenue vehicles
  - Metro owned or leased vehicles
  - Personal vehicles while on Metro property or on Metro business

This includes cell phones, Blackberry devices, games, GPS units, PDAs, iPods, MP3 players, Bluetooth devices, personal computers, laptops, tablets; the “Smart Watch”, Google Glasses.

**NOTE: Devices must be turned off and out of sight.**



**CELL PHONES!**

Violations will result in  
**termination** – even  
for 1<sup>st</sup> time offenses.



# **Electronic Device Usage - Emergency Situations Only**

## **Inoperable Bus Radio or Operator Outside of Driver Compartment**

In an emergency situation where the bus radio is inoperable, or the Operator is assisting outside of the operator compartment, Operators may use an electronic device to contact BOCC (202-962-1811) or to call 911 only, once the bus is stopped and properly secured with the parking brake applied.

## **Electronic Device Use Depends on Location**

Operators may use an electronic device only at terminals, change off locations or road call locations, after the vehicle has been properly stopped and secured and the Operator has alighted the vehicle, provided this does not contribute to or cause a delay in service, inconvenience to the customer or create an unsafe condition. (P/I 10.3/3, 5.02- a-5)

While at a garage, shop or maintenance facility in an emergency, an electronic device may be used to contact respective OCC or 9-1-1. Individuals coordinating emergency response may use their electronic device to communicate when they are in an area free from hazards (P/I 10.3/3,5.03-a-2).

## **Electronic Devices Cannot Be Carried on Person**

The policy remains the same in that Operators are prohibited from using electronic devices while operating a revenue vehicle or non-revenue vehicle, and are prohibited from carrying an electronic device on their person. For example, the electronic device must be stored in a bag or purse and must be in the OFF position (not "silent" or "vibrate").

Failure to adhere to this NTO may result in an appropriate disciplinary action.

# EXAMPLES OF WMATA'S BUS FLEET



## OPERATOR COMPARTMENT

The driver's compartment in buses is different from what you have in cars. You should know each piece of equipment and various controls in the driver's compartment and be able to operate each one properly. These are important tools for communication, safety and the comfort of your customers.

- **Communication Equipment:** radio, public address system, destination signs, etc.
- **Safety and Emergency Equipment:** silent alarm, flashing crime alert lights, fire extinguisher, wheel chock, emergency triangles, etc.
- **Front Instrument Panel:** gauges, meters, warning lights, indicator lights, wheelchair lift controls, etc.
- **Side Console Switch Panel:** door controller, engine start button, master switch, 4-way hazard lights, kneeler controls, parking brake, etc.
- **Foot Operated Controls:** turn signals, brake pedal, accelerator, etc.



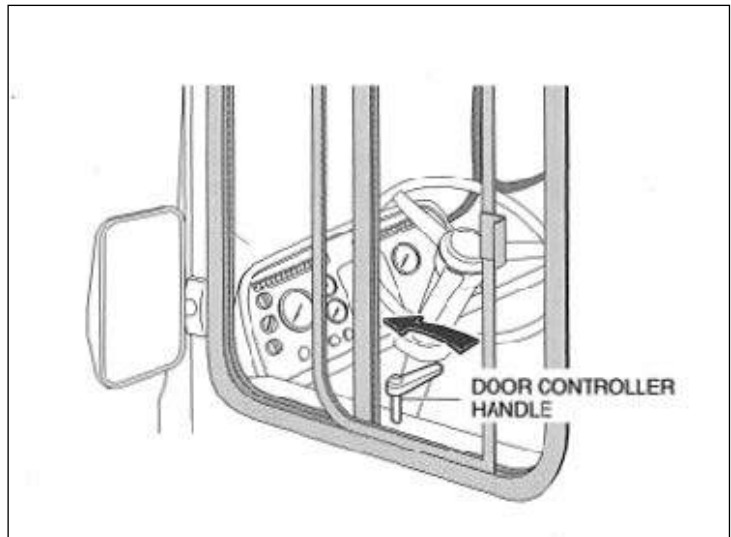
**NOTE:** Location of controls and equipment varies depending on the bus model.

## ENTERING & STARTING A BUS

Buses don't have keys like automobiles, so entering the bus and starting it is different than with a car.

**1.**

You must first enter the bus by pulling the passenger entrance door open at the rubber seal. If the door is locked, then open the driver's side window and turn the door controller handle to an open position.



**2.**

Make sure the parking brake is applied and turn the Master Switch to Day Run or Night Run position.



**3.**

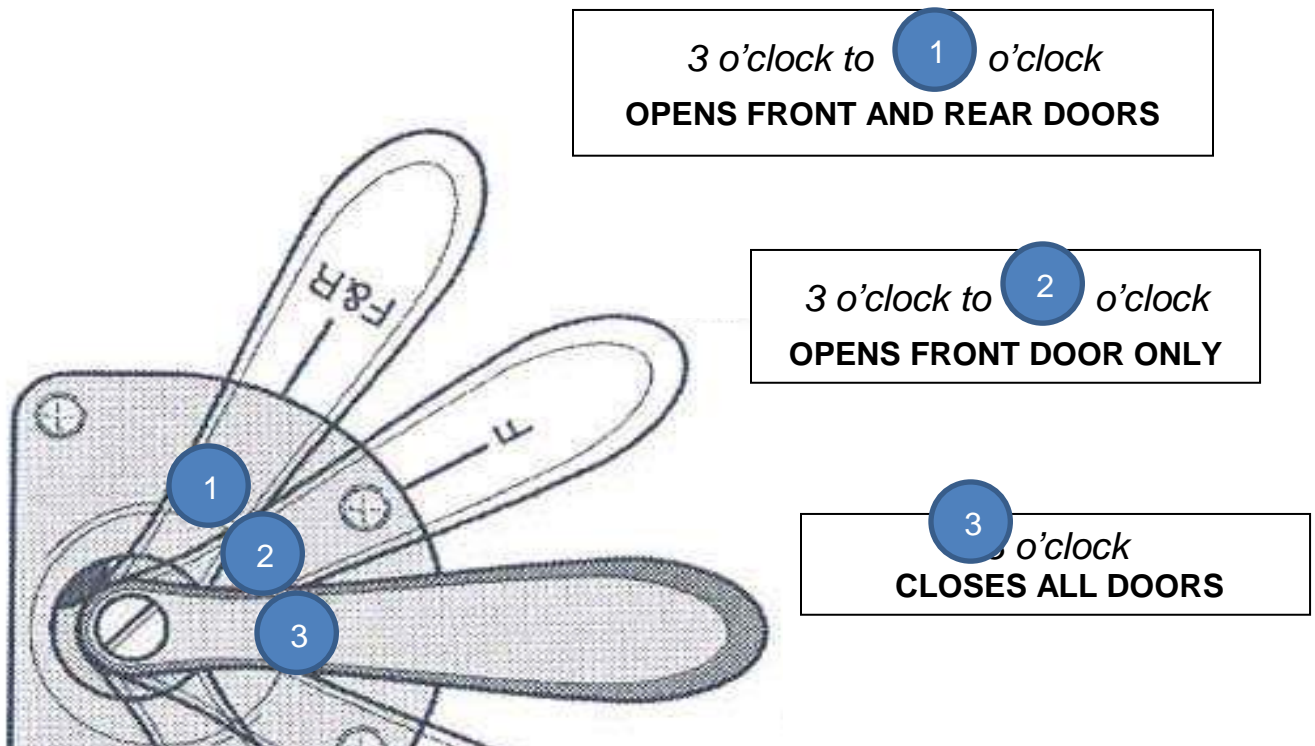
Press and hold the Engine Starter Button.



## DOOR OPERATION

After the air balance valve is moved to the “on” position, the door operation lever is moved from:

- **3 o'clock to 2 o'clock** will open the front door only.
- **3 o'clock to 1 o'clock:** opens the front and rear doors.





## PARKING BRAKE AND GEAR SHIFT

Buses do not have a “PARK” position on the shift control. That is why you must **always APPLY the parking brake before** leaving the driver’s seat.



The Parking brake may be in one of four locations:

1. Left of the operator’s seat
2. Side instrument panel
3. Left front dash
4. Right of the operator’s seat at knee height.

### N

**Neutral** – should be used when parking the bus, and when:

- Running the lift, ramp or kneeler
- Running the A/C or heater at a terminal
- To cool down the engine

### D

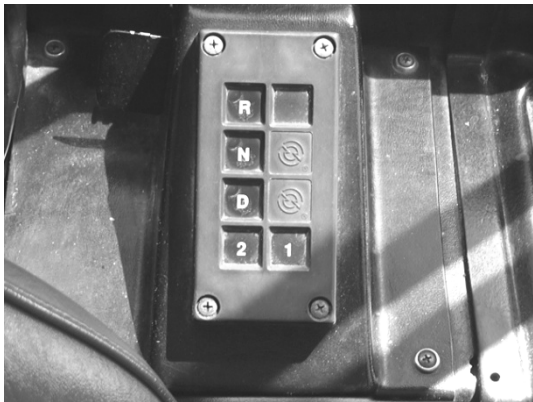
**Drive** – is used for most forward movements of the bus.



## SECURING A BUS

A properly secured bus is parked in a safe place with reasonable precautions taken to ensure the safety of the vehicle and its contents. It must be protected from accidents, vandalism and adverse weather conditions.

### **BEFORE LEAVING THE DRIVER'S SEAT** **TAKE THE FOLLOWING SAFETY PRECAUTIONS:**



1. Place the gear selector in neutral position.



2. Apply and check parking brake.

- ✓ Bus must not move after service brake is released.
- ✓ Parking brake can be used to stop bus in an emergency.

**NEVER use the rear door interlock system as a parking brake.**

## SIX STEPS TO SECURING A BUS



1. Place gear selector in Neutral (N).
2. Apply and check the parking brake **before leaving the Operator's seat**; bus must not move after the service brake is released.
3. Turn the Master switch to OFF, PARK or STOP ENGINE (depending upon bus model) position.
4. Listen and respond to any audible alarms by reapplying the parking brake.
5. Turn the Door Balance Valve to the OFF position.
6. Turn all electrical switches to the OFF position.



# Daily Challenge #1



1. Following WMATA Metrobus Standard Operating Procedures will help you avoid \_\_\_\_\_, accidents, \_\_\_\_\_ and damage.

2. Name three differences between a bus and a car.

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3. Name at least two of the three general safety rules.

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4. What are two possible locations for the parking brake?

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5. Since buses do not have a PARK position on the gear selector, what must you always do when leaving the driver's seat?

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6. When you apply the parking brake, where is your foot?

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7. What are the six steps to securing a bus?

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8. What is the rear door interlock and why should you **NEVER** use it as a parking brake?

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# Unit 2



## What We Will Cover

- SOP #1 - Pre-Trip Inspection
- Placing A Bus In Operation
- SOP #2 - Mirror Adjustment
- SOP #3 - Observations



## **Unit 2 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. State the purpose of a pre-trip inspection.
2. Name the 5 parts of a pre-trip inspection
3. Name the 5 observations that should be performed when approaching the bus during a pre-trip inspection.
4. Describe the requirements for an interior vehicle inspection.
5. Label the parts of the bus that should be examined during an exterior vehicle inspection.
6. Describe the procedure for placing a bus in operation in the proper order.
7. State the minimum acceptable air pressure for safe operation.
8. Describe the areas that an operator should be able to see in a properly adjusted left side mirror, right side mirror and interior rear view mirror.
9. Describe how to perform a brake test.
10. Given a list of bus equipment, select the 9 ADA accessible features that must be tested and verified as operational.
11. Describe the correct method of checking mirrors for proper observations, including how often mirrors should be checked.
12. State the distances involved in looking 12 to 15 seconds ahead during city driving and at highway speed.

## PRE-TRIP INSPECTION

The purpose of pre-trip inspections is to determine that:

1. Bus is safe.
2. Bus is operating safely and will deliver a comfortable ride to our customers.
3. Bus is free from damage or equipment malfunction.

**Purpose of Pre-Trip  
Inspections  
in one word:**

**Serviceability**

What are the five parts of a pre-trip inspection?

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## **Part 1 - Approaching The Bus:**

**Checking the position of the front wheels is one of the five observations an operator makes when approaching the vehicle during a pre-trip inspection. It is important because:**

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**2. These are the other four observations that you should make during the approach to the bus:**



- **General condition of the vehicle.**
- **Engine oil, coolant, transmission fluid, or fuel leaks**
- **Destination signs**
- **Hazards to vehicle movement**

## **Part 2 - Begin Placing the Bus in Operation**

**After the preliminary inspection, board the bus and start the engine:**

- Verify that Parking Brake is applied.
- Turn Master Switch to Night Run (this will turn on the headlights).
- Verify that the shift selector is in neutral.
- Once the “WAIT TO START” indicator light goes out, press and hold the “ENGINE START” button to start engine.
- Turn on Hazard lights.
- Activate the door interlock system by opening both doors.
- Inspect the farebox
  - Red Bill Validator light
  - Listen for alarms.
- While the engine warms and builds up air pressure, we exit the bus, walk clockwise around the bus and continue the inspection.

**NOTE:** You will continue placing the bus in operation, after completing the Interior inspection.



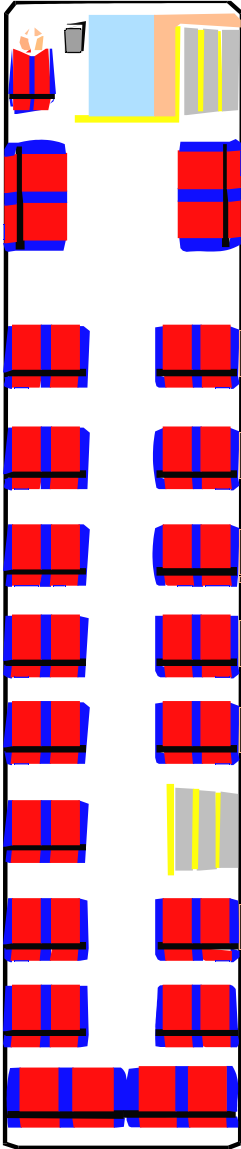
## Part 3 - Exterior Vehicle Inspection:

1. **Lights and reflectors** should be clean and working properly
2. **Exterior mirrors** should be firmly attached, not damaged.
3. **Access door and panels** should be securely closed.
4. **Windshield** should be clean, not cracked or obstructed.
5. **Wipers** must have a blade and proper spring tension, and blades secure.
6. **Window** frames should be intact and no broken glass.
7. No apparent damage and/or looseness to **wheel, rims, lug nuts or tires**. Make sure that all “**Zafety Lug Locks**” are present.
8. **Mud flaps** securely mounted.
9. Verify that **Bike Rack** is in proper working order by unfolding and folding it back. The bike rack must latch.
10. **Front & rear license plate** present and fastened securely.
11. **Check for fresh damage**.



Zafety Lug Locks

## Part 4 - Interior Vehicle Inspection:

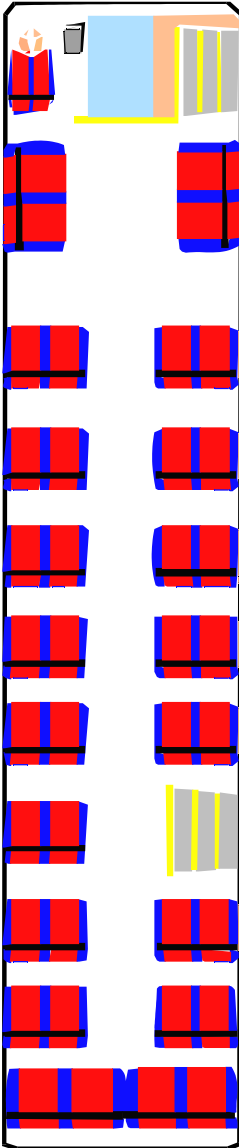


### **REMEMBER**

**Federal and state laws forbid operating an unsafe vehicle.**

**– Always inspect the bus before beginning your route.**

1. Steps/Flooring –clean, no tripping hazards.
2. Seating – frames secure, clean not damaged.
3. Stanchions/Handrails – firmly attached.
4. Emergency Exits – closed securely.
5. Front/Rear Doors – open and close properly.
6. Customer Signals –functioning.
7. Interior Lights - illuminated properly.
8. Interior Mirrors - firmly attached, not damaged.
9. Radio – must have power.
10. Bus Safety Shield – not cracked, not damaged, latch should be in working order.
11. Fire Extinguisher & 3 Reflective Triangles in place and available.
12. Horn sounds properly.
13. Steering Wheel and Column must turn, extend and tilt properly.
14. Inspect ADA features.



15. Check the **Fire Suppression & Gas Detection Systems**. The green lights should be illuminated and verify that the Manual Actuator Pin is installed before operating the bus.
16. Verify that the **CCTV green indicator light** on the left instrument panel is illuminated.
17. Check the **Drivecam® event recorder**. If there are no status lights illuminated, if both lights are flashing red or either light is flashing red, notify Dispatcher.

## REMEMBER:

Federal and state laws forbid operating an unsafe vehicle.

Always inspect the bus before beginning your route.

## Part 5 - Continue Placing the Bus in Operation:

1. Make sure the bus has the proper air pressure. Build up air pressure to **125 psi**; a minimum of **105 psi** is required to operate the bus safely. Air pressure fluctuates during operation; optimal air pressure ranges between 105 – 130 psi.
2. Pump down the brake and check the Low Air Pressure warning below 75 psi.
3. The **air bellows** must be properly inflated before moving the bus.
4. Inspect indicators, instruments or gauges for major vehicle operating system malfunctions.
5. Activate and check the **windshield wipers**.
6. Adjust the **operator's seat**. (The seat must be adjusted properly before adjusting the mirrors.) All adjustment settings can be found in SOP #1.
7. Inspect the **safety seat belt** and ensure that it extends, retracts and latches properly. Some buses feature a combination of shoulder and lap seat belt. All Operators must use it properly.
8. Adjust all **mirrors** according to Standard Operating Procedures #2.
9. Verify that the destination sign is correct.
10. Turn on the **climate control and defroster** as needed.
11. Verify that the **Door Manual Control Valve** is in the "ON" position.
12. Verify that the **public address system** is functional.
13. Prior to moving the bus, the Operator must fasten the seat belt. Operators are encouraged to use the three-point seat belt at all times.
14. Logon to the fareboxm
15. Perform the brake tests: (Prior to starting the tests, place gear selector in Drive). (Steps are in your SOP.)
  - a. **Parking Brake Test:** Verify that the parking brake is applied. Lightly press the accelerator. The bus should not move.
  - b. **Door Interlock System Test:** Activate the door interlock by opening the both doors, releasing the parking brake, and then pressing the accelerator. The bus should not accelerate or move.
  - c. **Service Brake Test:** Move forward at no more than five mph, apply the service brake firmly but smoothly. The bus should stop.
  - d. If the bus fails any of these brake tests, notify the dispatcher. The bus must be replaced.



### QUESTION

Why adjust the seat first?



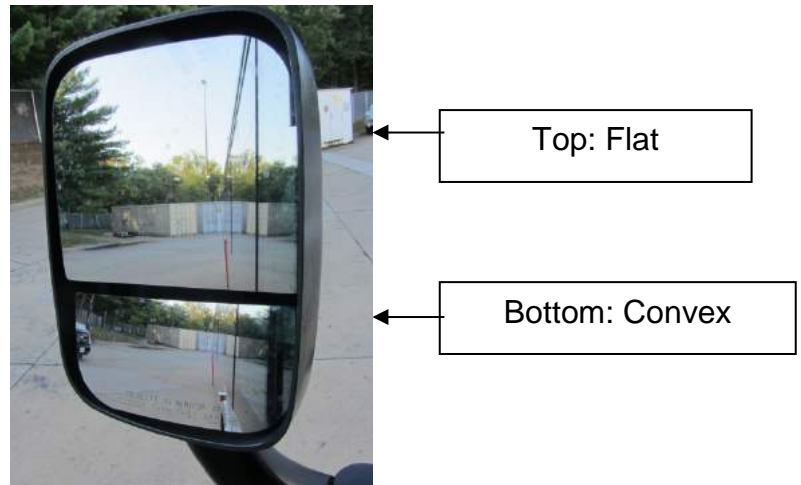
### QUESTION

When do you perform the brake tests?

**NOTE:** During training, you will complete one Bus Condition Card each day and turn them in at the end of the day/night. You will receive more instruction in Module 6.

Correct mirror adjustment is crucial to your ability to have the clearest view of the driving environment, on the right and left side, as well as the interior. You must always first adjust your seat before positioning the mirrors.

WMATA buses are equipped with combination mirrors on the exterior of the bus on the right and left sides. The top portion is a flat conventional mirror. The bottom portion is a convex mirror. Convex mirrors are curved to give additional coverage, but objects in the mirror are closer than they actually appear.



### **LEFT SIDE**

The left side mirror is used to view street side traffic and provides rearward vision of vehicles on the left side of the bus and vehicles approaching from the rear.

### **RIGHT SIDE**

The right side mirror is used to observe curbside, including pedestrian movement and service stop activity, and to attain right lane clearance when returning to the right lane.

### **BLIND SPOTS**

Properly positioned convex mirrors can help minimize blind spots on the sides; however you always have to move your head and body to determine the safeness of all bus movements. Bear in mind that there will always be areas you cannot visual, such as directly behind the bus.

# EXTERIOR MIRRORS

## LEFT SIDE

### **Top Mirror (FLAT)**

Set the mirror so you can see the area on the ground just slightly in front of where the left rear tire contacts the road. The mirror should be positioned so that you can see the left side of the bus, including the area to the left and rearward of the bus. You need to be able to see traffic approaching from the rear.



### **Bottom Mirror (CONVEX)**

The bottom mirror should be adjusted to see blind areas such as, the wide left rear and directly left of the operator.

## RIGHT SIDE

### **Top Mirror (FLAT)**

You should see the right side of the bus, including the area outside of the rear doors. In the lower left corner of the top mirror you should see the area of the road about 12 inches forward of where the right rear tire contacts the road. You want to be able to see in front of the tire so that you will be able to stop before making contact with any object in front of the tire.



### **Bottom Mirror (CONVEX)**

The bottom mirror should be adjusted to see blind areas such as, directly right of the operator and the wide right rear of the bus.

## BLIND SPOTS

Even with correct mirror positioning, **blind areas exist**. To decrease blind areas, **move your body and head**. Before moving the bus, the operator must confirm that no hazard to safe bus movement exists and continue to do so while the bus is in operation.

## INTERIOR MIRRORS

### Rear-View Mirror



You should see the widest possible view of the bus interior and still be able to make exterior observations through the right side windows.

### Front Door Mirror

Adjust the mirror so that you can see the front stairwell and the area immediately outside the bus.

## REAR EXIT DOOR MIRRORS

### Right Front Interior

Adjust so you can see into the mirror located over the rear door stairwell.

### Rear Exit Door

Adjust so you can observe the stairwell and the area immediately outside the bus.





## EXTERIOR MIRROR OPERATION

On most of bus models, the right and left exterior mirrors are manually adjusted by the Operator.

The NABI 5400 & 6300 and the New Flyer 6300 buses are equipped with electronically controlled exterior mirrors. The control switch is located on the left side console. It allows for adjustment of the convex and conventional mirrors independently.

### MIRROR CONTROL SWITCH:

- A two-position, four-way control switch provides adjustment of the exterior mirrors from the operator's seated position.
- The control switch can be rotated to select either the main or convex mirror adjustment.
- The movements of the mirror will correspond to movements of the switch.




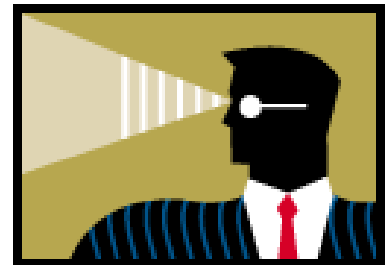
NABI 5400 Left Console Panel



# OBSERVATIONS

Always scan the road ahead and identify potential hazards. Be alert to the driving environment and try to anticipate how the potential hazards in your intended path of travel could affect you.

- 
- **Get the big picture**
  - **Aim high in steering**
  - **Keep your eyes moving**
  - **Leave yourself an out**
  - **Make sure others see you**



## **Observation Tips - Look 12 to 15 seconds ahead**

- At least \_\_\_\_\_ block ahead in city traffic
- At least \_\_\_\_\_ mile ahead at highway speed
- Check mirrors every \_\_\_\_\_ seconds.
- Shift attention back and forth, \_\_\_\_\_ and far.

## **Blind Spots**

- Can be caused by signs, bushes, trees, buildings & walls
- Before you change lanes, turn your head carefully to check the appropriate blind spot.
- Increase distance behind large vehicles
- Be alert for movement of traffic in blind spots, use peripheral vision to detect movement.

# Unit 3



## What We Will Cover

- **SOP #4 - Starting & Stopping**
- **Braking Concepts**
- **4 Steps of Braking**
- **Curb Lane Operation**
- **Steering**
- **Curb Clearance**
- **SOP #5 - Following Moving Traffic**



## **Unit 3 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Explain the procedure for starting and maintaining smooth acceleration.
2. Select the braking distance on dry level streets at 10, 20 and 30 mph.
3. Explain the 4-step procedure for braking on dry and wet streets.
4. State the rules for braking distance on slippery streets, downgrades, or with standing loads.
5. Demonstrate the roping method of steering buses.
6. State the standard curb clearance.

# STARTING AND STOPPING

## Starting...

- Observe the traffic situation and determine if there are any hazards to bus movement.
- Vehicles ahead must be moving and at least 15 feet away before you start moving the bus.
- Do not release the brake until all observations have been made.



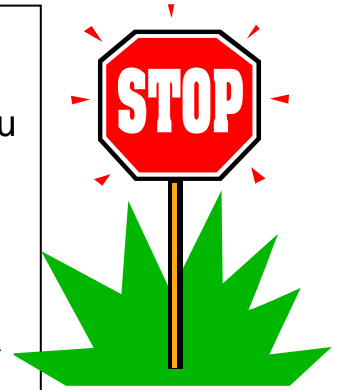
## Stopping...

- Know the braking capability of your bus at all times. Braking distance differs from bus to bus; therefore, always make a test stop before leaving the garage or as soon as practical after making a relief.
- Never assume a bus will brake the same for an entire trip. Fluctuating passenger load and changing operating conditions may cause brake application and stopping distance to vary.
- When not accelerating, place your foot on the brake pedal and be prepared to slow or to stop the bus.

## CALCULATING TOTAL STOPPING DISTANCE

$$\begin{aligned} & \text{Perception Distance} \\ + & \text{Reaction Distance} \\ + & \text{Brake Lag} \\ + & \text{Braking Distance} \\ \hline = & \text{Total Stopping Distance is...} \end{aligned}$$

...The distance it takes the bus to stop after you first see a hazard or stop sign until the time that the bus comes to a stop.



**Perception Distance** – the distance that a vehicle travels from the time you see a hazard (or stop sign) until your brain recognizes the object (usually about  $\frac{3}{4}$  of a second). At 55 mph, you travel 60 feet in  $\frac{3}{4}$  second.

**Reaction Distance** – the distance traveled from the time your brain tells your foot to press on the brake, until the time your foot actually depresses the brake pedal (usually about  $\frac{3}{4}$  of a second). This adds another 60 feet traveled at 55 mph.

**Brake Lag** – the time it takes for the air to travel from the storage tank to the brake chambers (usually  $\frac{1}{2}$  second). Add another 32 feet at 55 mph.

**Braking Distance** – the distance it takes to stop once the brakes are put on. At 55 mph on dry pavement with good brakes it can take a heavy vehicle about 170 feet to stop – that takes about 4  $\frac{1}{2}$  seconds.

**Total Stopping Distance** – At 55 mph it will take about 6  $\frac{1}{2}$  seconds and your vehicle will travel 322 feet - more than the distance of a football field!

### Other Factors in Stopping Distance

- Vehicle weight
- Grade
- Speed
- Road surface
- Pavement conditions
- Condition of vehicle
- Operator's functioning state

## BRAKING DISTANCE

**ON A DRY LEVEL STREET, Begin braking at:**

**1½ BUS LENGTHS FOR EVERY 10 MPH OF SPEED**



**20 MPH = \_\_\_\_\_ BUS LENGTHS**



**30 MPH = \_\_\_\_\_ BUS LENGTHS**



### **Downgrade or Standing Load:**

- Use your judgment as to where to begin braking, but allow more distance than indicated above.

### **Slippery Streets:**

- Allow 2 or 3 times the distance indicated above.

## FOUR STEPS OF BRAKING

### DRY STREETS:



1. Take the \_\_\_\_\_ out of the brake pedal.
2. Smoothly \_\_\_\_\_ gradual pressure to the brake pedal.
3. Gradually time \_\_\_\_\_ the brake.
4. Immediately apply holding \_\_\_\_\_.

## BRAKE APPLICATION ON SLIPPERY STREETS

### SLIPPERY STREETS:

1. \_\_\_\_\_ apply brake pressure.
2. Release the brake pedal \_\_\_\_\_ if the rear wheel slides or sideslips.
3. Continue to lightly apply and \_\_\_\_\_ the brake pedal until the bus is slowed or stopped.





## PRACTICE SAFE BRAKING HABITS

- Always keep the brakes applied when stopped.
- Never use the rear door interlock as the brake.
- Allow a 10-foot margin of safety when stopped behind vehicles.
- Never allow the bus to roll back when starting on a hill.



## STRAIGHT LINE OPERATION

- **Position the left side of the bus on the lane divider line separating the curb lane from the second lane from the curb and keep the bus on the line throughout operation of the bus.**
- **The left mirror should be checked every 3 to 5 seconds, and when observing this mirror, the position of the bus in the lane should be noted and adjusted if needed.**

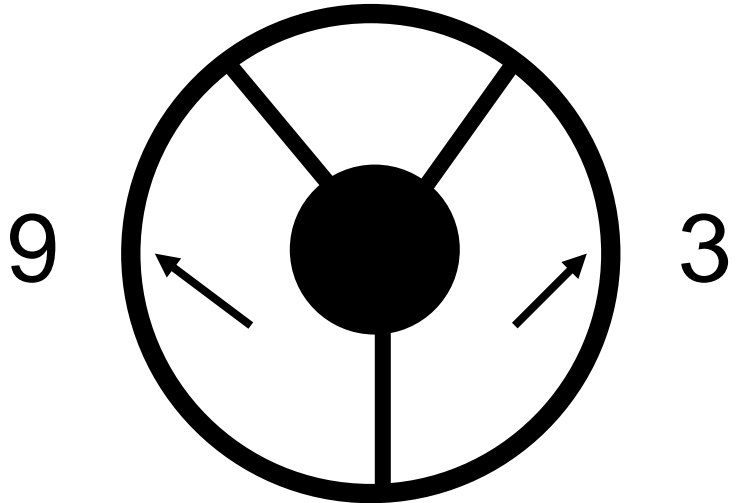


## STEERING

### ROPING THE WHEEL

*Used for making turns and maneuvering around curves*

- Start with your hands at the 3 and 9 o'clock position on the steering wheel.
- Lean forward and grasp the outside of the steering wheel with right hand at the 1 o'clock position or with the left hand at the 11 o'clock position.
- Place the hand corresponding to the direction of the turn on top, then the opposite hand goes under.
- Then lean back pulling the wheel down.
- Repeat as needed to complete your maneuver.



You will be able to practice steering maneuvers during class using the mounted steering wheel and the Simulator.

## CURB LANE OPERATION & CLEARANCE

### **Curb Lane Operation**

In normal operation, buses are to be operated in the right curb lane. You operate in the curb lane to avoid having vehicles pass you on the right and to be in the proper lane for service stops.

***There are only 3 instances in which a Metrobus may leave the curb lane:***

- 1. To make a left turn***
- 2. To pass a parked vehicle or fixed object***
- 3. To pass a slow moving vehicle***

### **Standard Curb Clearance**

Maintain 3 feet of clearance off of the curb and fixed objects, parked cars, trees, signs, etc.

Be aware that your right side mirror sticks out about one foot.

**MAINTAINING PROPER CLEARANCE CAN BE YOUR WAY OUT OF A HAZARDOUS SITUATION.**

## FOLLOWING MOVING TRAFFIC

### DRY LEVEL STREET (UNDER 40 MPH)



### DRY LEVEL STREET (OVER 40 MPH)

Use the \_\_\_\_ second rule for a 40 foot vehicle.

### DOWNGRADE OR WITH STANDING LOAD

\_\_\_\_ Bus Lengths For Every 10 MPH

### SLIPPERY STREETS

\_\_\_\_ Bus Lengths For Every 10 MPH

## FIVE SECOND RULE

- The Five Second Rule is used to calculate following distance when operating a 40 foot bus at highway speeds over 40 miles per hour.
- Add one second for each additional 10 feet of bus length over 40 feet.



1. Watch a vehicle ahead pass a landmark.
2. Count “1001”, “1002”, and so on until you reach the same landmark.
3. You should arrive at or after you count “1005”, if not, you are **TOO CLOSE!**
4. Slow down, drop back.

# Daily Challenge #2



## STANDARD OPERATING PROCEDURES #1, 2, 3, 4, & 5

1. What is the purpose of a pre-trip inspection?

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2. Why is it important to observe the position of the front wheels when approaching a bus during a pre-trip inspection?

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3. What is the minimum acceptable air pressure for safe operation?

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4. What must you do before you can properly adjust the mirrors?

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5. Why is proper mirror adjustment important?

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6. Name the three brake tests that are performed during pre-trip inspection and state their purpose.

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7. The operator must \_\_\_\_\_ the road, evaluate traffic conditions and identify all \_\_\_\_\_ in the driving environment.

8. When making observations, look 12 to 15 seconds ahead which is :

- At least \_\_\_\_\_ block ahead in city traffic
- At least \_\_\_\_\_ mile ahead at highway speed

9. Check mirrors every \_\_\_\_\_ seconds.

10. When making observations, shift attention back and forth, \_\_\_\_\_ and far. Never focus your attention more than \_\_\_\_\_ seconds on any person, place or thing. Avoid \_\_\_\_\_.

11. On a dry level street, at 20 MPH, you should allow a braking distance of \_\_\_\_\_ bus lengths.

12. What are the four steps of brake application?

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13. When following moving traffic on dry level streets, you should allow \_\_\_\_\_ bus length for every 10 miles per hour of speed. For downgrades or standing loads, allow \_\_\_\_\_ bus lengths for every 10 miles per hour. On slippery streets allow \_\_\_\_\_ to \_\_\_\_\_ bus lengths for every 10 miles per hour.

14. Explain the 5 second rule for calculating following distance on highways for a 40 foot bus. \_\_\_\_\_

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15. What is the standard curb clearance?

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# Unit 4



## What We Will Cover

- **SOP #6 - Changing Lanes, Passing, Being Passed**
- **Closing Off**
- **SOP #7 - Intersection Operation**



## **Unit 4 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Name the three conditions under which a bus may be operated outside of the right or curb lane.
2. Name three indications that a parked vehicle may be about to pull into the path of a bus, and what an operator should do to be prepared for the possibility.
3. Name the five facts to remember when changing lanes.
4. State the number of bus lengths an Operator should have between the bus and a parked vehicle or fixed object when beginning to angle out while passing.
5. Select the most dangerous intersection from a list of different types of intersections.
6. Explain how to keep a bus under full control when approaching an intersection.

# CURB LANE OPERATION



You've already learned that buses are to be operated in the \_\_\_\_\_ lane.

**You only leave the curb lane:**

1.

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2.

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3.

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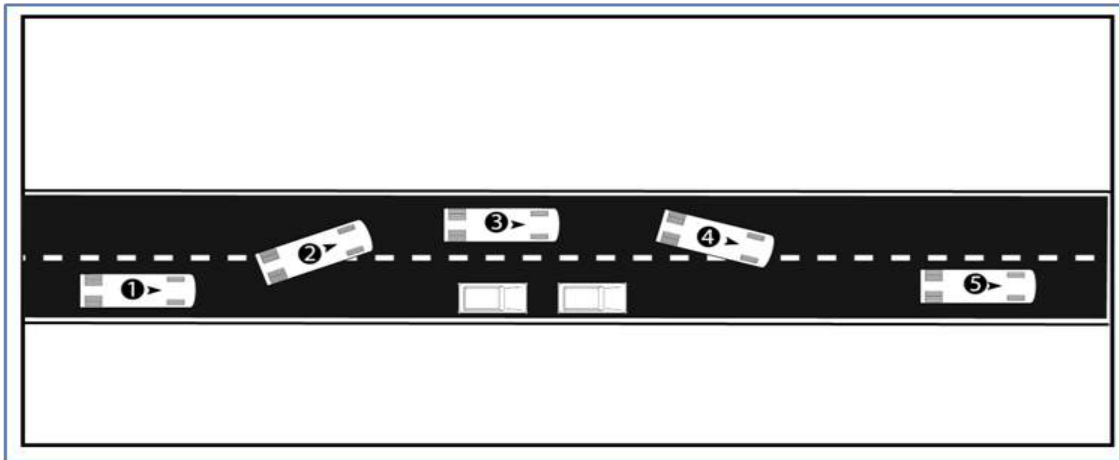
## CHANGING LANES

- Lane is clear and will \_\_\_\_\_ clear. Use mirrors to check alongside and the \_\_\_\_\_.
- Observe traffic \_\_\_\_\_ and in the adjacent lane for space to maneuver.
- Cover the \_\_\_\_\_ while making observations.
- Control the \_\_\_\_\_ of the bus before and when changing lanes.
- Activate \_\_\_\_\_ signal.
- Steer at a gradual \_\_\_\_\_ into the intended lane.

**To make a lane change you need at least \_\_\_\_\_ bus lengths.**

## PASSING A PARKED VEHICLE/FIXED OBJECTS

- Begin to angle out 2 bus lengths ahead.
- Tap horn.
- Keep bus in straight line & maintain 3 feet clearance.
- Slow down if tight & cover the brake.

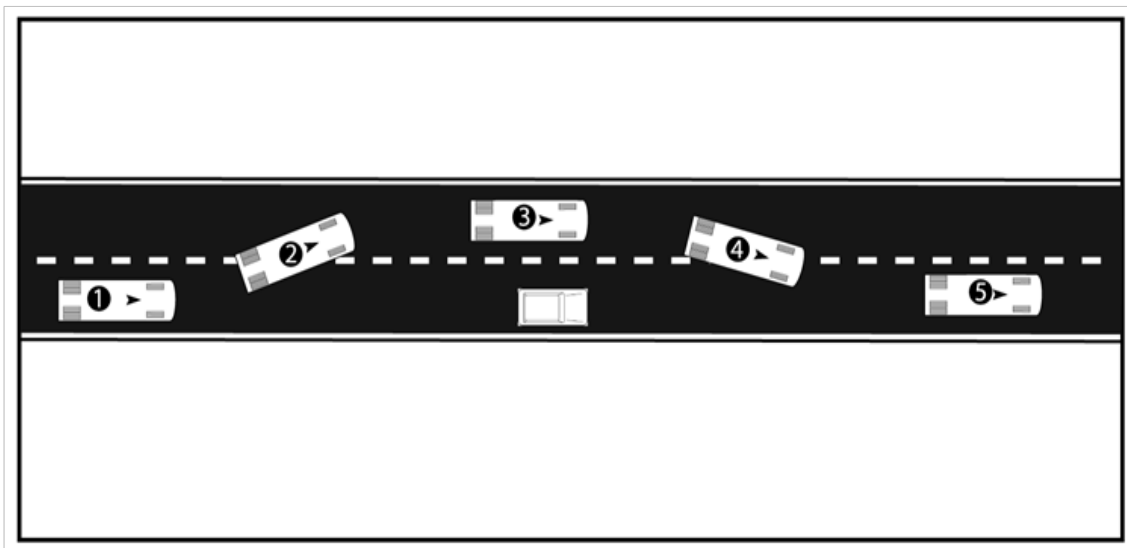


## MAKE PROPER OBSERVATIONS

- Once you are parallel to vehicle look out front door into the vehicle.
- Check traffic to the left.
- Check overhead mirror to make sure vehicle has not moved.
- Angle in when your right rear wheel passes the vehicle's left front or the forward edge of object.

## PASSING VEHICLES MOVING IN THE SAME DIRECTION

- Tap horn.
- Must not interfere with vehicles moving in opposite direction.
- Keep bus in straight line & maintain 3 feet clearance.
- Drop back if vehicle speeds up or moved toward bus.



## PASSING VEHICLES MOVING IN THE OPPOSITE DIRECTION

- Be prepared to slow or stop
- Watch for turn signals or other indication that vehicle may turn into path of bus.
- Stay to the right of center line.

## BEING PASSED

- Watch for indication the vehicle wishes to pass.
  - Sounds horn, blinking lights or moves into passing lane
- Stay to the right, maintain 3 feet clearance.
- Cover the brake and allow vehicle to pass safely.
- If clearance is reduced, slow down and stop if necessary.
- Be prepared to apply brake to maintain safe following distance.



## CLOSING OFF

**Closing off (protecting your right side by returning to the curb lane) is a critical safety technique.**

**These steps must be done in the correct order. Maintain proper clearance at all times.**

Observe the intended lane for space to complete the maneuver. Activate the turn signal indicator. Use mirrors to check alongside and to the rear for proper clearance.

1. Look into the last parked vehicle or fixed object as you are passing it.
2. Check left side mirror and to the rear for proper clearance.
3. As you are passing the parked vehicle or fixed object, check overhead mirror to see the hood or front bumper of the vehicle or front edge of fixed object at your rear door or tire.
4. Reach up and pull down 1 to 4 with your right hand on the steering wheel. This will move the bus over into the curb lane.
5. Once the center of the bus windshield crosses the white line straighten the bus by either pulling the steering wheel down 11 to 7 with your left hand – once, maybe twice.
6. Once the bus is straight, check the left side and continue to use proper observations.
- 7.



**What are the Three Main Observations You Must Complete During Closing Off?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## INTERSECTION OPERATION – APPROACHING

### **Have the bus under full control:**

- Operator is fully alert and totally aware of traffic conditions
- Both hands on the steering wheel with right foot on the brake pedal
- Conscious of customer safety
- Prepared to make a smooth, safe stop without hesitation should an emergency situation occur
- Yield to vehicles or pedestrians or bicyclists crossing the path of the bus

### **Make complete observations:**

- a. Traffic signals and left intersecting street
- b. Adjacent lanes in front and alongside for vehicles intending to turning
- c. Ahead for steady movement of traffic in front and vehicles turning left from the opposite direction
- d. Sidewalks and crosswalks for pedestrians
- e. Right intersection street
- f. Left intersection street again and then focus attention ahead



## INTERSECTION OPERATION – MOVING THROUGH

1. Both hands on the steering wheel.
2. Proceed with caution while observing traffic conditions.
3. Keep foot on brake pedal until front of the bus is in the last crossing lane.
4. Reduce speed
5. Distribute attention with quick glances
6. Be alert to changing conditions
7. Resume normal operating speed after clearing the intersection.
8. Do not enter the intersection until it can be cleared by the entire bus
9. Observe Left-Right-Left
10. Avoid passing other vehicles
11. Have an unobstructed view
12. Be aware of traffic behind you
13. Watch for bicycles, mopeds & motorcycles
14. Be alert for alleys & driveways



**Turn right on  
green lights only.**

# Daily Challenge #3



## STANDARD OPERATING PROCEDURES #6 & 7

1. When changing lanes to pass a vehicle, a Bus Operator should begin to angle out approximately \_\_\_\_\_ bus lengths away.
  
2. List three indications that a parked vehicle may be about to pull into your path.
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  
3. How does an operator keep a bus under full control at an intersection?
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  
4. Be prepared to discuss the steps to closing off.
  
5. Name three indications that a parked vehicle may be about to pull into the path of a bus, and what an operator should do to be prepared for the possibility.
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_



# Unit 5



## What We Will Cover

- **The 5 Steps of a Turn**
- **SOP #8 - Left Turns**
- **SOP #9 - Right Turns**



## **Unit 5 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Name the five parts of a turn, in sequence.
2. State the speed at which a turn may be completed.
3. State the distance from an intersection that the turn indicator should be activated.
4. Given a diagram of a bus making a right turn, label the position of a bus at the following intervals: 150 feet, 40 feet, and 25 feet.
5. Identify the danger points during right and left turns.

# OVERHANG

Overhang is the under portion of the bus from the front wheels forward to the bumper and from the rear wheels to the rear bumper.



**Rear Overhang**



**Front Overhang**



## PIVOT POINT

A pivot point is the angle or point about which an object rotates. During a turn, a bus rotates around its rear wheel axis, this is known as a bus's pivot point; it is longer than a car's.



**Pivot Points**

## SPOSS: THE 5 STEPS OF A TURN

<b>S</b> IGNAL	Activate signal _____ feet from the intersection.
<b>P</b> OSITION	Will vary according to the type of turn
<b>O</b> BSERVATION	Will vary according to the type of turn
<b>S</b> PEED	Reduce speed going into the turn  Maintain a speed of _____ to _____ mph
<b>S</b> TEERING	Will vary according to the type of turn

# 90 DEGREE LEFT TURN

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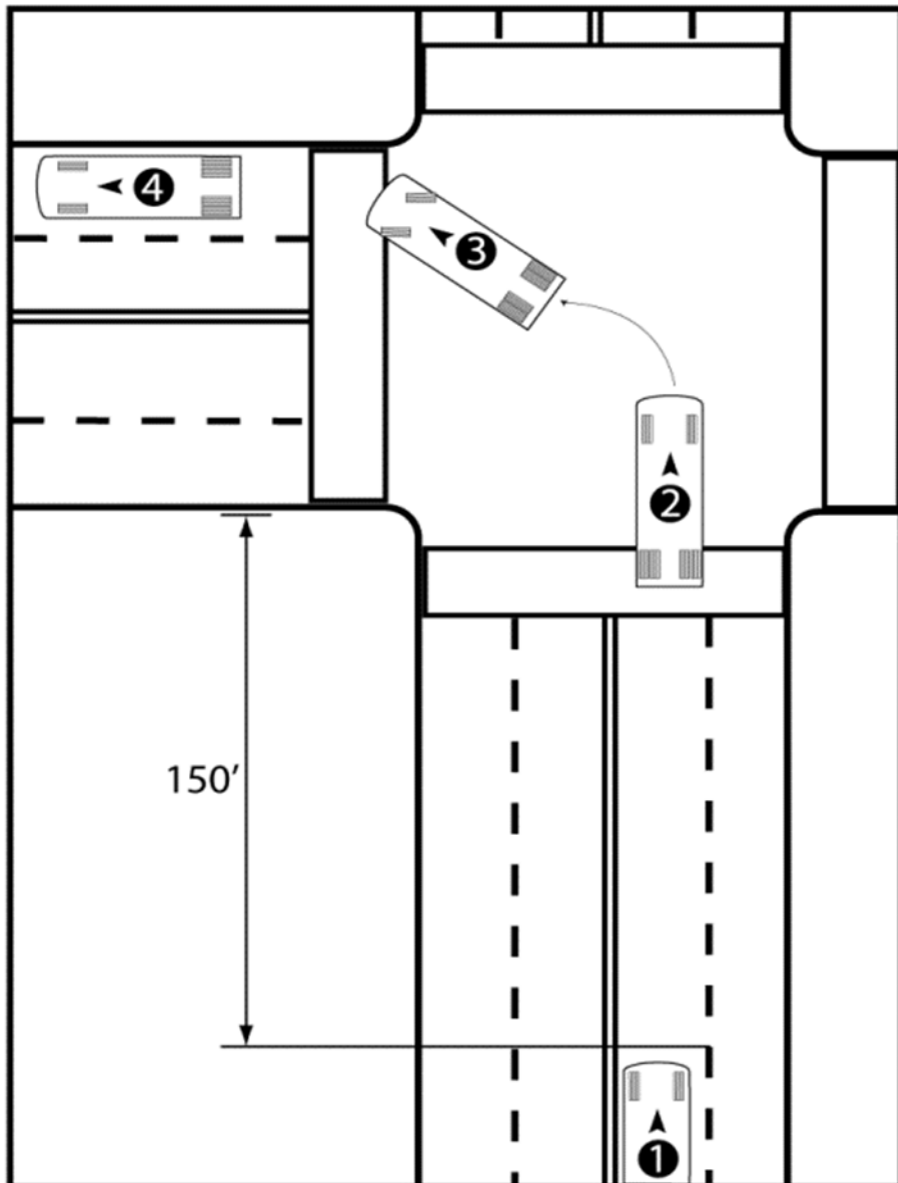
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90° LEFT TURN



# 45 DEGREE LEFT TURN

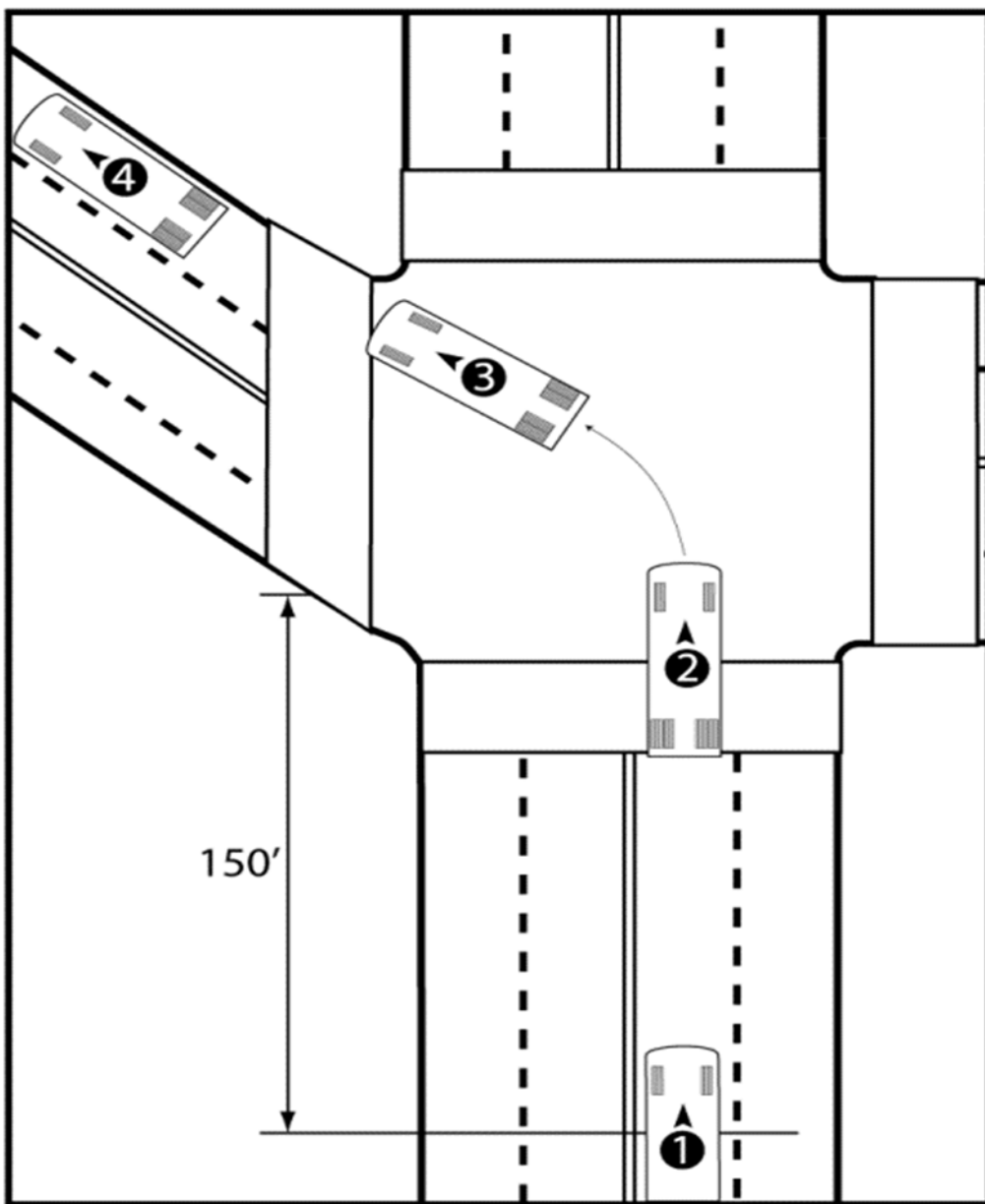
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# TWO LANE LEFT TURN

NOTES:

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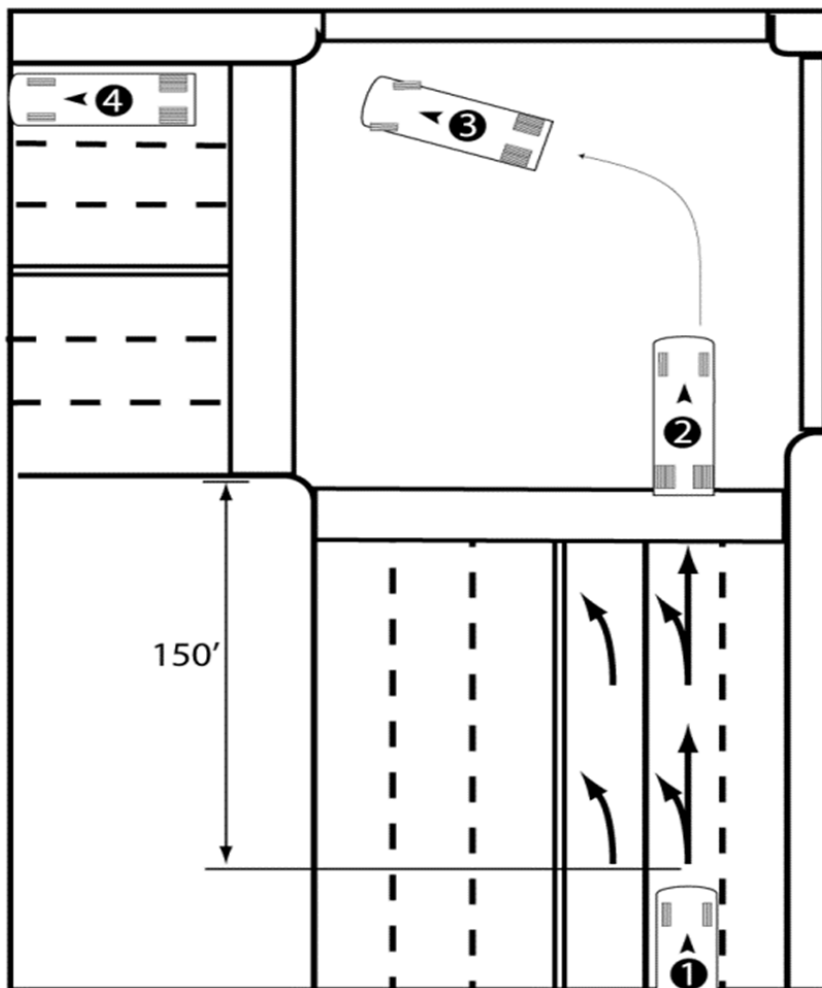
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# 120 DEGREE LEFT TURN

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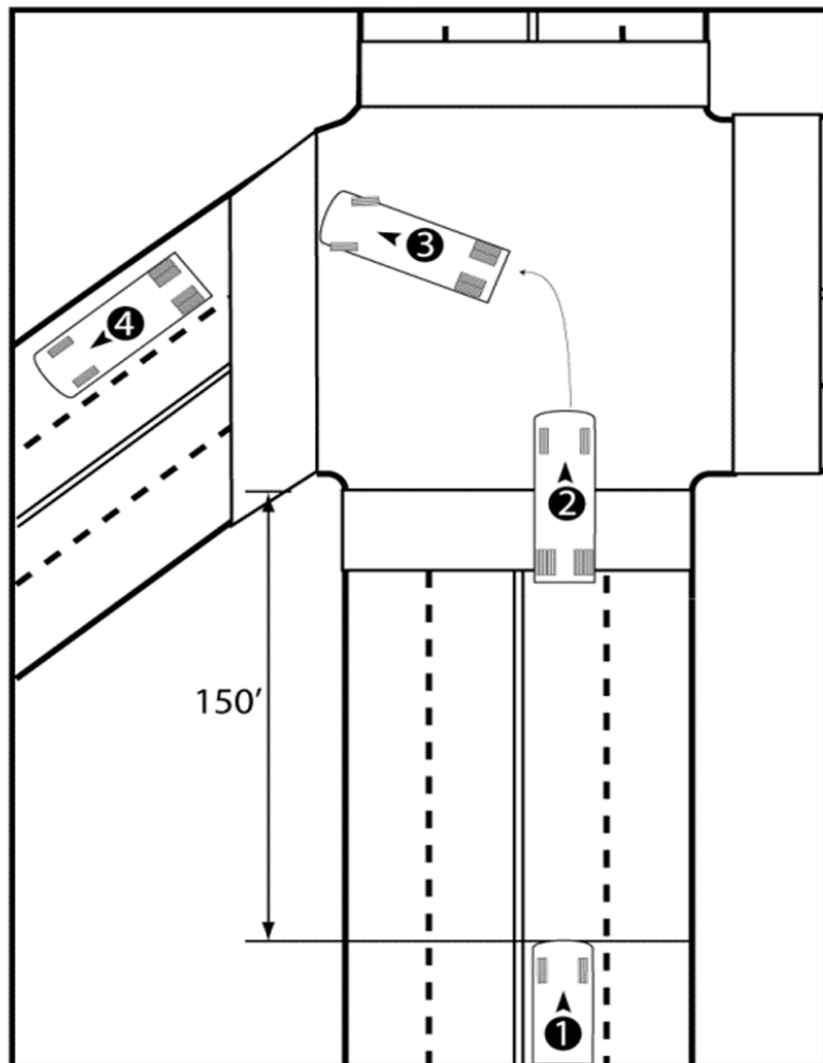
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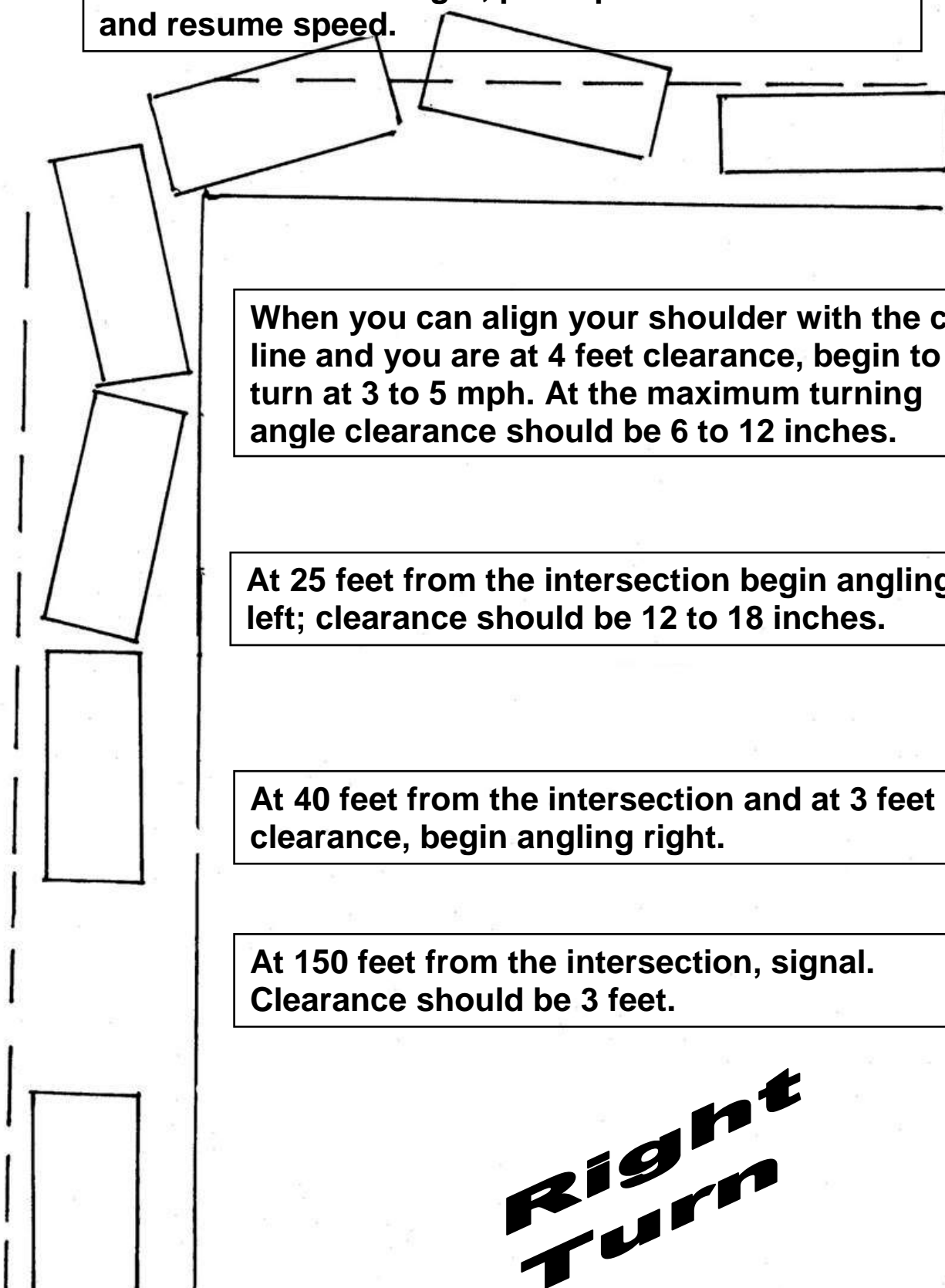
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**When the center of the windshield is even with the dividing line, start straightening up the wheels. When the bus is straight, pick up 3 feet clearance and resume speed.**



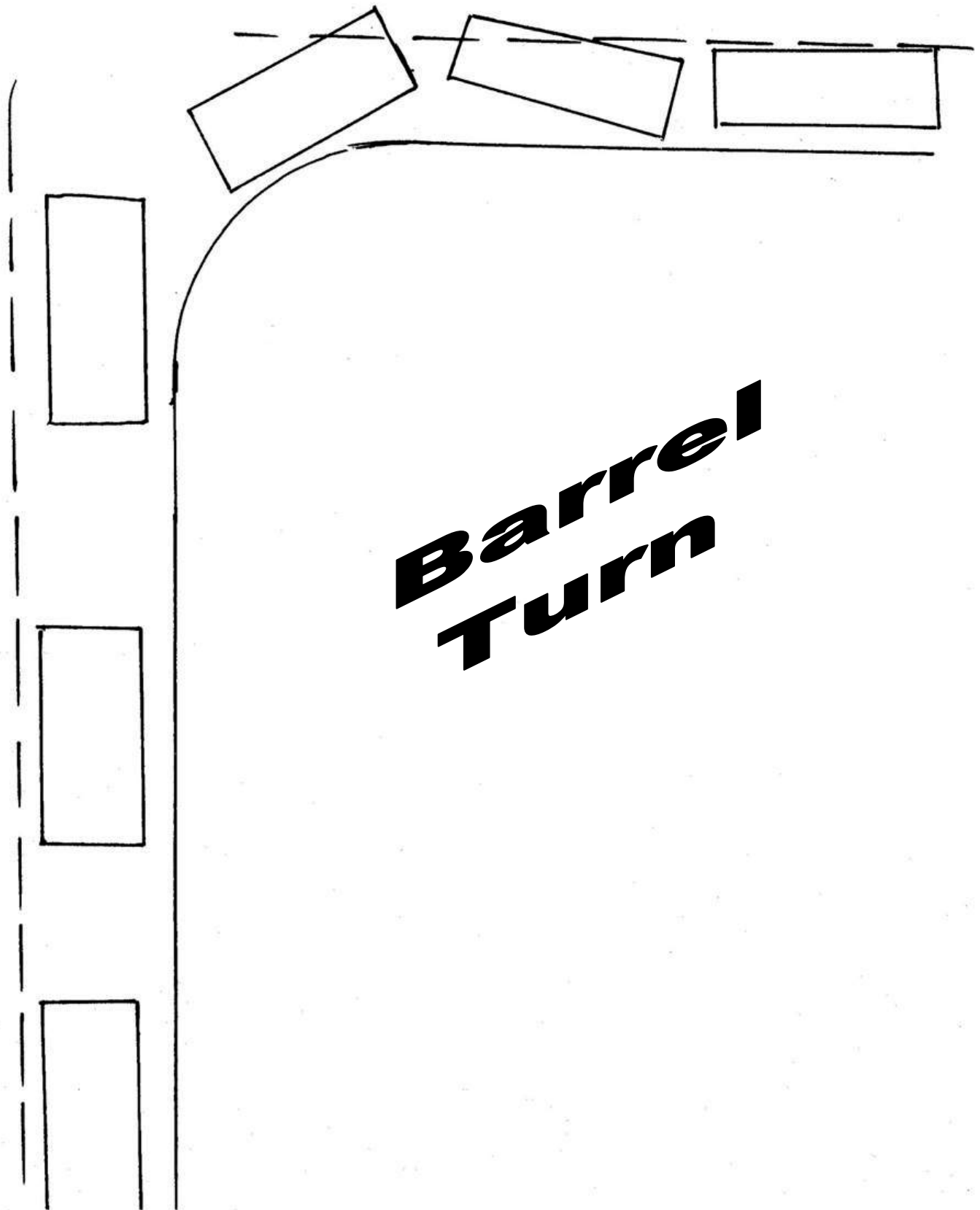
**When you can align your shoulder with the curb line and you are at 4 feet clearance, begin to turn at 3 to 5 mph. At the maximum turning angle clearance should be 6 to 12 inches.**

**At 25 feet from the intersection begin angling left; clearance should be 12 to 18 inches.**

**At 40 feet from the intersection and at 3 feet of clearance, begin angling right.**

**At 150 feet from the intersection, signal. Clearance should be 3 feet.**

**Right  
Turn**





# 90 DEGREE RIGHT TURN

NOTES:

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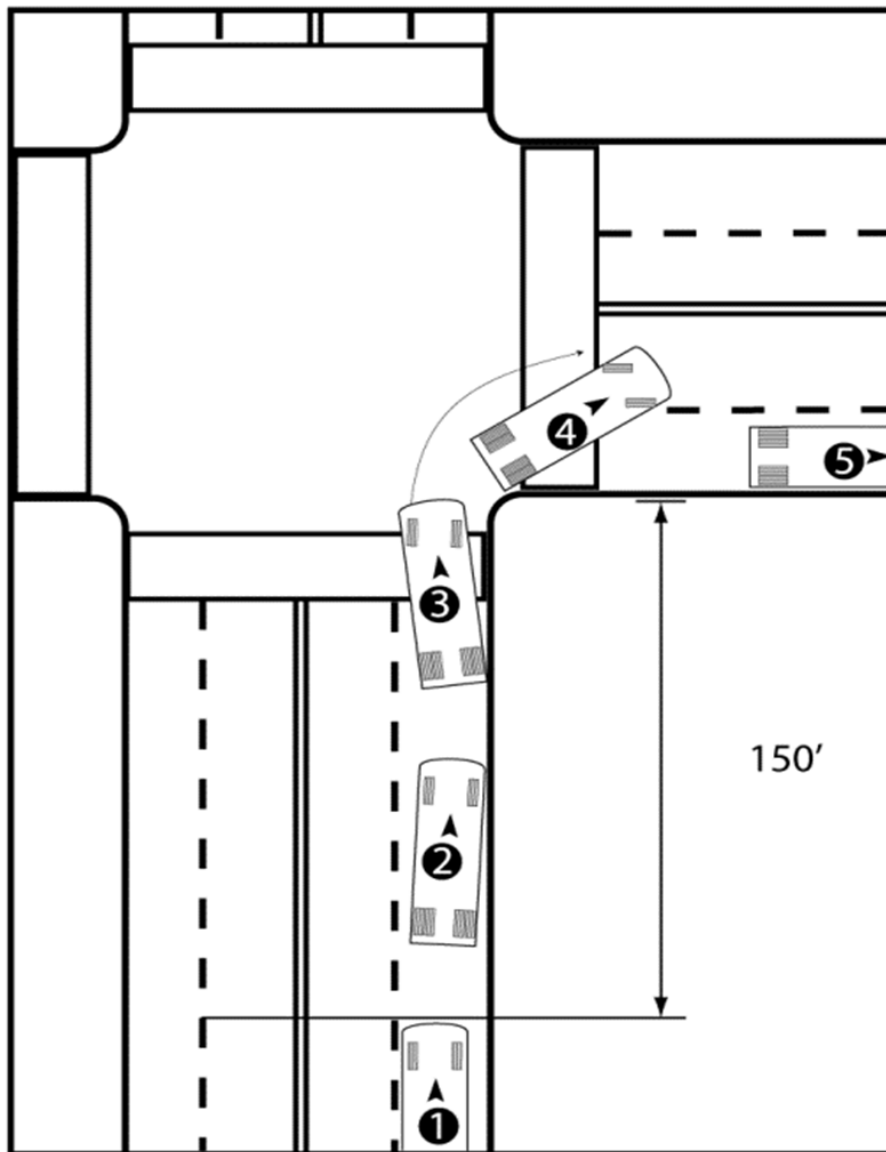
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# 120 DEGREE RIGHT TURN

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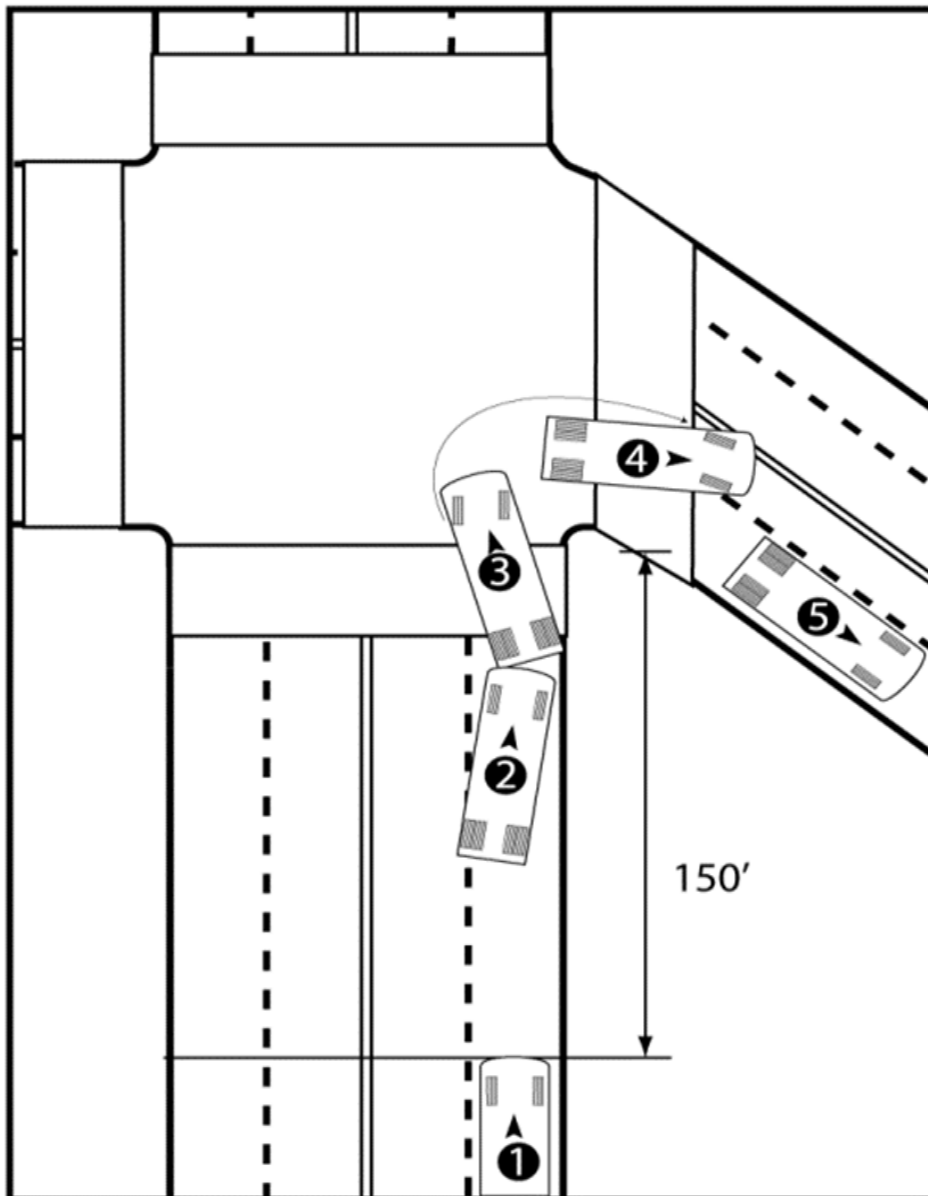
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# WIDE ROUNDED RIGHT TURN

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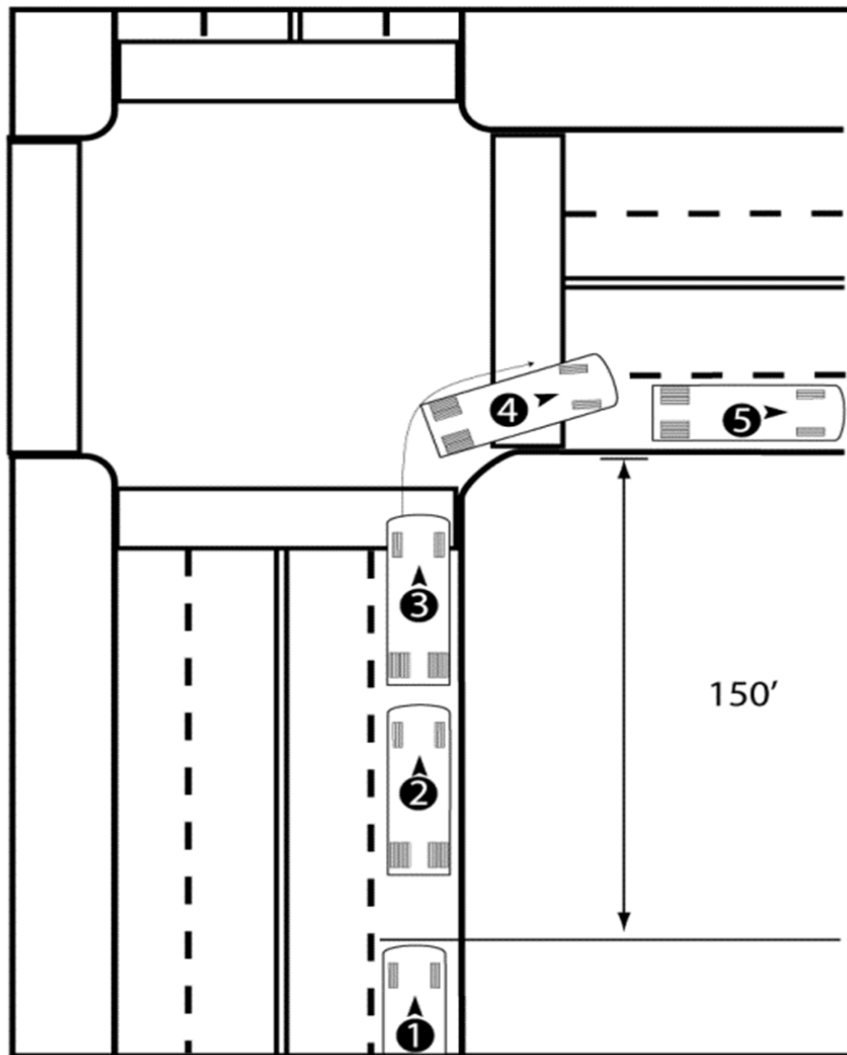
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# PARKED VEHICLE(S) BEFORE RIGHT TURN

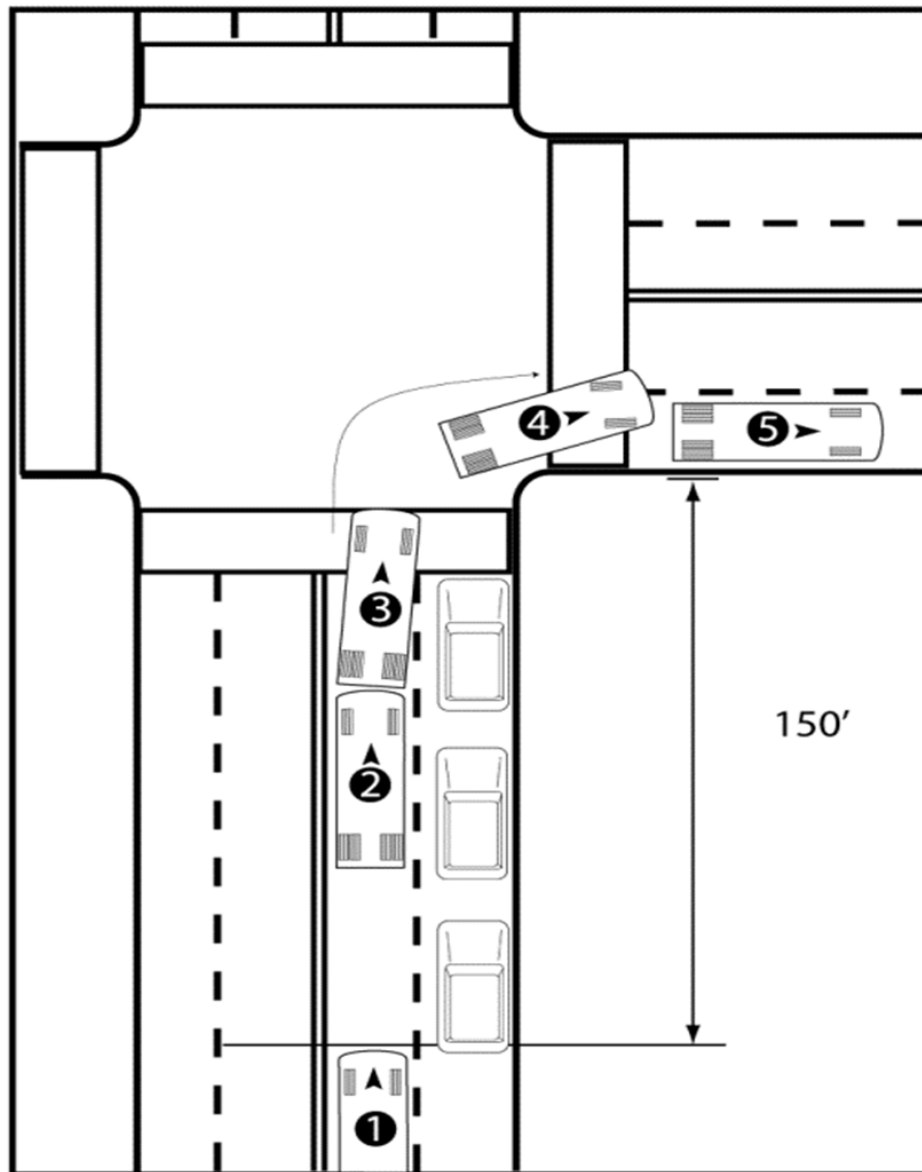
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# PARKED VEHICLE(S) AFTER RIGHT TURN

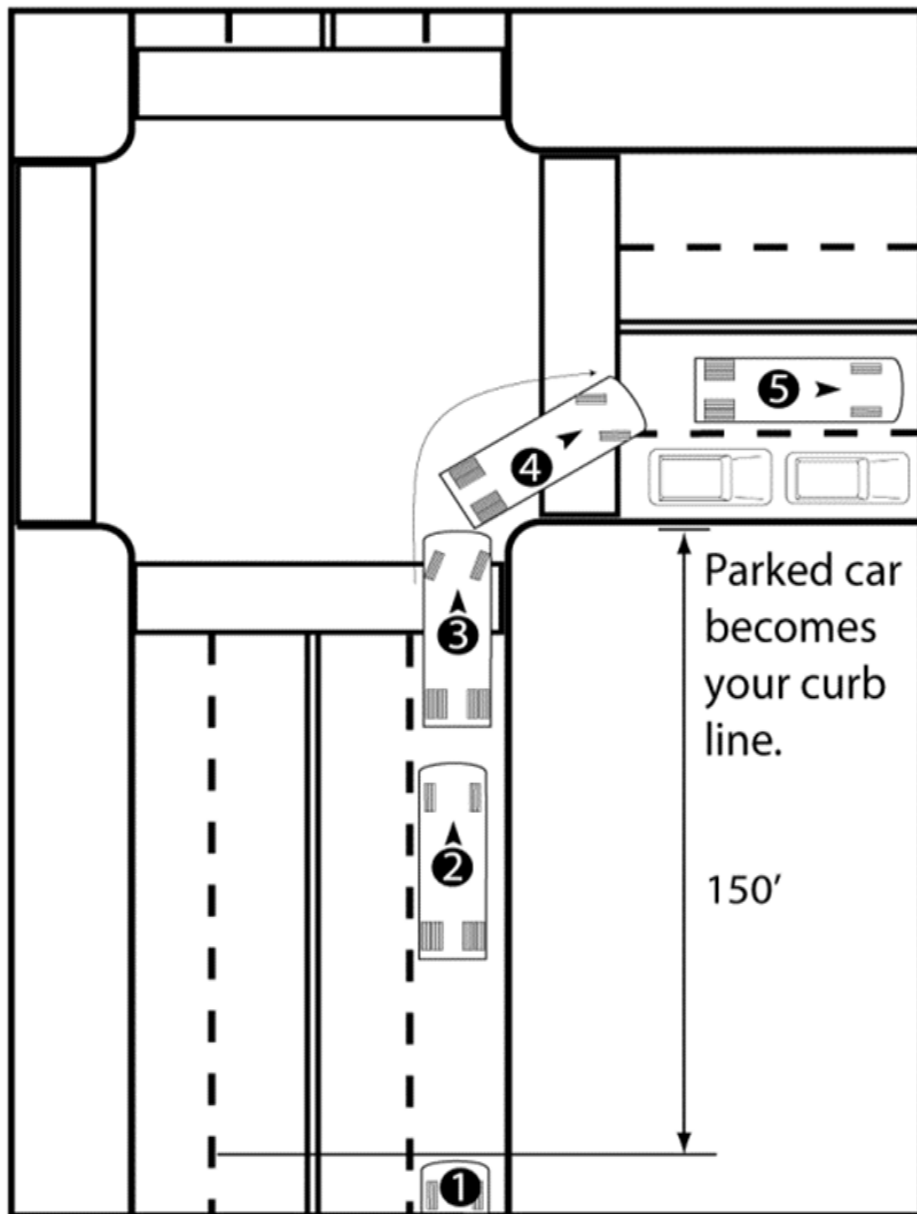
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# PARKED VEHICLES BEFORE AND AFTER RIGHT TURN

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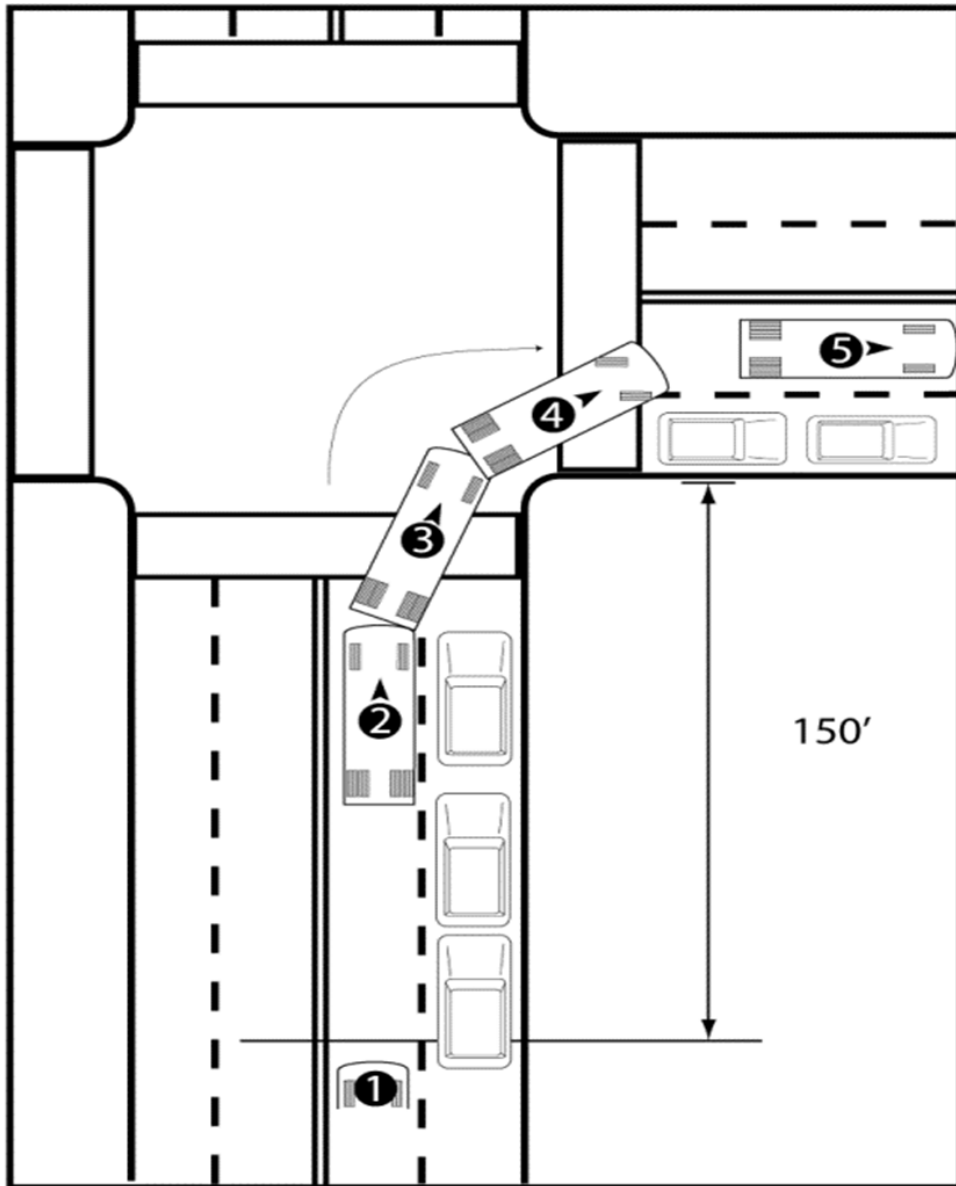
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# Unit 6



## What We Will Cover

- **SOP #10 - Service Stops**
- **SOP #11 - School Bus Zones**
- **SOP #12 - Railroad Crossings**
- **SOP#13 - Operation at Metrorail Stations**
- **SOP #14 – Driving on Expressways**





## **Unit 6 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Describe a correct service stop, including the distance of the front and rear doors from the curb.
2. Explain how to make a correct service stop when there is restricted curb space or an obstructed loading zone.
3. Summarize the three steps of making a service stop.
4. Define school zones and state the speed for school zones.
5. Explain the special considerations related to customer service when school children are involved.
6. State the rule for ejecting unruly school children from a bus.
7. Explain the procedure for railroad crossings, including how far from the crossing a bus must stop.
8. State the maximum operating speed within the confines of Metrorail stations.
9. Explain the correct method of entering, driving and exiting expressways.
10. Name the two major dangers of expressway driving.

# SERVICE STOPS

The service stop is divided into 3 steps:

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The bus loading zone is the designated area at the curb in the right lane for making service stops which is \_\_\_\_\_ feet in length.

Bus loading zones may be in the \_\_\_\_\_ part of the block, mid-block or at the \_\_\_\_\_ of the block.

## THE APPROACH



- Activate 4-way hazard lights in advance and reduce speed.
- Observe the loading zone, check for hazards:
  - Pedestrians
  - Bicyclists
  - Trees, signs, trash containers, newspaper racks, fire hydrants, etc. and select the safest location to make the service stop.

## TYPES OF SERVICE STOPS

- **Curb Lane Bus Stop:** when the front of the bus is even with the last fixed object at the curb or within 15 feet of the service stop, angle the bus until the front door is within \_\_\_\_\_ inches of the curb and left rear wheel of the bus within its own lane. The bus will be at an angle.
  
- **Restricted Curb Space:** when the rear wheels of the bus line up with the front of the vehicle or object, steer to the right and stop away from the curb.
  - Kneel the bus for easier customer access.
  - The bus should be at an angle to the curb to block the path of the last parked vehicle and the front door should be \_\_\_\_\_ inches or \_\_\_\_\_ feet or more from the curb.
  
- **Obstructed Loading Zone:** maintain \_\_\_\_\_ feet clearance from parked vehicles and stop in driving lane opposite the bus stop.
  - Kneel the bus for easier customer access.
  - The bus should be parallel to parked vehicles or objects and customer access is to and from the road surface.

## THE STOP



- Come to complete stop before opening doors
- Keep brakes applied while doors are open
- Allow customers to exit, then board intending passengers
- Operators must kneel before deploying the wheelchair ramp.

# LEAVING THE STOP

## 1. Prepare To Move

- Be alert for customers approaching.
- Move head and use mirrors to check that boarding & alighting customers are clear of the door.
- Close the door with your left hand on the door handle with your eyes watching the door until it fully closes.
- Complete all transactions & make sure all passengers are secure before moving the bus.



## 2. Make OBSERVATIONS:

- **FIRST SWEEP:** Turn head to right, visually scan from the rear to the front of the bus (right side and overhear mirrors). Look for customers coming from the right to the front.
- Observe in front for PEDESTRIANS, BICYCLISTS, traffic signals and vehicles.
- Observe left and left front for PEDESTRIANS & BICYCLISTS crossing the street and approaching vehicles.
- Observe left mirror for vehicles alongside and to the rear of bus.
- **SECOND SWEEP:** When safe to move, repeat observations from right to left, then focus ahead.

## 3. Moving

- Be sure vehicle in front is moving and at least 15 feet away before moving bus.
- Turn hazards off.
- Activate left turn signal.
- Release service brake & accelerate smoothly.
- Gradually gain 3 feet clearance or change lanes if needed.

## SCHOOL ZONES

### **A School Zone is:**

- **the area in or on the grounds of a public, parochial or private school;**
- **or, within a distance of 1,000 feet from the grounds of a public, private or parochial school.**

Operators must recognize the existence of a school zone and exercise extreme caution when moving through the area.

**Operators must obey the posted speed limit which will vary according to jurisdiction.**

- Approach standing vehicles with caution.
- Be especially alert to maintain 3 feet clearance when passing other vehicles.
- Cover the brake.
- Pedestrian & Bicycle Awareness: Be alert for pedestrian and bicycle traffic; slow down or stop if necessary, & verify safety of pedestrians and bicyclists before moving the bus.





## SCHOOL CHILDREN SAFETY

- Metrobus Operators must exercise patience and self-control.
- School children **may not** be ejected from a bus, but Operators are expected to request that children refrain from conduct that is dangerous to themselves or other customers.
- Contact BOCC if assistance is needed.
- Operators are governed by local laws for stopping for school buses displaying alternating flashing red lights.





## RAILROAD CROSSING

**Metrobuses stop at ALL railroad crossings.**



A Metrobus collided with a CSX train in Rockville, Maryland.

**ONLY PROCEED IF  
THE ENTIRE BUS  
CAN CLEAR THE  
TRACKS.**

### Approaching the crossing

1. Activate 4-way flashers at 150 feet from the railroad crossing.
2. Stop between 15 and 50 feet prior to tracks.
3. Open driver's window and front door.
4. At night, turn off interior lights to reduce window glare.
5. Look and listen for train in both directions.
6. Close window and door and proceed across tracks.
7. Make sure there is enough space ahead to completely clear the tracks.
8. Proceed across the tracks without stopping.

## Going across the Tracks

1. On railroad crossing with gates, buses must not go between the gates when they are already down.
2. When gates start coming down and/or alarm bells are sounding, buses must not move until train has passed and gates are up and/or the alarm bells stop sounding.
3. On railroad crossings with multiple tracks, Operators must make sure trains are not approaching on with side of tracks.
4. Trains are unable to make immediate and sudden even in emergency situations.
5. Only proceed across if the entire bus can clear the tracks.

**All Bus Operator Candidates must stop at all railroad crossings according to the instructions given on the previous page and above, as well as, in the SOP.**

**Failure to stop at a railroad crossing can result in immediate termination.**

## OPERATION AT METRORAIL STATIONS

### Speed

- 15 mph in outer perimeters & roadways leading to and from stations.
- 5 MPH within the inner perimeter (customer boarding and alighting areas) of the station.

### Crosswalks

- STOP before ALL crosswalks.
- Allow 10-foot margin of safety when stopping behind vehicles.
- Enter all crosswalks at a speed not to exceed 5 mph.

**You may board customers at any location within the perimeter of the station, if it is safe to stop.**

**Customers do not have to be standing at a bus stop.**



**ALWAYS PROCEED WITH CAUTION**

# EXPRESSWAYS

## Approaching Expressway Entrance Ramps

- Reduce speed. The posted ramp speed is for automobiles.
- As you approach the acceleration lane, check traffic and activate turn signals.
- Be very careful of vehicles slowing down to exit the expressway.
- In the acceleration lane, pick up speed to merge or blend smoothly with traffic on the expressway.

## Driving The Expressway



- When driving on expressways be very aware of signs, lane markings and speed of operation
- Traffic patterns change constantly on expressways, so maintain five seconds following distance for space to stop.
- Maintain a safety zone around your bus and avoid unnecessary lane changes.

## Exiting the Expressway

- Signal 300 feet before the exit
- Reduce speed in the deceleration lane.
- Turn off turn signal as you reach exit ramp.
- Decelerate to less than the posted speed.
- Be prepared for changes in traffic conditions.

# Daily Challenge #4

## Standard Operating Procedures #8, 9, 10, 11, 12, & 13

1. List the five parts of a turn (in the correct order).

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2. What is the clearance between the curb and the right rear wheel of a bus at the maximum turning angle in a right turn?

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3. A bus berthed within \_\_\_\_\_ of the curb and parallel to the curb has made a correct service stop.

4. What are the three steps of a service stop?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

5. What is the maximum speed in a school zone? \_\_\_\_\_

6. What is the definition of a bus loading zone? \_\_\_\_\_  
\_\_\_\_\_

7. Under what circumstances may school children be ejected from a bus?

\_\_\_\_\_

8. What is the correct speed of a Metrobus in a Metrorail station? \_\_\_\_\_ mph

9. Where must customers in a Metrorail station stand in order to board the bus?

\_\_\_\_\_

10. How far from a railroad crossing should a bus stop? \_\_\_\_\_ feet

11. Explain how to enter, drive and exit expressways:

Enter:

\_\_\_\_\_

Drive:

\_\_\_\_\_

Exit:

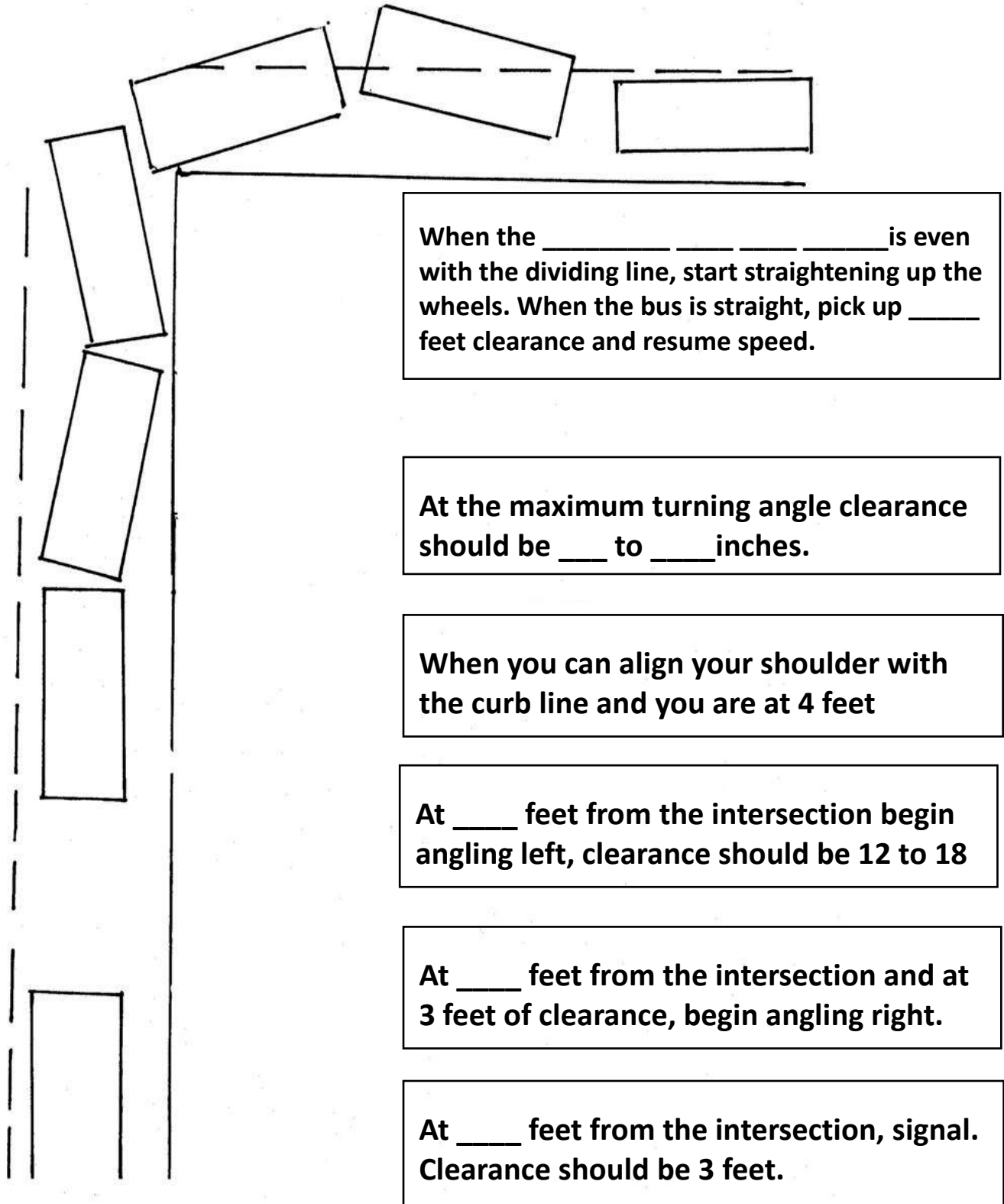
\_\_\_\_\_

12. Name two major dangers of expressway driving.

• \_\_\_\_\_

• \_\_\_\_\_

13. Fill in the blanks on the diagram below.



# Unit 7



## What We Will Cover

- **SOP #15 Defensive Driving**
- **SOP #16 Adverse Driving Conditions**
- **Pedestrian Awareness**
- **SOP #25 Sharing the Road with Bicyclists**







## **Unit 7 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Discuss the three major elements of defensive driving.
2. Given examples of hazardous situations, identify the correct defensive actions the operator may take to avoid an accident.
3. State three actions a Bus Operator must take to ensure pedestrians are safe around his/her bus.
4. Name two areas where Bus Operators are more likely to encounter pedestrians.
5. State at least two precautions an Operator must observe when passing a bicyclist on the road.
6. Name some of the adjustments Operators must make to drive safely during the following adverse conditions: slippery streets, night driving, sun glare, rain, snow, fog, or street flooding.

# DEFENSIVE DRIVING & THE DEFENSIVE DRIVER

*Below you will find WMATA's definition of a Defensive Driver. In order to perform your job as a Bus Operator, you must be a defensive driver at all times.*

*Make a decision to be a Defensive Driver and to always operate according to the statements below. Don't just read this and forget it, or only memorize it because you think you will be tested on it.*

***As a Metrobus Operator, every day you get behind the wheel of your bus, you have to live by the words below...***

## **WMATA's Definition of Defensive Driving**

- A defensive driver is one who makes allowances for the lack of skill and knowledge of other drivers; who recognizes that he/she has no control over the unpredictable actions of other drivers and pedestrians, nor over weather or road conditions.
- He/she also concedes the right of way and makes other concessions to avoid a collision.
- He/she is careful to commit no driving errors and is defensively alert to avoid hazards.
- Neither slippery roads, curves, hills, narrow roads, the absence of signs or signals, signals out of order, nor carelessness, recklessness or ignorance on the part of others relieves the defensive driver in the slightest degree of his/her responsibility for driving without an accident.
- These are situations likely to occur at any time and he/she must drive accordingly.



# WHY MUST BUS OPERATORS DRIVE DEFENSIVELY?

The most obvious reason to drive defensively is that if you don't and are involved in accidents you can be fired! If you need more reasons than that here are three more reasons to drive defensively:

## **Defensive driving is essential for:**

- **Personal safety and well-being**
- **Public Trust**
- **WMATA's continued success**

## **Personal Safety & Well-Being**

We drive defensively to protect our health, our safety and livelihood. Protecting your livelihood means you are protecting the paycheck that provides the income for the things you and your family want and need to enjoy life. Furthermore, you can be sued personally for injuries and damages that arise out of your actions. Can you afford to be sued; do you want to risk that?

## **Public Confidence & Funding**

We drive defensively to project an image of safety that will encourage people to have confidence in us and believe we are capable of providing safe and efficient public transit services. We also need their confidence if we are to obtain the public funding we need because Metro is highly subsidized by the jurisdictions we serve. Competition is fierce; we have more local bus companies and municipal bus service than ever before.

## **Metro's Viability & Liability**

Metro is self-insured. The escalating cost of accidents must be paid by the Authority. The buses we drive are expensive; damaged or out of service vehicles can increase our expenses and impact our reliability. The survival of Metro can only be assured if all Operators practice defensive driving techniques. We need to drive defensively in order to limit our personal and WMATA's liability for accident involvement.

# THE ATTITUDE OF A DEFENSIVE DRIVER

To be a good defensive driver you must begin by having the proper attitude – an attitude that values safety above all else.

*For the statements below, put a checkmark next to the statements that most reflect the attitude that you think a professional driver should possess.*

1. *My first responsibility is to myself, I have to look out for me and the people in my car.*
2. *Accidents are going to happen, that's why we have insurance.*
3. *There are times when legally I have the right-of-way, but I don't use it.*
4. *I use the horn to let other drivers know when they make mistakes.*
5. *Most accidents are preventable.*
6. *I'm not supposed to stop, I have the right-of-way.*
7. *It's alright to be competitive on the road, most drivers are.*
8. *I allow for mistakes that other drivers make.*

*Also, for each one of those statements that you identified as not reflecting the attitude of defensive driver, be ready to explain why.*

## ***Driving safely is all about attitude.***

Some of those statements were clearly not attitudes that reflect safe driving. Unfortunately, many drivers think and drive just like the statements #1, #2, #4, #6 and #7.

Therefore, what you need to remain safe in today's traffic is to keep a mature, patient, calm and emotionally stable attitude. This is something you can LEARN to be better at. "Emotionally impaired driving" significantly effects perception and judgment. Reckless driving heightens the likelihood of causing a wreck.

# A PROFESSIONAL DRIVING ATTITUDE

## ***Maturity***

Maintaining a mature attitude when driving is the hallmark of a professional. It may be the most important factor in defensive driving. A mature driver knows and obeys the rules of the road; but they are smart enough to know that because they have the right-of-way in a situation, doesn't mean they have to exercise it, if it is unsafe to do so. They do the "right thing" even when no one is looking. A professional driver knows their ability, their vehicle and never attempts to exceed either.

## ***Patience***

A professional driver is courteous and patient with other drivers and tolerant of their mistakes. A professional must be able to handle continually stressful situations, such as bad weather, road closures, unruly passengers and mechanical problems and not let it impact their ability to drive safely.

A professional driver remains calm and controlled behind the wheel. If you find yourself driving while emotionally stressed or upset, it is important that you pull over, take a few deep breaths and calm down.




## ***Emotionally Stable***

Emotions have a tremendous influence on driving behavior. Failure to control emotions may lead to driving errors. Allowing your emotions to run high, can negatively influence your judgment and you may not notice otherwise apparent dangers.

Emotional stability is having the mental strength to stand firm and resist reacting physically or verbally out of anger or fear. Controlling these feelings allow us to maintain the ability to make rational decisions. A professional driver has to have the presence of mind to make split second decisions.

# THREE MAJOR CONCEPTS OF DEFENSIVE DRIVING

*What are the steps given in the SOP that correspond to each of these three concepts?*

<b>1. SEE THE DANGER</b>	<b>Danger!</b> 
<b>2. UNDERSTAND THE DEFENSE</b>	
<b>3. INITIATE IMMEDIATE ACTION</b>	

## 4 MAJOR TYPES OF ACCIDENTS

These are General Guidelines in the boxes below. For specific defensive driving techniques, go to SOP #15, in your SOP book.

### FIXED OBJECT ACCIDENTS



- Check clearance carefully.
- If in doubt, get out and check.

### VEHICLE ACCIDENTS



- Maintain proper following distance.
- Cover the brake
- Close off/stay in right lane

### PEDESTRIAN ACCIDENTS



- Observe in all directions before moving a bus.
- Slow down or stop to permit pedestrians to cross.

### CUSTOMER ACCIDENTS



- Start gradually
- Stop smoothly
- Turn slowly



## DEFENSIVE DRIVING CHALLENGE

*Instructions: In your groups, using your SOP book, you will have 5 minutes to find the defensive driving strategy that applies to the situation in each of the following questions. Select a spokesperson for your group who will present your group's answers.*

<b>Hazardous Situation</b>	<b>Your Defensive Driving Strategy would be</b>
1. A pedestrian is standing in the path of your bus.	
2. A vehicle approaching from the opposite direction cuts across your lane.	
3. A pedestrian walks in the overhang area.	
4. A vehicles pulls out from the curb in the path of your bus.	
5. A door opens on a parked vehicle.	
6. A customer on board walks without holding on to stanchions.	
7. Another vehicle attempts to pass the bus.	
8. A customer attempts to board but is not clear of the door.	

### Which of the four Operators are defensive drivers?

- Operator A concedes the right of way to avoid a collision.
- Operator B does not concede the right of way because buses are larger than most vehicles on the road.
- Operator C makes allowances for the lack of skill of other drivers.
- Operator D recognizes that he/she has no control over the unpredictable actions of other drivers.

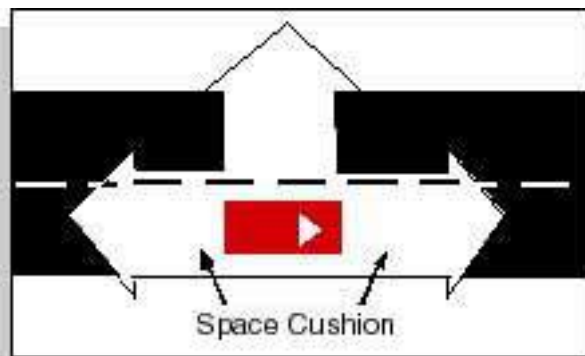
Operator/s: \_\_\_\_\_

# SLIPPERY STREETS

## SLOW DOWN

Reduce \_\_\_\_\_ to have better control of your vehicle.

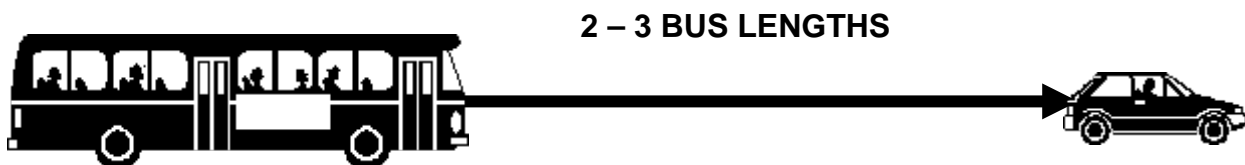
## INCREASE CLEARANCE



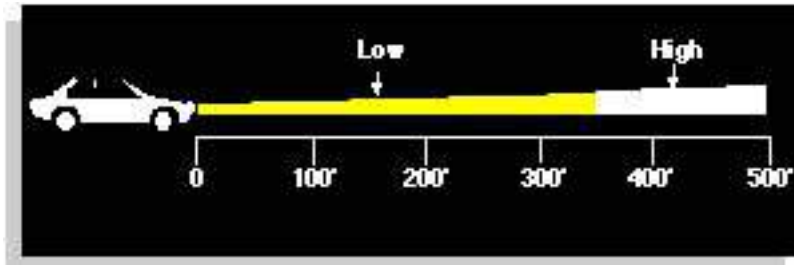
Increase the amount of space between your bus and fixed objects. But be careful, too much clearance may tempt other motorists to try to squeeze between your bus and fixed objects.

## INCREASE FOLLOWING DISTANCE

Allow more \_\_\_\_\_ and \_\_\_\_\_ to stop safely.



## NIGHT DRIVING



- Headlights on from sunset to sunrise, or any time a person, vehicle or object cannot be seen at a distance of 200 feet.
- Don't look into headlights of other vehicles
- Bright lights/Signs may obstruct traffic signals
- The Master switch should always be set on NIGHT RUN or NITE to provide appropriate lighting.
- The interior light switch may be labeled "AISLE" or "INTERIOR LIGHTS" is either on a toggle or rocker switch and should always be set to "NORMAL" or "NORM".



**More than half  
of all collisions  
happen at night.**

## SUN GLARE



- **Avoid looking directly into sun**
- **Use a sun visor and sunglasses**
- **Increase following distance**
- **Reduce speed**

## RAIN – SNOW – FOG



- **Headlights on when windshield wipers are on.**
- **Reduce Speed to avoid sideslipping.**
- **Be prepared for sudden stops.**

## Street Flooding

- **Reduce speed.**
- **Do not exceed 5 mph.**
- **Do not drive through water more than 7 inches deep.**
- **Contact BOCC to report street flooding immediately.**



## CUSTOMERS AND INCLEMENT WEATHER

During inclement weather it is critical to keep your customers safe at all times. If the weather becomes increasingly worse:

### **DO NOT PUT YOUR CUSTOMERS OFF THE BUS!**

If you find your bus stuck on the ice or snow and are unable to move the bus safely; stop, secure the bus and call BOCC for instructions.

- You **MUST** inform your customers that you have called for help but you are unable to move the bus. If they choose to get off the bus and walk to their destination, do not hold them on the bus.



**However, if your customers are school-aged, senior citizens, persons with disabilities, or too far from their final destination, inform BOCC that you have customers who will need alternative transportation.**

Bus Operators are not to take their buses out of service unless instructed to do so by an SOM, an Assistant Superintendent, a Superintendent, or BOCC.

Our most critical mission is to transport our customers safely.

- If it becomes unsafe to move the bus, call BOCC for help.
- Always inform your passengers of your intentions.
- Never leave them stranded or put them off your bus.

# PEDESTRIAN SAFETY

By law, the pedestrian's safety takes precedence over the desire to maintain a schedule. Law and logic dictate that the people on foot must be given the right-of-way even when they jaywalk. And it's not up to Bus Operators to make pedestrians do the right thing.

Operators must pay particular attention and watch out for pedestrians anywhere around their bus. Pay special attention to pedestrians entering crosswalks or improperly crossing streets - in the middle of a block or walking against the lights.

Bus Operators have certain legal responsibilities toward pedestrians, to protect their safety and to give them the right of way. **If you are not diligent, you're at risk of endangering the lives of pedestrians, your life and the lives of your customers; and losing your job.**



**Bus Operators have an obligation to ensure that pedestrians are safe.**



## ACTIONS TO TAKE TO ENSURE PEDESTRIAN SAFETY

1. **Be extremely careful at service stops;** look out for pedestrians transferring to other buses, running behind and close to buses, crossing in front of a stopped bus. Reduce your speed and increase your observations.
2. **Look in both directions,** for any pedestrian before proceeding through an intersection, whether or not it is controlled by a traffic signal or stop sign.
3. **Be prepared to stop and yield to pedestrians** who give the appearance that they are about to cross the street, even if they are not within the crosswalk.
4. **Be aware of those who are not aware.** Many people are distracted; talking on cell phones or listening to audio devices and do not pay adequate attention to crossing the street safely.





## ***Seniors and Persons with Disabilities***

Senior citizens and persons with disabilities may have their own unique set of characteristics that impact their ability to safely travel across and along roadways.

Senior pedestrians have a greater chance of suffering serious or fatal injuries if involved in crashes. They may be slower or have diminished visual or physical abilities. **Slow down, take your time; seniors may need more time to cross.**

Persons with disabilities who are traveling in a wheelchair or using a mobility device are also considered to be pedestrians and laws established for pedestrians on foot also apply.

When you approach a crosswalk you must take all necessary precautions to avoid accident or injury to a blind pedestrian carrying a cane or using a service animal, or someone who is deaf or hard of hearing.



### ***Keep Your Head & Eyes Moving***

The most important safety strategy that will reduce pedestrian injuries and fatalities is to **increase your observations and use your mirrors** in locations where you are likely to encounter pedestrians – especially at service stops and intersections.

# PEDESTRIAN CROSSWALK SAFETY

## ***Bus Operators Must Stay Alert...***

- **STOP** for pedestrians at crosswalks and intersections – it's the law in Maryland, Virginia and the District of Columbia.
- **STOP** for pedestrians who have started crossing at an intersection or crosswalk on a “walk” signal or on a green light, if there is no walk signal.
- **STOP** for pedestrians in a crosswalk even if they are walking against the light.
- **STOP** for pedestrians who are crossing the highway within a marked or unmarked crosswalk at an intersection where there are no traffic lights or control signals.
- Always look out for pedestrians and cyclists, especially before turning at a green light. Also, remember, Metrobuses are not allowed to make a right turn on red.
- Crosswalks exist at all intersections, even when unmarked.
- Yield to or stop for pedestrians when crossing a sidewalk or entering an alley or driveway.
- Do not pass any vehicle that stops at an intersection or crosswalk to permit a pedestrian or bicyclist to cross the roadway safely.



Stay alert and slow down, particularly in residential areas, school zones and commercial areas.

Children, particularly, have not yet developed the cognitive skills to calculate speed and distance.

# SHARING THE ROAD WITH BICYCLISTS

A bicycle is considered a vehicle and Bus Operators must regard it as such when operating. Bicyclists must obey the same laws and regulations as all other vehicles on the road. Make sure you locate the cyclist in your mirrors. Bus Operators should maintain a high level of awareness of bicyclists once he or she has been observed.

## **Bike Lanes or Bike/Bus Only Lanes**

A bike lane is a portion of the roadway that has been designated by striping, signing and pavement markings for the preferential or exclusive use of bicyclist. Bike lanes carry bicyclists in the same direction as adjacent motor vehicle traffic. A bike/bus only lane is designated for buses and bikes only.



Penn. Ave. Bike Lanes



Bike/Bus Lane Sign

## **Shared Lanes or “Sharrows”**

- A Shared Lane Marking ("sharrow") is essentially a bicycle lane marking within a travel lane.
- Sharrows are lanes that bikes and all other vehicles can travel on. Sharrows are used in lanes shared by bicyclists and motorists when there is not sufficient width or a need for a bicycle lane.
- It is intended to improve positioning of bicyclists on roadways with significant bicycle usage and parked vehicles where curb lanes are narrow.



Sharrow Lane Marking

## Observations

Be aware of the dangers a bicyclist may present. Watch for bicyclists traveling on the sidewalks or between parked vehicles. Be aware of sudden movements without warning. **Be aware of your blind spots.**

## Passing a bicyclist

When passing a bicyclist approach with caution and change lanes beginning at the appropriate distance. Do not attempt to pass in the same lane. Do not cross the center dividing line to pass a bicyclist. DC law requires at least 3 feet of clearance, we recommend even more. Do not pass a bicyclist if the intentions of the bicyclist are unknown.

## Following a bicyclist

Whether a bicyclist is in a marked bike lane, a sharrow, a bus/bike/right turn only lane or unmarked roadway, you must always allow the appropriate following distance. Maintain a minimum following distance of one bus length per 10 mph.

## Very Few Limitations on Bicycle Traffic

Bicyclists can ride on any street in DC, Maryland or Virginia except for interstates and other controlled access highways with signs specifically prohibiting bicyclists. Unless stated otherwise, bicyclists are allowed on every street with or without bike lane markings, i.e., sharrows, bike lanes, and bus/bike pavement markings or bike route signs.



***If you pass someone (in a vehicle or on a bike), you must find them again in your mirrors.***

***Thankfully, the bicyclist in this accident was not treated for serious injuries.***

# Unit 8



## What We Will Cover

- **SOP #17 - Backing and Parking**
- **SOP #18 - Securing A Bus**



## **Unit 8 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Name the only time that a Metrobus should be backed.
2. Define the acceptable rate of speed to be used when backing a bus.
3. Describe the safety precautions a Bus Operator must take to secure a bus correctly.
4. List the steps in WMATA's parking security procedure.
5. Describe the safety measures that you must take when parking on the street or at a terminal.
6. List the clearances involved in parking in garage areas.



## BACKING

**Backing a 40 or 60-foot bus is dangerous because limited visibility means you can't make direct observation of the area that you are backing into. The only time we recommend backing a Metrobus is while parking at a garage.**

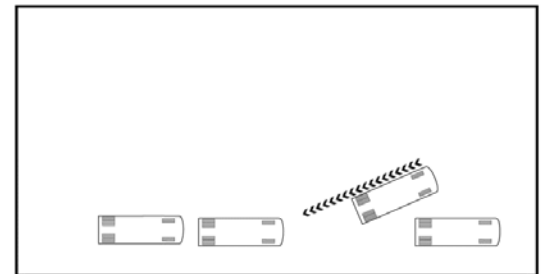
1. Observe the line of travel.
2. Back in a straight line when possible.
3. Walk around the vehicle and check all clearances.
4. Shift to reverse - turn on hazard lights and sound horn.
5. Use left mirror and steer toward a spot or point.
6. Back slowly (2 mph), check mirrors and left-right front clearances frequently.



**NOTE:** A guide is helpful, but the guide cannot control the vehicle and therefore is not responsible for the actions of the Operator.

## PARALLEL PARKING (CONVENTIONAL)

1. Observe the parking space as you approach.
2. Maintain 3 feet clearance.
3. Line up the right rear wheel with the rear bumper of the vehicle.
4. Shift to reverse, sound horn, and activate 4-way flashers.
5. Lock the steering wheel to the right and back slowly at 1 mph while making frequent mirror observations.
6. Line up left side of bus with center of space or vehicle behind the bus and then stop and straighten the wheels. When the wheels are straight resume backing.
7. Back until front bumper of the bus passes rear of the vehicle or marker by one (1) foot.
8. Then, stop the bus and lock the wheel to the left. Resume backing until bus is 12 inches from the curb or other.
9. When the bus is 12 inches from the curb and parallel in opening; center the bus in the parking space.

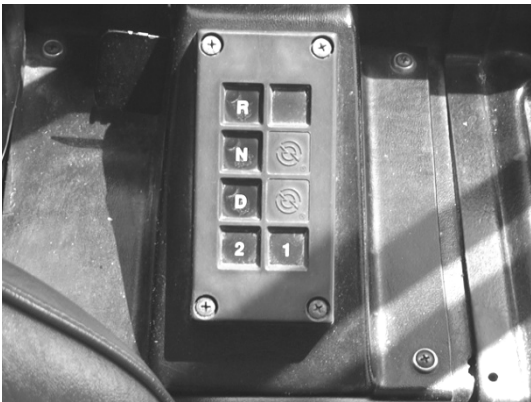




## SECURING A BUS

A properly secured bus is parked in a safe place with reasonable precautions taken to ensure the safety of the vehicle and its contents. It must be protected from accidents, vandalism and adverse weather conditions.

### **BEFORE LEAVING THE DRIVER'S SEAT TAKE THE FOLLOWING SAFETY PRECAUTIONS:**



2. Place the gear selector in neutral position.



2. Apply and check parking brake.

- ✓ Bus must not move after service brake is released.
- ✓ Parking brake can be used to stop bus in an emergency.

**NEVER use the rear door interlock system as a parking brake.**

## DANGER: UNSECURED BUS!

How can you help prevent accidents, vandalism, and protect our valuable buses? WMATA depends on you to secure the bus properly. These pictures were taken after an operator failed to apply the parking brake during his lunch break.



**WARNING!!  
APPLY PARKING BRAKE**



**Newer model buses have an audible alarm when the Master Switch is off and the Parking Brake is not applied. Please pay attention when you hear that alarm and apply the Parking Brake immediately!**

## ON STREET OR TERMINAL PARKING

- The \_\_\_\_\_ must not \_\_\_\_\_ with vehicle or pedestrian traffic.
- Front wheels should be turned:
  - \_\_\_\_\_ the \_\_\_\_\_ if the bus is parked downhill.
  - \_\_\_\_\_ from the \_\_\_\_\_ if the bus is parked uphill.
- Turn the master switch to \_\_\_\_\_ or \_\_\_\_\_ or \_\_\_\_\_ position.
- On snow or ice covered streets; buses must not be \_\_\_\_\_ on a grade that will permit \_\_\_\_\_, if the heat from the tires melts the snow or ice.
- For additional securement of the bus, place \_\_\_\_\_ in front and behind the \_\_\_\_\_.



Parking Brake **NOT** Applied

Don't let this happen to you!

# Daily Challenge #5



1. What is the definition of defensive driving?

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2. What are the three major concepts of defensive driving?

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3. Why is your attitude important when it comes to defensive driving?

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4. Never use the \_\_\_\_\_ as a parking brake.

5. List one adjustment that Operators can make for each of the following adverse conditions:

Slippery Streets: \_\_\_\_\_

Night Driving: \_\_\_\_\_

Snow: \_\_\_\_\_

Street Flooding: \_\_\_\_\_

6. What should you do to avoid accidents during the hours of darkness?
- \_\_\_\_\_
- \_\_\_\_\_
7. State three actions a Bus Operator must take to ensure pedestrians are safe around his/her bus.
- \_\_\_\_\_
- \_\_\_\_\_
8. Before you leave the driver's seat you should place the gear selector in \_\_\_\_\_ and \_\_\_\_\_ the parking brake.
9. Name two areas where Bus Operators are more likely to encounter pedestrians.
- \_\_\_\_\_
- \_\_\_\_\_
10. Name the 6 steps you should follow when making sure a parked bus is secure:
1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
  4. \_\_\_\_\_
  5. \_\_\_\_\_
11. State at least two precautions an Operator must observe when passing a bicyclist on the road. \_\_\_\_\_
- \_\_\_\_\_
12. Clearances in Garage Area Parking are as follows:
- Left wheels within \_\_\_\_\_ inches of the painted line
  - \_\_\_\_\_ feet clearance between the sides of parked buses where no line exist.
  - There must be approximately \_\_\_\_\_ feet between the rear of your bus and the parked bus behind you.
13. Front wheels should be turned \_\_\_\_\_ the curb when parking downhill and front wheels should be turned \_\_\_\_\_ when parking uphill. Why?

# UNIT 9



## What We Will Cover

- **SOP #23 Bus Communications Equipment**
- **SOP #24 Emergency Situations**



## **Unit 9 Learning Objectives**

**At the end of class, the trainee will be able to:**

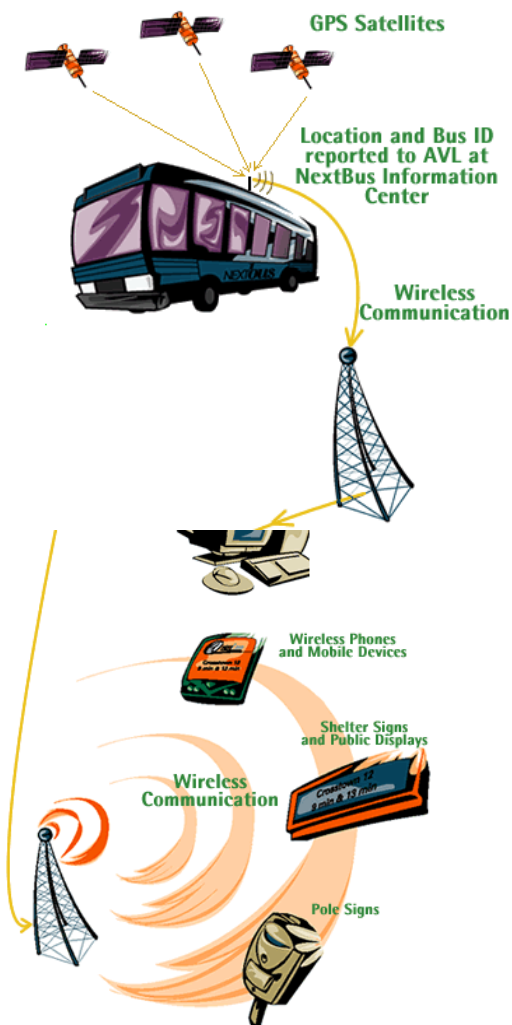
1. State and demonstrate the procedure for logging onto and off of the Radio system.
2. Operate the radio system for emergency and routine contact with BOCC.
3. Explain how to use the silent alarm system and the types of circumstances when it should be used.
4. Given scenarios requiring contact with BOCC; select the correct method for requesting assistance.

# COMMUNICATION EQUIPMENT

The communications equipment on Metrobuses is powered in part by the Automatic Vehicle Locator (AVL) and Global Positioning System (GPS). These two systems are installed on all buses in our fleet. The AVL and GPS systems are used for several purposes. The system gives real-time location information to BOCC and provides the time and scheduling data so that the NextBus system can provide accurate vehicle arrival/departure information to passengers and BOCC.

NextBus uses Global Positioning System (GPS) tracking satellites to provide accurate vehicle arrival/departure information and real-time maps to passengers and managers of public transit.

NextBus uses satellite technology and advanced computer modeling to track vehicles on their routes. Each vehicle is fitted with a satellite tracking system.



Taking into account the actual position of the buses, their intended stops, and the typical traffic patterns, NextBus can estimate vehicle arrivals with a high degree of accuracy. This estimate is updated constantly.

The predictions are then made available on the World Wide Web and to wireless devices including signs at bus stops and business, internet capable cell phones, Palm Pilots, and other Personal Digital Assistants (PDAs).



There are several pieces of equipment that make up the Metrobus Communications System:

- Destination Sign
- Public Address System/Microphone
- Lapel Microphone
- Automatic Voice Annunciator
- Orbital Radio System
- Bus Silent Alarm
- Flashing Crime Alert Lights

The **Destination Signs** provide the customer with displays of the route identification, public relations messages and the destination of the bus. The electronic signs are on the inside and outside (front, rear and side) of the bus. The destination sign display is automatically set when the Operator logs-in to the farebox target area. When these buses arrive at terminals, the destination sign automatically changes to reflect the next trip. The destination codes and route number vary by division and are available from Division Instructors.

The **Public Address System/Microphone** consists of the interior and exterior speakers, an ON/OFF switch and a boom microphone. Operators are also issued a **Lapel Microphone** that allows for hands free operation.

The **Automatic Voice Annunciator** makes automatic public service and safety announcements, as well as, stop announcements at the following points on the route:

- Transfer points with other buses and Metro stations
- Major intersections and destination points
- Every block (such as “passing New York Ave...”)

The **Clever Devices Radio System** is a two-way radio that allows direct verbal communication between the Bus Operator and BOCC, and two-way text message capability. It also displays the status of the route and schedule adherence, GPS (Global Positioning Satellite) status and radio status.

The **Bus Silent Alarm** is a separate safety feature that sends a non-verbal request for emergency assistance to BOCC. This feature can be activated discretely so that if a situation is occurring on the bus, no one will know that BOCC has been contacted. BOCC will respond by sending police or a street supervisor.

The **Flashing Crime Alert Lights** is another discreet safety feature that can be activated so that clearance lights begin to flash and the destination sign displays “CALL POLICE”. It can only be seen from the outside of the bus.

# BUS OPERATIONS COMMUNICATIONS CENTER

All buses are equipped with an integrated communications system. We have two-way radios so Bus Operators can speak directly to and/or send text messages to Bus Operations Communication Center (BOCC). For emergencies, our Operators can rely on the radio system to directly contact BOCC or use the silent alarm system which opens up a covert microphone so that BOCC can hear what is occurring on the bus without the occupants knowing it. Our buses also have flashing crime alert lights and “CALL POLICE” will display on the destination sign to provide a visual indication that immediate emergency assistance is needed.

Operators must **stop and secure the bus** before using the radio system to either contact BOCC or to answer a call from BOCC. In fact, once the bus is in motion the function keys on the display screen will be inoperable. Once the bus is brought to a stop and secured, the radio will become operational again.

## **Always Stop and Secure the Bus Before Using Radio or Texting**

- **When initiating contact with BOCC by radio, the Operator must FIRST stop and secure the bus.**
- **If BOCC contacts you, you must FIRST stop the bus and secure it prior to responding to the call.**

# RADIO PROTOCOL

## **Radio “DON'Ts”**

- DON'T use profanity.
- DON'T permit non-WMATA personnel to use radio.
- DON'T call “in service” unless told to do so.
- DON'T activate silent alarm unnecessarily.

## **Radio “DOs”**

- DO speak clearly, courteously, and concisely.
- DO have complete information.
- DO report all incidents.
- DO call again if your call is not answered in 10 minutes.
- DO set master switch in the park position at layovers.
- DO report exact location.

# MANUAL RADIO LOGON & LOGOFF

The Clever Device bus radio system on our buses is integrated with the farebox and destination sign system, so that when an Operator logs onto the farebox, the radio should boot up and shortly thereafter the destination sign will automatically display the proper route. There are times when it may be necessary to manually logon and logoff of the radio; those instructions are below.

## Radio Manual Logon & Logoff

### LOGON

- Press <Logon> on the left side of radio.
- Key in Employee ID number and press <Enter>.
- Key in the Block Number and then press <Enter>.

**LOGOFF:** The user may also press the <Logoff> button on the radio.



## Additional Steps

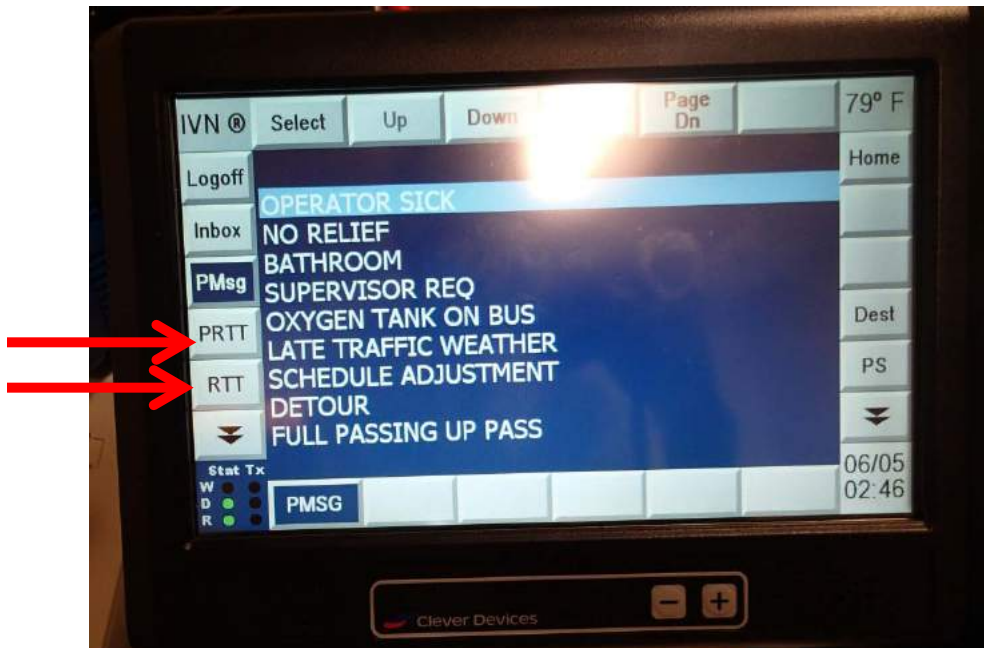
When logging ON manually, if you encounter any issues after trying the steps given, contact BOCC.

## Logging Off

If you manually logged on you may need to manually log off of the radio after you complete your assignment, or take a meal break.

If you have another assignment with the same bus, log back on before you resume driving.

## TYPES OF RADIO CALLS TO BOCC



**RTT** button is used when you need to talk to BOCC about a situation that is **not** a life-threatening emergency.

**PRTT** button is used when you need to talk to BOCC about an emergency situation that requires a more immediate response. For instance, street blockade, sick or injured customer, when a customer cannot be accommodated or a collision would be situations where the PRTT button should be used.

**Remember: Operators should not pick up the handset or text while the bus is in motion. It is a violation of the electronic device policy.**

## CONTACT WITH BOCC

### To Make a Call to BOCC:

Press the <PRTT> or <RTT> keys on the left to request a radio call. The message “Dispatch Notified” will be displayed.

### To Receive a Call from BOCC

When BOCC calls a vehicle, the following message will be displayed:

**“Dispatcher Calling, Please Pick up the Handset”**

### WARNING

**The Operator must stop and secure the bus before picking up the handset.**

**Radio keys do not work when the bus is in motion.**

**Please do not violate the Electronic Device policy by ignoring these instructions.**



# PRTT and RTT USES

## Examples of PRIORITY REQUEST TO TALK (PRTT):

- WMATA Bus Accidents with and without injuries
- Bomb Threat and/or Explosion on WMATA Buses
- Smoke and/or Vehicle Fire on WMATA Buses
- Larceny on WMATA Bus
- Sick or Injured WMATA Bus Passenger

## Examples of REQUEST TO TALK (RTT):

- WMATA Bus Stopped and Send a Replacement Bus
- Continue on Route and Send a Replacement Bus
- WMATA Bus Stopped and Send a Service Truck
- Continue on Route and Send a Service Truck
- WMATA Bus Stopped and Send a Street Supervisor to the Scene
- Continue on Route and Send a Street Supervisor to contact Bus

## NTO 13-16

If BOCC needs to contact a Bus Operator, they will generate a one-way voice announcement to the bus stating: **“Call BOCC when your bus is stopped and secured.”**

If a Bus Operator contacts BOCC by radio, the Specialist will ask the Operator **“Is your bus stopped and secured?”** The Operator must verify by answering, **“Yes, the bus is stopped and secured”**. BOCC will then engage in the transmission of their message.

If the bus is in motion, the radio keys will not function and the Operator should continue until they can safely stop and secure the bus. Operators should **only** contact BOCC by radio when the bus is stopped and secured. If BOCC has not returned your call and your scheduled departure time has arrived, continue on your route, however **do not pick up the handset when BOCC returns the call until your bus is stopped and secured.**

Operators **should not** pick up the handset or text BOCC anytime the bus is in motion.

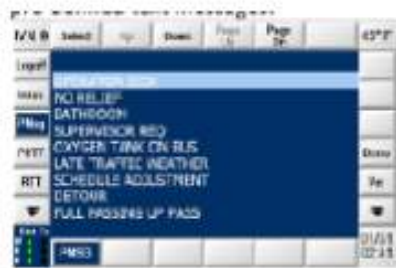
**\*\*\* Use Of The Bus Radio While Operating The Bus Is A Violation Of The Electronic Device Policy. \*\*\***

# TEXT MESSAGES AND PUBLIC SERVICE ANNOUNCEMENTS

## To Send a Text Message

Press the <PMsg> key to open a list of pre-defined text messages.

Use the <Up>, <Down>, <PageUp> and <PageDn> keys to highlight a message, then press <Select> to choose and send it.



## To Reply to a Text Message

The <Inbox> key flashes when a message is received. Press it to open the message.

Use the <Yes> or <No> keys at the bottom of the display to reply Yes/No.

Use the <Next> or <Prev> keys to display other messages.



## Public Service Announcements

The <PS> key is used to play pre-recorded announcements over the bus's speakers.

Press the <PS> button on the right side of the display.

Use the <Up>, <Down>, <PageUp> and <PageDn> keys to move the cursor to an announcement, then press <Select> to choose and send it.





## LIFE-THREATENING EMERGENCIES

When a Bus Operator is confronted by a dangerous, volatile situation that involves immediate life-threatening danger to themselves or customers, they can activate the Bus Silent Alarm. The Bus Silent Alarm is not part of the radio system. It is located on the instrument panel dependent on the bus model.

It should be used only when the Operator needs emergency assistance and does not want to alert anyone on the bus that police assistance is being requested. Once the Bus Silent Alarm is activated BOCC will know that a dangerous situation is occurring on a bus and BOCC will respond immediately by sending the police and a street supervisor.

The Bus Silent Alarm also activates the covert microphone so that BOCC can hear exactly what is happening on the bus without initiating voice communications with the operator. The GPS system will be able to determine the location of the bus. Incidents that would require the use of the Bus Silent Alarm would include:

- Assault
- Threat of bodily harm
- Robbery
- Acute Illness/serious injury

### **IMMEDIATE DANGER TO OPERATOR OR CUSTOMERS**

- Discreetly push the Bus Silent Alarm Button.
- Proceed normally.
- Police will respond.
- When danger or emergency has passed, call BOCC and push the PRTT button. Inform BOCC of the occurrence and wait for instructions.

# SILENT ALARM SYSTEM

## Silent Alarm Button vs. Emergency Alarm Toggle Switch

The Silent Alarm Pushbutton is installed on all buses except the 7000, 7100 and some 3000 series.

An Emergency Alarm Toggle Switch is installed on the 7001 – 7263 buses and on the 3036 – 3087 buses, but will continue to be installed until all buses have the toggle switch.



Press the **SILENT ALARM BUTTON** on the left instrument panel; its position will vary according to bus model.

Flip the **EMERGENCY ALARM TOGGLE SWITCH** located above the green light on the left instrument panel.

The **SILENT ALARM BUTTON** sends a silent radio call to BOCC requesting immediate police assistance and activates the covert microphone.

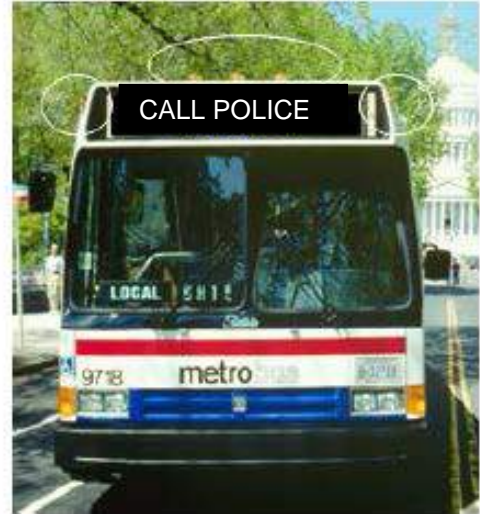
The DriveCam, DVR, "Call Police" sign, and Roof Marker/Clearance lights have to be activated individually by the Operator.

The **EMERGENCY ALARM TOGGLE SWITCH** illuminates the green light below the switch and performs the following:

- Silent Radio Call to BOCC requesting immediate police assistance
- Opens the Covert microphone
- Activates DriveCam
- Activates the DVR camera
- Activates the "CALL POLICE" sign
- Activates Roof marker/Clearance lamps

# FLASHING CRIME ALERT LIGHTS

Marker lights located on the upper portion of the bus will flash to alert the public or police that the Operator needs immediate assistance. The destination sign will change to read "CALL POLICE" on the left instrument panel, but are configured differently on different bus models. You are responsible for familiarizing yourself with the location of these lights on all buses you operate. If you are not sure, contact your Division Instructor.



## OLDER SILENT ALARM SYSTEM ACTIVATED BY PUSHBUTTON

If you are on a bus where the Silent Alarm system is activated by a pushbutton, then you will need to also activate the Flashing Crime Alert Lights and Call Police sign. Look for a toggle switch that is unlabeled and near a green indicator light.

When the emergency is over or assistance has been rendered, flip the toggle switch to the "Off" position and follow instructions from BOCC to reset Silent Alarm system.



## NEW SILENT ALARM SYSTEM ACTIVATED BY TOGGLE SWITCH

If you are on a bus where the Silent Alarm system is activated by a toggle switch, then the Flashing Crime Alert Lights and "Call Police" sign will automatically come on when the Silent Alarm toggle switch is activated.

When the emergency is over or assistance has been rendered, follow instructions from BOCC to reset Silent Alarm system, "Call Police" sign and Flashing Crime Alert Lights.



# RADIO VOICE FALLBACK

Occasionally, our radio communication system can experience technical difficulties that affect the automatic operation. During these periods, the system defaults to “Voice Fallback” which enables an open microphone throughout the fleet for radio communication. The bus radio screen will display “**VOICE FALLBACK**” when this occurs. Once normal communications are restored, the system will immediately return to automatic operation.

While the radio is in this *voice fallback mode, the Silent Alarm function is NOT available*. The system will fall into an open microphone mode for communication to handle any emergency request. The following procedures are required during voice fallback in the event you have an emergency:

- If it is safe to do so, pick up the handset and call BOCC and state your bus number and indicate that you are having an emergency.
- A Communication Specialist will respond to you promptly.  
*Please do NOT press the Silent Alarm button, as this will disable voice communication.*
- If you are not able to communicate via the handset, activate the Flashing Crime Alert lights on the non-rehabbed buses. This will cause the outside signs to display “**Emergency, Call Police, 911**”. If you are on a new or rehabbed bus, BOCC will be listening and send assistance. You should call BOCC on a landline when safe to do so.



Washington Metropolitan Area Transit Authority

# Operator Responsibilities



**BUS OPERATOR CANDIDATE  
TRAINING PROGRAM**

**Module 3**



Bus Training  
April 2017



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## Learning Objectives

At the end of class, the trainee will be able to:

1. Discuss ways that professionalism can be put into action on the job
2. List the four possible disciplinary actions for Operator offenses.
3. List the four types of drugs that are prohibited.
4. Discuss various disciplinary policies & consequences of committing violations
5. State the 8-hour rule regarding alcoholic beverage consumption.
6. Define scheduled and unscheduled absences, and give examples of each.
7. Identify examples of Passenger Conduct Ordinance restrictions.
8. State under what conditions a customer may be ejected from the bus, or an operator may call to request police assistance.
9. Summarize lost and found procedures.

### What We Will Cover

- **Professionalism**
- **Passenger Conduct Ordinance**
- **Professional Conduct Rules**
- **Attendance Rules**

## WHAT IS A PROFESSIONAL?

Do you recognize a professional when you see one? What makes someone a professional? Think about this with your classmates and make a list of characteristics that you think a professional would have.

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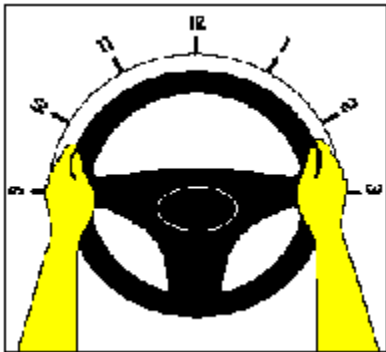
# BEING A PROFESSIONAL

As a Metrobus Operator you too must be a professional. Customers expect a professional driver. That means you must:



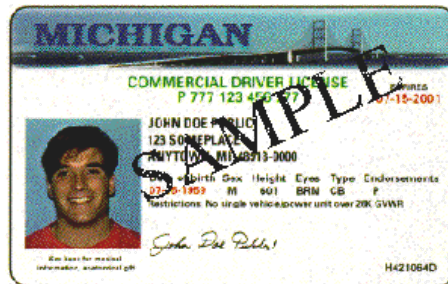
**Follow the SOP and Rules & Regulations**

**Drive Skillfully, Precisely and Defensively**



**Provide 100% Customer Service Skills**

**Be Tested, Licensed & Certified**

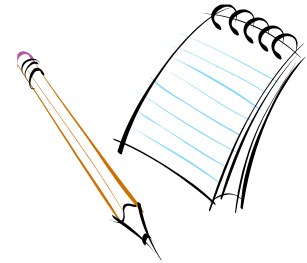


## YOUR TOOLS - YOUR EQUIPMENT

Being a professional also means coming to the job prepared – Think of these items as your tools.



- ❑ Commercial Driver's License
- ❑ Watch - Set to WMATA time
- ❑ Current Medical card
- ❑ WMATA ID card
- ❑ Standard Operating Procedures
- ❑ Rules and Regulations handbook
- ❑ Lapel Microphone
- ❑ Clean Uniform
- ❑ Manifest
- ❑ Driver Paddles
- ❑ Schedules
- ❑ Refund Slip
- ❑ Witness/Employee Statement Form
- ❑ Pen or pencil and paper
- ❑ Check Daily Board every day for new changes
- ❑ Restroom key
- ❑ Courtesy Card Kit
- ❑ Nameplate
- ❑ Award pins



**Also "pack" a  
Positive Attitude.**

## **RULES & REGULATIONS**

Metrobus rules and regulations have been tried and tested. Conforming to the established standards has proven to be the best method to achieve safe consistent job performance. Being responsible for others' safety means you should be prepared for every day operations and emergency situations.

**Up to date job knowledge is critical – that includes:**

- ✓ **Knowing and practicing the SOP**
- ✓ **Following the Rules and Regulations**
- ✓ **Reviewing all NTOs & Special Memos**

**What happens when you encounter a situation that is not covered by the rules?**

- ✓ **Safety is the first consideration**
- ✓ **Exercise your judgment**
- ✓ **Call BOCC when in doubt**

## DISCIPLINARY ACTIONS

There are four major types of disciplinary actions that can be used when Operators violate rules, policies and procedures. WMATA has a progressive disciplinary program in place, when means first offense carry less severe disciplinary actions but repeating violations or infractions means that the disciplinary action increases in severity up to and including termination.

**Cautions** are usually used for minor offenses or for the first offense and should serve as a warning to exercise more care in observing rules and instructions.

**Reprimands** are considered sharp censure. It is a “wake up call” that your performance is not meeting expectations.

**Suspensions** are temporary days off without pay. They are used as severe warnings or pending the results of an investigation of a violation or accident.

**DISMISSALS** (also known as termination and discharge) are the final disciplinary action. In most cases it is only used after previous disciplinary actions have not resulted in improved performance and/or behavior. It is also used for very serious offenses such as willful infractions or cautions, reprimands or suspensions that went unheeded.

# GUIDELINES FOR VIOLATIONS AND INFRACTIONS

In a job where Bus Operators hold countless lives literally in their hands every day, **safety** is paramount – it is our first priority – safety comes before schedules and other considerations. Maintaining safe performance is critical for WMATA and you are held accountability for knowing and using the rules, procedures and policies that are in place.

Because these rules, procedures and policies are so important to safe operation and performance the Discipline Administration Program (DAP) was established to hopefully give employees a chance to correct unacceptable behavior and improve their performance.

## DAP OVERVIEW & HIGHLIGHTS

The BTRA Discipline Administrative Program is the set of guidelines that BTRA has developed in conjunction with ATU Local 689 by the arbitration process to manage rule infractions and safety, operational and customer service violations.

It is a progressive disciplinary approach that seeks to hold employees accountable and gives them an opportunity to correct behaviors and improve their performance.

There are three categories of violation (see next page) that carry various point values.

Category of Violations	Points Assigned To Each Violation
Level I	2 Points
Level II	8 Points
Level III	13 Points

As points accumulate certain related actions will be imposed by division management. Operators will have the opportunity for retraining as determined by WMATA. Related action applies each time a violation results in points being applied to the level.

Points Accumulation	Related Action
4 – 7	Written Warning
8 – 15	Two-Day Suspension
16 – 23	Five Day Suspension and Final Warning
24 or more	Discharge

Employees can also earn two Positive Performance Points for going 180 calendar days with no violations. Employees can use these Positive Performance Points to reduce points in Level I and II only. These points roll off at the end of 24 months after being earned.



# DISCIPLINE ADMINISTRATION PROGRAM VIOLATIONS & POINTS

<p><b>Level 1</b></p> <p><b>2</b> Points Assigned Per Violation</p>	<ul style="list-style-type: none"> <li>• Failure to wear proper and authorized uniform</li> <li>• Reading non-work material at layover</li> <li>• Unauthorized stops</li> <li>• Failure to check bus at end of line for Lost &amp; Found articles</li> <li>• Unauthorized stops/breaks</li> </ul>
<p><b>Level 2</b> <b>Safety &amp; Operational</b></p> <p><b>8</b> Points Assigned Per Violation</p>	<ul style="list-style-type: none"> <li>• Ahead of schedule</li> <li>• Discourteous language</li> <li>• Ejection of passengers/students (without notifying BOCC)</li> <li>• Engine idling</li> <li>• Failure to pre-trip bus</li> <li>• Failure to comply with instructions supervisor or manager</li> <li>• Failure to maintain attention to operational duties</li> <li>• Red light violation to include right turn on red signal;</li> <li>• Safety shield</li> <li>• Seatbelt</li> <li>• Speeding</li> <li>• Stop sign violation</li> <li>• Unauthorized work exchange in bus or rail</li> <li>• Unprofessional conduct</li> <li>• Unsafe operation in violation of safety rules (proper lane operation; changing lanes; passing and being passed; following moving traffic; steering, service stop; complete stop at a crosswalk within a terminal only)</li> <li>• Urinating on bus</li> </ul>
<p><b>Level 3</b> <b>Safety and Operational Violations</b></p> <p><b>13</b> Points Assigned Per Violation</p>	<ul style="list-style-type: none"> <li>• Disrespectful to Supervisor (subject to aggravated circumstance)</li> <li>• Failure to properly secure a bus</li> <li>• Failure to wear safety vest when required to do so</li> <li>• Reading while operating a Bus</li> <li>• Sleeping on Duty</li> <li>• Unauthorized Passenger on bus</li> <li>• Unauthorized absence from duty after reporting</li> </ul>

## DAP EXEMPTIONS

Below is a list of policies that are exempt from the DAP point system, yet carry significant consequences for violations, up to and including termination. Some of these policies you may remember from New Employee Orientation and we will discuss others today and at other points in your training. Many of these policies can be found on WMATA's intranet under the Policy/Instruction web pages. Your Bus Service Employee Handbook will also contain some of the rules and policies listed below. If you have any questions once you have completed the training program, your division Training Instructor or division management staff can assist you.

- Absence for Medical Reason Policy
- Arrests/Convictions Policy
- Attendance Reporting Policy
- Background Check Policy
- Sexual Harassment Policy
- Workplace Violence Policy
- Employee Assistance Program
- BUSV Disciplinary Policy for Preventable Accidents
- Electronic Device Policy
- Falsifying Report/Statement
- Gross Misconduct
- Insubordination
- Failure to Immediately Report or Remain at Accident
- Willful Destruction of Property
- Possession of Weapon

## **ZERO TOLERANCE SAFETY VIOLATIONS**

**To combat serious safety violations committed by some Operators, a new zero tolerance policy was established. Operators committing the following violations will be removed from service immediately.**

**Operators will also be assessed for reasonable suspicion and possibly tested and will be held off pending an investigation.**

- Running a Red Light Signal
- Failure to stop at Stop Sign
- Sleeping or Dozing while Operating a Bus
- Failure to Stop at Railroad Crossing
- Excessive Speed
- Making a Right Turn on Red
- Reckless Driving

## **SUBSTANCE ABUSE ON THE JOB**

To operate a Metrobus safely and provide 100% customer service, you must be in complete control of yourself at all times. Alcohol and drugs take away that control.

According to a recent U.S. Department of Labor study, close to 10 percent of transportation workers are heavy drinkers.

If you have a problem with illicit drugs or alcohol, contact the Employee Assistance Program or ask your physician for help.

If you know someone who has a substance abuse problem, encourage him or her to seek help.

The same study shows that more than 60 percent of adults know someone who has reported for work under the influence of alcohol or other drugs.

**Employers, employees and our customers suffer when there is workplace alcohol and drug abuse.**

## PROHIBITED DRUGS & ALCOHOL MISUSE

**Being a Bus Operator is a safety-sensitive function within WMATA which means you are subject to specific FTA/DOT rules and WMATA policies regarding drug and alcohol misuse.**

**Bus Operators are PROHIBITED from using the following drugs at any time:**

- Cocaine
- Marijuana
- Amphetamines
- Opiates
- PCP

**Bus Operators MAY NOT consume alcohol as follows:**

- 4 hours before reporting for work
- While at work
- After a fatal accident until the Operator has been tested or 8 hours has elapsed (whichever occurs first).
- After a non-fatal accident until the Operator has been tested or 8 hours has elapsed.
- If found to test positive for alcohol while at work the Operator is not be permitted to remain on duty.

## TYPES OF TESTING

***If you refuse to be tested, as a Bus Operator Candidate, you will be terminated. If you refuse to be tested once you are out of training, it will be considered an admission of guilt.***

There are six types of drug and alcohol testing. They are as follows:

1. **Pre-Employment** – testing conducted on applicants to safety-sensitive positions.
2. **Reasonable Suspicion** – testing conducted when a Metro supervisor has reasonable suspicion to believe that an employee has used a prohibited drug and/or engaged in alcohol misuse. Criteria: observations of appearance, behavior, speech, body odors.
3. **Post-Accident** – testing conducted on employees involved in an accident as required by FTA regulations.
4. **Follow-up** – unannounced testing conducted after an employee has returned to duty following a mandatory EAP referral; will continue for 5 years.
5. **Return to Duty** – testing conducted on employees prior to resuming their duties.
6. **Random** – unannounced testing conducted on employees while on duty by random selection for prohibited drugs and alcohol.

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

The Employee Assistance Program was created to assist employees who have a substance abuse problem. There are two categories of employees who are eligible for assistance under the EAP:

- **Category I:**  
Employees with alcohol or drug related problems who voluntarily request assistance. The Authority may limit the number of times a participant may take part in the EAP process.
  
- **Category II:**  
Employees who are enrolled or referred to the EAP as the result of a positive drug or alcohol test. They may not participate in the EAP more than once in a three-year period, but may become a Category I participant.

## **REHABILITATION PROCEDURES AND STANDARDS**

- Participants will be referred to treatment facilities or organization selected by Medical Services and EAP.
  
- Participants must enroll in a treatment program through EAP for a minimum amount of time as follows:
  - **Alcohol – 10 or 30 days**
  - **Marijuana – 90 days**
  - **Controlled Substance – 180 days**
  - **Prescription Drugs – 30 days**
  
- Other information regarding return-to-duty status, job placement, pay, benefits and leave usage will be explained by WMATA's Medical Services Office during orientation before graduation.

## DISCIPLINARY RULES

For Bus Operators, there are detailed and specific rules for the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> offenses of the following circumstances that range from multiple-day suspensions to termination, 5 years of random follow-up testing and mandatory EAP program completion. During your orientation, detailed information will be forthcoming for all of the rules and disciplinary actions for:

- On duty confirmed presence of alcohol
- On-duty sale, distribution, possession or use of alcohol
- On duty confirmed presence of controlled substance or prescribed but unreported prescription drugs
- On-duty sale, distribution, or possession of controlled substance
- Off-duty sale, distribution, possession or possession with intent to sell or distribute controlled substances or manufacture of controlled substance with or without criminal conviction

**NOTE: Bus Operators who use prescription drugs prescribed by a doctor and/or Over-the Counter (OTC) medications should be aware of any effect the drug may have on the performance of their duties and must:**

- **Report the use to their Superintendent**
- **Submit a Prescription Reporting Form w/in 72 hours of starting the prescription or OTC meds and resubmit the form every 30 days thereafter with continued use**
- **Failure to report prescription and/or OTC meds is treated like a positive test result.**

***As a Bus Operator Candidate, you are a probationary employee and if you test positive for a prohibited drug or alcohol misuse, you will be terminated.***



# GENERAL SAFETY RULES

## Seatbelts Required

All employees authorized to operate a bus on or off WMATA property are required to fasten their seat belt before moving the bus.



**3 Point Belt**  
Required for 50 mph or  
Higher Speed Zones.



**Installing the E-Clip.**  
Lowers belt angle and  
lessens "neck rub".



**Lap Belt**  
Permitted only in  
Speed Zones Lower  
than 50 mph.

## Class 2 Safety Vests Required



- You are required to wear a safety vest at all times while on duty, except when operating a bus.
- If you have to exit the bus while on duty, you are required to put your safety vest on before exiting the bus.
- This vest is a mandatory outer garment and shall not be covered by coat, clothing or a carrying bag.

## No Electronic Device Usage

- Use of electronic devices or any wireless communication devices **is strictly prohibited** while operating:
  - Revenue vehicles
  - Non-revenue vehicles
  - Metro owned or leased vehicles
  - Personal vehicles while on Metro property or on Metro business

This includes cell phones, Blackberry devices, games, GPS units, PDAs, iPods, MP3 players, Bluetooth devices, personal computers, laptops, tablets; the “Smart Watch”, Google Glasses.

**NOTE: Devices must be turned off and out of sight.**



Violations will result in  
**termination** –  
even for 1<sup>st</sup> time  
offenses.

## ELECTRONIC DEVICE USAGE DURING EMERGENCY SITUATIONS ONLY

In an emergency situation where the bus radio is not working or the Operator is helping outside of the Operator compartment, Operators may use an electronic device to contact BOCC (202-962-1811 or to call 911 only, once the bus is stopped and properly secured with the parking brake applied.

# CONDUCT RULES

## ARRESTS OR COURT SUMMONS

- ✓ Operators arrested on or off duty must report it in writing or by phone within 24 hours.
- ✓ A copy of all court summons must be provided to your immediate SOM.



## FIGHTING



Fighting on or off duty is prohibited on Authority property – it can lead to dismissal.

## GAMBLING & CARD PLAYING



- ✓ Gambling is prohibited on Authority's premises.
- ✓ No card playing between 5:00 PM and 8:00 AM.

## SMOKING



Smoking and carrying lit cigars, pipes or cigarettes is prohibited except in designated areas.

## POLITICAL ACTIVITY

No employee shall engage in political activity during working hours and is obligated to avoid using their position with the Authority in any political activity.

## MEDIA

If contacted by media, employees are to let the Media Relations Office know of the inquiry BEFORE talking with the media or shortly thereafter, if it is impossible to alert MREL ahead of time.

# CONDUCT & OPERATING RULES

<h2>NEWSPAPERS &amp; READING ARTICLES</h2>  <p>The reading of newspapers, magazines, periodicals, and/or other personal reading materials including electronic media during scheduled working hours and while operating a bus is prohibited.</p> <p>You can read during your regular scheduled authorized break periods.</p>	<h2>RED LIGHT VIOLATION</h2> <p>Tickets incurred while operating a WMATA vehicle are to be paid by the Operator of that vehicle, whether it is a revenue or non-revenue vehicle, while in service or out of service.</p>  <p>Running red lights and speeding are dangerous – so don't do either for your own safety.</p>
<h2>SCHEDULE ADHERENCE</h2> <p>Operators are required to have an accurate knowledge of running times and time points. Operators must not run ahead of schedule without instructions from BOCC or an SOM.</p>	<h2>NO SPEEDING</h2> <p>Employees must operate their bus at a safe speed not to exceed the posted limit or the driving conditions during inclement weather.</p> 
<h2>NO DRINKING ON PROPERTY/UNIFORM</h2> <p>Alcohol cannot be consumed on Metro property before or after your shift. Also while in uniform, do not enter businesses or engage in behavior that may appear inappropriate.</p>	<h2>BUS SHIELDS</h2> <p>When in revenue service all sections of the Safety Shield must be closed for Operator safety and to meet ADA requirements. Failure to do so is considered a Serious Safety Violation subject to the Disciplinary Matrix.</p>

# WORK ASSIGNMENTS

## **Work Selection**

- ✓ Operators select runs, regular assignments and extra board assignments according to seniority and union agreements.
- ✓ You cannot trade an assignment without permission of the Superintendent.

## **Report On Time**

- ✓ You must report on or before the scheduled report time for all assignments – at the garage or relief point.
- ✓ All buses must leave the garage at schedule departure time.

## **Standing Extra**

- ✓ Operators assigned to “stand extra” or who are on special assignment must report when instructed to do so or as shown on the Daily Board.
- ✓ Once you report you cannot leave without permission from the Superintendent

## **Returning to Duty After Extended Absence**

- ✓ After an extended absence (illness or injury), Operators must report back to their assigned division either by telephone or in person on the date of their medical release.
- ✓ You may also be required to report to Central Training or to the Division Instructor who will perform a “test trip” under the direction of a Safety and Training Instructor.

## **ATTENDANCE REQUIRMENTS**

These attendance requirements are based on the Absenteeism Policy/Instruction 7.4.4/1 for 689 and 922 employees. All leave is divided into two categories (whether for medical, personal, or vacation) – Excused & Unexcused Absences. Excused absences will not count toward disciplinary process.

### **Excused Absence**

You must give notice **3 full workdays** prior to scheduled work assignments.

### **Unexcused Absences**

Unexcused Absence Occurrence - each instance an employee is absent from work, regardless of duration, when the absence has **not** been scheduled and approved in writing by an employee's supervisor at least three full scheduled workdays in advance.

### **Doctor Certificates**

You must have your physician complete a Doctor's Certificate that is sent to Medical Services via email or fax when you have:

- A sick absence that exceeds 3 or more scheduled work days
- Four or more sick occurrences in a rolling 12 month period
- An extended illness (7 consecutive days or more)

### **Disciplinary Actions**

These are based on the number of unexcused absences in a 12-month rolling period. The policy also has a limit on the number of unexcused absences in a 24-month period. Disciplinary actions under the new policy now include suspensions.

## **ATTENDANCE REPORTING PROCEDURES (ARP)**

### **Late Report**

Operator fails to report to division at scheduled report time, but reports no later than 2 hours after scheduled report time.

### **Missed Relief**

Operator fails to report at scheduled time to a designated relief location.

### **Failure To Report**

Operator reports to division between 2 and 8 hours after scheduled report time.

### **AWOL = Absence Without Leave**

Operator reports to assigned section more than 8 hours after scheduled report time.

### **Late Sick Report**

Operator does not call in with a sick report until 1 hour after scheduled report time.

## ARP DISCIPLINARY ACTIONS

**Disciplinary actions are based on point accumulation during the previous 365-day period.**



**The 365-day period shall be measured from the most recent incident back 365 calendar days.**

<b>Incident Type</b>	<b>Points</b>
<b>Late Report</b>	<b>1 point</b>
<b>Missed Relief</b>	<b>4 points</b>
<b>Failure to Report</b>	<b>4 points</b>
<b>AWOL</b>	<b>8 points</b>



## POINT SYSTEM FOR ARP UNSCHEDULED ABSENCES

<b>POINTS</b>	<b>CONSEQUENCE</b>
4 points	Written Warning
8 points	<ul style="list-style-type: none"><li>▪ 1 day Suspension</li><li>▪ Written Warning</li></ul>
12 points	<ul style="list-style-type: none"><li>▪ 2 days Suspension</li><li>▪ Written Warning</li></ul>
16 Points	<ul style="list-style-type: none"><li>▪ 3 days suspension</li><li>▪ Written Warning</li><li>▪ EAP Counseling</li></ul>
20 points	<ul style="list-style-type: none"><li>▪ 5 days Suspension</li><li>▪ Final Written Warning</li><li>▪ Mandatory EAP Testing Referral</li></ul>
<b>24 Points</b>	<b>DISMISSAL</b>

### **NOTE:**

It is possible to accumulate points up to and beyond 24 points, for one extended occurrence.

## POINT SYSTEM FOR ARP LATE REPORTS

<b>POINTS</b>	<b>CONSEQUENCE</b>
4 points	Written Warning
8 points	<ul style="list-style-type: none"> <li>▪ 1 day Suspension</li> <li>▪ Written Warning</li> </ul>
12 points	<ul style="list-style-type: none"> <li>▪ 2 days Suspension</li> <li>▪ Written Warning – ( 2 additional late reports or a 13<sup>th</sup> straight late report followed by an unscheduled absence will result in termination)</li> <li>▪ EAP Counseling</li> </ul>
13 points	<ul style="list-style-type: none"> <li>▪ 5 days Suspension</li> <li>▪ Final Written Warning that an additional late report or any other unscheduled absence will result in termination</li> </ul>
<b>14 Points</b>	<b>DISMISSAL</b>

# ARP ATTENDANCE POLICY SUMMARY

## LATE REPORTS FAILURE TO REPORT MISSED RELIEF SICK REPORTS



- If you are scheduled to work and you fail to report on time, your assignment moves on to someone who is standing, and you lose your guaranteed hours for that day.
- If you call in within 1 hour prior to your report time, you may not be charged with a late report.
- If you are ill, you must call at least 1 hour before your report time.
- When you call in, the person who receives your call will give you a new report time, and the clerk will record the time you actually get here with a date stamp.
- 4 Late Reports = 1 Failure To Report.

## **SCHEDULE ADHERENCE**

Operators are required to have an accurate knowledge of running times and the time points of the schedule they are operating. Operators must not run ahead of schedule without proper instructions from a Service Operations Manager or a BOCC Specialist. Operators must maintain an even speed between time points. They must not operate at a high rate of speed in one portion of a time zone or trip and drag out the time in another portion.

Operators on local and limited stop routes must leave garages and terminals on schedule and arrive at each time point on schedule. Terminal and garage arrival times may be omitted, within reason, provided that Authority rules and District of Columbia, Maryland and Virginia traffic regulations are obeyed.

Operators on express routes will leave garages and terminals on schedule and arrive at each time point on schedule, up to and including the last passenger pick-up stop. Terminal and garage arrival times may be omitted, within reason, provided that Authority rules and District of Columbia, Maryland and Virginia traffic regulations are obeyed.

The WMATA Operations Disciplinary Guideline Matrix applies to violations of this rule/NTO 15-09.

# PASSENGER CONDUCT ORDINANCE

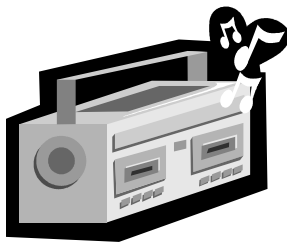
WMATA's Passenger Conduct Ordinance guides us in making decisions regarding customer behaviors. It states the regulations that pertain to customer behavior while aboard a Metrobus.

When you become aware that a customer is violating the Passenger Conduct Ordinance, advise the customer about the rule, if the customer refuses to comply, call BOCC at the earliest opportunity and follow their instructions.

It is also wise to obtain witnesses and other pertinent information so that you may submit a written report at the end of the day. You can request that a customer comply, but enforcement is the primary responsibility of the local police or Metro Transit Police.

The following restrictions are in effect:

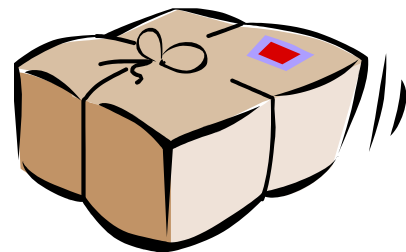
## Audio Devices



Customers are not permitted to play radios, CD players, or cassette players on the bus without earphones.

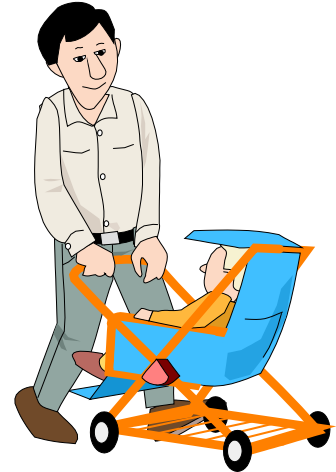
## Packages

Packages or articles that are offensive, dangerous or would cause discomfort to other customers are prohibited. Make sure that packages or articles do not block the aisle, exits and entrances, or interfere with the safe operation of the bus.



## Strollers

Politely ask customers boarding with baby strollers to fold their stroller after paying their fare and being seated. Strollers should not block the aisle or interfere with customer safety.



## No Smoking



Customers are not allowed to smoke or carry lit smoking materials such as cigars, cigarettes and pipes.

Advise the customer about the rule, if the customer refuses to comply, call BOCC at the earliest opportunity and follow their instructions.

## Other Restrictions

- No spitting.
- No eating or drinking.
- No discarding of litter.
- No live animals, birds or reptiles **except** service animals and small animals provided they are enclosed in a box or basket sufficiently small enough to be carried without danger or offense to other customers.
- Customers cannot carry any flammable liquids, explosives, acids or other dangerous articles.
- Segways are not permitted on Metrobus.

## **Standee Line Compliance – NTO 10-08**

The Office of Bus Service posted new customer instruction decals inside all Metrobuses requesting that our customers stand behind the yellow or white standee line in our buses. The change was made because federal law mandating that customers "must stand behind the standee line" does not apply to Metro under the WMATA Compact.

However, for the safety of our customers and our employees, we prefer for customers to stand behind the line and to avoid obstructing the operator's right side view.

If patrons encroach over the standee line, the operator should check to ensure that they have adequate view of the right exterior mirror, front doors, stepwell and the exterior area of the bus before moving the bus. If the operator's view is obstructed by customers, the operator should politely ask the customers to move to behind the standee line. If customers fail to comply with the request, and it is unsafe to operate the bus, the operator must call BOCC for instructions. A Service Operation Manager will be dispatched to the location for assistance.

***As a professional operator, it is your responsibility to ensure that the request does not escalate to a point where it results in a verbal or physical altercation between you and the customer(s).***

Operators are required to complete an occurrence report or record the circumstances surrounding the incident on the back of their manifest and submit it to the Depot Clerk at the end of the shift. Operators are also advised to report the incident to their Service Operations Manager or Division Superintendent.



## Ejection of Customers



You cannot eject a customer for being offensive or under the influence of alcohol.

If a customer's conduct is a threat to the safety and well-being of the Operator or other customers, the Operator may stop and secure the bus, call BOCC and follow their instructions.

If you or other customers are clearly in danger, you may eject the threatening customer using no more force than necessary to defend yourself from physical harm.

Immediately notify BOCC as soon as possible.

Obtain the names and address of other customers or witnesses who can corroborate your actions. Have them complete a Courtesy Card.

Operator must submit an Employee & Witness Statement Form to the Division Office as soon as possible.



## **Calling The Police**

Operators may call the police only if:



- Ordered by a Service Operations Manager or other authorized official of WMATA
- An emergency exists
- They have been threatened with violence or been the victim of a criminal act

The Operator must notify the first Service Operations Manager encountered or notify BOCC.

Operator must submit an Employee & Witness Statement Form to the Division Office as soon as possible. The report should include: names of witnesses, badge number of the arresting officer, and indicate if the arrest was made at the Operator's request.

# LOST AND FOUND PROCEDURES

## **ALWAYS CHECK THE BUS & TURN IN LOST ARTICLES**

- Check buses for lost items during pre-trip inspections and at the end of the line.
- Turn in lost article/s to the Depot Clerk immediately - on the same day that you find it.

## **BILFOLDS, WALLETS, PURSES**

**DO NOT** open a found billfold, wallet or purse. Turn it in as soon as possible. It is permissible to open it if you are in the presence of someone other than the person who found the article. Once you have opened it, make a list of the contents.

## **MONEY, JEWELRY OR OTHERS ITEMS OF VALUE**

Operators shall notify BOCC. BOCC will notify a Service Operations Manager to pick up and secure the item/s.

## **FIREARMS, CONTROLLED SUBSTANCES, CONTRABAND, LUGGAGE OR OTHER ITEMS SECURED BY A LOCK**

When firearms, controlled substances, other contraband, luggage or any property secured by a lock is found, Operators must immediately contact BOCC, who will contact MTPD.

## **IF A CUSTOMER TURNS IN A LOST ARTICLE**

Ask for the name and address of the customer turning in a lost article. Give that information to the Depot Clerk with the lost article. If customer refuses to give you the requested information, then get the name and address of a witness and report the matter to BOCC as soon as possible.

## **FURTHER INSTRUCTIONS**

- Do not give information to any person concerning a found article.
- Do not return a lost article to a customer. Politely ask them to contact the Lost & Found Office.
- Do not contact any person identified or connected with a lost article.

# Daily Challenge #6



1. List four characteristics of a professional operator.

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2. What are the seven disciplinary actions that can be used for Operator offenses?

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3. Name the five drugs that Bus Operators are prohibited from using at all times.

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4. You cannot consume alcoholic beverages within \_\_\_\_\_ hours prior to report time.
- 12
  - 8
  - 6
  - 4

5. If you refuse to submit to drug/alcohol testing, it is considered to be an admission of \_\_\_\_\_.

6. What are the three general safety rules you must adhere to? \_\_\_\_\_

\_\_\_\_\_

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7. Fighting on or off duty is prohibited on Authority property. What type of disciplinary action can be taken? \_\_\_\_\_

8. In order for an absence to be considered a scheduled absence, you must give \_\_\_\_\_ full workdays notice prior to your schedule work assignment. If you are experiencing an emergency and will not be able to report, it may be considered a scheduled absence if you call in \_\_\_\_\_ hour prior to report time.

9. Match the **Unscheduled Absence** with its correct **Definition**:

<b>Types of Unscheduled Absences</b>	<b>Definitions</b>
_____ Failure To Report	<b>A.</b> Operator reports to assigned section more than 8 hours after scheduled report time.
_____ Late Report	<b>B.</b> Operator fails to report at scheduled time to a designated relief location.
_____ Late Sick Report	<b>C.</b> Operator fails to report to assigned section at scheduled report time, but reports no later than 2 hours after schedule report time.
_____ Missed Relief	<b>D.</b> Operator reports to assigned section between 2 and 8 hours after scheduled report time.
_____ AWOL	<b>E.</b> Operator does not call in with a sick report until 1 hour after scheduled report time.

## EXTRA CREDIT!!!

If a customer's conduct is a threat to the safety and well-being of the operator or other customers, the operator may \_\_\_\_\_ the bus, contact BOCC and follow their \_\_\_\_\_.

You can only eject a threatening customer using no more \_\_\_\_\_ than needed to defend yourself from physical harm. Notify \_\_\_\_\_ immediately.



Washington Metropolitan Area Transit Authority

# Customer Service: We Care



## BUS OPERATOR CANDIDATE TRAINING PROGRAM

Module 4



Bus Training Branch  
August 2014



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# UNIT 1



## Unit 1 Learning Objectives

At the end of class, the trainee will be able to:

1. Determine how Bus Operators can meet transit customer expectations.
2. Discuss Metrobus' customer service standards and what can happen when an employee does not uphold those standards.
3. Explain why WMATA depends on its customers.
4. Uphold WMATA's customer service standards when interacting with customers.

### TOPICS WE WILL COVER

- Introduction
- WMATA's Customer Service Standards
- WMATA Customer Expectations

## FOCUS ON CUSTOMER SERVICE

WMATA serves Washington, DC, Prince George's and Montgomery Counties in Maryland, and most of Northern Virginia. Since the beginning nearly 40 years ago, we've seen many changes.

- Ridership has increased to nearly ½ million customers per average weekday.
- Alternative fuel vehicles and buses equipped with GPS systems have been introduced to provide safer, more reliable service.
- New technologies like SmarTrip cards and NEXTBUS make our customers' travels easier.
- Email has made it simpler to send in a complaint or a commendation.
- Customers use their cell phones to capture Operators engaging in bad behavior.
- A new mystery rider program plus a new customer satisfaction measurement program (The Voice of the Customer) that reports to the Board and to our customers via our website.
- We also now have heavy competition from other bus companies too.

In order to be competitive and offer the best possible service, we focus primarily on three areas; safety, reliability and courtesy. ***This module focuses on courtesy and you are being trained on customer service because we care about you and we want everyone to care for our customers.***

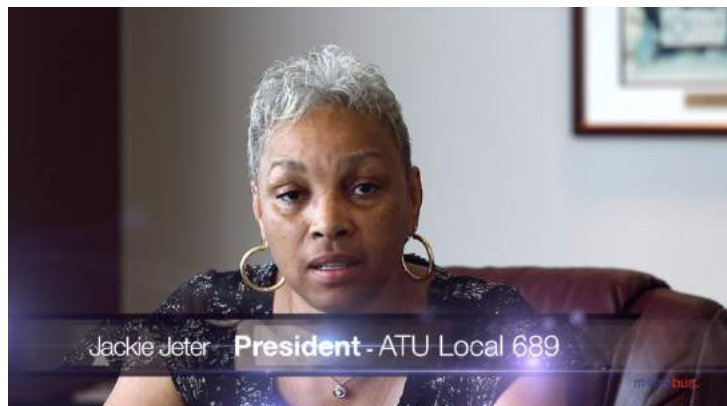
We know there are Operators who already deliver top quality customer service (in fact, **BTRA received 61 commendations** from customers in February 2013), but we have to look at the flip side too. Our third most frequent complaint, over the past five years, has consistently been "RUDE/DISCOURTEOUS/UNCOOPERATIVE". While that may be somewhat subjective, over the past four years, we have received over 7,500 complaints in that category alone. ***We can change that.***

We want the riding public's perception to be that we are the most courteous transit employees in the nation. Each and every employee is responsible for providing the best customer service possible and all of us will be held accountable. We want you to be successful in your career with WMATA so we are offering you this customer service training. We encourage you to take this information and use it in your everyday interactions with your customers. We want you to care for them.

**We can be the best ride in the Nation, because WE CARE!**

**Customers Are the Reason we Exist!**

# DVD TIME: WE CARE



## DVD DEBRIEFING

1. What is the significance of 99% to 65%?
2. All of these routes were listed in the recent DC Department of Transportation's RFI (Request For Information). These are routes that WMATA could lose to a contractor; it has happened before and could happen again.

79, 98, B8, B9,D2, D4, D8, E6, H6, H8, H9, K1, K2, M2, M4, M6, M8, M9, N8, P1, P2, P6, U4, U5, U6, U8, W2, W3, W6, W8

3. This is a list of contractors who have taken over our routes in the past.

<b>Operation</b>	<b>Contractor</b>
Fairfax Connector	MV
DASH	Alexandria Transit Company
ART	Forsythe
The Bus	Veolia
DC Circulator	MV
MTA	Martz, Keller, Dillon's

**Showing customers that WE CARE can impact WMATA's ability to stay in business!**

# ROLL OUT THE RED CARPET!



- Customers expect top-notch service.
  - Companies have to do more and more to keep customers coming back.
  - Customer service can make or break a business.
- 
- Amazon.com and Trader Joe's are both companies renowned for their service – they set the standard for other companies.
  - Most companies have customer service standards and vision statements that reflect their values and business goals.

## WMATA's Mission Statement

*Metro provides safe, equitable and cost-effective public transit.*

Our vision statement describes WMATA's core purpose and focus.

## 100% Service Pledge Is Our Standard

Our customer service standard lets employees know what is expected of them when they are interacting with a customer.



## THE 100% SERVICE PLEDGE



**100% SERVICE**

**FIVE-POINT PLEDGE**

To ensure that the region's investment in public transit is well managed and to uphold this public trust, we pledge to:

- ▲ maintain safe, clean and attractive facilities and services;
- ▲ always be courteous, helpful and informative;
- ▲ strive to provide on-time service;
- ▲ listen and respond to our customers; and
- ▲ be innovative, resourceful, market-driven and entrepreneurial.

**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

## FULFILLING THE 100% SERVICE PLEDGE



**Write at least one way that you, as a Bus Operator, can fulfill WMATA's 100% Service Pledge.**

✓ Maintain Safe, Clean & Attractive Facilities & Services

---

✓ Always Be Courteous, Helpful & Informative

---

✓ Strive to provide On-Time Service

---

✓ Listen & Respond to our customers

---

✓ Be Innovative, Resourceful, Market-Driven, & Entrepreneurial

---



## WHAT HAPPENS IF WE DON'T UPHOLD WMATA'S STANDARDS?

Have you ever decided not to patronize a business because of poor customer service? What action did you take as an unsatisfied consumer?

- Customers take their business elsewhere, or they tell their family and friends to stay away, or even worse – they complain to the media.
- We are perceived as uncaring, we receive negative media coverage, lose revenue and advertising dollars, have to fight lawsuits, lose routes, etc.
- Example of Poor Customer Service: A bus company in Maryland is facing a multi-million dollar lawsuit because a customer felt discriminated against because the operator failed to allow her to board with a service animal.
- Companies are being held accountable for their employees' behavior.
- Employees are held accountable for their behavior and can be sued as individuals.



We must do all we can to deliver a positive experience for all of our customers, and in the process keep ourselves safe and sane.

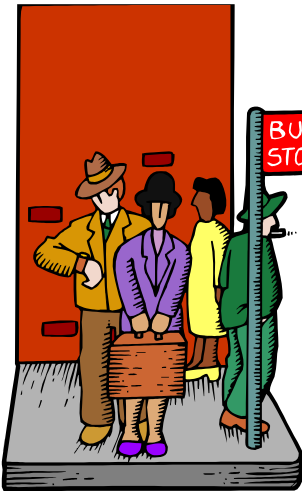
# OUR BUSINESS IS SERVICE

## BUS OPERATORS ARE PUBLIC SERVICE PROFESSIONALS

- Driving the bus safely is your #1 priority.
- A large part of your job involves serving the general public.
- You represent WMATA to the hundreds of customers.
- They will judge WMATA based on your performance.

## TRANSIT IS A VALUABLE SERVICE

Our mission statement makes it clear that WMATA provides a valuable service. Can you think of ways WMATA benefits customers, employees and the community?



**Customers:** Don't have to drive through heavy traffic,

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**Employees:** Good pay, \_\_\_\_\_

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---

**Community:** Reduces pollution,

---

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## WHY USE TRANSIT SERVICES?

In 2011, usage of U.S. public transportation systems grew to a total of **10.4 billion trips**.

*American Public Transportation Association (APTA)*

**What would the Washington region look like without Metro? Try answering the following statements.**

### **WITHOUT METRO:**

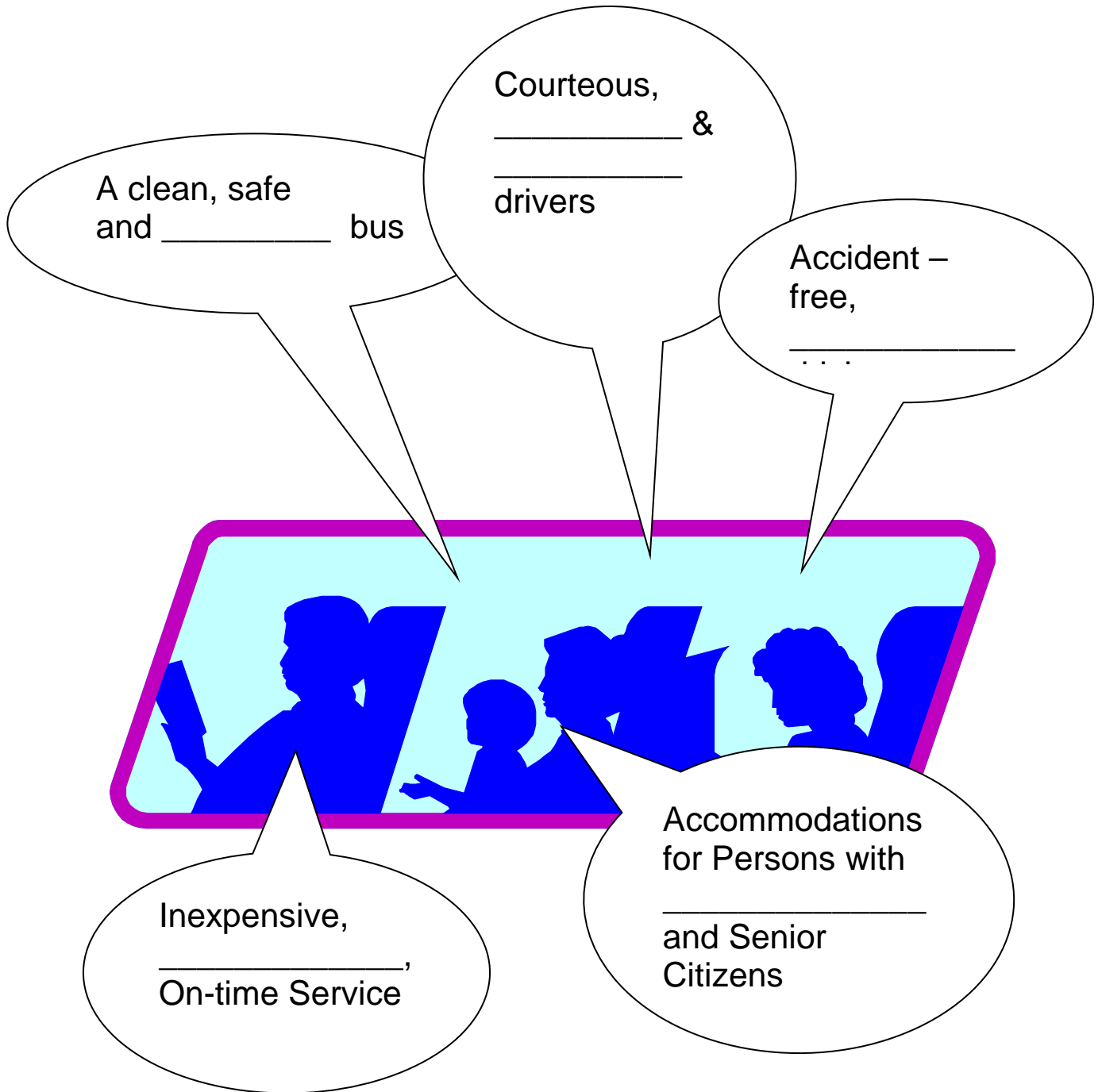
- There would be \_\_\_\_\_ more auto trips per day.
- Congestion would increase by \_\_\_\_\_, resulting in billions of dollars in lost productivity.
- More than \_\_\_\_\_ new lane miles would be needed on highways and roads.
- All river crossings would need \_\_\_\_\_ to \_\_\_\_\_ additional lanes
- Air quality would worsen with an additional \_\_\_\_\_ tons of volatile organic compounds and \_\_\_\_\_ tons of CO<sub>2</sub> in the air

### **PEOPLE DEPEND ON WMATA AND YOU**

- ✓ Many people depend solely on public transportation.
- ✓ People depend on Metrobus to get to work or school, shopping, medical care, church, entertainment, etc.
- ✓ Many persons with disabilities rely on Metrobus. Seniors especially prefer the bus to the subway.
- ✓ Tourists are also a big part of our customer base.
- ✓ Ridership will continue to rise with the anticipated opening of the new Silver Line and new bus service.

# WMATA CUSTOMERS' EXPECTATIONS

*Instructions: Fill in the blanks with the correct words from the bottom of the page.*



**Respectful  
Convenient**

**Disabilities  
Comfortable**

**Expert  
Knowledgeable**

# HOW CAN WE MEET CUSTOMER EXPECTATIONS?

Chances are you have worked in a position in the past where customer service skills were important. As a Metrobus Operator, your customer service skills should be developed in the following four areas:

## ACCIDENT-FREE, EXPERT DRIVING

- Know SOP
- Use Defensive Driving techniques
- \_\_\_\_\_
- \_\_\_\_\_

## CLEAN, SAFE & COMFORTABLE BUS

- Pre-trip inspection
- \_\_\_\_\_
- \_\_\_\_\_

## COURTEOUS, RESPECTFUL & KNOWLEDGEABLE DRIVERS

- Friendly greeting
- Answer questions
- Know fares
- Familiar with routes
- Know equipment
- Be empathetic
- Use polite language
- \_\_\_\_\_
- \_\_\_\_\_

## ACCOMODATIONS FOR PERSONS W/DISABILITY AND SENIOR CITIZENS

- Offer lift or ramp or kneeler
- Know how to use securement devices
- \_\_\_\_\_
- \_\_\_\_\_

## INEXPENSIVE, RELIABLE & ON-TIME SERVICE

- Leave garage on-time
- Good attendance record
- \_\_\_\_\_
- \_\_\_\_\_

## GOOD NEWS: BUS OPERATOR COMMENDATION



**This is one example of WE CARE Customer Service**



**"I have taken this bus route to work every morning for the last 2 plus years. A bus driver by the name of Henry opens doors and changes people's lives with a simple smile and a genuine concern for people."**

*A Satisfied Customer*

## CARING ABOUT YOUR CUSTOMERS

*We want to bring the customer service levels at Metro to an all time HIGH and we need your help.*

Bus Operators, Service Operations Managers, and Superintendents –are all customer service ambassadors. We know that our customers will feel well taken care of and confident in our services if we all deliver the same message and show them that **WE CARE!** We want everyone to be able to serve our guests, the riding public, with the safest, most reliable and most courteous service possible.

**We know you will have challenges, but how you handle them is what will make the difference. Keep a positive attitude, have fun and make everyday a great day! How you interact with your customers can directly affect your career, as well as WMATA's organizational success.**

- Customer satisfaction and positive scenarios portrayed in the media will directly impact our ability to secure federal and local government funding.
- Providing superior customer service can reduce day-to-day stress.
- Enhancing your customer service skills can improve your own job satisfaction.
- Improving your health, amount of rest and stress management can allow you to interact with customers in a more positive way.
- Numerous customer commendations may help your chances of promotion.
- Great customer service is contagious and you will see your customers reciprocate!
- Being nice to customers is easier than being defensive.

**The bottom line is we need to show customers WE CARE!**

# UNIT 2



## **Unit 2 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Assess and improve his or her listening skills.
2. Greet and interact with all customers using appropriate verbal and non-verbal language.
3. Given negative statements, compose new statements that use positive language.

### **TOPICS WE WILL COVER**

- **Listening Skills**
- **Greeting Your Customers**
- **Body Language**
- **Positive Language**



## LISTENING: A LEARNED BEHAVIOR

**Can you remember a time when you were speaking to someone who did not listen to you? It's pretty likely that you have had this experience. How did you feel?**

When people do not pay attention to what is said, the speaker often feels ignored and unimportant. Imagine how an upset Metrobus customer feels when talking with a Bus Operator who is not listening!

Most people assume they listen well. However, studies show that immediately after listening, most people only retain 50% of what was said.

How good are your listening skills? Working with the general public and answering questions is a large part of your job. Being a good listener is a good habit to develop. Let's look at the four skills involved in active listening in more detail.



### ❖ **Tune In**

- ✓ Giving undivided attention to what is being said.
- ✓ Make eye contact, nod your head, and avoid a blank stare.

### ❖ **Focus on Facts and Feelings**

- ✓ Focus on the person speaking.
- ✓ Try to understand and relate to what is being said.
- ✓ Avoid planning what you are going to say while the other person is speaking.

### ❖ **Ask Questions**

- ✓ Get a better understanding of a situation.
- ✓ Restate and confirm to let the other person know you understand.

### ❖ **Reflect**

- ✓ Review what was said.
- ✓ Analyze the information you have received.
- ✓ Consider the tone of your voice and body language.

## A LISTENING EXERCISE

Listen as your Instructor tells you a story about a Metrobus customer who needs help. Use the story as told to you by your Instructor to practice your listening skills. Write your answers in the blanks and then score yourself.

### Questions for Listening Game



1. Where was the Metrobus customer when she realized she had left her article on the first bus?  
\_\_\_\_\_
2. Which bus line had the Metrobus customer just gotten off of? \_\_\_\_\_
3. What article did the Metrobus customer leave on the first bus? \_\_\_\_\_
4. Where was the Metro customer going? \_\_\_\_\_
5. What time of the day did this happen? \_\_\_\_\_
6. What should the Operator do next? \_\_\_\_\_

**How well did you listen? How much did you remember?  
Consider the 4 sets of listening skills we just discussed and rate yourself.**

**YES NO**

\_\_\_ \_\_\_ **Were you TUNED IN?**

\_\_\_ \_\_\_ **Were you FOCUSED ON FACTS AND FEELINGS?**

\_\_\_ \_\_\_ **Did you ASK QUESTIONS?**

\_\_\_ \_\_\_ **Did you REFLECT?**

## GOOD NEWS: BUS OPERATOR COMMENDATION



Mr. Wayne Tunstall

### **Example of WE CARE Customer Service**

I wish to commend one of your bus drivers for the swift and confident actions he took to rescue a blind pedestrian from a very perilous situation. The blind gentleman, using a white cane, was crossing 11th Street when apparently the light changed and he ended up standing in the middle of the street with oncoming traffic from both directions. The bus driver immediately pulled his bus over, stopped and raced to the pedestrian's rescue. He stopped the oncoming traffic and walked the pedestrian to safety. This all happened very quickly and I am sure most people in the area had no idea what was happening. I noticed it because I saw the driver fly out of the bus door and run—which, of course, caught my attention. He deserves a gold star!

Thanks,  
*"Another Satisfied Metro Customer"*

## **NO UNWANTED AND INAPPROPRIATE COMMENTS**

When greeting or interacting with customers or when interacting with co-workers and supervisory staff, **racial or sexual comments are NEVER appropriate**. You can be charged with sexual harassment or discrimination if you make racial or sexual comments to customers or other employees.

### **SEXUAL HARASSMENT**

Sexual harassment is any kind of sexual behavior that is unwelcome and/or inappropriate for the work place. Sexual harassment also includes animosity that is gender-based or a sexually charged work environment. Sexual harassment can include:

- Derogatory comments or inappropriate jokes or humor)
- Derogatory or embarrassing posters, cartoons, drawing, etc.)
- Physical harassment, sexual favors (i.e. sexual advances, confrontation with sexual demands.)

### **DISCRIMINATION**

The work environment should also be free from unlawful discrimination of any form. Title IV of the Civil Rights Act of 1964 prohibits employment discrimination on the basis of race, color, religion, sex and national origin.

### **REPORTING HARRASSMENT AND DISCRIMIINATION**

At WMATA sexual harassment and discrimination is unacceptable and will not be tolerated. It should be reported as soon as possible to your Service Operations Manager or for more information you may contact any of the following resources:

- [harassment@wmata.com](mailto:harassment@wmata.com)
- Employee Assistance Program (EAP) - 202-626-4400
- Office Of Civil Rights – 202-962-1082

## CUSTOMER SERVICE AND DIVERSITY

Customer service encounters can be affected by cultural differences. Show concern for the customers of different cultures or languages by letting them know you are trying to help:



- Speak slowly and distinctly in brief, simple sentences rather than long or complex ones.
- Try not to use Metro jargon.
- If you don't understand, ask questions; but keep questions short.
- Don't ask "either/or" questions; pose two questions instead.
- If the customer does not understand you, try different words or phrases. The ones you used first may not have been mastered yet.
- If you see that a customer has misunderstood your directions, don't assume that the customer will eventually discover the error. Follow through with whatever assistance you can give.
- Allow time for the customer to translate mentally what you have said.
- Don't raise your voice; this may be perceived as anger.
- Your attitude is very important. Always show mutual respect.

## Cultural Clues:

- Some customers may smile to hide emotions such as frustration or confusion.
- Silence should not be taken as misunderstanding or rudeness. Some other possible reasons are;
  - Respect for your authority
  - Full agreement with what you are saying or doing
  - Fear of being judged by how he or she speaks English.
- Watch for non-verbal communication. If you want an acknowledgment, ask, "Do you understand?" or watch for a nod.

## THE IMPORTANCE OF GREETING CUSTOMERS



Greeting each customer allows you to **collect clues** about their possible behavior. Collect fares **and** information about your customer at the farebox. Here your communication skills come into play, including your ability to listen well, read people accurately and plan your reaction

- Be prepared.
- Don't make assumptions.
- Heavy traffic, bad weather and standing loads make people angry; a courteous greeting can help defuse that anger.

### YOU SHOULD ALWAYS:

- **Greet Each Person** – use a friendly tone speak a courteous and friendly, “Good Morning, Afternoon or Evening”, “Hello”, “How are doing”, etc.
- **Use Welcoming Body Language** - turn towards the customer, make eye contact; nod your head or smile.
- **Answer Questions** after your greeting and while the customer is still at the farebox.
- **Handle Problems Quietly** at the farebox.
- **Give Directions** as soon as possible.
- **Determine If The Customer Has Special Needs** – are they a senior or person with a disability – and always offer assistance.

## NON-VERBAL OR BODY LANGUAGE

Body language also known as non-verbal communication is communicating through gestures, posture, facial expression and eye contact. When you ask a customer, “How may I help?” consider your body language. Body language is another way that we send messages to customers, sometimes without being aware of how it is being received. One way to communicate with customers about whether we are paying attention to their concerns is through our body language. Body language is very powerful.

Negative body language can get in the way of a successful customer interaction. Positive body language conveys that you are interested in what the customer is saying. Research shows that only 7% of communication comes from spoken words, 38% is from the tone of the voice, and 55% comes from body language.

***Is your body language perceived as positive? Is it welcoming and respectful?***



Your instructor will ask for volunteers to demonstrate the body language below. Use the lines below to record ***your*** perceptions about which gestures were welcoming and respectful and which ones were not. Write a “**P**” for positive body language or an “**N**” for negative body language.

- |  |  |
|--|--|
| <input type="checkbox"/> Rolling of the eyes | <input type="checkbox"/> Nodding your head       |
| <input type="checkbox"/> Shrugging shoulders | <input type="checkbox"/> Turning or looking away |
| <input type="checkbox"/> Smiling             | <input type="checkbox"/> Crossing arms           |
| <input type="checkbox"/> Sighing heavily     | <input type="checkbox"/> Raising eyebrows        |
| <input type="checkbox"/> Sucking teeth       | <input type="checkbox"/> Wave hand               |

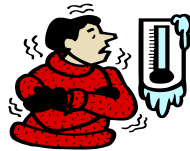
***Which of these are welcoming and respectful? Can you think of other gestures or expressions that are welcoming or indicate you are interested in what the customer is saying? Keep this in mind when you interact with customers.***

# UNCARING BEHAVIORS

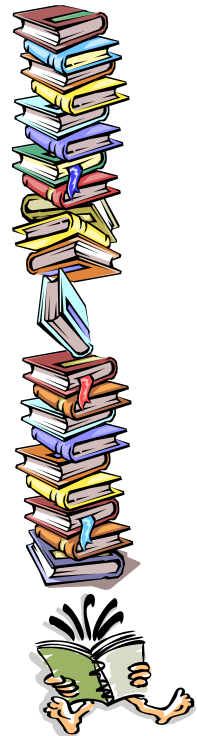
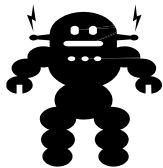
We have identified five **UNCARING** BEHAVIORS that can really make customers feel as though Metro doesn't care about their needs. We want to avoid these **UNCARING** BEHAVIORS or attitudes.

Displaying just one of these attitudes guarantees a perception of poor customer service. Some people may think that these attitudes are justified because of the way the customer approached them.

This section will cover **UNCARING** BEHAVIORS and suggestions for handling some challenging situations. While every scenario you will ever encounter is not included, the suggestion will provide guidelines for handling some difficult scenarios.



- **Brush-Off**
- **Arrogance**
- **“Robotism”**
- **Rule Book**
- **Run Around**





# FIVE UNCARING BEHAVIORS AND SUGGESTIONS

## 1. THE BRUSH-OFF

Trying to quickly “get rid” of a customer by discounting his/her problem(s) or by refusing to help before lunch/break/end of shift may be considered “The Brush-Off”. Any kind of unfriendly attitude that sends a message to the customer that he/she is only a nuisance or having an attitude of **“I-just-don’t-care”** can also be considered “The Brush-Off”.



**Suggestion:** Remember that sometimes it’s the way you answer a question that can make the biggest difference. You might ask the customer to step to the side for a moment while others board the bus and then try to answer their question. Taking the time to help the customer shows them that **WE CARE**.

## 2. ARROGANCE

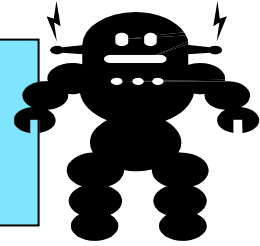
A response that patronizes the customer or implies that the Operator is smug, conceited, or better than the customer can be perceived as arrogance.



**Suggestion:** Arrogance is conveyed by sarcastic or demeaning language and/or negative body language. If you use welcoming and respectful body language, the customer will know **WE CARE**. Take a deep breath, “tune in” to what the customer is saying and smile!

### 3. ROBOTISM

This is a way of dealing with customers like products on an assembly line – by putting every customer through the same process with no warmth or individuality.



**Suggestion:** Every customer you have is different. That's one of the greatest aspects of your job! You will encounter all types of people and each will require a specific method of handling. A simple smile goes a long way towards showing your customers that **WE CARE**.

### 4. RULE BOOK

This idea focuses on policies instead of people. Refusing to use creative thinking or sound judgment to solve unique problems is the hallmark of this attitude. "If it's not in the Employee Handbook or an SOP, then forget it!"



**Suggestion:** Any time you are not sure about something, you can always call for help! Call BOCC and ask their advice. If you are at a station and see an SOM, simply tell the customer that you will try to find an answer and ask the SOM. If you see another Bus Operator, especially an experienced Operator, ask for their assistance. Taking the time to get the right answer shows the customer **WE CARE**. If you don't know, ask.

## 5. RUN-AROUND



This concept concentrates on refusing “ownership” of the problem. Referring the customer to someone else who “knows more than I do” or who “has the authority” to handle the situation are specific traits of this negativity.

**Suggestion:** Sometimes you aren’t the one who made the decision that you are being blamed for – like a fare increase or a route change. Express your concern or empathy and let them know you will get the message back to those who do make the decisions. People like to be heard and know that we are concerned. Let them know **WE CARE**.

## NAME THAT “UNCARING BEHAVIOR”

Instructions: Name the attitude being displayed by the Operator in the following scenarios and create your own suggestion for changing the behavior to WE CARE customer service. Be prepared to discuss your choices.

1. Mr. Williams has been driving all morning and is due for a break. He is anxious to finish the run so he can get to the restroom. A woman sitting in the back of the bus walks forward and asks the Operator if the bus will go to Union Station. Mr. Williams says, “Of course it goes to Union Station. The destination sign says so. Can’t you read?”

**This is an example of which UNCARING behavior/s? \_\_\_\_\_**  
**SUGGESTION for changing that Operator’s behavior into WE CARE customer service:**

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2. Ms. Porter operates the W4 which recently underwent a route change. A senior citizen boards the bus looking confused and asks if the bus goes to Prince George’s hospital. Ms. Porter says, “No, this route was changed back in March.” The customer says, “Well, I didn’t know anything about that, how am I supposed to get to the hospital?” Ms. Porter says, “Look, I don’t make the schedule changes, our Planning department does that, if you have complaint about it you need to talk to them, not me.”

**This is an example of which UNCARING behavior/s? \_\_\_\_\_**  
**SUGGESTION for changing that Operator’s behavior into WE CARE customer service:**

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## USE POSITIVE LANGUAGE

When interacting with customers, please use polite and positive language. Negative language conveys a poor image to customers. Sometimes it causes conflict and confrontation where none is necessary or desired. Practice using Positive Language, the more you use it, the better you will get at it.

1. Start with a greeting: Good morning, good afternoon, Hello, Ma'am, Sir, etc.
2. Acknowledge their situation or feelings.
3. Use facts, not emotions.
4. Give Choices: Tell the customer what can be done, not what can't be done; Stress positive actions and positive consequences; Suggest alternatives and choices to customer.
5. Close with a thank you.

Let's take a negative statement and change it into a more courteous and respectful statement using positive language. Look at the example below.

NEGATIVE STATEMENT	POSITIVE LANGUAGE	
<p>Your pass is no good; you can't ride.</p>	<p><u>Good morning, sir, I am sorry,</u> but your <u>pass is not registering,</u> the <u>fare will be \$1.80. Thank you.</u></p>	<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>2. Acknowledge Feelings</b> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>3. Use Facts</b> </div>
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>1. Greeting</b> </div>	<div style="border: 1px solid black; padding: 5px; display: inline-block; margin-right: 20px;"> <b>4. Give Choices</b> </div> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>5. Closing</b> </div>	

Now, it's your turn - Your instructor will show you a slide of negative statements and ask you to change it to a more positive statement. Some possible choices are on the next page – but see if you can think of your own!

## EXAMPLES OF POSITIVE AND NEGATIVE LANGUAGE

### Negative Language

- Yeah, we are running late; it's not much I can do about all this traffic, is there?
- Look, I didn't make up this new schedule, it's not my fault, there's nothing I can do.
- If you don't move back, I'm not driving!

### Positive Language

- Good afternoon, yes, the bus is late today, but if you'll take a seat, I'll do my best to get us back on schedule.
- Ma'am, I can understand your frustration with the new schedules; we do have express buses that operate on this route too, would you like a new schedule?
- Good evening, please step to the rear of the bus. If customers are standing in front of the standee line, I will not be able to move the bus. Thank you.
- Have a good day & thanks for riding Metrobus.

# CUSTOMERS WITH LIMITED ENGLISH PROFICIENCY

Many of our Metrobus customers may have difficulty with the English language. Using the Metrobus and Metrorail services can be intimidating to customers who have limited English proficiency.

If you suspect that a customer is having difficulty and he or she doesn't speak English, tear off an LEP instruction sheet and hand it to them. Written in seven of the most popular languages is this sentence:

Once they call the customer service line, they will be transferred to a company that has the ability to interpret 248 different languages! This makes the travel experience smoother for the customer, the Operator, and for all the other passengers on the bus.

Operators should carry a pad of LEP instruction tear-offs at all times. Replacement pads may be obtained from the Divisional Training Instructor

**For help riding Metrobus and Metrorail in your language, call the number below.**

የከተማ ባቡር እና የከተማ አውቶብስ እንዴት እንደሚሰሩ በአማርኛ ቋንቋ እርዳታ ለማግኘት፤ ከዚህ በታች በሚገኘው ስልክ ቁጥር ይደውሉ።  
للمساعدة باللغة العربية حول كيفية ركوب قطار Metrorail وياص Metrobus، اتصل بالرقم أدناه.

Pour accéder à un service d'aide en français sur l'utilisation des transports en commun du Metrorail et du Metrobus, veuillez appeler le numéro ci-dessous.

지하철과 버스 사용에 관한 한국어 문의는 아래 번호로 전화해 주십시오.

如需搭乘 Metrorail 与 Metrobus 的中文协助，请拨打下面的电话号码。

Para obtener ayuda en español sobre cómo usar el servicio de Metrobus o Metrorail, llame al número siguiente:

Để được giúp đỡ bằng tiếng Việt về cách sử dụng Metrorail và Metrobus, xin gọi số điện thoại dưới đây.

**202-637-7000 (TTY 202-638-3780)**



50.734 (Rev. 7/25/13)

# UNIT 3



## **Unit 3 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Given situations that may arise on buses, role-play how to handle the situation while maintaining a professional attitude and avoiding a confrontation.
2. Given scenarios that describe difficult or angry customers, demonstrate how to defuse the situation.
3. Use conflict management tools to defuse hostility on the bus.
4. Reduce the chance that they will be assaulted on the bus.
5. Use the emergency protocol if violence occurs on the bus.

### **TOPICS WE WILL COVER**

- **Difficult Customers**
- **Three Levels of Conflict Management**
- **Avoiding Confrontations**
- **Defusing Hostility**



## **AVOIDING CONFRONTATIONS**

Once your customer is on-board, your work has just begun. You may have to

- Answer questions
- Explain policies
- Describe the fare structure
- Announce stops
- Give directions
- Avoid confrontations
- Manage conflict

...and you have to do all that all while safely operating the bus and maintaining the schedule. That is a lot to do. If you are not careful, situations can escalate and potentially become violent very quickly.

We will discuss techniques for managing angry customers that can help you avoid confrontations and defuse hostility and then we will explain what you can do to defend yourself and what you can do to prevent becoming the victim of assault.

### **Be Prepared**

- Know your equipment, route, schedule, & fare structure, so you can answer questions.
- Extend a friendly greeting to each customer - make eye contact, nod your head, or smile.
- Use Positive Language and polite expressions - please, thank you, etc.

### **Use Self-Control**

- Listen first, and then respond.
- Don't take the "bait". Remain courteous & respectful.
- Don't respond defensively. Don't take rudeness personally.

### **Control Your Reaction**

- Avoid verbally counterattacking. Do not embarrass the customer.
- Be aware of angry customers or those that respond angrily when greeted – keep an eye on them.

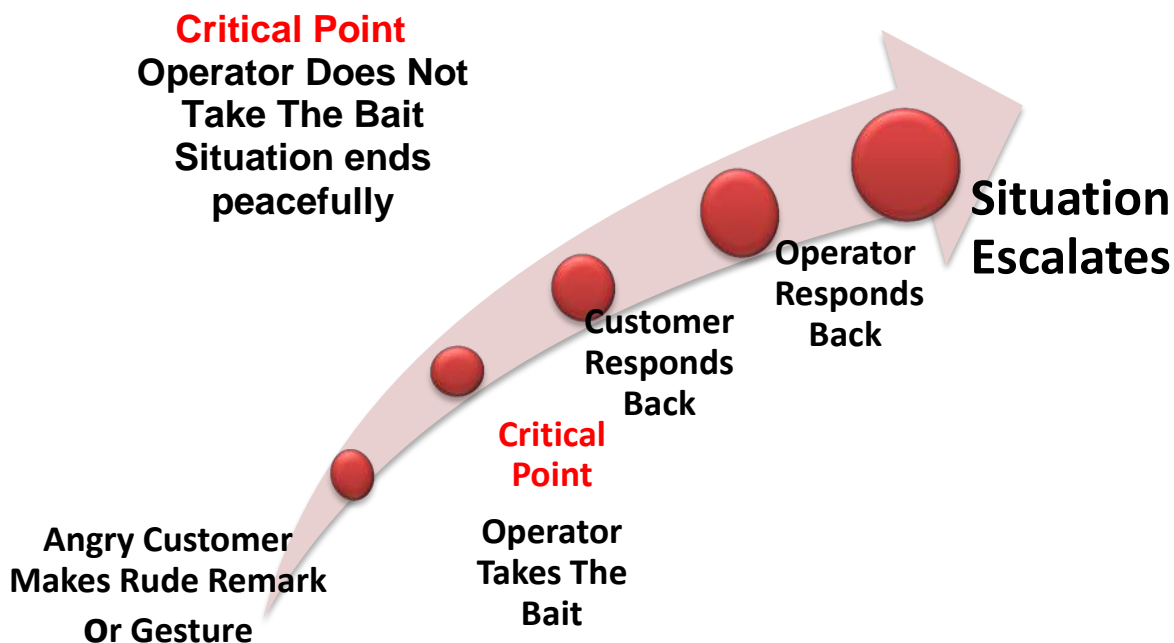
## THE CRITICAL POINT – DON'T TAKE THE BAIT!

Some Metrobus customers get on board the bus with a negative attitude and may be difficult to reason with. Some customers become angry after an Operator has to enforce a rule or because the bus is late and they are in a hurry. Other customers may be drunk and disorderly upon boarding. You may have a group of young adults who are rude or unruly. These situations are some of an Operator's greatest challenges – dealing with difficult customers.

No matter what the reason - they are angry and seem to want to take it out on you. They may use profanity, may get close to you, may point their finger at you or give you the finger. Your response to them can sometimes spark an argument that leads to an incident and can even lead to you being involved in an assault. **YOU** are the only person who can control what comes out of your mouth or what your body language shows you are thinking.

### BREAK THE CYCLE

Don't forget you are in control of a large part of these touchy situations and your response and reaction can make the situation worse or bring about a peaceful resolution. Your behavior and attitude, and your customer service and verbal skills are all critical in preventing assaults. You have to know when to "let it go".



## A POSITIVE APPROACH TO ANGER

Some Bus Operators deal with angry customers on a regular basis. Have you thought about how you should react if you have to deal with an angry customer on your bus? Your reaction is critical to the outcome of the situation. Dealing with angry people takes a special mix of complex skills and your attitude can make a huge difference.

Accept the anger as a healthy and natural emotion. Every person will experience anger at some point in his/her life. In the transit industry, an angry customer could be a signal their expectations of our service has not been met.



- ◆ View anger as a request for help in problem solving. Respond to a person's needs, rather than reacting to her behavior.
- ◆ Venting feelings of anger is healthy because it provides some emotional relief from a negative situation. Venting alone, however, does not cause the anger to go away.
- ◆ A resolution to the problem that caused the anger is needed to restore good feelings. When a Metrobus customer vents anger, the stage is set for solving the problem.
- ◆ Do not personalize anger. The customer is usually upset with the situation and **not** you. Remaining non-defensive enables you to respond positively and to reduce the customer's anger.
- ◆ If the criticism is relevant to the problem, then ask for specifics. For example, if a customer says, "You're not much helping", you might ask, "What can I do to help you?"
- ◆ If the customer asks you for your name, you must comply.
- ◆ Do not be afraid to activate the DriveCam camera to capture a heated conversation. The customer need not know the specifics of how our camera equipment works. But if you think it may act as a deterrent, use it.
- ◆ Remain calm and explain to your customer that safety is our number one priority is often enough to calm them down,
- ◆ **SMILE!**

# RECOGNIZE YOUR PERSONAL TRIGGERS

Certain things customers say or do may tempt you to lose control and respond in a way that will escalate the situation. Each of us has a set of triggers – words or actions or facial expressions that presses our “**hot buttons**” and spark anger! Different people have different triggers. People may be triggered by being called “stupid” or by abusive language. Some people may be triggered by someone “rolling their eyes” or rude gestures like being given “the finger”.

## EXAMPLES OF TRIGGERS:

- **TONE OF VOICE:** Whining, Yelling, Patronizing, Sarcastic
- **COMMENTS:** Lazy, Overpaid, Stupid, Ignorant, etc.
- **SPECIFIC WORDS:** Curse Words, Sexist Remarks, Racist Terms, “I am going to file a complaint”, etc.
- **ACTIONS/GESTURES:** Rolling eyes, Pointing, Putting finger in face, Getting close, throwing things, Use camera phone to film you, etc.

## WHAT ARE YOUR TRIGGERS?



Discover and recognize your own triggers. Recognition is the first step to developing immunity from triggers. Realize that Metrobus customers can be triggered as well. Be sensitive to what you are doing that may trigger your customers. Avoid "fanning the flames" of anger!



- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

## HOW TO RESPOND:

- ***Don't Take The Bait! - Know your triggers. Slow down your response.***
- ***Use self-talk to help to choose reactions and feelings toward triggers.***
- ***Depersonalize the situation by reminding yourself that customer's anger is directed at the situation (not you personally).***
- ***Be aware of your voice tone and inflection. Be careful not to sound patronizing or condescending. Try not to sound irritated or make loud sighs.***

## LEVEL 1 TECHNIQUES

### How to De-Escalate a Situation

These are specific conflict management techniques that have been proven to be effective in de-escalating situations that could possibly turn into a volatile situation. Keep your voice even; be assertive, but not aggressive.

**VALIDATE** – Let the customer know that you understand the situation. They will be less likely to continue arguing once they believe you understand the situation, even if you can't fix it.

Sir, I know it is hot today, the heat is getting to me too, but you cannot eat or drink while riding Metrobus. Thank you.

Ma'am, believe me, I understand that it is hard to keep paying the fare when it goes up, but we are trying to improve service. Thank you.

**GIVE CHOICES** – Give the customer/s choices regarding the situation and explain what will happen as a result. They may feel less threatened.

Ma'am, it's not safe to operate the bus with the stroller in the aisle, you can put it under your seat or behind mine after you fold it. Thank you.

Sir, animals are not allowed on Metrobuses, unless they are service animals or are in a box or basket. Thank you

**SET LIMITS** – Tell the customer what is & what isn't allowed. Thank them for complying.

Sir, smoking is not allowed on Metrobus, can you please put that cigarette out? Thank you.

May I have your attention? I need everyone to move back further into the bus. I can't see my mirrors and I can't operate the bus like this. Thank you.

## PRACTICE EXERCISE NUMBER ONE

The following are situations that may arise on buses. Select one situation and think about how to react so that you will maintain a professional attitude and avoid a confrontation. You are the bus operator – what do you do. Be ready to role-play when the instructor calls on you.

### TIPS

- Remember to **validate** the situation so that the customer knows you understand.
- **Give the customer choices** if possible. Tell them the rule and explain the consequences for not complying.
- **Set limits** – let them know what will and will not be tolerated.

- **Scenario #1:** You look in the rear-view mirror and see someone eating and drinking.
- **Scenario #2:** A group of high school students get on and are pushing and shoving each other as they board.
- **Scenario #3:** You have five minutes remaining at a time point when an anxious customer runs on board and asks if you can leave now.
- **Scenario #4:** You see a person in the back of the bus that you told at the last stop they could not ride since they did not have the correct fare. They must have sneaked in the back door.

## LEVEL 2 TECHNIQUES

### Defusing Hostility

These conflict management techniques can be used when a customer has become hostile. Customers can become irritated, frustrated, use sarcasm, call you names, and use profanity. You must remember that you have to react as a professional and not get caught up in the emotions of the situation. These simple tactics may help get you out of a volatile or dangerous situation. Maintain self-control, encourage calmness, and avoid arguing. **NEVER** go word-for-word with angry customers. This will only exacerbate the situation.

**AGREE** – Accept the customer’s criticism. This is a very powerful technique. When a hostile person is being rude, they expect you to fight back, to be defensive or to counterattack. They certainly don’t expect you to agree with them – so you catch them off guard. However, be sure to agree with something that is neutral.

Customer refuses to stop drinking soda on the bus and says, “It is hot as hell on this bus, and I am thirsty”.

Sir, you are right it is very hot today, but food and drink is not allowed on Metrobus. Thank you.

**APOLOGIZE** - Tell the customer you are sorry.

Customer refuses to fold stroller after you requested that she fold it, and says, “That is a stupid rule, why can’t I leave my stroller in the aisle”?

I am sorry, it could become a safety hazard if someone trips over it, I hope you understand. Thank you.

**SILENCE** – Just being silent, looking attentive and listening while the customer is complaining can be helpful if done properly and without negative body language. Then, politely tell the customer you can’t keep talking, you must move on. This can be effective when the customer is ranting and raving.

Drunk and disorderly customer curses at you, points her finger in your face and calls you a vulgar name.

Silence first – then: M ‘am, if you will take a seat, I’ll get us moving again.

# DVD TIME: Caring for Difficult Customers

**Instructions:** We will watch a DVD of skits of difficult customers interacting with Bus Operators. While you watch analyze the Bus Operator's language and behaviors to see if they are using conflict management techniques you just learned. Be prepared to discuss what you have seen.



## Debriefing Questions

**Skit #1: Intoxicated Customer** – Which conflict management techniques did the Operator use? Did he use Positive Language, is so, what did he say that could be considered Positive Language?

### **Skit #2: Irate Customer**

- **Part 1: Uncaring Customer Service** – What uncaring attitudes and behaviors did the Operator demonstrate? Did she “Take the Bait”?
- **Part 2: We Care Customer Service** - Which conflict management techniques did the Operator use? Did he use Positive Language, is so, what did he say that could be considered Positive Language? Did he “Take the Bait”?

**Skit #3: Woman with Stroller** - Which conflict management techniques did the Operator use? Did he use Positive Language, is so, what did he say that could be considered Positive Language?



## LEVEL 3 TECHNIQUES

### Final Steps

You may encounter times when the prior techniques don't work or the customer is drunk or mentally unstable and quickly becomes irrational. You can try these last ditch efforts to resolve the situation peacefully without getting engaged in conflict.

- **DON'T TALK BACK** - If that would make the problem worse.
- **OPEN DOOR** - Pull over so problem customers – and others can exit.

### WHEN YOU NEED HELP!

If a customer will not calm down, take a seat or get off the bus and you feel threatened, get help immediately. Use these steps any time you feel your situation is unsafe and someone may try to harm you or your customers or a physical assault is imminent:

- **CALL CENTRAL – USE PRTT** – only if you feel it is safe to initiate a call to BOCC.
- **\*USE SILENT ALARM BUTTON/TOGGLE SWITCH** – If you feel it is not safe to use the radio, use the Silent Alarm button or toggle switch. BOCC can hear what is happening on the bus and respond more immediately.
- **\*ACTIVATE THE “CALL POLICE” SIGN** – alerting passers-by that there is a problem may increase the chances someone outside the bus will call for help.
- **\*ACTIVATE THE DVR/ CCTV CAMERAS** – if you have to protect yourself, the on-board camera system can show what happened. It can show what actually happened and be useful when an investigation is conducted. You can also tell the customer that their actions are being recorded and can be used in a court of law as evidence.



### WORST CASE SCENARIO

If a customer attempts to physically attack you, you can defend yourself from a physical assault only as much as it takes until the attack stops. You must control your defensive actions to only getting the person to leave you alone. Once the attacker is off the bus, if you are able to, close the doors and move to safer location, then contact BOCC.

*\*Refer to the following page for more information about the Silent Alarm system.*

**Violence** on the bus may include: verbal abuse, physical assault between customers and sexual harassment.

You can defend yourself in a physical assault only as much as it takes until the attack stops.

# SILENT ALARM SYSTEM

## Silent Alarm Button vs. Emergency Alarm Toggle Switch

The Silent Alarm Pushbutton is installed on all buses except the 7000, 7100 and some 3000 series.

An Emergency Alarm Toggle Switch is installed on the 7001 – 7263 buses and on the 3036 – 3087 buses, but more buses will be upgraded.



Press the **SILENT ALARM BUTTON** on the left instrument panel; its position will vary according to bus model.

Flip the **EMERGENCY ALARM TOGGLE SWITCH** located above the green light on the left instrument panel.

The **SILENT ALARM BUTTON** sends a silent radio call to BOCC requesting immediate police assistance and activates the covert microphone.

The DriveCam, DVR, "Call Police" sign, and Roof Marker/Clearance lights have to be activated individually by the Operator.

The **EMERGENCY ALARM TOGGLE SWITCH** illuminates the green light below the switch and performs the following:

- Silent Radio Call to BOCC requesting immediate police assistance
- Opens the Covert microphone
- Activates DriveCam
- Activates the DVR camera
- Activates the "CALL POLICE" sign
- Activates Roof marker/Clearance lamps

# DVD TIME: Difficult Customers



## Debriefing Questions

- 1. Describe a situation that would cause you to contact BOCC by radio.**
- 2. Describe a situation that would cause you to activate the silent alarm.**
- 3. Describe a situation that would cause you to activate the Drivecam or CCTV cameras.**
- 4. Make sure you always know where the CCTV buttons and Silent Alarm buttons are on any bus you operate.**

## VIOLENCE ON THE BUS

Transit workers are at higher risk for violence than workers in many other occupations. According to the Bureau of Labor Statistics and the National Institute for Occupational Safety and Health, there is an increased risk of workplace violence for workers who have direct contact with the public, have mobile workplaces or deliver services, work in community settings, deliver customers, handle money, and work in small numbers. Assaults on Operators have caused worker absence, productivity issues, and increased levels of stress for the victim and for coworkers.

**TIME:** The time period when bus operator assaults typically occur is evening/late night/early morning, followed by the afternoon peak period, and school dismissal times.

**TYPES OF ASSAULTS:** The assault type considered to be most problematic for agencies was verbal threats, intimidation, or harassment. The next most problematic assault type was spitting. Some agencies reported that assaults involving projectiles thrown at the bus and inside the bus were a concern.



**WHAT CAUSES ASSAULTS:** A recent study showed that a significant number of assaults are instigated by the behavior or action of the Bus Operator, and could have been prevented by the Operator.

Other than the Operator's reaction to bad customer behavior, primary factors (in order) contributing to Bus Operator assaults are:

- **#1 - Fare evasion**
- **#2 – Customers under the influence of alcohol or drugs**
- **#3 – Rule violators other than fare enforcement**
- **#4 - School/youth-related violence**
- **#5 - Individuals with mental illness**

## WHAT CAN YOU DO TO PREVENT OPERATOR ASSAULTS?

- **Don't Argue Over Fares.** Fare issues are the number 1 source of Operator assaults by customers, and our policy is we state the fare and move the bus. If you have a problem with a habitual fare evader use the Bus Operator Complaint Form or get your SOM involved.
- **Reports All Assaults** – violence on the bus includes verbal assaults, threats, sexual harassment and physical assaults. Always complete the Employee & Witness Report or the Bus Operator Complaint Form. Always notify your SOM or Superintendent if you feel unsafe after a customer interaction.
- **Unruly School Children And Young Adults** – You cannot put a school child off the bus, so immediately talk with your SOM about unruly behavior of school children. Be sure to note the school in question so a representative from WMATA can contact the school and work to prevent a repeat of an incident.
- **Activate the DVR** – Reminding unruly customers about the surveillance on the buses by making a general announcement; it may deter someone intent on causing harm. Anytime you feel something could occur, activate the camera system (silent Incident button), it could aid in providing legal evidence of what lead up to the situation and can be used to identify and prosecute an attacker.
- **Automatic Announcements:** Make sure you use the automatic announcement that is available to you: *“The Operator of this bus is protected by the laws of the District of Columbia, Maryland and Virginia. This bus is equipped with cameras and other security equipment for enhanced protection. All assaults of Metrobus Operators will be prosecuted to the fullest extent of the law and may carry additional penalties”.*
- **Be Proactive:** Use the Bus Operator Complaint Form whenever you think it might be helpful to have MTPD come onboard your bus. Because aggravated assaults that result in physical injuries can be preceded by minor assaults, even minor incidents need to be reported and closely monitored.
- **Maintain Your Own Good Mental Health** - Although an assault such as spitting or verbal insults may not cause physical harm to the Operator, it can cause significant emotional distress. Get help if you need it.





# Bus Operator Complaint Procedure

Metrobus Operators who experience problems on their bus routes such as disruptive behavior, fare evasion, public ordinance violations, etc. should fill out the MTPD Metrobus Enforcement Division (MED) Bus Complaint Form (Revised 1/31/12) and submit it to the Depot Clerk at the Bus Division.

The Depot Clerk will time-stamp and initial the form. A copy of the form will then be provided to the Operator. The Depot Clerk will then forward the complaint to the Manager-On-Duty (MOD).

The MOD will scan the complaint and email a copy to [MED@wmata.com](mailto:MED@wmata.com). Submitting the complaint via email is strongly encouraged to ensure electronic tracking. If this is not possible, the complaint should be faxed to (202) 962-9850.

MTPD Supervisors from MED will check the email account daily, confirm receipt of the complaint, and contact the Operator within 24 hours. Complaints filed using this procedure will be addressed without delay.

This procedure is not intended for emergency situations or to file an official police report. Operators should follow established guidelines when there is an immediate need for police assistance. The MTPD Communications Division can be reached at (202) 962-2121.



**METRO TRANSIT POLICE DEPARTMENT  
METROBUS ENFORCEMENT DIVISION  
BUS OPERATOR COMPLAINT FORM**  
EMAIL: MED@WMATA.COM FAX 202-962-9850

TIME STAMP AND INITIAL HERE

DATE OF COMPLAINT: \_\_\_\_\_

BUS OPERATOR NAME: \_\_\_\_\_ DIVISION \_\_\_\_\_

PHONE #: (H) \_\_\_\_\_ (W) \_\_\_\_\_ (C) \_\_\_\_\_ EMAIL \_\_\_\_\_

OPERATOR'S HOURS \_\_\_\_\_ DAYS OFF: \_\_\_\_\_ BEST TIME TO CONTACT: \_\_\_\_\_

LOCATION OF INCIDENT: \_\_\_\_\_

INCIDENT DATE(S): \_\_\_\_\_ DAY(S) OF WEEK: \_\_\_\_\_ TIME: \_\_\_\_\_ BUS ROUTE: \_\_\_\_\_

SUSPECT GENDER \_\_\_\_\_ RACE \_\_\_\_\_ AGE (+/-) \_\_\_\_\_ HEIGHT: \_\_\_\_\_ WEIGHT: \_\_\_\_\_

UNIQUE CHARACTERISTICS (Circle those that apply) Facial hair, Scars, Tattoos, Piercings, Hair type, Freckles, Glasses, other explain \_\_\_\_\_

CLOTHING \_\_\_\_\_ NAME OF SCHOOL \_\_\_\_\_

NATURE OF COMPLAINT (BE SPECIFIC): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*\*\*\*\*MTPD / MED OFFICIAL USE ONLY\*\*\*\*\*

DATE RECEIVED AT MED \_\_\_\_\_ DAY OF WEEK \_\_\_\_\_ TIME \_\_\_\_\_ HOURS \_\_\_\_\_

VIA EMAIL ( ) FAX ( ) MAIL ( ) TELEPHONE ( ) IN PERSON ( ) OTHER ( )

COMPLAINT # \_\_\_\_\_ ASSIGNING SUPERVISOR \_\_\_\_\_

LEAD INVESTIGATOR \_\_\_\_\_ TEAM ASSIGNED \_\_\_\_\_

Updated 1/31/12

# DIFFICULT CUSTOMER ROLE PLAY OBSERVER FEEDBACK SHEET



*Instructions: As you observe each role play, you need to keep in mind the strategies and advice we have just learned about conflict management. Then answer the questions below.*

	Questions	Comments/Explanations
Operator #1	What did Operator#1 say that would be considered Positive Language?	
	Did Operator #1 use any of the Level 1, 2 or 3 techniques?  Which ones did he/she use? Please explain.	
Operator #2	What did the Operator#2 say that would be considered Positive Language?	
	Did Operator #2 use any of the Level 1, 2 or 3 techniques?  Which ones did he/she use? Please explain.	
Operator #3	What did Operator#3 say that would be considered Positive Language?	
	Did Operator #3 use any of the Level 1, 2 or 3 techniques?  Which ones did he/she use? Please explain.	



## GOOD NEWS: BUS OPERATOR COMMENDATION



### **Example of WE CARE Customer Service**

This morning a woman was very rude to the bus driver on 22A. She stepped in front of the bus waving her arms because she was not at the bus stop and the driver was going to continue. Once she was on, she began yelling at the bus driver and calling him names. I felt this bus driver handled this difficult and infuriating situation very well. Even when the woman continued to talk about him once she had sat down he kept his composure and got us to Pentagon in a timely and professional manner. I commend the bus driver on keeping his cool and being "big" enough to open the doors and let her on despite her attitude and insulting words. I hope the incident did not ruin his day!

Thanks,  
*"Another Satisfied Metro Customer"*

# UNIT 4



## Unit 4 Learning Objectives

At the end of class, the trainee will be able to:

1. Identify the four components of Wellness and map out a plan for future good health.
2. Review the benefits of Physical Fitness and strategies for getting started, setting fitness goals and keeping track of your commitment.
3. Recognize the early warning signs of fatigue and avoid this dangerous condition.
4. Identify the signs of burnout and stress, discuss the importance of mental and physical health, and choose strategies for managing stress in his/her life.

### TOPICS WE WILL COVER

- **Wellness**
- **Nutrition**
- **Physical Fitness**
- **Fatigue Awareness**
- **Stress Management**

## MEETING DAILY CHALLENGES

To meet the daily challenges of being a Metrobus Operator, you must take good care of yourself. Sound physical and mental health is important so you can perform at your best each day. How can you provide good customer service, if you are in a bad mood or exhausted or sick?

Some people may take your job for granted or think that it is an easy job. It is an extremely stressful job. Heavy traffic, bad weather and road conditions, needy or unhappy customers, and potential emergencies are the types of challenges you will deal with daily – and you have to stay on schedule! Not many workers face so many challenges all in a single day. Keeping yourself physically and mentally healthy is critical.



**NUTRITION**



**PHYSICAL  
FITNESS**



**FATIGUE  
AWARENESS**



### DEFINING WELLNESS

That's why we will talk about achieving a state of wellness today. We will discuss four components of wellness: Nutrition, Physical Fitness, Fatigue Awareness and Stress Management

Wellness is a term we hear a lot today. What is it? Wellness is the opposite of illness. Physical wellness focuses on maintaining and enhancing the health of your body, and mental wellness focuses on the mind.

This module can only provide you with suggestions to help you feel physically and mentally well, it's up to you to follow through and make the right decisions for your health. Focusing on your wellness can directly improve your job performance. It is up to you to make physical wellness a reality for yourself.

The best asset WMATA has is its people and every employee is critical to the successful delivery of service. We need you and our Operators feeling your best.

# NUTRITION

One of the key ingredients to staying healthy is eating right. This includes getting the recommended amount of vitamins and minerals.



The United States Department of Agriculture has introduced a new program called “Choose My Plate”. This program encourages people to choose what they eat based on the diagram above. It is an easy and effective way to make sure that you are eating the right kinds of foods and in the right amounts. They recommend that at least half of each meal is fruits and vegetables; a little over a  $\frac{1}{4}$  is grains, less than a  $\frac{1}{4}$  is protein and a small amount of dairy.

Many times it may be easier to grab something at a nearby fast food restaurant but it can be costly eating out every day and may not be healthy for you. Think about what you ate yesterday and write it in the space provided below.

Breakfast	
Lunch	
Dinner	
Snack	
Snack	

*On a scale of 1 to 10, with 10 being the healthiest, rate your eating habits. \_\_\_\_\_*

# 10 Tips to a Great Plate



Making food choices for a healthy lifestyle can be as simple as using these 10 tips. Use the ideas in this list to *balance your calories*, to choose foods to *eat more often*, and to cut back on foods to *eat less often*.

## 1. Switch to fat-free or low-fat (1%) milk

They have the same amount of calcium and other essential nutrients as whole milk, but fewer calories and less saturated fat.

## 2. Make half of your grains whole grains

To eat more whole grains, substitute a whole-grain product for a refined product—such as eating whole wheat bread instead of white bread or brown rice instead of white rice.

## 3. Foods to eat less often

Try to cut back on foods high in solid fats, added sugars, and salt. They include cakes, cookies, ice cream, candies, sweetened drinks, pizza, and fatty meats like ribs, sausages, bacon, and hot dogs. Use these foods as occasional treats, not every day foods.

## 4. Compare sodium in foods

Use the Nutrition Facts label to choose lower sodium versions of foods like soup, bread, and frozen meals. Select canned foods labeled “low sodium,” “reduced sodium,” or “no salt added.”

## 5. Drink water instead of sugary drinks

Cut calories by drinking water or unsweetened beverages. Soda, energy drinks, and sports drinks are a major source of added sugar, and calories in American diets.

## 6. Balance calories

Find out how many calories YOU need for a day as a first step in managing your weight. Go to [www.ChooseMyPlate.gov](http://www.ChooseMyPlate.gov) to find your calorie level. Being physically active also helps you balance calories.

## 7. Enjoy your food, but eat less

Take the time to fully enjoy your food as you eat it. Eating too fast or when your attention is elsewhere may lead to eating too many calories. Pay attention to hunger and fullness cues before, during, and after meals. Use them to recognize when to eat and when you've had enough.

## 8. Avoid oversized portions

Use a smaller plate, bowl, and glass. Portion out foods before you eat. When eating out, choose a smaller size option, share a dish, or take home part of your meal. Put away left-over food before eating.

## 9. Foods to eat more often

Eat more vegetables, fruits, whole grains, and fat-free or 1% milk and dairy products. These foods have the nutrients you need for health—including potassium, calcium, vitamin D, and fiber. Make them the basis for meals and snacks.

## 10. Make half of your plate fruits and vegetables

Choose red, orange, and dark-green vegetables like tomatoes, sweet potatoes, and broccoli, along with other vegetables for your meals. Add fruit to meals as part of main or side dishes or as dessert.

# PHYSICAL FITNESS

## Cardiovascular Fitness

- Decrease your risk of heart disease, stroke, high blood pressure, and other life-threatening diseases.
- Aerobic exercise places a large and continuous energy demand on the heart.
- Aerobic activities include: walking, running, swimming, cycling, etc.

## Muscle Flexibility & Strength

- Conditioning exercises improve flexibility and muscle strength.
- Stretching exercises improve flexibility, while “resistance” exercises (such as push-ups) build muscle strength.



## How You Can Get Started

- Consult your physician before you start any exercise program, if you:
  - Suffer from high blood pressure
  - Have had a stroke
  - Have a heart, lung, liver or kidney condition
  - Have been recently hospitalized
  - Over 35 years old and have not exercised in a while
  - More than 20 pounds overweight
- Once your physician has cleared you, set a small goal - “I will walk for 20 minutes twice a week.”
- Then increase your level of activity each week until you work up to 30 minutes – 3 times a week.



## Other Strategies That Can Increase Your Chances Of

### Success:

- Write the goal on a piece of paper and place it on a mirror you use in the morning. Set both short term and long term goals.
- Keep track of your commitment on a calendar.
- Reward yourself for sticking to the goal.
- Involve your co-workers, family, kids, and pets. Sometimes partnering with others can help keep you motivated.



# DVD TIME: Caring For Yourself





# BUS ERGONOMICS

**Definition: The science of making your work station fit you.**

Use these simple stretches on your break to loosen tight muscles and relieve stress!

Take CARE of yourself.

**We CARE!**



**1. Claressa Bussey** demonstrates the **Tricep Stretch**.

Lift an arm straight up and drop your hand behind your head, reaching for your shoulder blade. Place your other hand on the elbow of the raised arm and press gently. Hold for a count of 10. Switch sides. Repeat for a total of three (3) stretches.

**2. Vincent Hall** demonstrates the **Thigh Stretch**.

With one hand on the driver's side mirror, stand on one leg and grab your other ankle. Make sure you stand straight, lining up your thighs. Hold for a count of ten. Repeat with the other leg. Do three (3) stretches for both the left and the right legs.



**3. Jerome Phillips** demonstrates the **Reach Up!**

Raise both hands over your head and reach for the sky while standing on your toes. Reach for five seconds and then relax. Repeat for a total of three (3) stretches.



## BUS ERGONOMICS CONTINUED



### 4. Curtis Moore demonstrates the **Neck Side Stretch**.

Tilt your head to one side, putting your ear over one shoulder. Hold your opposite shoulder down, using your other arm to help. Hold for a count of 10. Repeat for a total of three (3) stretches for both the left and right sides.



### 5. Lavondra Shinsholster demonstrates **Shoulder Rolls**.

Circle your shoulders forward slowly, making five circles. Then circle your shoulders backwards, again making five circles. Repeat for a total of four (4) sets of stretches in each direction, completing twenty (20) rotations.



### 6. Elisha Simmons demonstrates the **Elbow and Wrist Stretch**.

Straighten your elbow with your arm in front of your or at shoulder height. Gently bend your wrist back with the other hand, in both the upward and the downward positions. Hold each position for a count of 10. Repeat three (3) stretches for both the left and the right side.



**7. Ms. Lowe** demonstrates the **Finger Stretch**.  
With your palms down, spread your fingers apart as far as you can. Hold for a count of five (5). Repeat for a total of three (3) stretches.



**8. Ron McCalop** demonstrates the **Shoulder Squeeze**.  
Keep your arms at their sides. Squeeze your shoulders back and down. Hold for a count of ten (10). Repeat for a total of three (3) stretches.

**9. Katrina Smith** demonstrates the **Thumb Stretch**.

Bend our right thumb back with the left hand until you feel a "comfortable pull". Make sure your wrist is straight. Hold for a count of five (5). Repeat for three (3) stretches for both the left and the right thumbs.



## BUS ERGONOMICS CONTINUED



### **10.** Jessica Freeman demonstrates the **Chair Stretch.**

This is a great exercise for Depot Clerks or Office Managers and can be done at your desk or in the Depot Shack. While you are seated, place your hands behind your head. Gently bend backward against the backrest until you feel an easy stretch. Hold for a count of ten (10). Repeat for a total of three (3) stretches.

### **11 .** William Sparrow demonstrates the **Low Back Stretch.**

Place your hands on your hips. Keep your head facing forward. Gently bend backward at the low back until you feel an easy stretch. Hold for a count of ten (10). Repeat for a total of three (3) stretches.



*These exercises have been approved by  
Certified Professional Ergonomist, Richard Wyatt.*



## WALKING COURSES & YOUR COMMITMENT

We know it's not easy getting into an exercise routine and because we care about our employees, we are going to try to help. We've designed a walking course for every Bus Division to encourage employees to get out and walk every day. We know that finding the time is difficult but we also know that you are likely to feel better if you take the time to exercise at least three times a week.

The following pages contain maps and route descriptions of the walking routes we've selected around your Division. In most cases there are two routes to choose from. Each of the directions also indicates the number of miles the route is and the estimated number of minutes it will take you to walk the route.

We need your commitment. If you will commit to walking this route at least 10 times within the next 30 days (following this class) we will give you a free walking pedometer. Turn in a completed commitment sheet to your Division Training Instructor and we'll reward you a second time with another token. However, the real reward is that you got started and that's a lot to be proud of!

Name:	Date of Class:	Division:

Date of Walk #1:

Date of Walk #2:

Date of Walk #3:

Date of Walk #4:

Date of Walk #5:

Date of Walk #6:

Date of Walk #7:

Date of Walk #8:

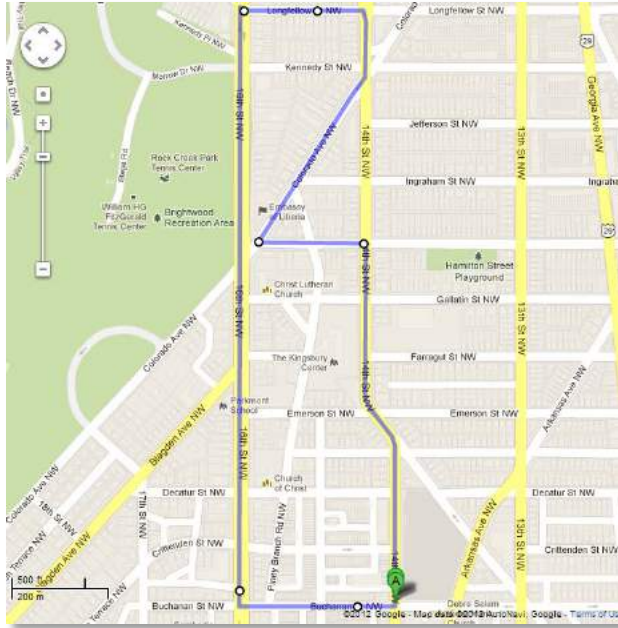
Date of Walk #9:

Date of Walk #10:

*Congratulations! You're on your way to a healthier lifestyle!*



## Northern Bus Division Walking Route #1



14th St NW

2.1 mi, 42 mins

### Walking directions to 4615 14th St NW, Washington, DC 20011

Via Buchanan St NW, 16th St NW, Longfellow St NW, Longfellow St NW, Colorado Ave NW, Hamilton St NW



14th St NW

1. Head south on 14th St NW toward Buchanan St NW

30 ft



2. Turn right onto Buchanan St NW

0.2 mi



3. Turn right onto 16th St NW

0.8 mi



4. Turn right onto Longfellow St NW

0.2 mi



5. Turn right onto 14th St NW

459 ft



6. Slight right onto Colorado Ave NW

0.3 mi



7. Turn left onto Hamilton St NW

0.1 mi



8. Turn right onto 14th St NW

Destination will be on the left

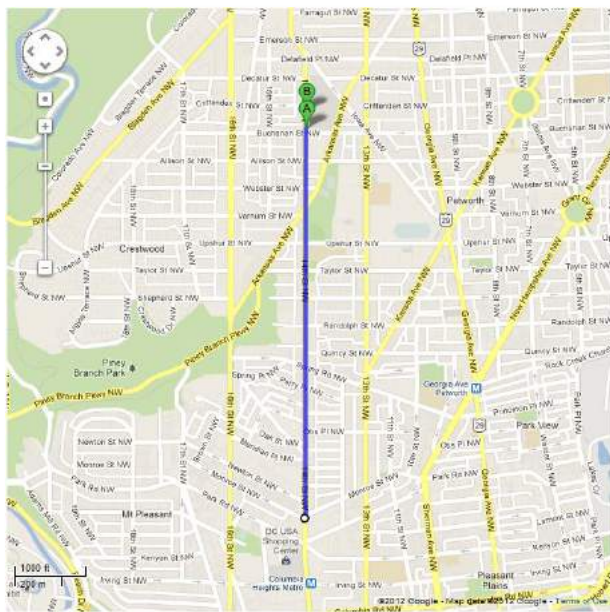
0.5 mi



4615 14th St NW

Washington, DC 20011

## Northern Bus Division Walking Route #2



14th St NW

2.1 mi, 42 mins

### Walking directions to 14th St NW

Via 14th St NW



4615 14th St NW

Washington, DC 20011

1. Head south on 14th St NW toward Buchanan St NW

1.0 mi



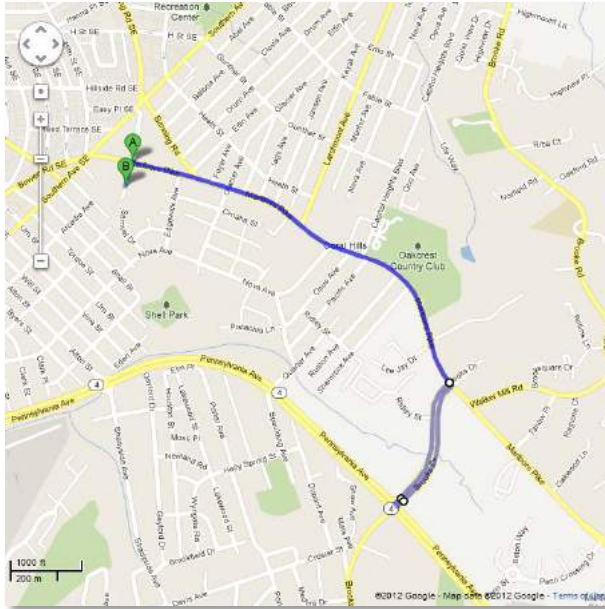
2. Make a U-turn at Monroe St NW

1.1 mi



14th St NW

## Southern Avenue Bus Division Walking Route #1



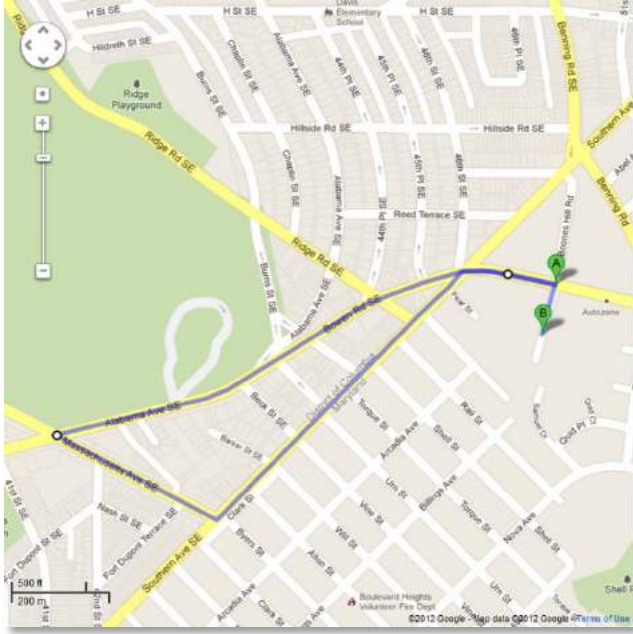
**Marlboro Pike** 3.0 mi, 1 hour 1 min

### Walking directions to Boones Hill Rd

Via Marlboro Pike, Brooks Dr, Marlboro Pike

- A** 1301 Boones Hill Rd  
Capitol Heights, MD 20743
- 1. Head **east** on **Marlboro Pike** toward **Marlboro Pike** 1.1 mi
- 2. Turn right onto **Brooks Dr** 0.4 mi
- 3. Make a U-turn at **MD-4 N/Pennsylvania Ave** 0.4 mi
- 4. Turn left onto **Marlboro Pike** 1.1 mi
- 5. Turn left onto **Boones Hill Rd** 351 ft
- B** Boones Hill Rd

## Southern Avenue Bus Division Walking Route #2



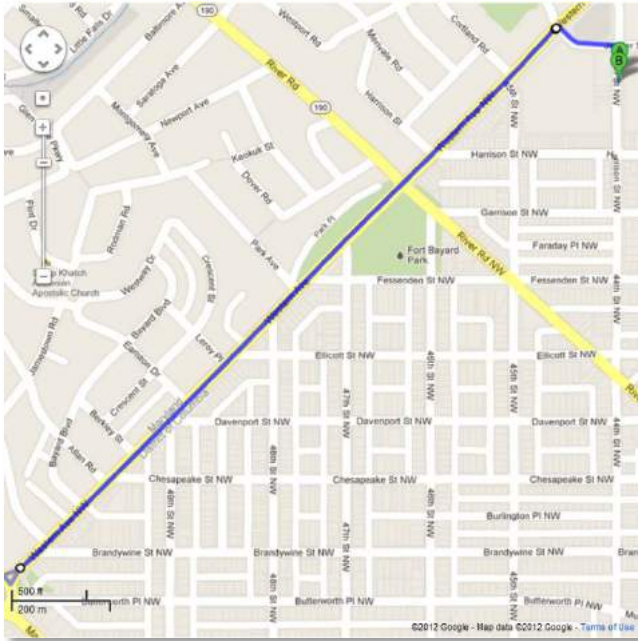
**Southern Ave SE** 1.6 mi, 31 mins

### Walking directions to Boones Hill Rd

Via Massachusetts Ave SE, Marlboro Pike

- A** 1301 Boones Hill Rd  
Capitol Heights, MD 20743
- 1. Head **west** on **Marlboro Pike** toward **Marlboro Pike**  
Entering District of Columbia 0.1 mi
- 2. Turn left onto **Southern Ave SE**  
Passing through Maryland  
Entering District of Columbia 0.4 mi
- 3. Turn right onto **Massachusetts Ave SE** 0.2 mi
- 4. Sharp right onto **Alabama Ave SE** 0.3 mi
- 5. Continue onto **Bowen Rd SE** 0.3 mi
- 6. Slight right onto **Marlboro Pike**  
Entering Maryland 0.1 mi
- 7. Turn right onto **Boones Hill Rd** 351 ft
- B** Boones Hill Rd

## Western Bus Division Walking Route #1



Western Ave

2.3 mi, 45 mins

### Walking directions to 44th St NW

Via Western Ave



**44th St NW**

1. Head **north** on **44th St NW** toward **Jenifer St NW**

177 ft



2. Turn **left** onto **Jenifer St NW**

Entering Maryland

456 ft



3. Turn **left** onto **Western Ave**

Entering District of Columbia

1.0 mi



4. At the traffic circle, take the **1st** exit and stay on **Western Ave**

Passing through Maryland

Entering District of Columbia

1.0 mi



5. Turn **right** onto **Jenifer St NW**

456 ft



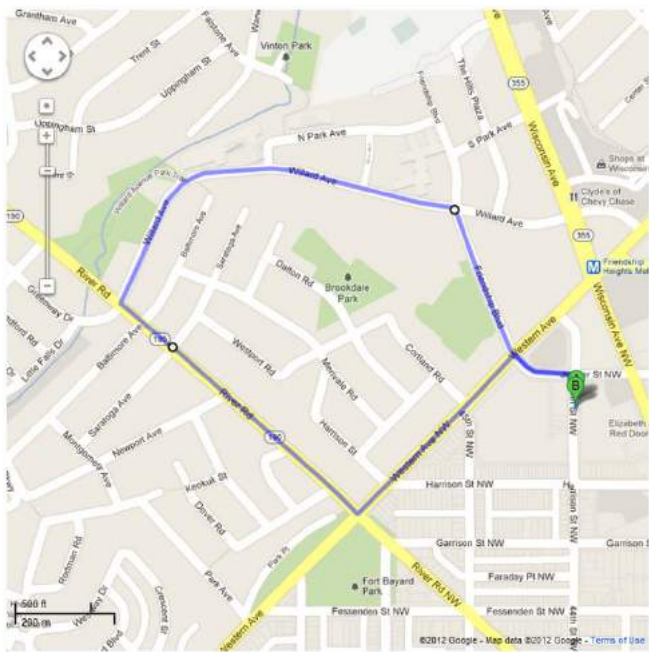
6. Turn **right** onto **44th St NW**

246 ft



**44th St NW**

## Western Bus Division Walking Route #2



Willard Ave

1.7 mi, 33 mins

### Walking directions to 44th St NW

Via Friendship Blvd, River Rd



**44th St NW**

1. Head **north** on **44th St NW** toward **Jenifer St NW**

177 ft



2. Turn **left** onto **Jenifer St NW**

Entering Maryland

456 ft

3. Continue onto **Friendship Blvd**

0.2 mi



4. Turn **left** onto **Willard Ave**

0.5 mi



5. Turn **left** onto **River Rd**

0.4 mi



6. Turn **left** onto **Western Ave**

Entering District of Columbia

0.3 mi



7. Turn **right** onto **Jenifer St NW**

456 ft



8. Turn **right** onto **44th St NW**

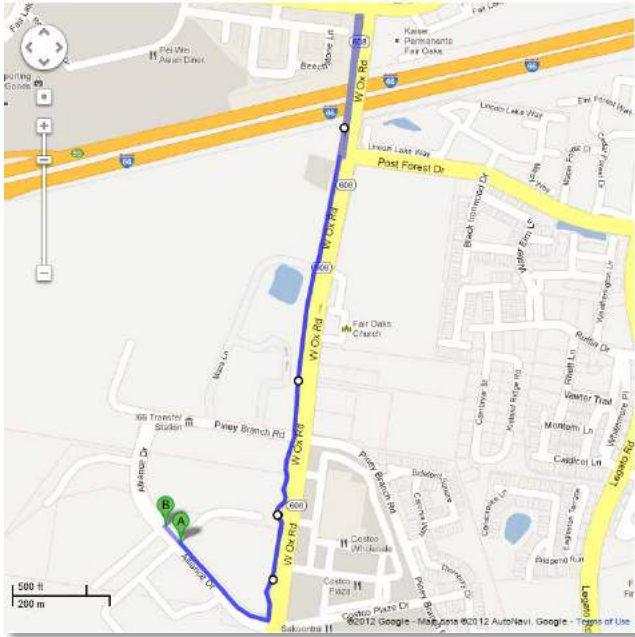
220 ft



**44th St NW**



## West Ox Bus Division Walking Route



Alliance Dr

1.9 mi, 39 mins

### Walking directions to Alliance Dr



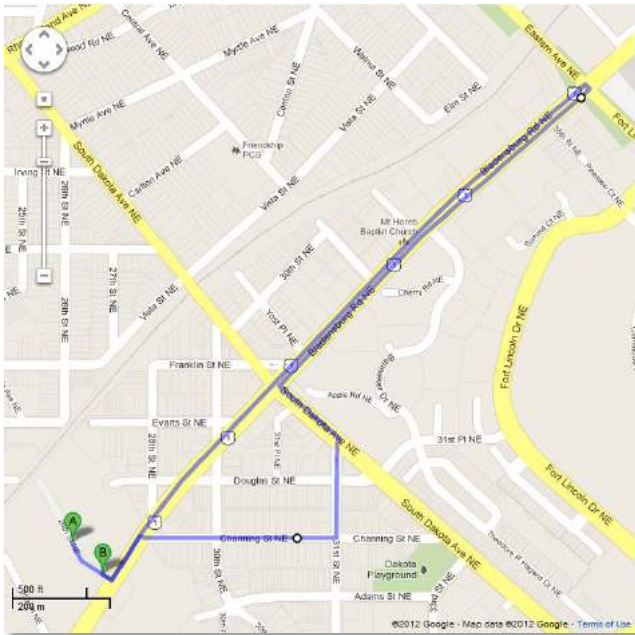
**Alliance Dr**  
Fairfax, VA 22030

1. Head southeast on Alliance Dr 0.2 mi
2. Turn left toward VA-608/W Ox Rd 0.8 mi
3. Turn right toward VA-608/W Ox Rd 26 ft
4. Turn right onto VA-608/W Ox Rd 0.2 mi
5. Turn right 26 ft
6. Turn left toward Alliance Dr 0.6 mi
7. Turn right onto Alliance Dr 0.2 mi



**Alliance Dr**

## Bladensburg Division Walking Route



Bladensburg Rd NE

2.1 mi, 41 mins

### Walking directions to 26th St NE

Via Channing St NE, Bladensburg Rd NE



**2251 26th St NE**  
Washington, DC 20020

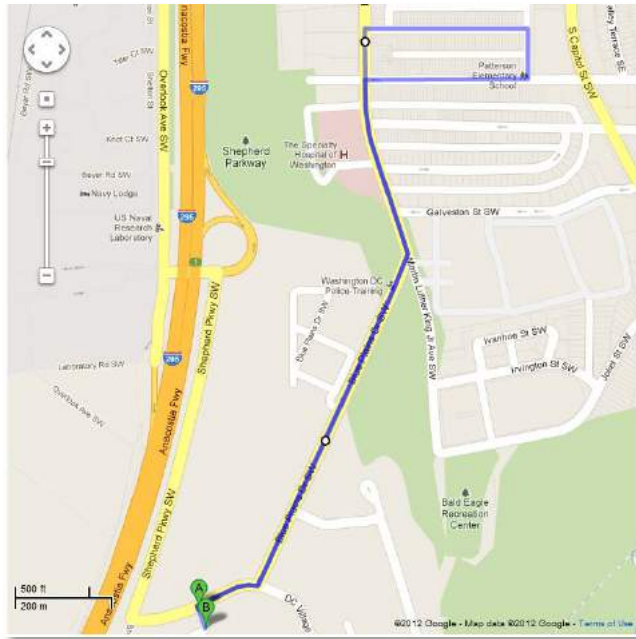
1. Head southeast on 26th St NE toward Bladensburg Rd NE 377 ft
2. Turn left onto Bladensburg Rd NE 354 ft
3. Turn right onto Channing St NE 0.3 mi
4. Turn left onto 31st St NE 0.1 mi
5. Turn left onto South Dakota Ave NE 0.1 mi
6. Turn right onto Bladensburg Rd NE 0.5 mi
7. Make a U-turn at Eastern Ave NE 0.9 mi
8. Turn right onto 26th St NE 75 ft



**26th St NE**



## Shepherd Parkway Bus Division Walking Route #1



Blue Plains Dr SW 2.1 mi, 44 mins

### Walking directions to DC Village Ln SW

Via Martin Luther King Jr Ave SW, Blue Plains Dr SW

**A** 2 DC Village Ln SW  
Washington, DC 20032

**1.** Head north on DC Village Ln SW toward Blue Plains Dr SW

26 ft

**2.** Turn right onto Blue Plains Dr SW

440 ft

**3.** Turn left to stay on Blue Plains Dr SW

0.5 mi

**4.** Slight left onto Martin Luther King Jr Ave SW

0.3 mi

**5.** Turn right onto Darrington St SW

0.2 mi

**6.** Turn right onto South Capitol Terrace SW

341 ft

**7.** Turn right onto Elmira St SW

0.2 mi

**8.** Turn left onto Martin Luther King Jr Ave SW

0.2 mi

**9.** Slight right onto Blue Plains Dr SW

0.5 mi

**10.** Turn right to stay on Blue Plains Dr SW

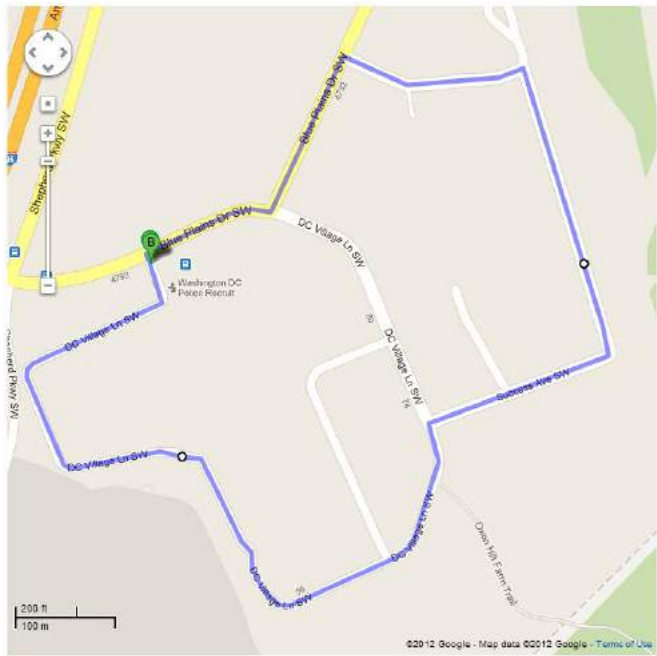
440 ft

**11.** Turn left onto DC Village Ln SW

161 ft

**B** DC Village Ln SW

## Shepherd Parkway Bus Division Walking Route #2



DC Village Ln SW 1.2 mi, 23 mins

### Walking directions to DC Village Ln SW

Via Unknown road, DC Village Ln SW

**A** 2 DC Village Ln SW  
Washington, DC 20032

**1.** Head north on DC Village Ln SW toward Blue Plains Dr SW

26 ft

**2.** Turn right onto Blue Plains Dr SW

440 ft

**3.** Turn left to stay on Blue Plains Dr SW

0.1 mi

**4.** Turn right toward Success Ave SW

0.1 mi

**5.** Turn right toward Success Ave SW

0.2 mi

**6.** Continue straight onto Success Ave SW

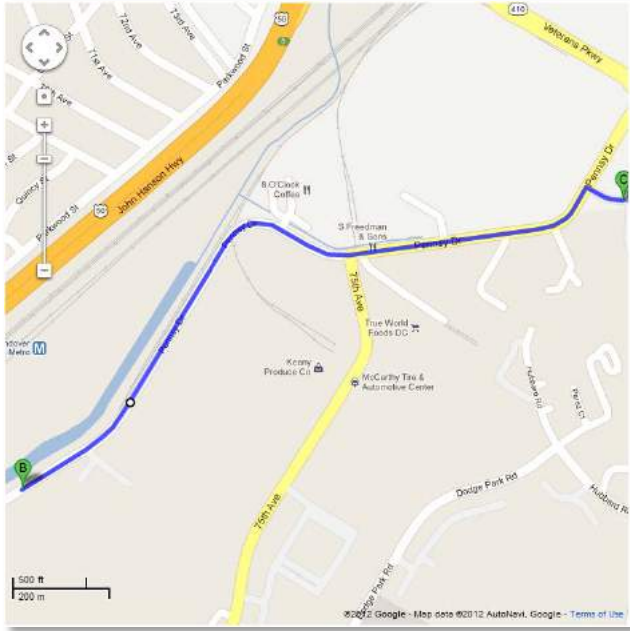
0.1 mi

**7.** Turn left onto DC Village Ln SW

0.5 mi

**B** DC Village Ln SW

## Landover Bus Division Walking Route #1



Penny Dr

2.0 mi, 39 mins

### Walking directions to Penny Dr



Penny Dr

1. Head west toward Penny Dr

459 ft



2. Turn left onto Penny Dr

0.9 mi



3. Make a U-turn

4. Head northeast on Penny Dr

0.9 mi



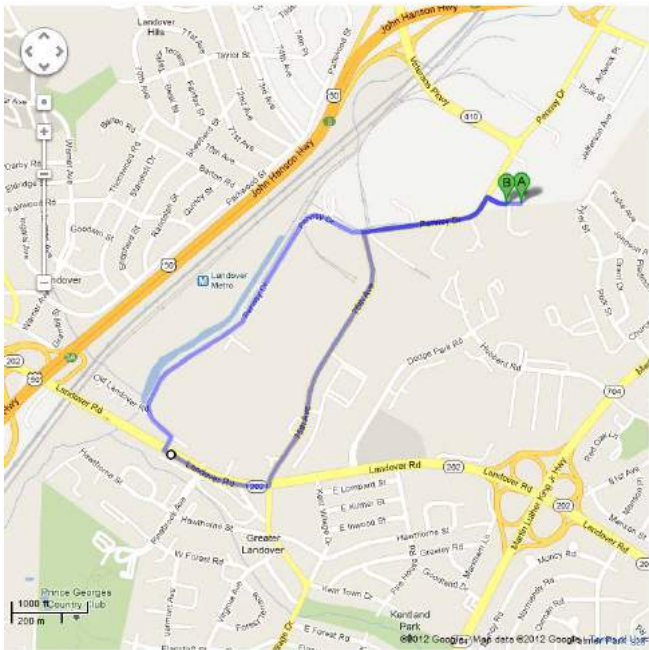
5. Turn right

387 ft



Penny Dr

## Landover Bus Division Walking Route #2



75th Ave and Penny Dr

2.7 mi, 53 mins

### Walking directions to Penny Dr



Penny Dr

1. Head west toward Penny Dr

459 ft



2. Turn left onto Penny Dr

1.1 mi

3. Continue straight onto Old Landover Rd

495 ft



4. Turn right to stay on Old Landover Rd

213 ft



5. Turn left onto Landover Rd

0.3 mi



6. Turn left onto 75th Ave

0.7 mi



7. Turn right onto Penny Dr

0.3 mi



8. Turn right

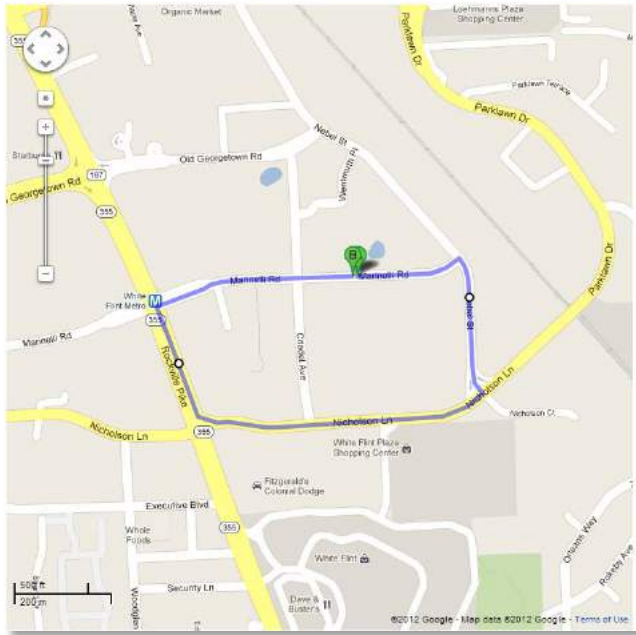
269 ft



Penny Dr

# Montgomery Bus Division Walking Route #1

Nicholson Ln and Marinelli Rd 1.1 mi, 23 mins



## Walking directions to Marinelli Rd

Via Nebel St, Rockville Pike



### Marinelli Rd

1. Head east on **Marinelli Rd** toward **Nebel St**

0.1 mi



2. Turn right onto **Nebel St**

0.1 mi

3. Continue straight to stay on **Nebel St**

190 ft



4. Turn right onto **Nicholson Ln**

0.4 mi



5. Turn right onto **Rockville Pike**

0.2 mi



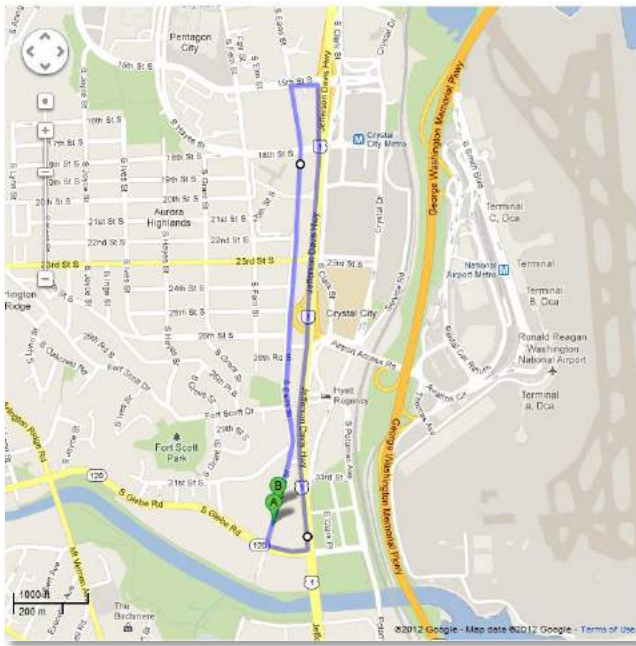
6. Turn right onto **Marinelli Rd**

0.3 mi



### Marinelli Rd

## Four Mile Bus Division Walking Route



U.S. 1 S and S Eads St

2.6 mi, 45 mins

### Driving directions to S Eads St

Via S Eads St, U.S. 1 S



S Eads St

1. Head north on S Eads St toward 32nd St S

1.1 mi



2. Turn right onto 15th St S

367 ft



3. Turn right onto U.S. 1 S

1.2 mi



4. Turn right onto S Glebe Rd

0.1 mi



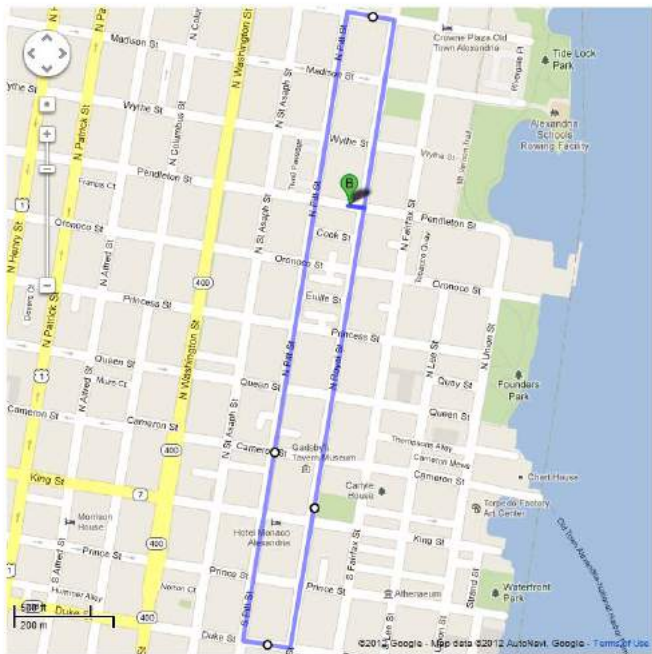
5. Turn right onto S Eads St

0.1 mi



S Eads St

## Royal Street Bus Division Walking Route



S Pitt St and N Royal St

1.8 mi, 34 mins

### Walking directions to Pendleton St

Via N Royal St, Duke St, Cameron St, Montgomery St



Pendleton St

1. Head east on Pendleton St toward N Royal St

102 ft



2. Turn right onto N Royal St

0.6 mi



3. Turn right onto Duke St

318 ft



4. Turn right onto S Pitt St

0.8 mi



5. Turn right onto Montgomery St

318 ft



6. Turn right onto N Royal St

0.2 mi



7. Turn right onto Pendleton St

102 ft



Pendleton St



## GOOD NEWS: BUS OPERATOR COMMENDATION



**This is one example of WE CARE Customer Service**

**“I just wanted to complement the driver for his incredibly diligent and considerate driving. Most Metrobus drivers that I've encountered drive competently enough, but this fellow's style was defensive without being slow, and patient with elderly passengers or those with heavy loads or with physical disabilities, either waiting or pulling away from those stops extremely gently as they seated themselves. I was very, very impressed.”**

***A Satisfied Metrobus Customer***

## THE DANGERS OF DRIVING WHILE DROWSY

**The National Highway Traffic Safety Administration conservatively estimates that 100,000 police-reported crashes are the direct result of driver fatigue each year. This results in an estimated 1,550 deaths, 71,000 injuries, and \$12.5 billion in monetary losses.**

Driver fatigue is a very dangerous condition created when a person is suffering drowsiness while driving, that can result in falling asleep at the wheel or being so exhausted they make serious – and fatal – driving errors.

- Peak times for fatigue accidents are: late at night, early AM hours, & middle of the afternoon.
- Shift workers, CDL drivers and people who work more than 60 hours a week are more likely to suffer from driver fatigue.
- Many Metrobus Operators who perform shift work; drive at night or during hours of darkness, or work a lot of overtime are at higher risk of falling asleep behind the wheel.

Studies show that being awake 18 hours is as great a risk as driving drunk. Behind the wheel, fatigue can cause:

- Slower reaction time
- Impaired judgment and vision
- Increased moodiness and aggressive behavior
- Decline in attention to important signs and road changes
- Decreased alertness, preventing you from avoiding a crash

# FATIGUE AWARENESS

## Early Warning Signs Of Fatigue:

- Can't remember the last few miles driven
- Drift from your lanes or hit a rumble strip
- Wandering or disconnected thoughts
- Yawn repeatedly
- Have difficulty focusing or keeping your eyes open
- Tailgate or miss traffic signs
- Have trouble keeping your head up
- Keep jerking your vehicles back into the lane



## If You Become Tired While Driving:

- When your schedule allows, take a break. Get out of the bus, walk around, even jog or do calisthenics. Exercise fights fatigue. Try your new Bus Ergonomic exercises!
- In addition to exercise breaks, make sure you eat healthy foods during your meal breaks. Fatty foods can make you sleepier.
- Don't let your eyes become fatigued. Wear sunglasses to fight sun glare.



## COMMON SLEEP DISORDERS



Sleep disorders are conditions that involve any type of difficulty that relates to sleeping. This includes difficulties falling or staying asleep, falling asleep at inappropriate times, excessive total sleep time and abnormal behaviors associated with sleep.

### **The presence of a sleep disorder increases the risk of crashes.**

Disorders such as chronic insomnia, sleep apnea and narcolepsy, all of which lead to excessive daytime sleepiness, afflict an estimated 40 million Americans. Sleep apnea is associated with a three to seven time increase in crash risk.

Another 20 to 30 million Americans suffer from some kind of sleep disorder on an irregular basis. The annual costs in productivity, health care, and safety have been estimated in the billions of dollars. Most people with sleep disorders remain undiagnosed and untreated.

You must develop good sleep habits because sleep is important for optimal health. Insufficient sleep is associated with a number of chronic diseases and conditions. If you experience frequent daytime sleepiness, have trouble sleeping at night or think you may have a sleeping disorder, see your doctor.

### **Be Aware of Microsleeping**

Shift workers may be at higher risk to suffer from “microsleeps”. Microsleeps are brief episodes where a loss of attention occurs when a person is fatigued but trying to stay awake.

Often the person is not aware that a microsleep has occurred, in fact, their eyes may be open. While in a microsleep, a person will not see a red signal light or notice that the road has taken a curve.



## FORM HEALTHY SLEEP HABITS

### Seven Tips to a Good Night's Sleep

1. Consume less or no caffeine and avoid alcohol.
2. Drink less fluid before going to sleep.
3. Avoid heavy meals close to bedtime.
4. Avoid nicotine.
5. Exercise regularly, in the daytime, preferably after noon.
6. Try a relaxing routine, like a hot bath before bedtime.
7. Establish a regular bedtime and wake time schedule.



### Tips For Shift Workers

**Set the stage for sleep even though it might be broad daylight outside. Prepare your body and mind for sleep.**

- Follow bedtime rituals and try to keep a regular sleep schedule - even on weekends.
- Go to sleep as soon as possible after work.
- At home, ask family and friends to help create a quiet and peaceful setting during your sleep time.
- Have family members wear headphones to listen to music or watch TV.
- Ban vacuuming, dish washing, and noisy games during your sleep time.
- Put a "Do Not Disturb" sign on the front door so that delivery people and friends will not knock or ring the doorbell.
- Schedule household repairs for after your sleep time.



## WHAT IS STRESS?

**Stress is the pressure you feel when faced with a situation that's new, unpleasant or threatening.**

### **How does Stress affect you?**

**It affects your emotions, your behavior and can affect your physically.**

### **What causes stress?**

**Stress can be caused by your reaction to events that happen to and around you.**

### **Stress can be caused by:**

- **A person**
- **Yourself**
- **An incident**



## SITUATIONS THAT CAN CAUSE STRESS:

Name some stressful situations on your job:

- Angry customers
- Running late
- Equipment malfunctions
- \_\_\_\_\_
- \_\_\_\_\_



Name some relationship stresses:

- A friend asking for a loan
- Noisy neighbors
- Your child's choice of friends
- \_\_\_\_\_
- \_\_\_\_\_



Name stressful situations caused by our personal habits or personalities:

- Overdue bills
- Procrastination
- Smoking
- \_\_\_\_\_
- \_\_\_\_\_



A certain amount of stress is positive. Name some "good" stressful situations.

- Holidays
- New baby
- Wedding
- \_\_\_\_\_
- \_\_\_\_\_



# MANAGING STRESS

Burnout is a major threat to customer satisfaction because so much of what satisfies customers is positive action based on common sense and job interest. If you are at a point in your career which you feel you are burnt out, you may not do what you know it takes to satisfy a customer.

Review this list at the beginning of each month. This will help you recognize burnout signs in their early stages. This is the easiest time to get yourself back on track.

## 10 Signs of Burnout and Stress

<b>DO YOU:</b>
1. Communicate less with others? Shut down?
2. Feel tired and rundown? Experience less energy or more fatigue?
3. Frequently use sick leave or run late for appointments?
4. Have trouble concentrating or focusing?
5. Feel angry about little things that I used to take in stride?
6. Have trouble going to sleep or staying asleep? Or feel sleepy more often?
7. Complain or express a lot of negative thoughts?
8. Worry about my health?
9. Lose interest in what is happening in the world around me?
10. Wonder how anyone can be happy or carefree?



## STRESS REDUCTION STRATEGIES

Take some time and review this list of strategies for handling stress. Talk with your classmates about what they do to relieve stress. Pick one or more new strategies to try.

- Walking, jogging, biking and other aerobic exercises
- Different types of meditation, prayer, yoga and tai chi
- Progressive muscular relaxation exercises
- Deep breathing
- Massage therapies
- Visual imagery
- Listening to or playing music
- Hobbies
- Volunteer work
- Laughter
- Playing with pets
- Aromatherapy
- Nutritional supplements
- Support groups
- Individual and group therapy
- Family or friends support system
- EAP Program 202-636-7181



**Name two things you will try in an effort to reduce stress:**

1.) \_\_\_\_\_

2.) \_\_\_\_\_

*“Our Ultimate  
Freedom is the  
Right and Power to  
Decide how  
Anybody and  
Anything Outside  
Ourselves Will  
Affect Us.”*

*Stephen Covey*



**Washington Metropolitan Area Transit Authority**

# **Serving Senior Citizens and Persons with Disabilities**



**BUS OPERATOR CANDIDATE  
TRAINING PROGRAM**

**Module 5**



Bus Training Branch  
April 2017





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## **Learning Objectives**

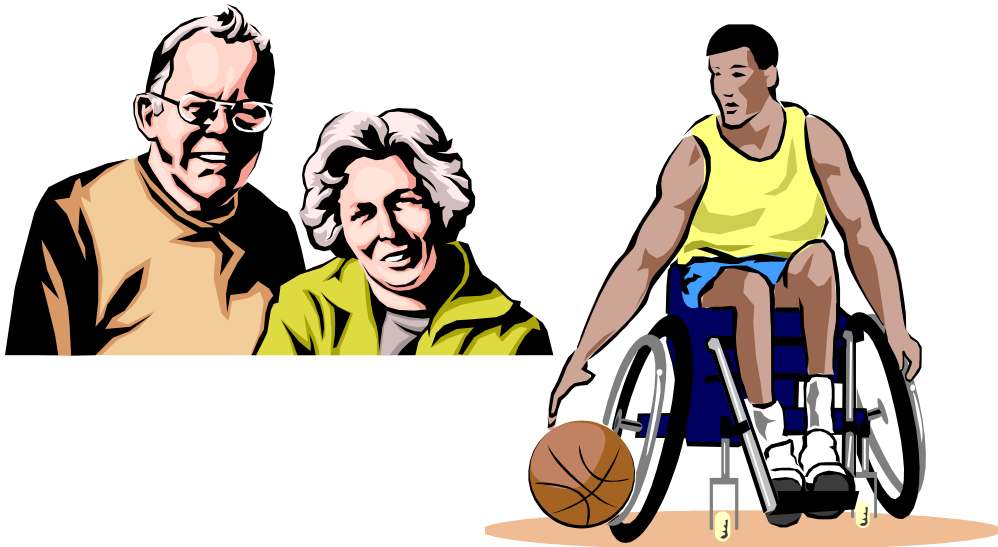
**At the end of class, the trainee will be able to:**

1. Evaluate a customer's need for assistance and respond appropriately.
2. Discuss the responsibilities of Bus Operators under the ADA law.
3. List the nine ADA accessible bus features that should be included in a pre-trip inspection.
4. Identify various types of disabilities and the needs and characteristics unique to each.
5. Describe ways to assist and address the varying needs of individuals with disabilities.
6. Make accurate stop announcements, given a route description.
7. Explain how to determine if a customer with an animal may be allowed to board a bus.
8. Discuss the correct order of boarding and alighting customers using wheelchairs.



# Unit 1

## Disability Awareness



### What We Will Cover

- ADA Pre-Test
- Disability Awareness
- ADA Laws

## **ADA Pre-Test**

Would you like to know how much you already know or don't know about providing customer service to senior citizens and customers with disabilities?

Your Instructor will distribute an ADA Pre-Test. This is not a test that will affect your progress, so just do your best. Everything will be covered during the class.

# DISABILITY STATISTICS



**IN THE U.S., THE POPULATION 65 AND OLDER WILL MORE THAN DOUBLE BY 2050, RISING FROM 39 MILLION TODAY TO 89 MILLION.**

**1 OUT OF 5 PERSONS LIVING IN THE US HAS A DISABILITY.**



## **There are approximately:**

- § **Over 54.4 million people with disabilities and 35 million have severe disabilities.**
- § **More than 3.3 million people who use a wheelchair.**
- § **Over 10.2 million people who use some mobility device such as a cane, crutches, or a walker.**
- § **33.3 million people with some degree of hearing loss.**
- § **22.4 million people with blindness or a visual impairment.**
- § **16 million people had difficulty with cognitive, mental or emotional functioning.**

Source: [Summary Health Statistics for U.S. Adults: National Health Interview Survey, 2007, tables 11, 12, 18, 19; http://www.census.gov/ipc/www/idb/](#) .

## **DEVELOP POSITIVE ATTITUDES ABOUT PEOPLE WITH DISABILITIES**



- 1. People with disabilities are people first.**
- 2. Every person with a disability is unique.**
- 3. People with disabilities enjoy the same activities that we all enjoy.**
- 4. People with disabilities are not sick; they have functional limitations.**



## USE APPROPRIATE LANGUAGE

### Don't Label People By Their Disability, Use People First Language:

When speaking to and about senior citizens & persons with disabilities don't refer to them by the nature of their disability. Use "People First Language" - to speak about people with disabilities by putting the person before the disability. When we put the disability first, we unfairly label the individual, and labels contribute to negative stereotypes.

<b>Don't Say</b>	<b>Do Say</b>
I have a wheelchair here...	I have a customer who uses a wheelchair here...
Elderly & Disabled, E & D	Senior Citizen and Person with a disability
Handicapped, the handicapped, the disabled, cripple, crippled	Person with a disability
Elderly	Senior Citizen
Blind man, the blind	Person who is blind, person with a visual impairment
Confined to a wheelchair	Person who uses a wheelchair
Wheelchair-bound	Wheelchair user
Dwarf, midget	Person of short stature
Hearing impaired	Person who is deaf or hard of hearing
Epileptic	Person who has epilepsy
Fit, attack, spell	Seizure
Physically-challenged	Person with a physical or mobility disability
Mentally-challenged	Person with a mental disability
Mentally Retarded, retarded, Mongoloid	Person with a developmental disability
Afflicted, suffers from..., victim of..	Person has (specific disability)
Normal Person	Person without a disability
<b>BAD EXAMPLE:</b> "I have a wheelchair here that needs help."	<b>GOOD EXAMPLE:</b> "I have a person here who uses a wheelchair who is requesting assistance."

# DISABILITY DEFINITIONS

## What is a Disability under Federal Laws?

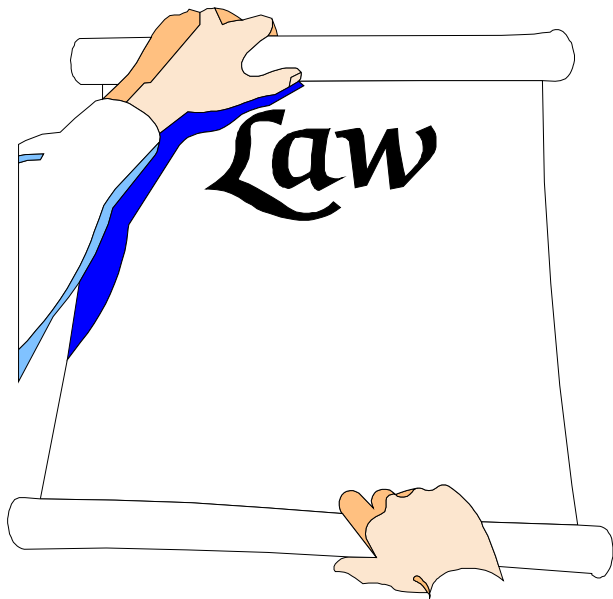
Any physical or mental condition which substantially limits a major life activity, such as caring for one's self, performing manual tasks, walking, talking, seeing, speaking, breathing, learning or working.

## Types of Disabilities



- **Mobility Impairments**
- **Visual Impairments**
- **Hearing or Speech Impairments**
- **Cognitive or Mental Impairments**

## PROTECTING CIVIL RIGHTS: ADA FEDERAL LAWS



- Established requirements for transit companies
- Transit companies had to provide lift-equipped buses, accessible rail and paratransit service.
- WMATA's paratransit service is MetroAccess.

- Made accessibility a Federal civil right
- Made it illegal to deny access to transportation because a person has a disability.



# ADA FEDERAL BUS RULES

## **Accessible Buses**

- Lifts, wheelchair ramps and kneelers
- Securement areas and securements
- Public address systems
- Easy to read route signs
- Decals and signs on the bus showing accessible entrances and seating areas
- Wide aisles and clear paths of travel
- Railing and stanchions
- Formal maintenance programs

## **Trained Drivers**

- Understand ADA rules
- Understand about people with disabilities & their rights
- Know how to use accessibility equipment on bus
- Know how to help customers if they need it
- Perform pre-trip inspections
- Make announcements
- Board and secure customers who use wheelchairs

## **Accessible Information**

- Audible and visual information about the bus/route
- Bus signs

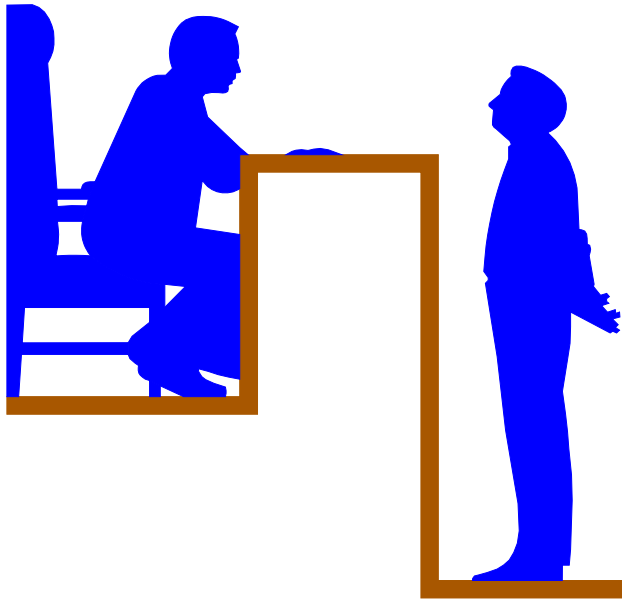
## **Service Animals**

Dogs and miniature ponies where reasonable that perform tasks and provide assistance to a person with a disability is permitted on buses.

## **Personal Care Attendants (PCA)**

One personal care attendant can accompany a person with a disability while they travel. The personal care attendant receives reduced fare when accompanying the customer with a disability.

## DON'T IGNORE THE SOP & ADA RULES



- Customers can file a complaint with WMATA
- Customers can file a complaint with the U.S. Department of Transportation
- Customers can sue WMATA
- Metro can lose Federal funding
- Operators that don't follow the SOP can be disciplined, retrained or terminated
- Operators can be sued as individuals if they don't follow SOP.



# Unit 2

## Meeting Your Customer's Needs



### What We Will Cover

- Different Types of Disabilities and Needs

# PEOPLE WITH MOBILITY IMPAIRMENTS



- Muscular dystrophy
- Multiple sclerosis
- Cerebral palsy
- Spinal cord injuries
- Other injuries and impairment requiring the use of mobility aids and devices

## **Visible signs:**

- Wheelchairs
- Walkers
- Canes
- Scooters
- Physical movement that is slow, deliberate, erratic or irregular
- Inability to walk or stand for long periods of time
- Sensitivity to heat or cold

## **Difficulty waiting**

- Lack of shelters and seating can be a problem.
- Weather extremes can be uncomfortable or dangerous.
- It is important to ensure that equipment is working properly and that customers with mobility impairments are not left to catch the next bus.

## **Getting onto or off of the bus**

- People using wheelchairs require lifts, low floor or kneeling buses.



- Some may need more time, may have difficulty gripping the handrail and may need your assistance. Ask before providing assistance.

### **Standing while waiting or riding**

- Standing and balance may be key issues – safety is paramount!
- It may be difficult for some customers to grip handrails or overhead stanchions.
- Suggest that they use the priority seating.

### **Difficulty in keeping their balance**

- The customer may need your help in clearing priority seating.
- The customer may need to get settled before you move the bus.

### **Consider this**

- Lift deployment and wheelchair securement will take more time.
- Allow the customer to get settled before moving the bus.
- Realize that customers may be embarrassed if you or other customers become impatient.
- Delays may be made worse if customers are impatient or frustrated, so you can help set the tone with your patience and courtesy.

## PEOPLE WITH VISUAL DISABILITIES



- Blindness
- Vision loss
- Blurred or distorted vision
- Tunnel vision

### **Visible signs:**

- White cane
- Dark glasses
- Special glasses
- Service animal

### **Knowing that your bus has arrived**

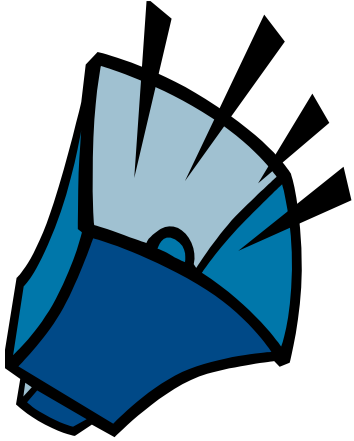
Though most people will have heard the bus arrive, they may not be sure yours is the correct one. When you open the door, announce the bus destination and number to everyone at the bus stop.

### **Information about routes, schedules and fares**

Because they cannot see the system maps or schedules, they may ask you for information.

- Do not direct them to a system map or schedule.
- Listen carefully to their question.
- Repeat back what they have asked to be sure you understand.
- Answer the question as completely as you can.
- Don't point, use specific directions.

## Making Stop Announcements



- Required by the ADA.
- Maybe the **only way** many people will know when they have reached their destination.
- Use the automated announcement system or your voice to ensure that customers know major intersections, transfer points, and any specific destination requested by a customer.

## Locating bus doors

Depending on the bus stop and how many people are around, the customer with a visual disability may not be able to see the door location:

- Pull the bus as close to the curb and as directly in front of customers as possible.
- You may need to tell them where the door is.
- This may be especially important if there is construction in the area.

## Locating the fare box

Many customers will not have trouble with the farebox. However, here are some ways you can help:

- Describe the location of the box, i.e. "It's immediately in front of you."
- Offer to take the fare for the customer.
- Place transfers directly into the customer's hand.



## Moving through the aisles

- Tell the customers about the location of the seats or warn him/her of crowded aisles.
- Do not move the bus until the customer has found a seat or had a

handhold.

- Direct them to the priority seating area.

## PEOPLE WHO ARE DEAF, HARD-OF-HEARING, OR HAVE SPEECH DISABILITIES



- Deafness
- Hearing loss
- Speech impairments
- Stuttering

### **Visible signs:**

- Uses sign language
- Hearing Aid
- Stuttering
- Impaired speech

**NOTE: Many people with hearing impairments do not read lips or use sign language.**

### **Getting information**

**When a person with a hearing impairment has a question or needs information from you, here are some ways that you can be helpful:**

- Listen carefully to the question and repeat it to be sure you understand. If you do not understand what the customer has said or asked, ask them to repeat their question.
- If you are unable to communicate, ask them to write their question on a pad and you can write your answer also.
- Speak slowly and clearly. If possible, face the person directly.
- Enunciate your words, but don't exaggerate your facial movements or yell. When possible, use hand gestures or signals.
- In an emergency situation, be sure to get the attention of the person who is deaf or hard of hearing, so you can give them instructions directly.

# PEOPLE WITH COGNITIVE OR MENTAL DISABILITIES

- Mental retardation
- Autism
- Emotional or mental illness
- Alzheimer's Disease
- Traumatic brain injury
- Learning disabilities

## **Visible Signs:**

- Slow or deliberate speech
- Inability to read
- Impaired memory

### **Reading and understanding information**

A person with a cognitive disability may have more difficulty reading and understanding system maps, route and schedule information. Here are some ways you can be helpful:

- Listen carefully to the question and repeat it to be sure you understand.
- Speak slowly and clearly.
- Use simple words and short sentences.
- If you do not understand what the customer has said or asked, ask them to repeat their question.
- Ask the customer if he or she understands.

### **Exiting at correct stops and making transfers**

These aspects of bus travel may be more difficult for **some** people with cognitive disabilities:

- Make stop announcements OR USE THE AUTOMATED STOP ANNOUNCEMENT SYSTEM.
- Ask if you can help them with a transfer; speak clearly and slowly.

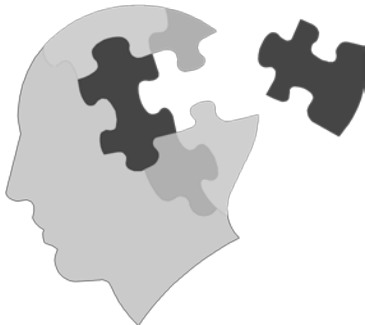
**NOTE:** In an emergency situation, be sure to get the attention of the person who is cognitively or mentally disabled, so you can give them instructions directly.

# PEOPLE WITH INVISIBLE DISABILITIES

**Not all disabilities and signs of aging are visible. Many disabilities are hidden.** This is important for several reasons, primarily because you likely are already serving people with disabilities but are just not aware of it. You cannot tell who might be disabled just by looking at them. A person may make a request or act in a way that seems strange to you. That request or behavior may be disability-related.

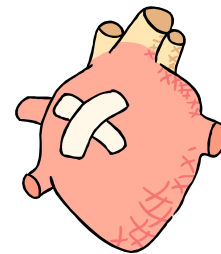
For example, you may give simple verbal directions to someone, but the person asks you to write the information down. He may have a learning disability that makes written communication easier for him. Or an apparently healthy person may ask to sit, rather than stand, in line. This person may be fatigued from a condition such as cancer, or may be feeling the effects of medication. Even though these disabilities are hidden, they are real. Please respect the person's needs and requests whenever possible

## Less Obvious Disabilities



Cognitive disabilities such as:

- Mental retardation
- Inability to read, mental illness
- Alzheimer's disease
- Dyslexia
- Impaired short-term memory
- Epilepsy



Physical limitations, such as:

- Heart condition
- Diabetes
- Ability to walk or stand for only a short time
- Sensitivity to heat or cold
- Neuromuscular illnesses

# ROLE PLAY/DISCUSSION #1

## **Instructions for the trainees:**

You have stopped at the bus stop and notice that there is a customer who uses a wheelchair at the bus stop, along with five other customers. The able-bodied customers line up at the bus stop, anxious to board the bus, and they ignore the person who is using the wheelchair. What should the operator do in this situation?

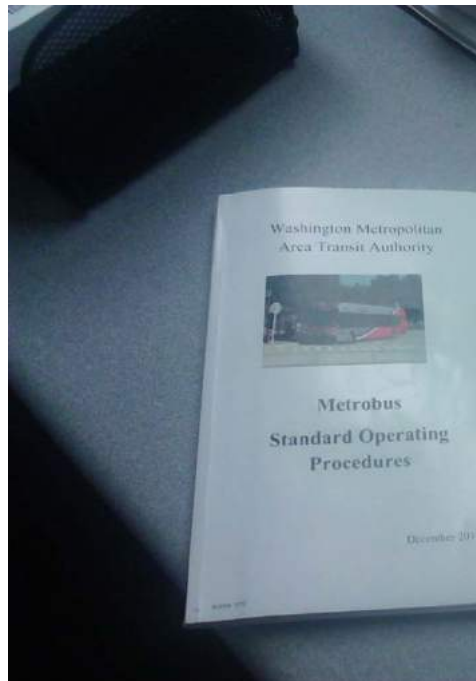
*Working in your small groups, reread this situation and discuss the actions listed. Identify which action you would take, saying why you would do what you select.*





# Unit 3

## Standard Operating Procedures



### What We Will Cover

- **Standard Operating Procedures**
- **Service Animals**
- **Stop Announcements**

## PRE-TRIP INSPECTION

1. Operate the lift or ramp through an entire cycle of operation.
2. Fold convertible seats – check that seat belts and restraint arm operate properly.
3. Check securement belts, clamps and other equipment to make sure items are working properly and are clean.
4. Check public address system operation.
5. Check and operate kneeling feature.
6. Test customer stop request button at securement locations.
7. Test and check visual customer request display.
8. Check all international symbols of accessibility (the blue “wheelchair” stickers) and other required signage.
9. Check and display wheelchair identification plate on front of bus.



**NOTE: IMMEDIATELY notify on-duty Bus Maintenance supervisor if any deficiencies exist.** If the PA system or the lift or ramp fails when cycled in bus yard or during the pre-trip inspection and BMNT personnel are unable to make equipment functional, the vehicle will be placed out-of-service for repairs, if bus availability allows.

## HOW TO CHECK THE PA SYSTEM

Bus Operators are required to verify the operation of the public address (PA) system on the bus during the Pre-Trip Inspection.

The following instructions should be performed to verify that the PA system is operational after logging on. If the Operator finds that the system is not functioning, the defect should be reported to the Dispatcher.

1. Log on through the farebox or radio.
2. Open the front door.
3. The route and destination will be announced on the outside speaker.

If an Operator is already in revenue service and the Voice Annunciator fails to function properly, he or she will then have to make all stop announcements themselves.

We will discuss how to make stop announcements later.

# GETTING ON THE BUS

**NOTE: Customers using a mobility device board first.**

## Lift Deployment

1. Line up the bus with a level and paved section of pavement. Grass or mud can cause a wheelchair to tip over.
2. Deploy lift and warn people outside to stand clear.
3. Ask the customer if they need any type of assistance and provide it if requested.
4. Before raising the lift, ask the customer to lock the brakes on non-motorized mobility devices or secure or lock the wheels on electric wheelchairs.
5. Raise lift.
6. Assist in fare handling if required.
7. Customers may board the lift facing inward or outward, whichever they prefer

## Wheelchair Securement

1. Instruct customer on the securement location and offer assistance.
2. Don't move the bus until the customer is secure in his/her location.
3. Ask the customer to secure or lock the wheels on the wheelchair (either with brakes or an electronic feature.)



## **Deploying the Ramp**

Same as above, except, if possible, kneel the bus before deploying the ramp.



## **Leaving Wheelchair power ON:**

Some people who use wheelchairs need to keep the power on their wheelchair “ON” at all times. Customers are not required to turn the power off on their wheelchair while on the bus or lift.

## GETTING OFF THE BUS

Let other customers off the bus first or ask them to use the rear door to alight. Follow the same procedures as boarding the customer with mobility device:

- Select best site at or near desired stop. Be sure that the alighting area is level and paved. Grass or mud can cause a wheelchair to tip over.
- If requested or required, assist in the removal of securements.
- Deploy lift.
- If requested, assist customer in positioning mobility device on platform and, if requested or required, assist customer with the locking of the brakes on the mobility device.
- Lower lift.
- If requested, assist customer off of the lift.
- Fold lift to step position.



## Special

**There are two situations when a Bus Operator may refuse to allow a customer using a mobility device to get off at a particular stop.**

- The lift will be damaged when it is lowered.
- The stop is temporarily out of service and no one may use it.



## SECUREMENT SAFETY TIPS



You **CANNOT deny transportation** to a customer:

- Who does not want their wheelchair to be secured
- Who does not want to use the lap belt & shoulder harness
- Whose wheelchair or scooter is difficult to secure
- Whose wheelchair is required to remain powered “ON”
- If the customer does not want their wheelchair secured, they are not required to do so. You should note it on your manifest; advise BOCC and follow their instructions.
- If the securement system does not safely secure the wheelchair or scooters, advise the customer. It is then the customer’s decision to decide if they wish to ride the bus. Again note it on your manifest; advise BOCC and follow their instructions.
- Also, you may recommend, but not require that people using wheelchairs use the lap belt and shoulder harness.
- Customers riding scooters should be advised that riding an unsecured scooter is not safe and that they should transfer to a seat. However, customers are **not required** to transfer to a seat.

## **USING THE LIFT, RAMP or KNEELER**

**Customers who cannot climb steps can use the lift like an elevator. If a person asks to use either the ramp, kneeler or lift, they may do so. Even if it does not look to you like they need it, you must deploy it. If a customer is having difficulty or looks like he/she might have difficulty, offer him/her the use of the ramp, lift or the kneeler.**

**Although the kneeler should not be used at all routine stops, any customer who requests to have the lift, ramp or kneeler deployed should be accommodated.** To be of service to all of our customers, the kneeler can also be activated to assist customers placing a bike on the bike rack and the kneeler and/or ramp can be offered to customers bringing luggage, packages, folding baby strollers, grocery carts, etc. on board.

### **Standees using the lift:**

- Use the kneeling feature whenever the bus cannot be curbed.
- Ask customer if it would be helpful if you kneeled the bus or lowered the lift.
- If a customer requests the use of the kneeler or lift, you must provide this service.

### **Instructions for the customer standing on the lift:**

- Ensure that the customer stands on the platform as close to the bus as possible and holds onto the railing.
- A personal care attendant may **not** stand on the lift at the same time as the customer with a disability due to weight restrictions.
- Tell the customer when you are ready to activate the lift.
- When the lift has stopped, tell the customer when it is safe to let go of the handrail and board the bus.
- Suggest that the customer use the priority seating.
- If occupied, suggest that customers without disabilities offer their seats to the customer with the disability.



- If there are no seats available, inform the customer and allow him/her to choose whether to stand or disembark and wait for the next bus. If the customer chooses to disembark, please contact BOCC prior to moving the bus.
- Wait until customer is seated before moving the bus.

## **Safety Concerns**

**To ensure the safety of the customer during deployment of the kneeling device, ramp or wheelchair lift, Operators should:**

1. Activate the parking brake.
2. Place the gear selector in neutral.
3. Ask the customer to stand back.
4. Let them know when you are going to activate the lift, ramp or kneeling device.
5. When deploying the ramp, the bus must first be fully kneeled prior to deploying the ramp.



## PRIORITY SEATING

- All buses have designated priority seating near the front of the bus. These seats should be marked with a sign or window decal.
- When a customer with a disability boards, point out this seating and recommend that they use it.
- If there are other customers in these seats, politely request that customers without disabilities give the seat up to the customer with a disability.
- Operators are encouraged to say “Federal law requires that we reserve priority seating for people with disabilities or for senior citizens. If anyone can give up their seat, it would be appreciated.”



### NOTE

Although Operators should politely request that customers without disabilities vacate the priority seating, Operators may not **require** customers without disabilities to leave these seats. If a customer refuses to vacate the priority seat, Operators are required to politely inform the intending wheelchair or scooter customer and immediately contact BOCC prior to moving the bus again.

# EMERGENCY CONDITIONS

## Operational

- If a lift or ramp fails while in revenue service, operators are required to advise customers using a wheelchair or scooter and immediately contact BOCC prior to moving the bus again.
- If a lift or ramp fails on a bus with a disabled person or a senior onboard or waiting at the bus stop, a Service Operations Manager will be responsible for the physical transfer of customers using mobility devices or other lift users to another vehicle (i.e., replacement bus or other vehicle) and seeing that the customer is able to complete his/her trip.
- If is necessary to manually operate the lift, the Service Operations Manager will do so. Operators are able to operate ramps manually.
- Operators should immediately notify an on-duty Bus Maintenance (BMNT) supervisor if a lift or ramp fails when cycled in bus yard or during the pre-trip inspection. If BMNT personnel are unable to make the lift functional, the vehicle will be placed out-of-service for repairs, if bus availability allows.

## Medical

Call BOCC IMMEDIATELY in case of medical emergencies.

## Non-cooperation

The bus operator should deal with uncooperative customers (including customers with disabilities and their personal care attendants) in the manner normally prescribed.

# **ADA WHEELCHAIR LIFT/RAMP OPERATION AND SECUREMENT DVD DEBRIEFING QUESTIONS**

1. Whom do you board first, the customer in the wheelchair or other customers?
2. What should you do if the priority seats are occupied and the customers sitting there refuse to move?
3. Which way should the customer be facing on the wheelchair lift?
4. What should you do if the ramp malfunctions?
5. What should you do if the customer refuses to be secured?
6. What should you do if the customer refuses to power off the wheelchair?

# SERVICE ANIMALS

## Many of our customers with disabilities use service animals on Metrobuses.

As defined by the ADA and Federal Transit Administration, a service animal is any animal that is trained to perform a specific task. Service animals include dogs, miniature ponies and other animals (except exotic animals).

Service animals are working animals, not pets. Examples of work they perform includes,

- Guiding people who are blind
- Alerting people who are deaf
- Pulling a wheelchair
- Alerting and protecting a person who is having a seizure
- Reminding a person with mental illness to take prescribed medications
- Calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack



## No Certification/Identification Needed

Since there is no certification required to prove that an animal is a service animal, Metrobus Operators **have to accept the word of the customer and carry the animal**, unless it threatens the operator or other customers.

*Note: Exotic animals are not considered service animals under the ADA. Comfort or therapy animals, which are used solely to provide emotional support, are also not considered service animals under the ADA.*

## TIPS FOR HANDLING SERVICE ANIMALS:

- Operators may ask the customer, “Is that a service animal?” If the customer says yes, they must be permitted to board.

- Once aboard, service animals must remain under control and must sit or stand at the feet of their owner.



- If there is another service animal aboard, avoid potential problems by informing the customer already on the bus and the customer boarding.



- If a customer is unable to control their service animal and it becomes threatening to other customers, operators must notify BOCC immediately.

- There is a requirement that the animal must be under the control of the handler at all times.

## STOP ANNOUNCEMENTS



Under normal circumstances, the bus automated voice annunciator equipment performs stop announcements. However, if the equipment stops working for any reason, the Operator is responsible for making the announcements.

### **Announcements must be made at the following points:**

- Transfer points with other buses and Metro stations
- Major intersections
- Destination of the bus
- Any street or stop requested by a customer
- Regular Stops (at least every five blocks (such as “passing New York Ave...”))
- Important Landmarks (i.e., hospitals, schools, etc.)

### **Consider this:**

**Failure to make stop announcements is a serious and significant violation of the ADA regulations and will result in disciplinary action.**

**Operators can be sued as individuals if they don't follow the federal ADA law.**



## STOP ANNOUNCEMENTS

- Use the automated voice annunciator system if available.
- The Operator is **required** to make **verbal** stop announcements during the operation of their route if the automated stop announcement system is not operating. Stop announcements must be made both **inside and outside** of the bus using the P.A. system.
- In the event of an automated voice annunciator failure, the Bus Operator is also required to report the defect on a defect card.
- You will be issued a Lapel Microphone that you can use if the annunciator malfunctions. The microphones must be carried as part of your issued equipment.
- On some buses, the microphone plugs into a port labeled “Mobilepage” and should be clipped to the operator’s collar. The cord should remain close to the operator to avoid winding around the steering column during turns.
- The 3000 bus series has a built in microphone to the left of the windshield. This can be used for announcements to make hands free announcements, in the event that the automated voice annunciator fails.

***NOTE: If the automatic voice annunciator fails to work properly, the Operator must make verbal, loud and clear announcements, with or without a microphone.***

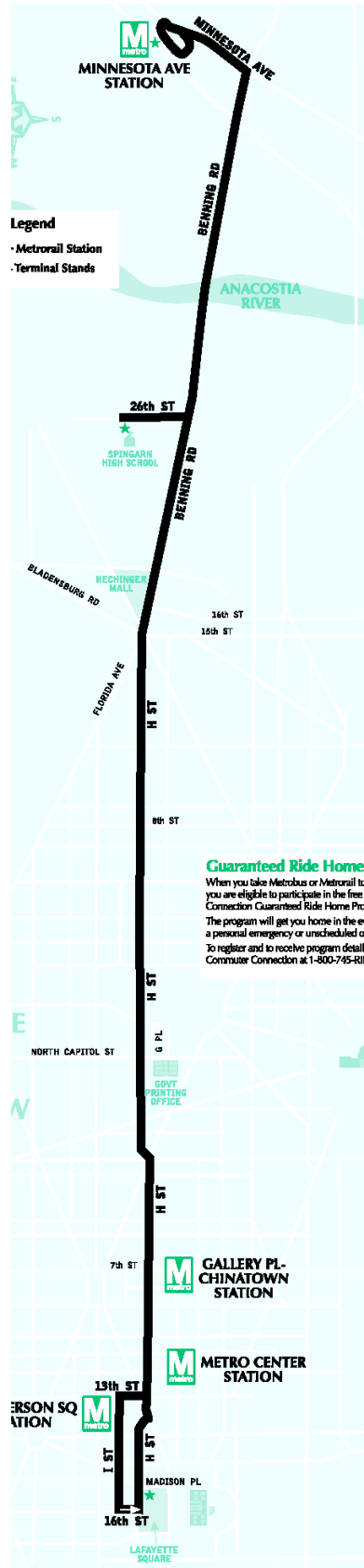


## ROLE PLAY #2

Use the following script to practice making stop announcements. Remember that announcements must be made at:

- Transfer points with other buses and Metro stations
- Major intersections
- Destination of the bus
- Regular stops - at least every five blocks (such as “passing New York Ave...”)
- Any street or stop requested by a customer
- Important landmarks (i.e. Hospitals, schools, etc.)

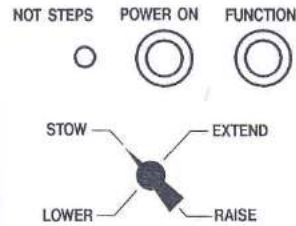
Location
Minnesota Avenue Metrorail Station
Benning Road and Minnesota Avenue, NE
Benning Road and 16 <sup>th</sup> Street, NE (Hechinger Mall)
H Street & Florida Avenue, NE
H Street & 8 <sup>th</sup> Street
H Street & North Capitol, NW (Government Printing Office)
H Street & 7 <sup>th</sup> Street, NW (Gallery Place- Chinatown Metrorail Station)
H & 13 <sup>th</sup> Street, NW (Metro Center Station)
H Street & Madison Place, NW (Lafayette Square)
McPherson Square



# WHEELCHAIR LIFT OPERATION

## WHEELCHAIR LIFT OPERATING INSTRUCTIONS

- 1) PULL PARKING BRAKE, PLACE TRANSMISSION IN NEUTRAL, AND OPEN DOOR.
- 2) PRESS 'POWER ON' BUTTON TO TURN LIFT ON.
- 3) TURN DIAL TO 'EXTEND' AND PRESS 'FUNCTION' BUTTON TO FULLY EXTEND THE LIFT.
- 4) TURN DIAL TO 'RAISE' OR 'LOWER', AND PRESS 'FUNCTION' BUTTON TO FULLY RAISE OR LOWER THE PLATFORM.
- 5) TURN DIAL TO 'STOW', AND PRESS 'FUNCTION' TO COMPLETELY STOW THE PLATFORM.
- 6) CLOSE DOOR TO PROCEED.

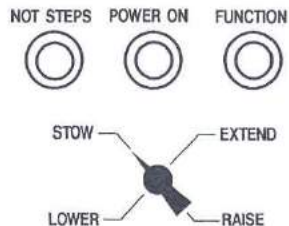


STK#WC93-94-97-98-51-4000

9300, 9400, 9700,  
9800, and 4000  
Series

## WHEELCHAIR LIFT OPERATING INSTRUCTIONS

- 1) PULL PARKING BRAKE ON, PLACE TRANSMISSION IN NEUTRAL, AND OPEN DOOR.
- 2) PRESS YELLOW 'POWER ON' BUTTON. BUTTON SHOULD LIGHT UP.
- 3) TURN DIAL TO 'EXTEND' AND PRESS YELLOW 'FUNCTION' BUTTON TO FULLY EXTEND PLATFORM.
- 4) TURN DIAL TO 'RAISE' OR 'LOWER', AND PRESS 'FUNCTION' BUTTON TO FULLY RAISE OR LOWER THE PLATFORM.
- 5) TURN DIAL TO 'STOW', AND PRESS 'FUNCTION' TO COMPLETELY STOW THE PLATFORM.
- 6) PRESS THE YELLOW 'POWER ON' BUTTON. THE BUTTON LIGHT SHOULD GO OUT.
- 7) CLOSE DOOR TO PROCEED.



STK#WC42-9600

2100, 2200, 3900,  
4200, 4300, 4400  
and 9600 Series

# ORION VII WHEELCHAIR RAMP OPERATION

Wheelchair Ramp System

## WHEELCHAIR RAMP SYSTEM

An electro-hydraulically operated wheelchair ramp is located in the front door step area. The ramp platform pivots around a hydraulic actuator mounted directly to the ramp at the aft pivot point.

### CAUTION !

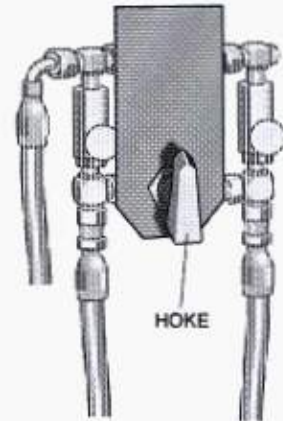
The vehicle ramp system is designed as a passenger access feature and not as a load lifting device. Do not attempt to lift any object with the ramp. Doing so can result in damage the ramp.

The ramp control switch is located on the front instrument panel beside the kneeling system switch.



curbside of the vehicle. Turn the valve counter-clockwise to open.

Opening the bypass valve causes the system hydraulic fluid to bypass the ramp actuator.



If a ramp malfunction occurs, the ramp is operated manually by activating the hydraulic bypass valve.

This bypass valve has a red handle labelled HOKE and is located behind the front dash at the



# NEW FLYER WHEELCHAIR RAMP OPERATION

## 9. WHEELCHAIR SYSTEM

The wheelchair system consists of a wheelchair ramp and wheelchair restraint system.

### Wheelchair Ramp

The New Flyer vehicle is equipped with a wheelchair ramp system to assist passengers in boarding and exiting the vehicle.



**When the ramp is in STOW or DEPLOY, the brake interlocks are activated. The vehicle will not move until the ramp is fully stowed and the switch is in the FLOAT position.**

**Before this system can be energized, the following conditions must exist:**

- **Ensure passenger safety during the wheelchair ramp operations. Monitor the passenger's position during the operation cycle.**
- **Loading or unloading the passengers must be performed in a flat, open area. DO NOT deploy the ramp where trees, telephone poles, fire hydrants, or similar obstacles may jeopardize passenger safety or damage the ramp.**
- **Be familiar with ramp functions and operation before operating the equipment.**
- **DO NOT conduct the "STOW" operation with a passenger on the lift.**
- **Passengers are to board the ramp only when it's at ground level, and the "DEPLOY" cycle is complete.**





**CAUTION:**



**Release the switch after the ramp has passed the 90° position. This prevents the oil and pump from overheating.**

The switch to control this feature is located on the instrument panel. The three positions of the switch enable the wheelchair ramp mechanism to perform the following operations:

### **DEPLOY**

This position activates the ramp from the closed position to the open position.

### **FLOAT**

This position shuts off power to the pump, allowing the ramp to free-fall to either the open or the closed position. Upon cycle completion, this becomes an off position.

### **STOW**

This position is used to move the ramp from the open to the closed position.

#### **NOTE:**

*When the wheelchair ramp is in motion, an audible alarm sounds, and the exterior lift warning light illuminates and flashes.*

## **Deploying the Ramp**

1. Bring the vehicle to a complete stop in a flat, unobstructed area, one to three feet from the curb. Check for obstructions and be certain that there is adequate clearance to deploy the ramp.
2. Apply the parking brake.
3. Place the transmission shift selector in neutral [N].
4. Kneel vehicle if required.

#### **NOTE:**

*Parking brake and stop light indicators on the instrument panel will illuminate.*

5. Move the door controller to the door open position, (#2, #3 or #5).

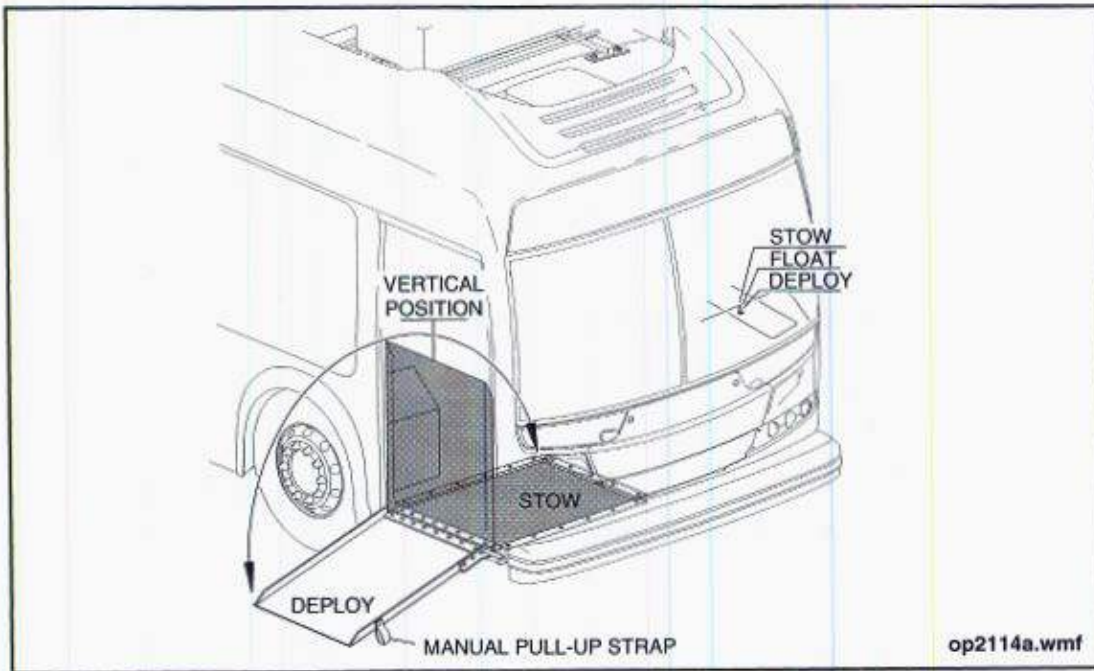


**CAUTION:**



**Make sure the area in which the ramp will DEPLOY is clear of people and any obstructions.**

6. Move the Ramp toggle switch to DEPLOY.
7. After the ramp has passed the vertical 90° position, release the switch. The ramp continues to lower until it reaches the ground.



**Figure 24: Wheelchair Ramp Operation**



## Raising the Ramp



**Check for obstructions and be sure that all passengers are at a safe distance. Keep objects and passengers off the lift platform during the STOW operation.**

1. Once the passenger has boarded the vehicle safely and is clear of the ramp, move the toggle switch to the STOW position.



### **NOTE:**

*An audible alarm sounds when the ramp is moving.*

2. Raise the vehicle from the kneeling position.
3. Close the entrance door.
4. Disengage the parking brake and proceed to the next stop.

## Ramp Emergency Procedures

In case the wheelchair ramp power unit fails, the unit may be hand-operated by using a pull-up strap located on the ramp's corner.





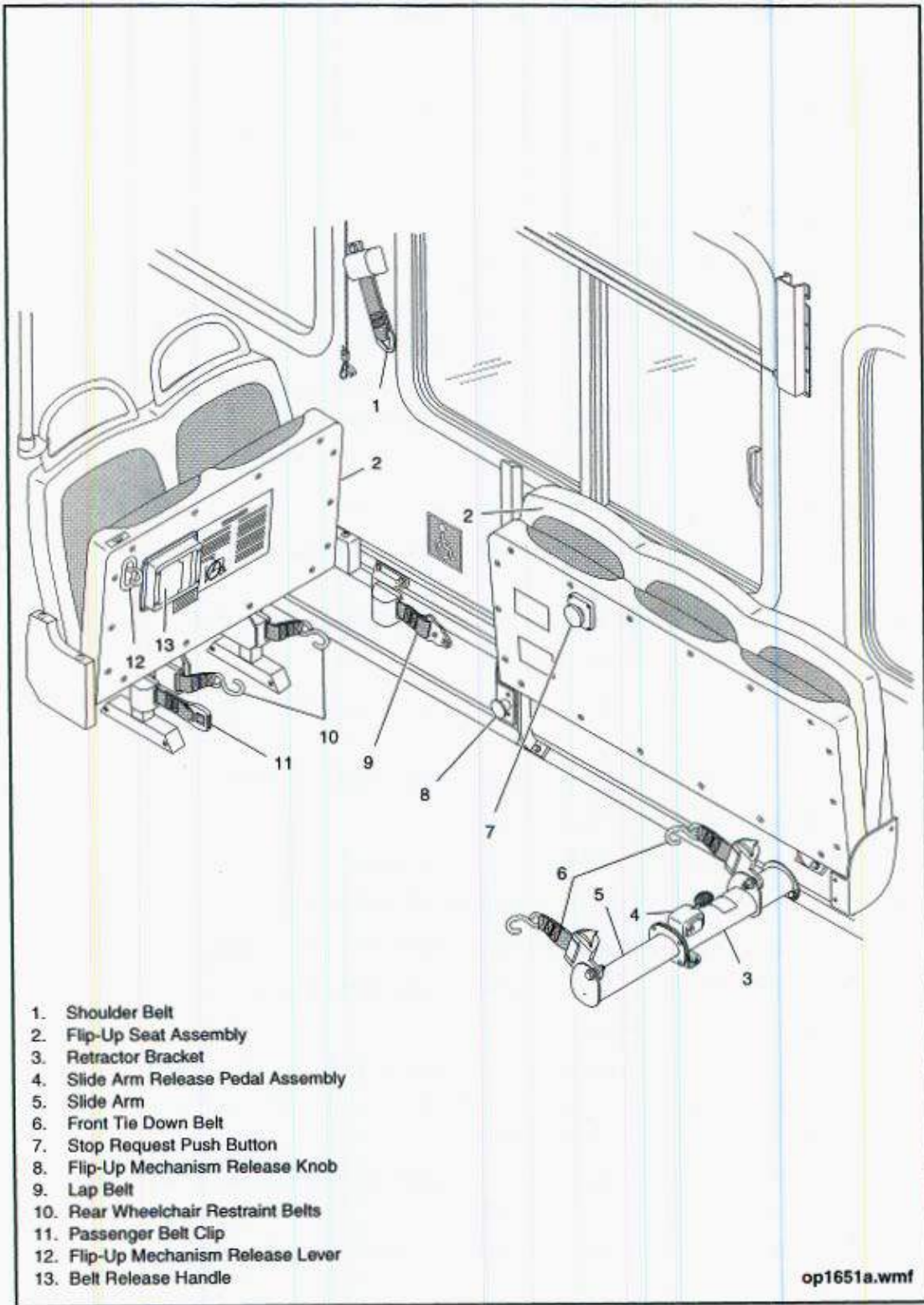
# WHEELCHAIR RESTRAINT SYSTEM OPERATION

The forward seat positions are equipped with a Wheelchair Restraint System for security of handicapped passengers. For optimum passenger safety be sure to follow the operating procedures to complete all the necessary restraint system connections.

## Operating Procedures

1. Move the flip-up seat cushions up to the lock position.
2. Back the wheelchair into the restraint area, in front of the double flip-up seat, facing forward (facing driver's area). Set wheelchair brake.
3. Locate the two tie-down belts under the double flip-up seat and attach each belt to solid rear frame members of the wheelchair as follows:
  - a. Locate tie-down belt release handle on underside of the double flip-up seat.
  - b. Pull the belt release handle to release each tie-down belt.
  - c. Attach extended end of each tie-down belt to a solid rear frame member of the wheelchair.
  - d. Move the release handle back into position to take up the belt slack.
  - e. Check belts to ensure they are secure.
4. Attach the two front tie-down belts to solid front members of the wheelchair as follows:
  - a. Press down on the pedal to release the slide arm in the retractor bracket.
  - b. Pull the slide arm out as far as possible.
  - c. Release the pedal to lock the slide arm into position.
  - d. Press the retractor release buttons and pull belts to extend.
  - e. Attach the extended ends of belts to a solid front frame member of the wheelchair.
  - f. Take up the belt slack by pressing the release button again.
  - g. Turn the belt retractor knob until tight.
5. Secure the passenger by extending the streetside lap belt across to the aisle side clip and fasten. The aisle side clip is attached to the seat frame of the double flip-up seat. Do not place belt over armrest.
6. Extend the window side shoulder belt across to the stud on the lap belt clip and fasten. Do not place belt over armrest.
7. Check the belt locks by pulling on each end to ensure they engage.





# Unit 4

## Customer Service Tips



### What We Will Cover

- **The Three C's of Customer Service**

## SERVING CUSTOMERS WITH DISABILITIES



**Talk directly to the person with a disability, not to a personal assistant, companion or an interpreter.**

- **Talk in normal tones; do not shout.**
- **Maintain eye contact, even if the customer cannot see you.**
- **Don't make assumptions –persons with the same disability may have different needs.**
- **Provide assistance when the person has asked for it and accepted it.**

# THE THREE C'S OF CUSTOMER SERVICE

## **Common Sense**

- If someone has a mobility disability and the priority seating is taken help them by talking with the other customer about moving.
- If you know that a person with a cognitive disability needs to get off at a certain stop, watch to see that he/she notices the stop and remind him/her if needed.
- If there is construction or other obstacles in the path of a person with a visual disability, tell the person about it.

## **Courtesy**

**The hardest time you will have in being courteous is when you are behind schedule and a person with a disability is taking longer than others to board. Always keep in mind:**

- Customers with disabilities are important customers too and they often need bus service even more than do other customers.
- They are adults and must be treated with the same respect accorded other customers.
- You can set the tone in your bus for the other customers by being patient and courteous.

## **Communication**

- Be sure you understand what you are being asked.
- Speak clearly and slowly and directly to the customer.
- Be sure the customer understands what you have said to him/her.

## FINAL THOUGHT

"In life you can never be too kind or too fair; everyone you meet is carrying a heavy load. When you go through your day expressing kindness and courtesy to all you meet, you leave behind a feeling of warmth and good cheer, and you help alleviate the burdens everyone is struggling with."

Brian Tracy, Motivational Speaker

**What Do You Think About This?**

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## ROLE PLAY/DISCUSSION #3

**Instructions for the trainees:** *Working in your group, read this each situation and discuss the actions listed. Identify which action you would take, saying why you would do what you select. Now working together as a group, decide which action your group believes to be the most correct action.*

### SITUATION #1

A customer boards with his harnessed dog into the bus. You notice that this customer doesn't seem to be visually impaired or blind. What will you say to him, if anything?

- A. I would simply ignore the dog and allow the customer to board.
- B. I would ask him if the dog is a service animal and if he says, "Yes!" I would allow him to board.
- C. I would ask him if the dog is a service animal and ask him to show me certification that the dog is a service animal before allowing him to board with the animal.

### SITUATION #2

As you approach the bus stop, you see a small, elderly woman waiting to board. You notice that she is using a cane. When you open the door, the annunciator announces that this is the Number #2A bus. You ask her if she'd like to use the lift or have you kneel the bus. She indicates that she can board without either but she will need to sit near the front when she gets on the bus, because it is hard for her to stand when the bus is moving.

The priority seating is occupied and as the bus is getting quite full, you know that someone will have to get up to allow her to take a seat. You ask the teens sitting in the seat to allow her to sit in the priority seating area, but they refuse. At this point which of the following actions would you take and why?

- A. Tell the teens in a stern voice that they must move, and if they don't move, they will have to leave the bus.
- B. Tell the woman she will have to leave the bus because she won't be able to ride safely.
- C. Ask if there are other riders nearby who would move so the woman can sit down and if not, explain to the woman there is nothing more you can do and ask her if she would like to stay aboard.

## 3 MAJOR ADA RESPONSIBILITIES OF BUS OPERATORS

Use the space below to write the three major ADA responsibilities of Bus Operator according to Federal law.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

# Washington Metropolitan Area Transit Authority



## Division Activities



## Articulated, CNG & Hybrid Bus Operation



## Backing & Parking

**BUS OPERATOR CANDIDATE  
TRAINING PROGRAM**



**Module 6**  
Bus Training Branch  
April 2017





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# Unit 1



## Unit 1 Learning Objectives

At the end of class, the trainee will be able to:

1. Identify the parts of a manifest, that show the following: block number, GFI block number, route number, leaving points and schedule leaving times.
2. Describe the different types of runs, and their typical hours of operation.
3. Given a manifest, calculate the time the operator must leave the garage or make a relief to arrive at time points on schedule.
4. Given a headway book, complete running time cards accurately.

### **WHAT WE WILL COVER**

- Work Assignments
- Reporting Procedures
- Manifests
- Running Time Cards

## REPORTING FOR DUTY

When you report for duty you must be prepared; it is the first step to a successful day. While you are in training, your instructor has checked your license, WMATA ID, uniform and shoes every day. The same thing will be done in the division, when you report for work.

Improper attire will result in disciplinary action. If you drive without a valid license, you can be fined and/or jailed along with the Authority personnel who allow you to drive without a proper license.

**Be Prepared**

- PROPER ATTIRE
- PROPER EQUIPMENT
- ON TIME
- POSITIVE ATTITUDE
- CUSTOMER FOCUSED



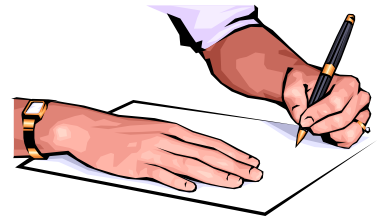
# TRAPS

The operator completes a trap request to receive his or her daily assignment. A trap includes all of the assorted items, such as manifests, Bus Condition Cards and other working equipment or special instructions required by the operator to work their run assignment.

Trap requests come in pads and usually found on the shelf directly in front of the depot clerk's window.

After completing the Trap Request, the Operator presents the Trap Request along with their Commercial Driver License, WMATA ID, and WMATA Medical card to the Depot Clerk to receive their assignment, and should include the following information:

**DIVISION:** BLAD, LAND, MONT, etc.  
**DATE:** 9/21/13  
**RUN:** 30205  
**NAME:** OPERATOR SIGNATURE



**TRAP REQUEST**

**DIVISION** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**RUN NO:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**\*This form must be completed and correct before presenting it to Depot Clerk\***

066-00-0886  
13.19 (9/78)

More than one run or tripper assignment can be entered on the same slip.

**FOR EXAMPLE:**  
AM tripper 301075 and PM tripper 302042 can be both entered on one slip

## MANIFESTS

- A manifest is an official document given to the operator by the Depot Clerk showing the operator's assignment and other pertinent information.
- The manifest must be completed and turned in at the end of the operator's workday.
- A manifest is a complete record of an operator's daily work. It identifies the Operator, denotes a run, indicates pay time, list scheduled trips and contains other relevant information.
- The Depot Clerk checks the Operator's license, verifies the assignment, time stamps the manifest and issues working equipment for the run. The Depot Clerk will stamp the report time on the manifest. If the manifest is stamped after the operator's on-duty time, disciplinary action will be initiated.
- The employee's ID number and signature are required on WMATA manifests.

# TOP SECTION OF MANIFEST

**Punch Mark – N/A**

**Employee ID and Name - preprinted.**

**Division – preprinted**

**Run Date – preprinted, will indicate the actual date**

**Contract Run – N/A**

**Write in the Run Number of additional work assignments.**

**If the actual time it took for the run was more or less than scheduled, use this space to explain.**

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
OPERATORS MANIFEST

PUNCH MARK  DIV: BLADENSBURG SIGNUP: 2009 June New

NEW EMPLOYEE NUMBER AND NAME IF OTHER THAN BELOW

PLEASE HANDPRINT BLOCK LETTERS ABC. ETC.

EMPLOYEE NUMBER OPERATORS NAME

IF ACTUAL IS MORE OR LESS THAN SCHEDULED TIME STATE REASON

Call for trouble: 962-1811 (bus). 962-1652 (rail)

Transit Police: 962-2121

CONTRACT RUN IF ANOTHER MANIFEST HAS BEEN USED ENTER RUN NUMBER OF ADDITIONAL WORK

RUN DATE WEEKDAY





# BUS IDENTIFICATION SECTION

## FIRST BLOCK

**GFI-BLK:** Enter the GFI block number into the farebox.

**GFI-RTE:** Enter the GFI route numbers into the farebox.

**Bus Condition**  
Place a check mark under the "OK" column or the "DEF" (deficient) column to indicate the condition of each bus of each block.

**2nd BLOCK**  
The same information will appear in the second block.

BUS CONDITION		VEHICLE NO.	BLOCK NO.
O.K.	DEF.		
GFI-BLK		GFI-RTE	
20776		17900	B-776
		5692	
20772		17900	B-772
		8567	

## 1st BLOCK

The **Block Number** is entered into the box in the front window of the bus.

Operator writes in **Bus Number**.

## 2nd BLOCK

The same information will appear in the second block.

# TIME OF STARTING SECTION

## ACT. IF DIF. FROM SCHED

Actual hours if different from scheduled hours: The hours and minutes of the running time if different from manifest.

## SCHEDULED TRIP

The hour and minute of the time the bus leaves scheduled locations, such as divisions, terminals, and relief points.

AM or PM Indicator

TIME OF STARTING					
SCHEDULE TRIPS		RUN TIME	ACT. FROM	IF DIF. SCHED. FROM	AM or PM
HRS.	MIN.	LTR	HRS.	MIN.	
9	05				A
10	03	D			
10	15	R			
11	06	D			
11	39				
12	27	D			
12	39	R			
1	30	D			
2	15	S			
3	12	E			
4	08	S			
5	02	F			
5	41				
6	29				

RUN TIME LTR - N/A

## LEAVING POINT SECTION

### LEAVING POINTS

**ON DUTY:** The leaving point is the location that the bus is leaving from, it may be a division, a terminal or a relief point along the line.

You have ten minutes or more depending on your division to locate your bus, perform the pre-trip and place the bus in operation.

10 - 21 minutes after reporting you should be leaving the gates based on your division.

Leaving times can also be the street, garage or terminal location from which the trip is leaving.

LEAVING POINT	ROUTE NO.
ON DUTY	
9TH ST & H ST NW	79
ARCHIVES (9TH & CONS)	79
SILVER SPRING STATION	79
9TH ST & H ST NW (ARCHIVES (9TH & CONS))	
BREAK	
9TH ST & H ST NW	79
ARCHIVES (9TH & CONS)	79
SILVER SPRING STATION	79
ARCHIVES (9TH & CONS)	79
SILVER SPRING STATION	79
ARCHIVES (9TH & CONS)	79
SILVER SPRING STATION	79
9TH ST & H ST NW (ARCHIVES (9TH & CONS))	
OFF DUTY	

### ROUTE NO.

The alphanumeric number of the route.

If there is a slash following the route number, the route will not go to the end of the line.

The “#” symbol is used to indicate a non-revenue run.

This manifest has two blocks separated by a break.

# TURNING IN YOUR MANIFEST

The time off duty stamp is usually applied and the manifest turned in when the Operator turns in the manifest to the depot office.

**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**  
OPERATORS MANIFEST

PUNCH MARK <input type="checkbox"/>		DIV: BLADENSBURG		SIGNUP: 2009 June New		IF WORK WAS PERFORMED ON ASSIGNED DAY OFF PUNCH HERE <input type="checkbox"/>					
NEW EMPLOYEE NUMBER AND NAME IF OTHER THAN BELOW				RUN DATE		ACTUAL TIME					
PLEASE HANDPRINT BLOCK LETTERS ABC, ETC.				WEEKDAY		HRS MIN					
EMPLOYEE NUMBER				OPERATORS NAME		302004 PSC 3 05					
IF ACTUAL IS MORE OR LESS THAN SCHEDULED TIME STATE REASON											
Call for trouble: 962-1811 (bus). 962-1652 (rail)											
Transit Police: 962-2121											
<input type="checkbox"/> CONTRACT RUN		IF ANOTHER MANIFEST HAS BEEN USED ENTER RUN NUMBER OF ADDITIONAL WORK									
BUS CONDITION OK DEF	VEHICLE NO.	BLOCK NO.	TIME OF STARTING						LEAVING POINT	ROUTE NO.	
			ARRIVAL TIME	DEP TIME	ARR FROM	OFF FROM	ARR TO	OFF TO			
	GFI-RTE	BH-67	3	16					P	ON DUTY	
	27867		3	26						BLADENSBURG	#
		18601	3	56	T					POTOMAC PARK (C & 21ST)	P1
			4	39						ANACOSTIA STA	#
		17801	5	20	Q					C & 17TH STS. NW (POTOMAC PARK)	H1
			6	11						BROOKLAND STA	#
			6	21						BLADENSBURG	#
			6	21						OFF DUTY	
REMARKS											
CUT ADDED FROM TO											
SIGNATURE DATE											

Page: Page 425 of 466      Scenario: MThSC: 05-22-09---1133a      Printed: 04/06/2009

The manifest is also turned in to the depot office when the Operator is applying for late time or has additional reports to complete.

## Challenge

The time the Operator must leave the garage is: \_\_\_\_\_  
 The time the Operator reports to relief location is: \_\_\_\_\_  
 Circle the block number, GFI block number, and route number.



## WORK ASSIGNMENTS

After you complete your training and successfully pass your Pre-Graduation Assessment, you will graduate and move on to your assigned division.

For the 90 **calendar** days following your graduation, you will be serving a probationary period. During that time your work performance will be assessed; Division Training Instructors will go out with you on follow-up evaluations 30, 60 and 90 days after training. If all of your evaluations are acceptable, you will become a permanent Bus Operator.

As a new Bus Operator your seniority (within your class) is determined by totaling the scores for the SOP exam and the Final exam, in the event of a tie, the time for the Final Exam determines the outcome. Seniority refers to the length of continuous service an employee has with the Authority.

In the division work is selected by Operators based on their seniority; this occurs at least twice a year and is called a “pick”. As a new Bus Operator your Superintendent will give you an assignment until the next “pick”. At that time you will be able to “pick” or select your assignment based on seniority.

- The longest employed Operator gets first choice of available work.
- The pick continues until all run assignment and extra list positions have been selected.
- Once an Operator chooses their assignment, they must work it for the duration of the pick, unless runs become available due to changes.

**LOCAL 689 AND LOCAL 922** are the two unions here at WMATA for Bus Operators and Clerks.

**NOTE:** There may be times, when a family member needs to contact an Operator while he/she is at work.

**Please give the division’s telephone number to your family, in case you need to be contacted in an emergency. For a listing of Division phone numbers, refer to Module 1.**

## PRE-TRIP INSPECTIONS & BUS CONDITION CARDS

1. All Bus Operators are responsible for performing a Pre-Trip Inspection and submitting a Bus Condition Card for each run, block, tripper or special service block. This will serve as documentation that a proper Pre-Trip Inspection was conducted prior to operating the bus and that bus defects were reported.



2. Bus Operators are allotted 10 to 21 minutes for locating and walking to the bus depending upon their division and then completing the Pre-Trip Inspection. See the chart below. Keep this in mind once you get to the division portion of your training in a few weeks – the times may have changed, check with your Division Training Instructor.


Division	Bus Parking Lot	Additional Minutes Allowed	Total Minutes Allowed for Pre-Trip Inspections
Bladensburg	A	0	10
	B	0	10
	C	2	12
Landover	A	2	12
	B	4	14
	C	2	12
Southern Avenue	Main	0	10
Shepherd Parkway	A	6	16
	B	7	17
Four Mile Run	A	7	17
	F	6	21
West Ox	Main	6	16
Montgomery	Main	6	16
Northern	A	5	15
	B	7	17
Western	A	7	17

3. The Bus Operator should obtain Bus Condition Cards from the Depot Clerk or designee when requesting traps.

4. During the Pre-Trip Inspection or at any time during the day, if an Operator encounters a bus defect they must indicate the defect on the correct line and complete all information at the top of the card.
5. All Safety related defects are shaded and if any of those are found defective, the bus is not to leave the lot, or if a defect occurs during service, contact BOCC for instructions.
6. Bus diagrams on the back of the card can be used to indicate body damage. Samples of the front and back of the card are on the next page.
7. A completed Bus Condition Card **must** be turned in to the Depot Clerk, after each run, block, tripper or special service block, **when turning in the manifest.**



# BUS CONDITION CARD


**Pre-Trip Bus Condition Card**  
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

Bus \_\_\_\_\_ Date \_\_\_\_\_ Operator's Name \_\_\_\_\_  
 Block \_\_\_\_\_ Division \_\_\_\_\_ Operator's No. \_\_\_\_\_ Run No. \_\_\_\_\_

✓ = OK 0 = Not OK	<b>Safety Related Defects Are Shaded</b>		✓ = OK 0 = Not OK
	<b>ENGINE</b>	<b>CHAIR LIFTS</b>	
	Noisy	Won't Kneel or Raise	
	Runs Hot	Out of Order	
	Misses		
	Idles <input type="checkbox"/> Fast <input type="checkbox"/> Slow	<b>TRANSMISSION</b>	
	No Power	Noisy	
	Low Oil Pressure	Hard To Shift	
	Oil Leak	Gears Rake	
	Water Leak	Jumps Out of Gear	
	Exhaust Leak	Won't Shift to High	
	Fuel Leak	Hangs in High	
	Accelerator Stiff	Shifts Too Soon	
	Starting Trouble	Slips in Low	
	Poor Acceleration	Leaks Oil	
	<b>STEERING</b>	<b>CHASSIS</b>	
	Hard	Out of Line	
	Shimmy	Suspension Springs	
	Loose	Tires	
	Steering Wheel	Wheels/Lugs	
	<b>ELECTRICAL</b>	<b>BODY</b>	
	Generator Not Charging	Front Heater <input type="checkbox"/> Too Hot <input type="checkbox"/> Cold	
	Horn	Passenger Heater	
	Battery	Radio Out of Order	
	Light <input type="checkbox"/> Interior <input type="checkbox"/> Exterior	Air Conditioner <input type="checkbox"/> No Cool <input type="checkbox"/> Noisy	
	Fare Box Light Out	Defroster <input type="checkbox"/> Ventilators	
	Clearance Lights	Buzzer	
	Signal Lights & Flashers	Floor Covering	
		Seats <input type="checkbox"/> Loose <input type="checkbox"/> Covering	
	<b>BRAKES</b>	Driver's Seat	
	Air Pressure <input type="checkbox"/> High <input type="checkbox"/> Low	Windows <input type="checkbox"/> Glass <input type="checkbox"/> Operation	
	Air Leaks on Application	Roof Leaks	
	Pull <input type="checkbox"/> Right <input type="checkbox"/> Left	Mirrors	
	Too Sensitive	P.A. Out of Order	
	Service Brake Slack	Speedometer	
	Parking Brake Slack	Fire Extinguisher	
	Slow Releasing	Amerex Light Illuminated	
	<b>SAFETY EQUIPMENT</b>	<b>FRONT DOORS</b>	
	Stop Lights	Interlock	
	Leaks - Fluid/Exhaust/Air	Speed <input type="checkbox"/> Slow <input type="checkbox"/> Fast	
	Windshield Wipers	Hang	
	Wheel Chock	Valve Leak	
	Safety Triangles		
	Drivers Seat/Seat Belt	<b>REAR DOORS</b>	
		Speed <input type="checkbox"/> Slow <input type="checkbox"/> Fast	
	<b>VIDEO SURVEILLANCE</b>	Won't Open	
	Camera System - Green Light or OK	Interlock	
	DriveCam	Hang Open	

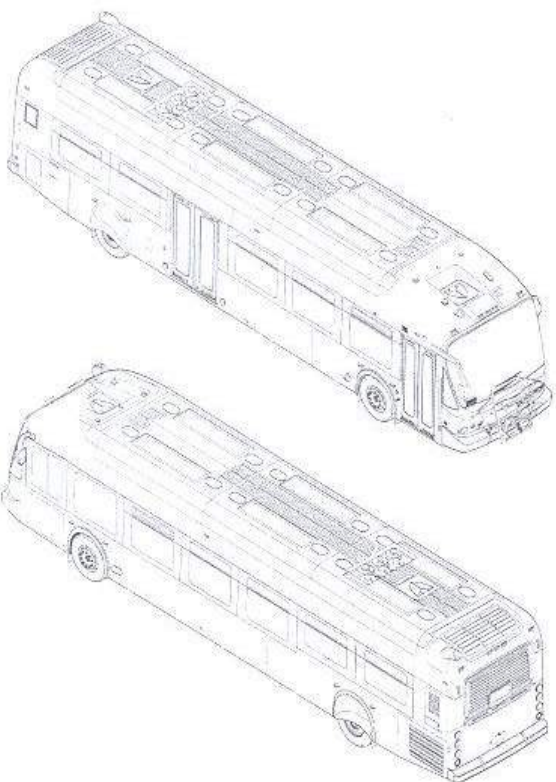
Operator's Remarks: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Operator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Mechanic's Remarks: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Mechanic's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

068-00-0837 06/12 SAFETY IS OUR #1 PRIORITY

**Please indicate areas of body damage**



**Be reminded that vehicles backing up have right of way**

## POST TRIP INSPECTIONS

Operators are required to walk through the entire bus at the end of the line before returning to the Division. The purpose of a post-trip inspection is look for any of the following:

- Damage - that may have occurred during the course of the trip.
- Suspicious packages – call BOCC immediately!
- Trash – which must be picked up and thrown in a trash receptacle.
- Lost articles – which must be submitted to the Depot Clerk immediately.
- People who may be asleep, unconscious or hiding.

If you find a person on your bus, call BOCC for assistance. They will dispatch MTPD and an SOM to your location. This will ensure that no one is inadvertently brought back to the Division.



## BUS CLEANLINESS PROCEDURES

Operators must make sure that our customers, other Bus Operators and Mechanical personnel have access to safe, sanitary and germ-free vehicles.

Bus Operators must give their attention to bus cleanliness upon returning to the garage or prior to releasing a bus to a relief Operator, Service Operations Manager or Mechanic.

1. Inspect the operator seating area, dashboard and the entire bus to determine if there is garbage, food trash or urine left in a container, if so, Operators must immediately notify BOCC and follow their instructions. The Operator must also make note of the incident on his/her manifest, prior to turn-in.



2. Remove all newspapers and any large items (i.e., cups or bottles), at the end of the route and place the debris in a trash bag or outside trash container.



3. Keep the operator's cab and dashboard free of clothing, garbage, newspapers, cups, leftover food, and food and drink containers.



4. Submit defect cards on buses that require mechanical attention.
5. Close all windows and doors after parking vehicle and at the end of the line.

Operators who fail to follow these procedures or are identified as being the last operator of a bus found to have urine left in a container, either in a trash bag or in close proximity to the operator's driving area will receive discipline in accordance with the WMATA Operations Guideline Matrix.

## LICENSE CHECK

- Your CDL license and DOT Medical Card should be carried on your person at all times. You also need to show it to the Depot Clerk every morning when you report to duty along with your Trap Request.
- On Wednesdays, your **WMATA** ID card must be shown when picking up your paycheck.
- Occasionally, Division Instructors may perform a license check and medical card check.

# SCHEDULES

There are three schedule variations:

- Weekday
- Saturday
- Sunday/Holidays

**Schedules also include modifications to Saturday and Sunday schedules for holidays.**

## WEEKDAY

Standard weekday schedule used when government, retail stores, commercial offices, private industries and schools are open. Weekday schedules also include a school open and close schedule. This allows for vacation breaks, holidays and various school closures.

## SATURDAY

Saturday schedules are designed to accommodate the shopper when retail stores are open, but government and commercial offices, private industries and the majority of schools are closed.

## SUNDAY/HOLIDAYS

Sunday and Holiday schedules are primarily for the convenience of churchgoers, service workers and tourists. On Sundays retail activity is reduced, government offices, most private industries and schools are closed.

## RUN AND TRIPPER ASSIGNMENTS

Runs and trippers are the terms transit operations use to describe work assignments. A run is a trip that pays straight through from the time Operators begin their runs until the time they are relieved from duty. A tripper is a work assignment done during a swing shift and usually coincides with rush hours, so there are AM and PM trippers.

<b>RUN NUMBER</b>	<b>RUN TYPES</b>	<b>HOURS</b> Will vary according to location
20 – 199	Early Straight	2:50 AM – 2:30 PM
200 – 399	Swing	5:00 AM – 10:00 AM or 3:00 PM – 8:00 PM
400 – 549	Midday	11:00 AM – 9:00 PM
550 – 799	Late Straight	3:00 PM – 3:00 AM
800 – 899	Relief Run (Jumpers)	Hours will vary
1000 – 1199	AM Tripper	5:00 AM – 10:00 AM
2000 – 2199	PM Tripper	2:30 PM – 8:00 PM
PSO-PSC	School Trips	7:00 AM – 9:00 AM 3:00 PM – 4:30 PM

- Trippers are the only type of work that is Monday to Friday exclusive.
- When a holiday occurs on a day you are scheduled to work, your run assignment would be the run you are scheduled to work that day, but would be operated on a holiday schedule.
- Holiday schedules are posted on the bulletin board and in the depot office windows.

## RELIEF RUNS

- On Relief Runs (sometimes referred to as Jumpers) you are working someone else's assignment on their days off – but it is your regular assignment.
- Relief Operators work the same run on the same days each week when the regular operator is off.
- If a holiday occurs on a day a relief Operator is scheduled to work; their run assignment would be the run they are scheduled to work that day, but would be on a holiday schedule.

### SAMPLE OF A RELIEF RUN

**Relief**

<b><u>Run</u></b>	<b><u>Sun</u></b>	<b><u>Mon</u></b>	<b><u>Tue</u></b>	<b><u>Wed</u></b>	<b><u>Thu</u></b>	<b><u>Fri</u></b>	<b><u>Sat</u></b>
<b>838</b>	<b>240</b>	<b>240</b>	<b>OFF</b>	<b>OFF</b>	<b>259</b>	<b>259</b>	<b>263</b>

If Thursday were Thanksgiving Day, what run would the Operator work? What type of schedule is this?

---

---

## EXTRA BOARD

Another type of work assignment that operators can pick is the Extra Board. Extra Board operators work open unassigned runs or the runs of operators who have called in sick, are on vacation, or have been suspended. The book person in each division has to identify every open run each day and assign Extra Board operators according to availability and seniority by 3:00 pm each day.

- The Operators who choose to work the Extra Board are listed according to their seniority.
- The work on the Extra Board rotates each day; runs are posted beginning with the lowest number and continuing until all assignments are made.
- The Operator without a full assignment one day becomes the first operator to be given a full assignment the next day.
- Operators assigned to “stand extra” must report at assigned times or as shown on the Daily Assignment Board. Once he or she reports, they cannot absent themselves without permission from the Division Manager or designee.
- Extra Board Operators are guaranteed eight hours daily pay and forty hours weekly if they complete all their assignments.
- There are two lists for the Extra Board: Day List and Night List.
- Piece work (a portion of a run) is performed on the Day List and Night List.
- Work performed after 8:00 PM is overtime on the Day List; work performed before 10:00 AM is overtime on the Night List.



# ON-TIME PERFORMANCE

## In Revenue Service

If it is detected that a bus is running behind more than 15 minutes, a Bus Operations Communications Center (BOCC) Specialist may send the Operator a one-way radio call, such as;

***“Check text message at the end of the line for instructions”***

**Or**

***“An SOM will meet you on route for a schedule adjustment.”***

**Operators should only check the message after they have stopped and secured the bus at the end of the line.**

The Operator should be aware that the SOM will be attempting to catch up to them for the schedule adjustment. This may entail:

- customers transferring to another bus
- deadheading to another time-point
- holding the bus until the next departure time point

The SOM will provide instructions and communicate with BOCC.

## At the Division

If an Operator is leaving the lot late, for any reason, the management team will attempt to put the bus on schedule at an alternative starting point once they have informed BOCC.

In the event that management is unavailable, Operators are responsible for calling BOCC before leaving the lot to obtain instructions for starting their routes.



# **SAMPLE MANIFESTS AND PADDLES**











**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
OPERATORS MANIFEST**

PUNCH MARK <input type="checkbox"/>		DIV: BLADENSBURG		SIGNUP: 2009 June New				IF WORK WAS PERFORMED ON ASSIGNED DAY OFF PUNCH HERE <input type="checkbox"/>																					
NEW EMPLOYEE NUMBER AND NAME IF OTHER THAN BELOW						RUN DATE		RUN NUMBER		ACTUAL TIME		TRIPS CUT OR ADDED TO BLOCK	TO																
PLEASE HANDPRINT BLOCK LETTERS ABC. ETC.						WEEKDAY												FROM											
<table border="1" style="width:100%; height: 20px;"> <tr> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> </tr> </table>																									300021		8 49		CUT ADDED
EMPLOYEE NUMBER						OPERATORS NAME																							
IF ACTUAL IS MORE OR LESS THAN SCHEDULED TIME STATE REASON																													
Call for trouble: 962-1811 (bus). 962-1652 (rail)																													
Transit Police: 962-2121																													
TOTAL																													
8 49																													
<input type="checkbox"/> CONTRACT RUN		IF ANOTHER MAINFEST HAS BEEN USED ENTER RUN NUMBER OF ADDITIONAL WORK																											
BUS CONDITION		VEHICLE NO.		BLOCK NO.		TIME OF STARTING						LEAVING POINT		ROUTE NO.															
O.K. DEF.						SCHEDULE TRIPS		RUN TIME		ACT FROM		IF DIF SCHED		AM or PM															
						HRS. MIN.		LTR		HRS. MIN.																			
GFI-BLK		GFI-RTE		BU-80		3 36								A		ON DUTY													
29180						3 46										BLADENSBURG		#											
		19108				4 11		N								CAPITOL HEIGHTS STA		U8*1											
						4 52		N								MINNESOTA AVE.		U8											
						5 45		N								MINNESOTA AVE.		U8											
						6 36		P								MINNESOTA AVE.		U8											
						7 40		Q								MINNESOTA AVE.		U8											
						8 50		Q								MINNESOTA AVE.		U8											
																BREAK													
29183		19108		BU-83		9 36		R								MINNESOTA AVE.		U8											
						10 41		R								MINNESOTA AVE.		U8											
						11 46		R								MINNESOTA AVE.		U8											
						12 24								P		OFF DUTY													
REMARKS:																		SIGNATURE/DATE											



DRIVER PADDLE ----- BKWEEKJUNE2009-14 ----- WEEKDAY ----- EFFECTIVE: -----  
RUN 300021 -- BLADENSBURG -- BKWEEKJUNE2009-14 ----- WEEKDAY ----- EFFECTIVE: ----- PAGE: 1

BLOCK ON OFF BLOCK ON OFF  
(BU-80)-(3:36)-(8:50) (BU-83)-(9:36)-(12:24)  
P-O -- LEAVE 3:46 FROM BLADENSBURG -- ARRIVE 4:11 AT CAPH STAT --

LINE 44 << UNUSED ++  
--CAP HTS-BENN HTS-  
++ LOOP >>

RTE NOTE  
MINN NHBU CAPH NHBU MINN BENN E & H & BENN BENN MINN  
STAT &DIV STAT &DIV STAT MINN ECAP BENN 46PL ECAP MINN STAT  
++ -- 4:11 4:18 4:23 4:25 4:28 4:30 4:34 4:39 4:43 4:45 >>  
++ 4:52 4:57 5:03 5:10 5:15 5:17 5:20 5:22 5:26 5:31 5:35 5:37 >>  
++ 5:45 5:50 5:56 6:03 6:08 6:10 6:13 6:15 6:19 6:24 6:28 6:30 >>  
++ 6:36 6:41 6:48 6:57 7:04 7:07 7:10 7:12 7:17 7:23 7:27 7:30 >>  
++ 7:40 7:46 7:54 8:04 8:12 8:15 8:20 8:23 8:28 8:35 8:39 8:42 >>  
++ (8:50)8:56 9:04 9:14 9:22 9:25 9:30 9:33 9:38 9:45 9:49 9:52 >>

LINE 44 << UNUSED ++  
--CAP HTS-BENN HTS-  
++ LOOP >>

RTE NOTE  
MINN NHBU CAPH NHBU MINN BENN E & H & BENN BENN MINN  
STAT &DIV STAT &DIV STAT MINN ECAP BENN 46PL ECAP MINN STAT  
++ (9:36)9:42 9:50 9:59 10:06 10:09 10:14 10:16 10:21 10:26 10:30 10:33 >>  
++ 10:41 10:47 10:55 11:04 11:11 11:14 11:19 11:21 11:26 11:31 11:35 11:38 >>  
++ (11:46)11:52 12:00 12:09 12:16 12:24 12:26 12:31 12:36 12:40 12:43 >>







DRIVER PADDLE  
RUN 300206 -- BLADENSBURG -- BKWEKJUNE2009-14 WEEKDAY EFFECTIVE: PAGE: 1

BLOCK ON OFF BLOCK ON OFF  
(BR-05)-(5:00)-(9:04) (BE-55)-(2:27)-(6:33)

P-O -- LEAVE 5:10 FROM BLADENSBURG -- ARRIVE 5:27 AT FT TOTL --  
-RIGGS ROAD- ++ NORTH >>

LINE 800 << SOUTH ++  
RTE NOTE FT RIGGS PGPL RIGGS RIGGS PDML PDML PLUM  
TOTL EAST STAT UNIV EDWA CHHL CHHL BRBI

++ 5:27 5:32 5:41 5:52 5:59 6:08 6:18 >>  
<< 7:20 7:15 7:01 6:51 6:43 6:34 6:29 ++

LINE 86 << SOUTH ++  
RTE NOTE KENN VA & K & H & H & NCAP NCAP BROK PROV FT  
CTR 21ST CONN 13NW 7 NW & H & FLA STAT HOSP TOTL

<< 8:38 8:26 8:21 8:12 8:08 8:01 7:53 7:41 7:36 7:30 ++  
P-I -- LEAVE 8:38 FROM KENN CTR -- ARRIVE 9:04 AT BLADENSBURG --

P-O -- LEAVE 2:27 FROM BLADENSBURG -- ARRIVE 2:44 AT FT TOTL --  
-MIL RD-CROSSLAWN- ++ WEST >>

LINE 77 << EAST ++  
RTE NOTE NY & 18TH FT KENN KENN 30PL FRD.  
16NE HAWL TOTL &5TH COLO NEBR HTS.

++ -- 2:44 2:52 2:58 3:07 3:17 >>  
<< 4:23 4:13 4:01 3:52 3:46 3:37 3:27 ++

++ 4:30 4:37 4:48 4:56 5:02 5:11 5:21 >>  
<< 6:28 6:18 6:06 5:54 5:47 5:38 5:27 ++

P-I -- LEAVE 6:28 FROM NY & 16NE -- ARRIVE 6:33 AT BLADENSBURG --



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
OPERATORS MANIFEST**

PUNCH MARK <input type="checkbox"/>		DIV: BLADENSBURG		SIGNUP: 2009 June New		IF WORK WAS PERFORMED ON ASSIGNED DAY OFF PUNCH HERE <input type="checkbox"/>					
NEW EMPLOYEE NUMBER AND NAME IF OTHER THAN BELOW					RUN DATE		ACTUAL TIME				
PLEASE HANDPRINT BLOCK LETTERS ABC. ETC.					WEEKDAY		HRS MIN				
EMPLOYEE NUMBER		OPERATORS NAME			300400		9 42				
IF ACTUAL IS MORE OR LESS THAN SCHEDULED TIME STATE REASON											
Call for trouble: 962-1811 (bus). 962-1652 (rail)											
Transit Police: 962-2121					TOTAL		9 42				
<input type="checkbox"/> CONTRACT RUN		IF ANOTHER MAINFEST HAS BEEN USED ENTER RUN NUMBER OF ADDITIONAL WORK									
BUS CONDITION		VEHICLE NO.	BLOCK NO.	TIME OF STARTING				LEAVING POINT	ROUTE NO.		
O.K.	DEF.			SCHEDULE TRIPS	RUN TIME	ACT. FROM	IF DIF SCHED			A.M. or P.M.	
				HRS.	MIN.	LTR	HRS.	MIN.			
GFI-BLK		GFI-RTE		9	05				A	ON DUTY	
20776		17900	B-776	10	03	D				9TH ST & H ST NW	79
				10	15	R				ARCHIVES (9TH & CONS)	79
				11	06	D				SILVER SPRING STATION	79
				11	39					9TH ST & H ST NW	
										(ARCHIVES (9TH & CONS))	
										BREAK	
20772		17900	B-772	12	27	D				9TH ST & H ST NW	79
				12	39	R				ARCHIVES (9TH & CONS)	79
				1	30	D				SILVER SPRING STATION	79
				2	15	S				ARCHIVES (9TH & CONS)	79
				3	12	E				SILVER SPRING STATION	79
				4	08	S				ARCHIVES (9TH & CONS)	79
				5	02	F				SILVER SPRING STATION	79
				5	41					9TH ST & H ST NW	
										(ARCHIVES (9TH & CONS))	
				6	29					OFF DUTY	

REMARKS:

SIGNATURE/DATE



DRIVER PADDLE  
RUN 300400 -- BLADENSBURG -- BKWEKJUNE2009-14

WEEKDAY

EFFECTIVE:

PAGE: 1

BLOCK ON OFF BLOCK ON OFF  
(B-776)-(9:05)-(1139) (B-772)-(1227)-(6:29)

LINE 107 << NORTH ++

-Georgia Ave Rapid-

++ SOUTH >>

RTE NOTE

SIL GA& GA& GEOR GEOR GA & GA&V GA & GEOR 9TH& 7TH& 9TH&  
STAT BLAR BLAR PINY TUCK KENN PETW FLOR FLOR HST HNW CONS

<< 9:30 9:35 9:39 9:44 9:49 9:56 (1003) 1009 >>  
<< 10:57 10:57 10:57 10:45 10:40 10:35 1027 (1139) 1019 1015 ++  
++ 11:06 11:11 11:15 11:20 11:25 11:32 (1139) 1145 >>

LINE 107 << NORTH ++

-Georgia Ave Rapid-

++ SOUTH >>

RTE NOTE

SIL GA& GA& GEOR GEOR GA & GA&V GA & GEOR 9TH& 7TH& 9TH&  
STAT BLAR BLAR PINY TUCK KENN PETW FLOR FLOR HST HNW CONS

++ 11:54 11:59 12:03 12:08 12:13 12:20 (1227) 1233 >>  
<< 1:21 1:21 1:15 1:09 1:04 1:259 1251 1243 1239 ++  
++ 1:30 1:35 1:39 1:44 1:49 1:56 2:03 2:09 >>  
<< 3:00 3:00 2:54 2:48 2:43 2:37 2:29 2:20 2:15 ++  
++ 3:12 3:16 3:21 3:26 3:32 3:42 4:22 4:13 4:08 ++  
<< 4:53 4:47 4:41 4:36 4:30 5:12 5:17 5:23 5:33 (5:41) 5:48 >>  
++ 5:02 5:07 5:12 5:17 5:23 5:33 (5:41) 5:48 >>







**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
OPERATORS MANIFEST**

PUNCH MARK <input type="checkbox"/>		DIV: BLADENSBURG		SIGNUP: 2009 June New		IF WORK WAS PERFORMED ON ASSIGNED DAY OFF PUNCH HERE <input type="checkbox"/>					
NEW EMPLOYEE NUMBER AND NAME IF OTHER THAN BELOW				RUN DATE		ACTUAL TIME					
PLEASE HANDPRINT BLOCK LETTERS ABC. ETC.				WEEKDAY		HRS MIN					
EMPLOYEE NUMBER		OPERATORS NAME		301038		2 00					
IF ACTUAL IS MORE OR LESS THAN SCHEDULED TIME STATE REASON											
Call for trouble: 962-1811 (bus). 962-1652 (rail)											
Transit Police: 962-2121				TOTAL		2 00					
<input type="checkbox"/> CONTRACT RUN		IF ANOTHER MAINFEST HAS BEEN USED ENTER RUN NUMBER OF ADDITIONAL WORK									
BUS CONDITION		VEHICLE NO.	BLOCK NO.	TIME OF STARTING				LEAVING POINT	ROUTE NO.		
O.K.	DEF.			SCHEDULE TRIPS	RUN TIME	ACT FROM	IF DIF SCHED			AM or PM	
				HRS.	MIN.	LTR	HRS.	MIN.			
		GFI-BLK	GFI-RTE		7	36			A	ON DUTY	
		27750	BG-50		7	46				BLADENSBURG	#
			17708		8	00	R			AVONDALE	G8
					8	53				FARR SQ (17TH ST(E) & I)	#
					9	15				BLADENSBURG	
					9	15				OFF DUTY	
REMARKS: _____											
SIGNATURE/DATE _____											







**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
OPERATORS MANIFEST**

PUNCH MARK <input type="checkbox"/>		DIV: BLADENSBURG		SIGNUP: 2009 June New		IF WORK WAS PERFORMED ON ASSIGNED DAY OFF PUNCH HERE <input type="checkbox"/>						
NEW EMPLOYEE NUMBER AND NAME IF OTHER THAN BELOW				RUN DATE		RUN NUMBER	ACTUAL TIME					
PLEASE HANDPRINT BLOCK LETTERS ABC. ETC. <div style="border: 1px solid black; width: 100px; height: 20px; display: flex; justify-content: space-around;"> </div>				SATURDAY			HRS	MIN				
EMPLOYEE NUMBER		OPERATORS NAME		300079	10	37	TRIPS CUT OR ADDED TO BLOCK	TO	FROM	CUT ADDED	SIGNATURE/DATE	
IF ACTUAL IS MORE OR LESS THAN SCHEDULED TIME STATE REASON				TOTAL	10	37						
Call for trouble: 962-1811 (bus). 962-1652 (rail)												
Transit Police: 962-2121												
<input type="checkbox"/> CONTRACT RUN		IF ANOTHER MAINFEST HAS BEEN USED ENTER RUN NUMBER OF ADDITIONAL WORK										
BUS CONDITION		VEHICLE NO.	BLOCK NO.	TIME OF STARTING				LEAVING POINT	ROUTE NO.			
O.K.	DEF.			SCHEDULE TRIPS	RUN TIME	ACT FROM	IF DIP SCHED	A.M. or P.M.				
				HRS.	MIN.	LTR	HRS.	MIN.				
GFI-BLK		GFI-RTE		5	40				A	ON DUTY		
27741			BG-41	5	50					BLADENSBURG	#	
		17708		6	03	NP				AVONDALE	G8	
				6	42	AB				FARR SQ (17TH ST(E) & I)	G8	
				7	32	NR				AVONDALE	G8	
				8	15	AB				FARR SQ (17TH ST(E) & I)	G8	
				9	00	NQ				AVONDALE	G8	
				9	46	AC				FARR SQ (17TH ST(E) & I)	G8	
				10	13					BROOKLAND STA		
										(AVONDALE)		
										BREAK		
27806	17804		BH-06	10	44	PR				BROOKLAND STA	H4	
				11	33	BD				TENLEYTOWN STA	H4	
				12	20	PR		P		BROOKLAND STA	H4	
				1	09	BD				TENLEYTOWN STA	H4	
				1	56	PR				BROOKLAND STA	H4	
				2	45	BE				TENLEYTOWN STA	H4	
				3	25					BROOKLAND STA	#	
				3	35					BLADENSBURG		
				3	35					OFF DUTY		





# Unit 2



## Unit 2 Learning Objectives

At the end of class, the trainee will be able to:

1. Identify the correct procedure for making service stops with an articulated bus.
2. Describe the precautions that are necessary when making turns with an articulated bus.
3. Describe safety precautions for CNG buses and hybrid electric buses.
4. Given a reference, locate solutions to CNG bus malfunctions.

### **WHAT WE WILL COVER**

- Articulated Buses
- CNG Buses
- Hybrid Electric Buses
- Bike Racks



## ARTICULATED BUS OPERATION

Articulated buses, better known as “tics”, are very large buses that are 60 feet in length and 102 inches wide. They are designed with two 30-foot hinged sections and can accommodate 64-72 seated customers.

These buses do require procedures that are different from standard bus operation. Service stops, right turns, and mirror adjustments, have to be handled differently.



## MIRROR ADJUSTMENT

### LEFT SIDE

#### Top Mirror (CONVENTIONAL)

Set the mirror so you can see the area on the ground just slightly in front of where the left rear tire contacts the road.



- The mirror should be positioned so that you can see the left side of the bus, including the area to the left and rearward of the bus. You need to be able to see traffic approaching from the rear.
- In the lower right corner of the mirror, you must see where the center wheels contact the roadway.
- The left side-view mirror **does not cover the area directly to the left of the operator**. For this reason, the operator cannot pull from the curb safely unless he/she looks to be sure there is no vehicle in this position.

#### Bottom Mirror (CONVEX)

The bottom mirror should be adjusted to see blind areas such as, the wide left rear and directly left of the operator.

## **RIGHT SIDE**

### **Top Mirror (FLAT)**

You should see the right side of the bus, including the area outside of the rear doors. In the lower left corner of the top mirror you should see the area of the road about 12 inches forward of where the right rear tire contacts the road.



- You want to be able to see in front of the tire so that you will be able to stop before making contact with any object in front of the tire.
- In the lower left corner of the mirror, you must see where the right center wheels contact the roadway.

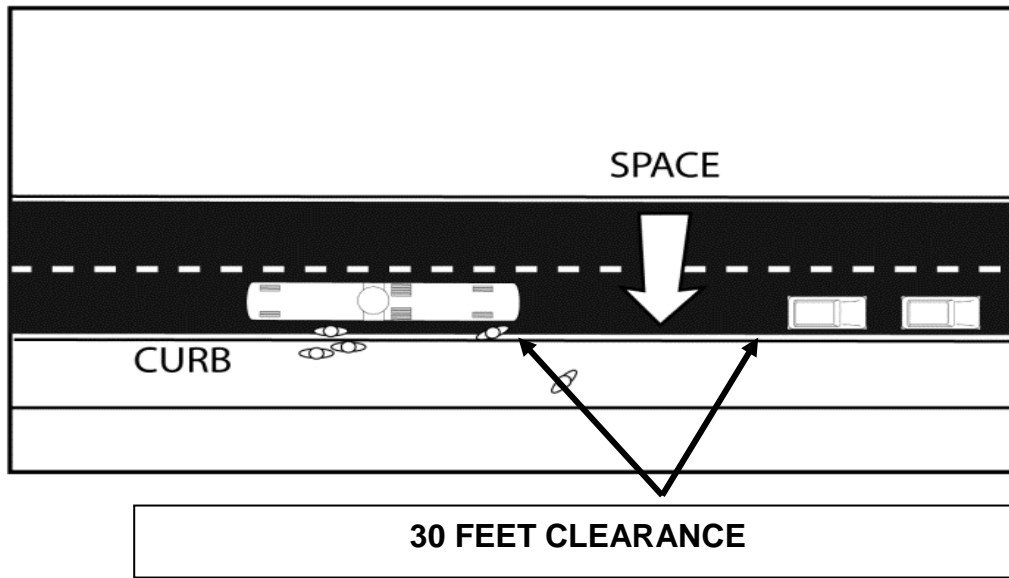
### **Bottom Mirror (CONVEX)**

The bottom mirror should be adjusted to see blind areas such as, directly right of the operator and the wide right rear of the bus.

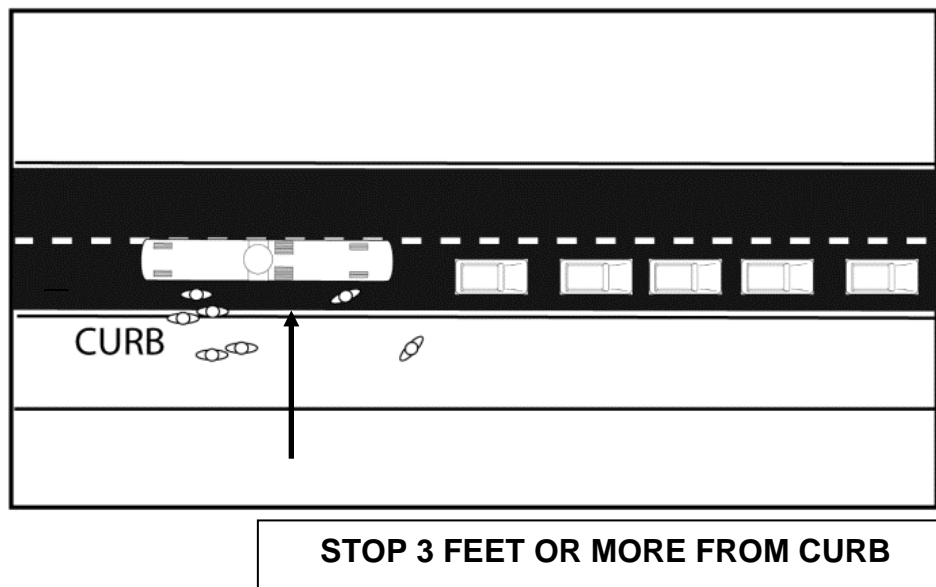
## APPROACHING AND DEPARTING BUS STOPS

### Allow 30 Feet Clearance:

You must allow a **minimum clearance of 30 feet** between the front of the bus and parked vehicles to avoid sharp turns when pulling away from a bus stop.



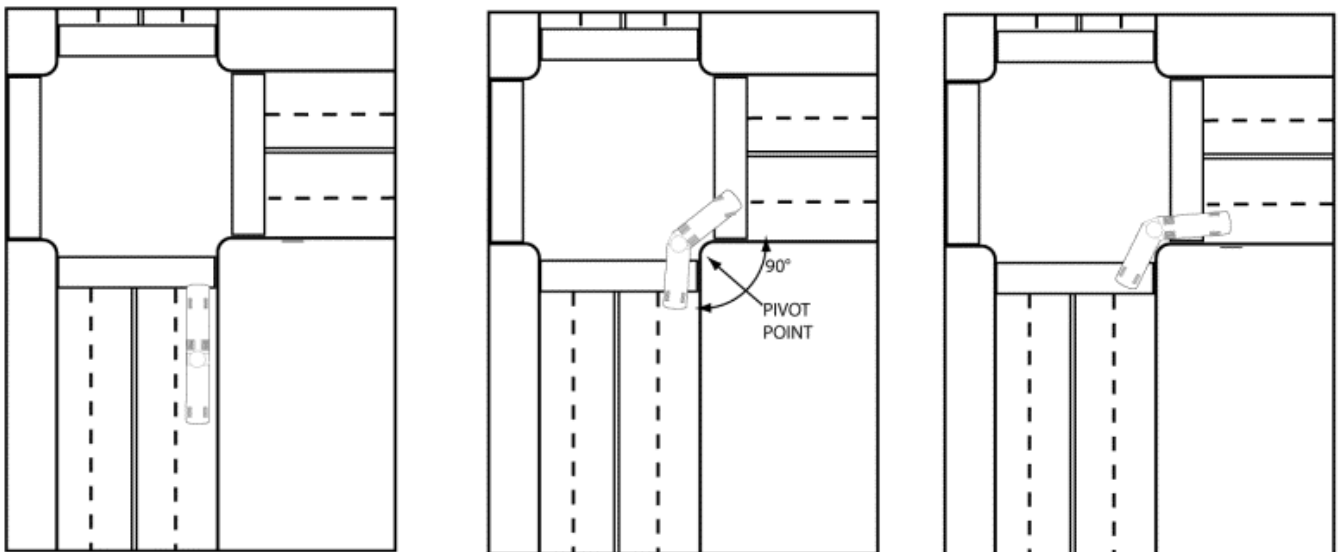
If less than 30 feet clearance is available, stop the bus **three feet or more** from the curb.



## RIGHT TURNS

Follow Standard Operating Procedures from turn signal and preparation to make a service stop.

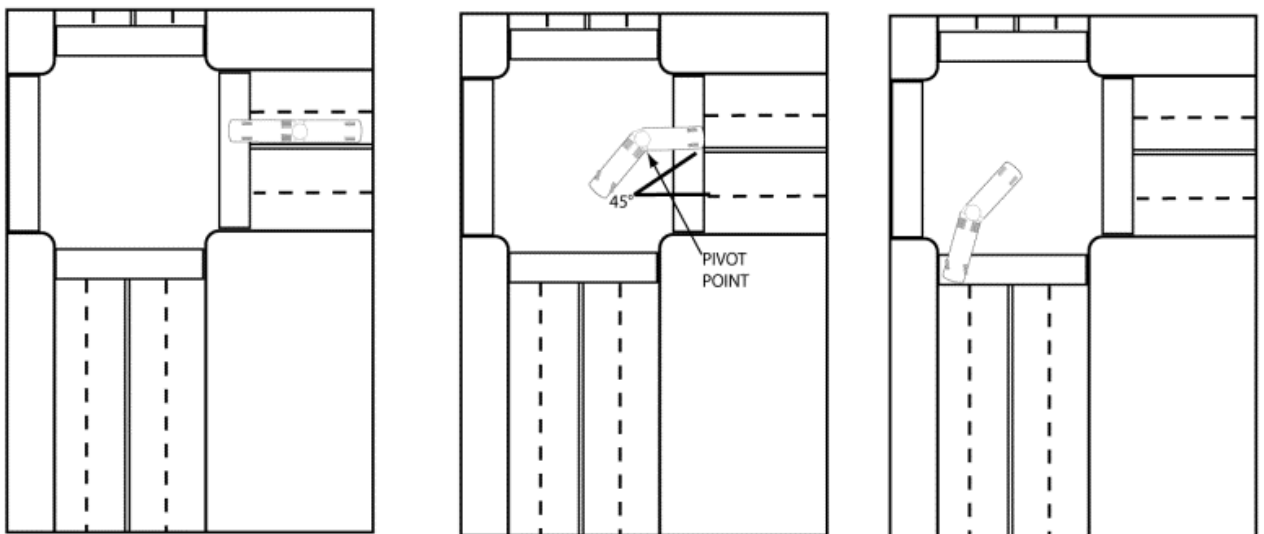
1. Maintain 3 feet clearance from the curb.
2. Continue straight until you can sight down the curb line of the street you are turning onto.
3. Continue for another two feet beyond the curb line then start steering and coordinating the steering with the speed of the bus at three to five mph.
4. Achieve the maximum turning position when the right center wheel is three feet from the curb. The rear wheels will clear the curb by one foot because they track about two feet inside the center wheel.
5. Start to straighten out when the center of the windshield is over the dividing line or when the front door is approximately six feet from the curb.
6. After the bus is straightened out, maintain three feet clearance from the curb, parked vehicles and fixed objects.



## LEFT TURNS

Follow Standard Operating Procedures for turn signal and preparation to turn.

1. Stop and wait for a break in traffic if a PEDESTRIAN, BICYCLIST or an approaching vehicle poses a danger to safe completion of the turn.
2. Keep the front wheels straight while stopped and waiting for a break in traffic.
3. The left center wheel and the left rear wheels must clear all fixed objects or the street divider on the left side.
4. Straighten out into the driving lane while keeping three feet clearance from the curb, parked vehicles and fixed objects.



# ARTICULATED BUS OPERATION REVIEW

**Instructions:** Fill in the blanks below choosing the correct word from the column to the right.

## General Information

1. Articulated buses are known as “\_\_\_\_\_” and are \_\_\_\_\_ feet in length and 102 inches wide.

30

left

## Mirrors

2. The left side-view mirror does not provide observations directly to the \_\_\_\_\_ of the bus. For this reason, the operator cannot pull from the curb safely unless he/she \_\_\_\_\_ to be sure there is no vehicle in this position.

60

two

looks

tics

## Service Stop Procedures

3. You must allow a minimum clearance of \_\_\_\_\_ feet between the front of the bus and \_\_\_\_\_ vehicles to avoid sharp turns when pulling away from a bus stop.
4. If less than \_\_\_\_\_ feet clearance is available, stop the bus \_\_\_\_\_ feet or more from the curb.

30

three

parked

## Precautions When Making Turns

5. When making a right turn you should continue \_\_\_\_\_ feet beyond the curb line of the street you are turning onto and then begin the turn.



## CNG BUS OPERATION



Natural gas is a flammable, colorless, tasteless, and non-toxic light gas weighing less than air. It rises and rapidly diffuses when released to the atmosphere. For safety, natural gas is odorized to make leak detection easy.

The vehicle is equipped with a Fire Suppression and Gas Detection System. The system protects the passengers and vehicle against fire and gas leaks. If fire is detected, an alarm will sound, and a dry chemical extinguishing agent is discharged. An alarm will also sound and the engine will shut down if sensors indicate a high concentration of gas.

### Safety Procedures

#### DO NOT DRIVE THE BUS IF:

- Indicators, instruments or gauges show that a major vehicle operating system is malfunction.
- Exhaust fumes seep into the passenger compartment.
- Puddles of engine oil, hydraulic fluid or coolant are beneath the bus.

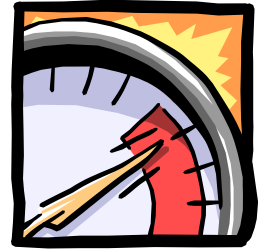
**Do Not** smoke, ignite matches, cigarette lighters or any other device that will produce a flame or spark within 10 feet of the fueling station, when opening the fuel filling compartment access door or if you are near any part of the CNG fuel system.

**Do Not** attempt any type of adjustment, or troubleshooting of the CNG fuel system. A qualified mechanic will do this.

## CNG BUS DON'TS

### DO NOT DRIVE THE BUS IF:

1. Indicators, instruments or gauges show that a major vehicle operating system is \_\_\_\_\_.



2. Exhaust fumes seep into the \_\_\_\_\_ compartment.

3. Puddles of engine oil, hydraulic fluid or coolant are \_\_\_\_\_ the bus.



**Do Not** \_\_\_\_\_, ignite \_\_\_\_\_, cigarette \_\_\_\_\_ or any other device that will produce a flame or spark within \_\_\_\_\_ feet of the fueling station, when opening the fuel filling compartment access door or if you are near any part of the CNG fuel system.



**Do Not** attempt any type of adjustment, or \_\_\_\_\_ of the CNG fuel system. A qualified mechanic will do this.

## CNG BUS QUICK REFERENCE

FUNCTION	PROCEDURES
<b>Starting Procedure</b>	<ol style="list-style-type: none"> <li>1. Turn Master Switch to on position.</li> <li>2. Wait 5 seconds.</li> <li>3. Depress Starter button and hold. Bus has a starter pre-lube system and might take from 15 to 30 seconds for engine to start.</li> </ol>
<b>Fire Suppression &amp; Gas Detection System</b>	<ol style="list-style-type: none"> <li>1. <b>SIGNIFICANT:</b> You will hear a continuous beep and see three red lights. Bus will shut down immediately. Evaluate the bus and direct the customers to go up wind at least 300 yards. Contact Central</li> <li>2. <b>TRACE:</b> You will hear two beeps and see two yellow lights. Bus will shut down in about 30 seconds. Contact Central.</li> <li>3. <b>SENSOR FAULT:</b> You will hear one beep and see one yellow light. Change bus off.</li> <li>4. <b>SYSTEM OK:</b> Green light will be on.</li> </ol>
MALFUNCTION	PROCEDURES
<b>Engine won't start</b>	<ol style="list-style-type: none"> <li>1. Put transmission in neutral.</li> <li>2. Do you have power? If yes, check to see if Fuel Filler Door is closed completely.</li> <li>3. Turn Gas Cut-Off Valve to on position.</li> <li>4. If engine is not turning over, check to see if Cut-Off Battery Switch is in the on position.</li> </ol>
<b>No Power</b>	<ol style="list-style-type: none"> <li>1. Check indicator lights on dash.</li> <li>2. Check the Fuel Filler Access Door to be certain that it is completely closed. Bus will cut off 15 to 30 seconds after door is open.</li> </ol>
<b>Stop Engine Light</b>	Bus will shut down 30 seconds after light comes on.
<b>Transmission won't go in gear</b>	Fully apply brakes to select the required transmission gear.
<b>Low Air Light stays on</b>	Turn Front Door Air Switch to on position.
<b>Ramp Malfunction</b>	<ol style="list-style-type: none"> <li>1. Check parking brake to be sure it is set.</li> <li>2. Check transmission is in neutral.</li> <li>3. Check that air is on the door.</li> <li>4. Use pull strip located on the ramp corner of platform and operate the ramp.</li> </ol>
<b>WARNING LIGHT: MINOR GAS LEAK DETECTED</b>	<ol style="list-style-type: none"> <li>1. Shut off ignition and all electrical devices.</li> <li>2. Turn the Gas Cut-Off Valve to OFF.</li> <li>3. No smoking.</li> </ol>

## HYBRID ELECTRIC BUSES



A hybrid electric bus blends both mechanical and electrical power to drive the vehicle.

**When operating a hybrid electric bus, be sure the following systems or components are operational. If in doubt, contact BOCC.**

- Check indicators, instruments or gauges for any major operating system malfunctioning.
- Make sure exhaust fumes do not seep into the passenger area.
- Ensure the ESS (Energy Storage System) compartment is securely closed and not damaged.
- Check the Fire Suppression System to determine if it is working properly (green light is on and “System OK” is displayed).
- Verify that the manual Actuator Pin is installed before operating the bus.

### **Fire Suppression System (FSS)**

- Check the Fire Suppression System panel, gauges, and indicators for any activated lights/alarms.
- In an emergency, the Operator may activate the FSS by pulling the pin on the Manual Actuator and pressing the button.
- If the FSS activates, the Operator must stop and secure the bus and safely evacuate the bus as soon as possible. The Operator must move along with the passengers to a safe location about 300 feet upwind and away from the bus. Notify BOCC as soon as possible.
- If fire is detected call BOCC immediately.
- Any time the fire suppression system has discharged the bus must be towed back to the division.

# THE BIKE RACK SYSTEM



The bike rack system allows the passenger to load and unload a bike without operator assistance. In the case of children under ten, however, an adult should assist in loading and unloading the bike.

The following instructions are intended for the customer. Be sure the customer loads and unloads the bike from either the front of the rack or from the curbside.

**NOTE:** *The Operator may also need to kneel the bus to assist customers placing a bike on the bike rack.*

## Loading Operation

1. Remove water bottles, pumps or other loose items from bike prior to loading.
2. Squeeze bike rack handle UP to release latch.
3. Fold down bike rack.
4. Lift bike onto rack, fitting wheels into proper wheel slots.
5. Raise the support arm over the front tire so that the hook rests at the highest point on the front wheel. Bike is now held firmly in place.

## Unloading Operation

1. Unload from curb or from in front of vehicle.
2. Raise support arm off the tire.
3. Lift bike out of wheel slots and set down.
4. If there are no other bikes on the rack, lift it until the rack swings into the lock position against the vehicle.

### WARNING

Loading or unloading bike from the street side endangers the customer.

**BIKES SHOULD BE LOADED OR UNLOADED FROM THE CURB-SIDE ONLY.**

# Daily Challenge #7



**Instructions: Use the manifest that your Instructor gives you to answer the first five questions.**

1. The time the operator must leave the garage is: \_\_\_\_\_
2. The time the operator reports to relief location is: \_\_\_\_\_
3. What is the block number of the first block? \_\_\_\_\_
4. What is the route number of the second block? \_\_\_\_\_

**Questions 5 – 11 are Fill-In-The-Blank type questions related to Module 6.**

5. What is a Trap Request?

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6. What do you show the Depot Clerk each time you submit a Trap Request?

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7. What are the three types of schedules?

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8. Which of the SOPs are different for articulated buses?

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9. You must allow a minimum clearance of \_\_\_\_\_ feet between the front of the bus and \_\_\_\_\_ vehicles to avoid sharp turns when pulling away from a bus stop when operating an articulated bus.

10. When servicing a service stop with an articulated bus, and less than \_\_\_\_\_ feet clearance is available, stop the bus \_\_\_\_\_ feet or more from the curb.

11. When making a right turn in an articulated bus, you should continue \_\_\_\_\_ feet beyond the curb line of the street you are turning onto and then begin the turn.



# Unit 3

## Backing & Parking

### Supplement





## **Unit 3 Learning Objectives**

**At the end of class, the trainee will be able to:**

1. Define the acceptable rate of speed to be used when backing a bus.
2. List the clearances involved in parking in garage areas.

## BACKING IS DANGEROUS

***Backing a 40 foot bus is dangerous because limited visibility means you can't make direct observation of the area that you are backing into.***

***Reversing is hazardous with any vehicle. It is an awkward and unnatural movement, and many collisions result from this maneuver.***



## WHY SO MANY BACKING ACCIDENTS???

### **Infrequent Backing Practice –**

We drive forward most of the time, backing skills are less developed.

### **Inadequate Mental Preparation –**

Drivers do not think things through before acting, may be in a hurry, or lack awareness.

### **Inadequate Information –**

Drivers fail to assess the blind areas before backing.

### **Blind Areas -**

Vision is restricted, small vehicles and pedestrians can move quickly behind your vehicle out of sight.

## PREPARE FOR BACKING

### ***Mentally Prepare for Backing***

When faced with the prospect of backing a bus, the operator should mentally prepare before moving the vehicle on every occasion. Gather as much information about the space you are planning on backing into and the area surrounding it before moving. Take time to plan your move; being in a rush or not focusing on the task at hand can lead to backing collisions.

### ***Use a Spotter if Available***

Locate a spotter if possible. First, attempt to obtain the assistance of a spotter to help in the backing maneuver. Remember spotters are **required** when backing on/off repair pits, hoists and in/out of maintenance work areas.

### ***If no Spotter is available, then use the “GOAL” technique!***

If no spotter assistance is available, the operator should secure the bus and **Get Out And Look (GOAL)** in order to assess the situation and observe any hazards to safely completing the backing maneuver. Then plan your work.

### ***Plan Your Work***

After observing no hazards to safe movement and establishing a plan of action:

- Activate the hazard lights. Place the gear selector in reverse.
- Make sure others see and hear you. If your bus does not have a back-up alarm, blow your horn before putting the bus in motion and as you back. Try to make eye-contact with pedestrians, bicyclists, and other drivers of vehicles around you.
- Observations must be thorough- front, back, and to the sides. Keep your head and eyes moving!
- Keep the speed of the bus at no more than 2 miles per hour or less. Stop periodically and check your clearances in both mirrors.

## USING A SPOTTER

There are several basic “musts” that should be followed when using spotter assistance in backing a bus:

1. **Communication** – a system of hand signals must be established **before** the backing procedure is initiated.
2. **Positioning** – the spotter should take up a position to the left and at least 10-15 feet behind the bus being backed, in clear line of sight of the bus operator in the left outside mirror. If at any time the bus operator loses sight contact of the spotter in the left outside mirror, he/she ***must immediately stop the bus*** until sight contact is re-established.
3. Make sure you and the spotter understand each other’s signals. Rely on hand signals instead of verbal ones. Don’t assume a spotter knows what to do without explaining it to them.
4. The operator of the vehicle being backed must keep in mind that he/she bears the final responsibility for any mishap that may occur during the backing process. For that reason the operator must ascertain the mirrors are correctly set, maintain proper speed during the backing procedure, and that observations are thorough while backing.



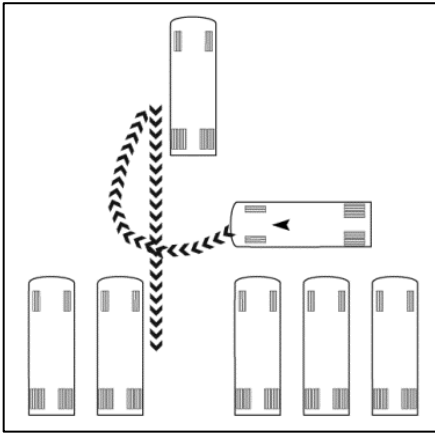
### NOTE

These distances and dimensions are WMATA standards. If the distances cannot be obtained due to space restrictions, you must use your best judgment with **safety** as the primary consideration.

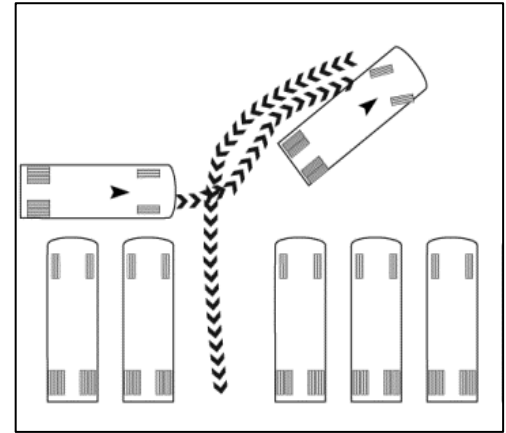
## BACKING MANEUVERS

There are 2 basic backing maneuvers:

- **Straight Backing**
- **Angle Backing**



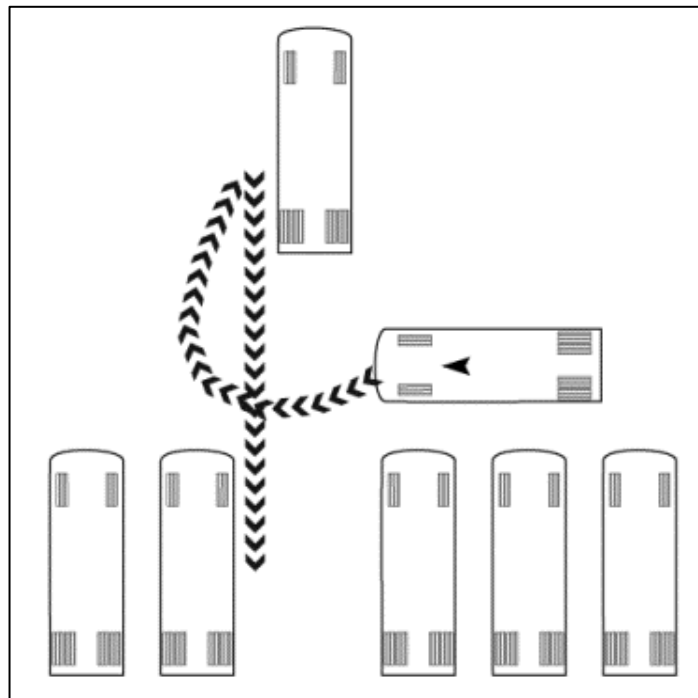
**Straight Backing (Left Side)**



**Angle Backing (Right Side)**

- Both can be done from the left side or the right side, but the right side is always more dangerous because of blind spots.
- Each method has its pros and cons.

## LEFT SIDE STRAIGHT BACKING



In this type of backing the vehicle is maneuvered to a point where it can be backed in a straight line to the area or position desired.

### ***PROS***

The advantages afforded by straight backing are obvious: both mirrors can be used to monitor progress; since the vehicle is moving in a straight line obstacles can be avoided and observed easier.

### ***CONS***

There are always disadvantages in any type of backing; use a spotter if possible, go slowly, observe front, back, and to the sides, and use backing when there is no other option available.



## LEFT SIDE STRAIGHT BACKING PROCEDURE

1. Make approach with line of buses on left side with 6 feet of clearance.



2. Center bus in the opening between the buses or fixed objects, (approx. 5 ½ feet into opening). Look into the opening for a reference point 2 feet from the bus on the right side and for hazards to safe movement into the open area.



3. Activate the right turn signal, lock the steering wheel to the right and move slowly to the right, making observations in all directions.
4. Stop when the bus is straight, or at a 45 degree angle from the bus' position at the starting point.

5. Look into the left outside mirror and find a reference point 2 feet from the side of the bus in the left mirror. Check the right outside mirror to verify that backing the bus on the fixed reference point on the left will enable the bus to enter the space with sufficient clearance on both sides of the bus.

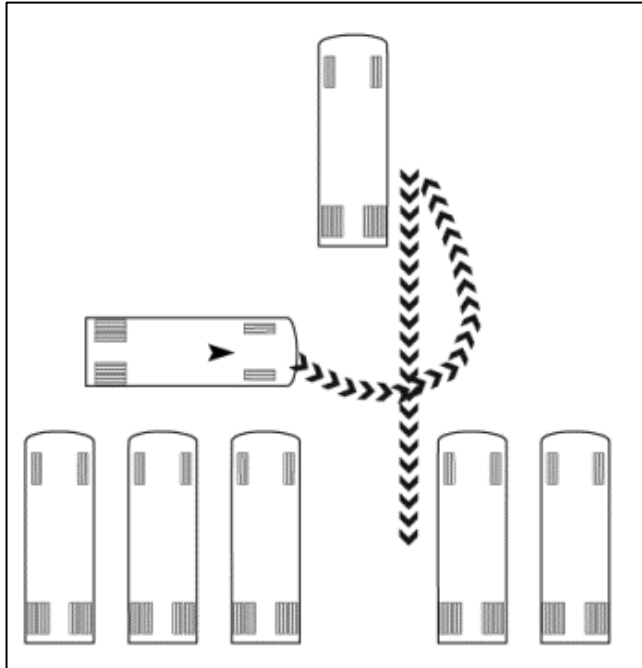


## LEFT SIDE STRAIGHT BACKING PROCEDURE Continued

6. Activate hazards, place bus into reverse gear, sound horn, and begin to back at 2 mph or less. Use both mirrors to check clearance and slowly back into opening. If at any time the reference point in left mirror is lost behind the bus, it means the bus is drifting left, and adjustment should be made by steering right until the reference point is regained in the left mirror of the bus. Stop periodically to check clearance on the right side, particularly before entering the opening between buses.
7. When the rear of the bus operator's window aligns with the rear of the door of the bus on the left side of the operator's bus, stop and secure the bus.

**CLOSE CLEARANCES MAY REQUIRE A PULL-UP TO RE-ALIGN THE BUS FOR BACKING.** If this action becomes necessary, secure the bus and **Get Out And Look** to make sure the pull-up does not put the bus at risk in making contact with a fixed object or other hazard.

## RIGHT SIDE STRAIGHT BACKING



In this type of backing the vehicle is maneuvered to a point where it can be backed in a straight line to the area or position desired.

### ***PROS***

The advantages afforded by straight backing are obvious: both mirrors can be used to monitor progress; since the vehicle is moving in a straight line obstacles can be avoided and observed

### ***CONS***

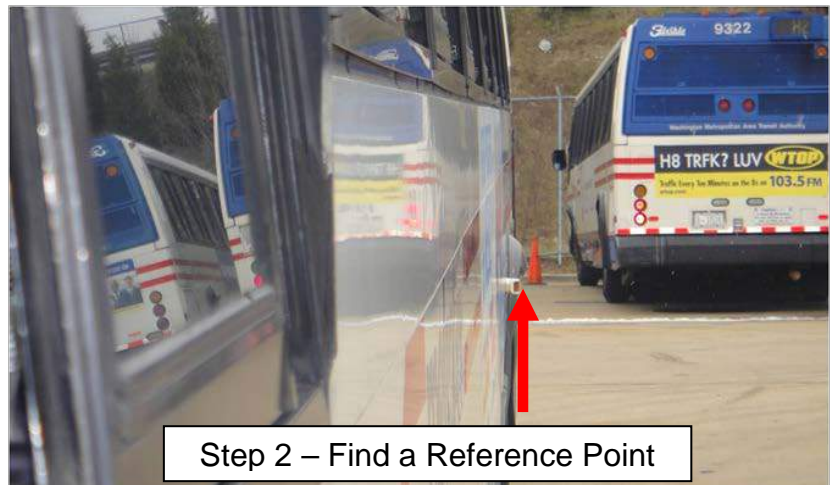
There are always disadvantages in any type of backing; use a spotter if possible, go slowly, observe front, back, and to the sides, and use backing when

## RIGHT SIDE STRAIGHT BACKING PROCEDURE

1. Make approach with stationary buses on right side, maintaining a 6 foot clearance.



2. Align bus with the left side of the bus on the far side of the space between buses ) Look into open space for a reference point 2 feet from the bus on the right side of the space and for hazards to safe movement of the bus into the space.

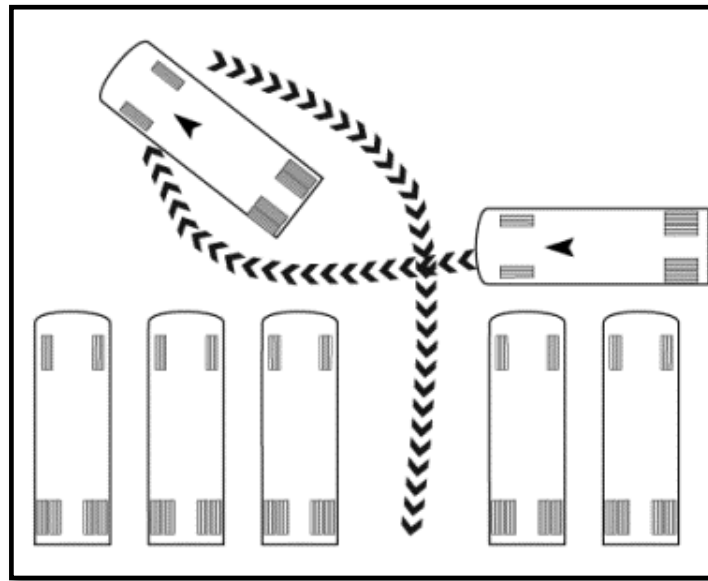


3. Activate turn signal, lock the steering wheel to the left and slowly move the bus, making observations in all directions.

## **RIGHT SIDE STRAIGHT BACKING PROCEDURE CONTINUED**

4. Stop when the bus is straight, or when the bus is at a 45 degree angle from the starting point of the maneuver. Look into the left outside mirror and locate the reference point 2 feet from the parked bus on the left. Check the right outside mirror to ascertain that backing the bus will enable the bus to enter the space safely with sufficient clearance on both sides of bus.
  
5. Activate hazards, put bus into reverse gear, sound horn, and begin to back at 2 m.p.h. or less. Use both outside mirrors to check clearance and back slowly into opening. If at any time the reference point in the left mirror is lost behind the bus, it means the bus is drifting left, and adjust by steering right until the reference point is regained in the left mirror of the bus. Stop periodically to check clearance, particularly before entering the opening between the buses.
  
6. Stop and secure the bus when the rear of the bus operator's window aligns with the rear of the door of the bus on the left side of the operator's bus, stop and secure the bus.

## LEFT SIDE ANGLE BACKING

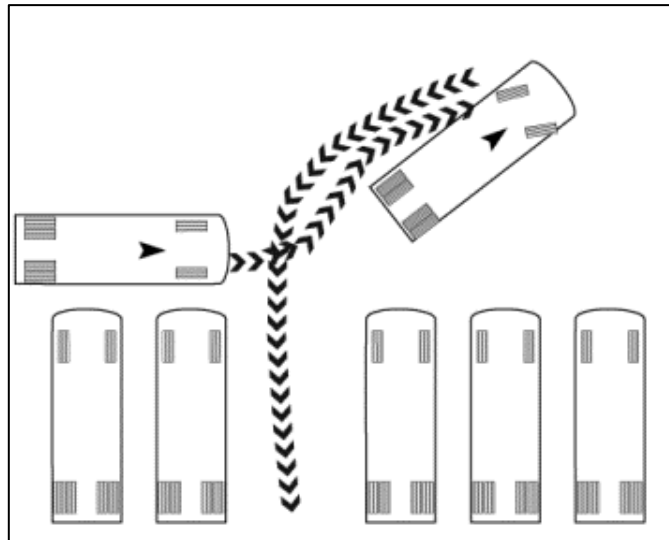


This type of backing maneuver is performed with the bus at an angle with the driver's side of the bus used as the primary line - of - sight.

**PRO** – Since the left side of the bus has a clear line-of-sight the Bus Operator can maneuver the bus in a manner so that the left rear may be placed in a precise location.

**CON** – The right rear corner of the bus is “blind” and is swinging from right to left, so the Operator needs a spotter or to use extreme caution.  
**(GOAL)**

## RIGHT SIDE ANGLE BACKING



This type of backing maneuver is performed with the bus at an angle with the right, or “blind” side of the bus as the primary line of sight.

**PRO** – To be used when there is no other possible way to back up.

**CON** – This option is extremely hazardous and must be used with utmost caution. Plan your exit upon arrival in order to avoid this option.

**NOTE:**

*If restricted space requires angle backing, it is best to position the bus for left or sight-side backing. This is the driver’s side. It will improve observations and make backing safer.*



## **PULL-UPS or REPOSITIONING**

Pull ups, or re-positioning the bus in the event of working in a space-restricted area is a hazardous and potentially accident -producing situation.

Bus Operators must use extreme caution and plan their work. **A spotter should be used in this situation.** If no spotter is available, the operator should secure the bus and get off to assess the situation and choose the safest of the options available.

In either of the two approaches to parking between 2 stationary buses (Left or Right Side) make sure there is sufficient clearance on both sides before entering the space between the buses and ensure that continuing the line of travel will not result in making contact with the buses on either side.

## GARAGE AREA PARKING

- Bus must be parked in lane with left wheels within six inches of painted line.
- If there are no painted lines there should be approximately two feet clearance on sides of parked buses.
- There must be approximately three feet between the rear of your bus and the parked bus behind you.
- Wheels must be set straight ahead.
- Blank out electronic display (destination) signs, if necessary.

