

OPERATOR HANDBOOK

Jonesboro Economical Transit System



I, _____, am the owner of this handbook, along with additional addendums, and agree to keep it in a safe place for future reference. If asked to present this handbook, I will be able to do so.

Signature: _____

Date: _____

P Professional

R Responsive

I Informative

D Dependable

E Empathetic

Let's all take PRIDE in our work!

Equal Opportunity Employer

The City of Jonesboro and the Jonesboro Economical Transit System is committed to providing equal employment opportunity without regard to race, color, religion, national origin, sex, age, handicap, physical challenge, veteran status, or family status as required by all federal and state laws. Furthermore, we do not discriminate on the basis of disability. Our commitment applies to all employment-related decisions, terms and conditions of employment, including job opportunities promotions, pay and benefits.

At-Will Employer

The City of Jonesboro is an at-will employer. This means that either of us may end the job relationship at any time, for any reason, with the understanding that neither of us has an obligation to base that decision on anything but the intent to end the job relationship. No policies, comments, or writings made in this book or in any other place at any time are meant to change this fact.

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Failure to adhere to or abide by the following chapter in this handbook may result in disciplinary actions up to and including termination. Please initial here _____

I. Introduction

It is the policy of JETS to foster a mutual concern for the efficient, orderly, and safe conduct of its operations. Toward that end it is desirable to have clear, well-defined rules of personal conduct, which are understood and communicated between employees and management.

These rules of conduct are not designed to restrict employee rights, but rather to define them and thus protect the rights of all.

Operators are the front-line customer service representatives for the company. The public's opinion of the transit system as a whole is based largely upon its opinion of the operators. These rules and regulations are designed to guide and assist operators in fulfilling their responsibility.

Operators shall hold their positions subject to the rules and regulations established by management. Management reserves the right to amend or revise these rules and regulations as the need arises, without prior notice.

It is the responsibility of each operator to become familiar with and adhere to all rules, regulations, and special instructions of the company. Ignorance or misinterpretation of the rules is no excuse for failure to comply. If in doubt, operators should get clarification from their supervisor.

In this rulebook, where requirements are prefaced with the word "shall," it is mandatory that the employee abides by the condition as stated. Failure to abide by the requirement as stated will result in disciplinary action.

Where requirements are prefaced by the word "should," the employee is expected to abide by this condition, but extenuating circumstances will be considered if the employee does not abide by that condition.

In addition to these rules, verbal instructions to employees are issued from time to time by members of the supervisory staff, or written in the form of special orders posted on company bulletin boards. All such verbal instructions or written special orders, whether in conflict with these rules or not, must be observed by employees while they are in force.

Whenever a situation arises that is not covered by these rules, special orders, or instructions, and a supervisor (or transit service representative, in the absence of a supervisor) cannot be contacted, operators must exercise their best judgment in deciding the safest and wisest course to follow. Operators should discuss their decision with a supervisor at their earliest possible convenience.

It should be understood this book provides rules and regulations for all JETS operators regardless of whether or not that operator drives a bus, a van, or any other type of vehicle for transportation of passengers

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II. General Rules and Regulations

Section 1

General Operator Requirements

- 1.01 All operators shall carry with them at all times a valid State of Arkansas Commercial Driver's License (CDL) with a Passenger Endorsement.
- 1.02 All operators shall carry with them at all times a valid DOT physical card.
- 1.02 An operator who is found to have more than one license shall be subject to disciplinary action, including termination.
- 1.03 An operator must notify a supervisor within 30 days of a conviction for any traffic violation (except parking). This applies in all cases, regardless of whether the traffic violation was received by the operator while on or off duty. This notification must be in writing and must contain the following information:
 - a. The operator's full name;
 - b. The operator's license number;
 - c. The date of conviction;
 - d. The nature of the violation of state or local law relating to motor vehicle traffic control, other than parking;
 - e. A notation of whether or not the violation was committed in a commercial motor vehicle;
 - f. The location where the offense was committed; and
 - g. The operator's signature.

Operators who fail to provide such notification in a timely manner shall be subject to disciplinary action, including termination.
- 1.04 Operators who have their license suspended, revoked, or canceled by any state, or who lose or are denied the privilege of driving a commercial motor vehicle in any state for any period, including being disqualified from driving a commercial motor vehicle, or who are subject to an out-of-service order, shall notify a supervisor of that fact before the end of the business day following the day they receive notice of that fact. Operators who fail to provide such notification in a timely manner shall be subject to disciplinary action, including termination.
- 1.05 Licenses shall be renewed prior to expiration date. An operator who works with an expired license shall be subject to disciplinary action, including termination.

- 1.06 Operators are required to strictly adhere to all regulations set forth for drivers of commercial motor vehicles as stated in the Arkansas *Commercial Driver License Manual*.
- 1.07 Operators shall know and obey all state and local traffic regulations including special regulations concerning buses.
- 1.08 All operators shall have a working telephone wherever they are living. Operators who change their telephone number must give the new number to the Transit Coordinator within three days of the change.

Section 2

Personal Appearance and Uniform Requirements

- 2.01 Operators will maintain the highest standards of personal appearance while on duty in order to portray a professional image. Extreme or extraordinarily unusual hairstyles make up, body piercing, or body decorations are not allowed. Mustaches, beards, and sideburns will be neatly trimmed. Fingernails will be clean and neatly trimmed.
- 2.02 Uniforms are provided to operators so that they may present a sharp, professional appearance to the public. Operators are responsible for maintaining their uniforms and keeping them clean, pressed, and in good general repair. Company-supplied uniforms shall not be used for non-work related activity. Uniforms rendered unfit for company service through non-work related activities shall be replaced at the expense of the operator.
- 2.03 Operators, while on duty, shall wear only full regulation uniforms, as selected by the company. Regulation uniforms shall consist of shirts/blouses, pants, a jacket, and a nametag. Operators shall provide all other accessory items.
- 2.04 Shirt/blouse tails must be tucked in to the pants. Only the top shirt/blouse button may be left unbuttoned. Shirt/blouse sleeves may not be rolled up. Black or navy belts shall be worn with pants that have belt loops. Black or navy socks shall be worn (or women may wear neutral, gray, or black hosiery). Black or navy footwear must fully enclose the foot. Sandals, tennis shoes, or unusual footwear are not permitted. Black or navy boots shall be worn on the inside of the pants leg only. Heels cannot exceed 1½ inches in height. Undergarments must be white or of any natural color if visible and must not show beyond the length of the shirt/blouse. No printed T-shirts will be allowed. Navy or white button-down sweaters and sweater vests may be worn provided they do not have a collar, or any emblems or logos. Management must approve non-uniform jackets worn for additional warmth in winter. Nametags shall be worn at all times while on duty.

Only company authorized badges or pins are permitted. JETS caps are the only authorized headwear.

- 2.05 Operators shall not allow any other person to wear regulation uniforms provided by the company. Uniforms must be turned in to JETS upon termination of employment.

Section 3

Positions

- 3.01 If a full-time position opens, any part-time employee that wishes to apply for the full-time position must go through the City of Jonesboro employee hiring process. Please refer to the City of Jonesboro Employee Handbook.

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III. Safety

Section 4

Operator Safety

- 4.01 Each operator is expected to adhere to all safety rules and regulations. Unsafe acts and conditions should be reported to a supervisor.
- 4.02 The safety of passengers is the first consideration at all times. Operators must exercise care to prevent injury to persons and/or damage to property.
- 4.03 Safety is of greater importance than the schedule. Operation of buses should be, under normal conditions, according to schedules and in a safe manner. Operation of equipment at an unsafe or unlawful speed to make up lost time or to maintain a schedule is prohibited.
- 4.04 Conversation between operators and passengers while the bus is in motion is prohibited. Politely tell passengers that you will answer their questions or converse with them when the bus has come to a stop. Other company employees must not converse with the operator while the bus is in motion and shall not remain in the operator's area unless engaged in assigned duties.
- 4.05 Situations involving unusual hazards or complications shall be reported to the transit service representative by radio.

- 4.06 Operators should know and regularly practice defensive driving techniques. Defensive driving is driving to prevent collisions in spite of adverse conditions and the incorrect actions of others.
- 4.07 Safety is attitude. All operators should take pride in the knowledge of good safety practices and procedures.
- 4.08 Operators should concentrate on driving at all times. Good operators leave their personal problems at home and dismiss their worries or anger when they enter the vehicle.
- 4.09 Operators are responsible for checking the safety of a vehicle before pulling it off the lot. Special attention should be paid to turn signals, brake lights, hazard lights, headlights, brakes, and the presence of safety equipment like fire extinguishers, reflective triangles, first aid kits, and biohazard clean up kits. Mirrors should be adjusted properly and checked for cleanliness.
- 4.10 Operators should be aware of potential hazard locations along the routes, such as school zones, blind intersections, building entrances and exits, railroad crossings, low-hanging tree branches, rough streets or pot holes, trees, poles, signs, and fire hydrants that are too close to the curb, road construction areas, etc.
- 4.11 Operators should start, stop, and turn the bus slowly and deliberately in an effort to give passengers the safest and most comfortable ride possible.
- 4.12 Operators should never move a vehicle with the doors open. The doors should not be opened until the step wells are clear of passengers and the vehicle is completely stopped.
- 4.13 Operators should constantly keep their eyes moving to the left, straight ahead, to the right, as well as checking all mirrors inside and outside the bus, in an effort to spot potentially hazardous situations.
- 4.14 Operators should avoid driving with one hand. In the event the transit service representative should relay instructions that need to be written down, the operator should wait until he/she can safely stop the vehicle before writing.
- 4.15 Operators should never press for the right-of-way. A good rule of thumb is that the operator only has the right-of-way if it is yielded to him/her.
- 4.16 Operators should slow down at intersections or curves and use appropriate signals well in advance of any action.
- 4.17 When stopping behind another vehicle in traffic, operators should maintain a stopping distance so that the rear tires of the vehicle ahead can be seen touching the roadway.

- 4.18 Operators shall always limit the vehicle speed so there is clear space and time to stop without having to take emergency action, especially during periods when poor visibility and inclement weather conditions exist.
- 4.19 All operators should be familiar with the perception/reaction distance involved in vehicle operation. It takes $\frac{3}{4}$ second from the time an operator sees the danger until he or she applies the brake. The perception/reaction distance is calculated by adding the miles per hour the vehicle is traveling and the first digit of the speed (i.e.: 30 mph + 3 = 33 feet traveled before braking).
- 4.20 Operators also should be aware of the stopping distance involved after the brake has been applied. Stopping distance for vehicles increases as the weight increases. The larger the vehicle and the larger the number of passengers being transported, the greater the actual stopping distance will be.

The operator should use the four second rule to prevent rear-end collisions and the need to stop suddenly. The operator should spot a stationary object ahead and begin counting one-one thousand, two-one thousand, three-one thousand, four-one thousand as the vehicle directly in front passes the object. The operator is following at a safe distance if his/her vehicle does not pass the object before the count of four.

- 4.21 Operators should be aware that even slight illness, fatigue, and certain prescription and over-the-counter drugs might slow their reaction time and affect their ability to judge distances, speed, and driving conditions. Operators are primarily responsible for alerting their supervisor if they are not physically or mentally able to perform their job duties in a reasonable and safe manner.
- 4.22 Operators are required to wear seat belts at all times.
- 4.23 Operators shall NEVER eat, drink, or read while the bus is in motion.
- 4.24 Operators are prohibited from possessing, carrying, or using electronic devices while on duty and/or operating a company vehicle. These devices include, but are not limited to audio or video equipment, tape recorders, pagers, portable televisions, personal computers, fax machines, and video games.
- 4.25 Cellular telephones shall be turned OFF while on duty and/or while operating company vehicles and shall not be used to receive calls at any time. Cellular telephones may only be turned on and used to make calls when the operator is on break or layover, or in cases of emergency.

Section 5

Reporting Procedures for Collisions and Incidents

- 5.01 Operators are required to carry a Collision Reporting Kit at all times when operating a JETS vehicle. Operators should check the vehicle before leaving the lot to be sure there is a kit. The operator who uses the kit to report a collision or incident will be responsible for replacing the kit on that vehicle.
- 5.02 In the event of a collision, operators are responsible to insure the safety and comfort of their passengers and to continue to perform their required duties in a professional manner. Operators should reassure the passengers that everything is under control and that service will be returned as soon as possible.
- 5.03 Failure to report a collision immediately, or any attempt to conceal or misrepresent facts of a collision, shall be cause for immediate termination.
- 5.04 In the event of a collision the operator should:
- a. REMAIN CALM. The passengers will be counting on the operator's experience and guidance.
 - b. STOP AND REMAIN AT THE SCENE. The operator shall remain at the scene until told he/she may leave by a company official. The operator should not move his/her vehicle from the point of collision until instructed to do so by a police officer or company official unless there exists a clear safety hazard for the passengers on board or for other motorists. The vehicle's emergency flashers shall be illuminated immediately.
 - c. REPORT TO THE TRANSIT SERVICE REPRESENTATIVE BY RADIO. The operator shall immediately report the collision to the transit service representative by radio. The transit service representative will contact the supervisor and the police. Report any injury so that the transit service representative can send ambulance service if required. If the radio is inoperative, the operator shall ask a non-injured passenger or another motorist to call the police and/or the JETS office.
 - d. RENDER ASSISTANCE TO THE INJURED. In the event of personal injury to either a passenger or a person outside the bus, the operator shall render assistance to the best of his/her ability. Operators should not render first aid unless they have been trained to do so and should not move an injured person except to avoid danger or further injury. The operator should not ignore anyone's claim of injury even though he/she does not agree with the claim. The operator should note and report any statement of any person who claims to be injured. The operator should also make a note of his/her own observations and the comments or observations of others

concerning these injuries. An operator should never tell a person claiming injury or damage that the company will contact the individual.

- e. **PROTECT VEHICLE AND PASSENGERS FROM FURTHER INJURY.** If the collision occurred where it is likely that another vehicle could become involved due to a blind curve, etc., reflective triangles should be set out or the operator should seek assistance from someone on the scene to flag down approaching vehicles. The bus should be evacuated only if remaining on the bus endangers the passengers. The operator should count the passengers on the bus at the time of the collision. Occasionally, a passer-by will attempt to get on a bus at the scene of a collision and claim to be injured.
- f. **GIVE INFORMATION ONLY TO THE APPROPRIATE AUTHORITIES.** The operator shall refrain from any discussion or arguments with the other parties involved in the collision. All information relating to the collision should be given only to the police or a company official. A police report serves as documentation of what actually happened and can protect the operator from false accusation by others who were involved in the collision.
- g. **OBSERVE THE SCENE.** The operator should observe everything around the scene of the collision, survey all injuries and damages, and make notes of his/her observations and any evidence he/she notices. Some information for the collision report can only be obtained at the scene.
- h. **SECURE WITNESSES.** The operator will be responsible for distributing Courtesy (Witness) Cards to passengers and persons on the street. When approaching witnesses, operators should request their name and address quietly and courteously. In securing witnesses either on the street or in the vehicle, the operator should never ask, "Did you see the collision?" Instead, he/she should pass out the Courtesy Card and say, "JETS requires me to get the names of ALL my passengers (or persons in the near vicinity of the vehicle). May I have your name and address please?" Many times persons who did not see the collision happen can nevertheless give valuable information pertinent to the cause or result of the collision. It must be indicated on each Courtesy Card whether the witness was a passenger in the company vehicle, the other vehicle involved, a passenger or driver of some other vehicle, standing on the street, or in the vicinity of the collision.
- i. **WAIT FOR HELP.** Wait for the arrival of the police, ambulance requested, and supervisor.
- j. **REPORT TO SUPERVISOR AT THE SCENE.** When a supervisor arrives on the scene, the operator shall follow the supervisor's instructions exactly and address any questions or comments only to him/her. The operator shall

only answer questions from the police, company officials, or a properly identified investigator from the insurance company. The operator shall not discuss a collision with anyone other than the appropriate authorities. In no instance shall an operator involved in a collision contact any of the parties involved in order to discuss the occurrence. If the operator is injured, such injury must be reported and the proper forms filled out promptly for an on-the-job injury claim to be valid.

- k. **MAKE NO STATEMENTS TO OTHERS.** The operator should not discuss the collision with anyone, either at the scene or at any time, other than the police and authorized company personnel. Under no circumstances should he/she discuss the incident with members of the press. The operator should not sign any written statement except the company collision form or a citation issued by the police.
- l. **AVOID VOLUNTEERING INFORMATION NOT REQUESTED.** The operator shall never make any comments reflecting on the equipment or vehicle he/she was operating at the time of the collision. Such observations should be made only to an authorized representative of the company. The operator shall never attempt to appraise damages for anyone except a company official.
- m. **REPORT ALL ADDITIONAL REQUESTS FOR INFORMATION.** The operator shall inform management before answering any other questions from insurance investigators, representatives of the parties involved, etc.

5.05 An operator shall never attempt to contact any injured person either directly or through the injured person's family, hospital, or in any other manner. He/she should direct all questions to the supervisor.

5.06 An operator will stop at the scene of a collision involving another bus to see if assistance is required. The second operator does not need to wait at the scene of the collision until the supervisor arrives, unless help is needed.

Section 6

Determination of Collision Preventability

- 6.01 A preventable collision is one in which the operator did not do everything in his/her control to prevent the collision.
- 6.02 Determination of collision preventability will be made independent of the police officer's determination regarding the issuance of a citation(s).

- 6.03 Management will evaluate all of the information available regarding the collision, including police reports, supervisor reports, operator reports, witness cards, photographs, etc. to determine whether the collision was preventable. Management will also determine the appropriate level of discipline to be administered in the case of a preventable collision.

For further instruction, please refer to the JETS Safety Policy.

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IV. GENERAL CODE OF CONDUCT

Section 7

Standards of Conduct

- 7.01 In order to remain in the employ of JETS, operators must:
- a. Promptly obey the orders of their superiors.
 - b. Maintain the required standards of performance in their duties.
 - c. Make complete and truthful statements in all reports pertaining to their duties.
 - d. Display an attitude of loyalty that contributes to discipline and harmony within JETS.
 - e. Refrain from the use of abusive, vulgar, antagonistic or disrespectful language in referring to JETS, its officials or members of the supervisory staff.
 - f. Refrain from horseplay of any type.
- 7.02 Operators shall not conduct themselves in a manner that is unbecoming to an employee of the transit system.
- 7.03 Operators shall not treat the public or fellow employees discourteously or be offensive in their conduct in public, or towards the public, company officials, or fellow employees either on or off duty.
- 7.04 Operators shall not knowingly or willfully violate the laws of the United States, the State of Arkansas, or Craighead County, the ordinances of any local municipality, or company rules and regulations.

- 7.05 Operators shall report any instance of destruction or theft of company property that they have personally witnessed.
- 7.06 Operators shall not make derogatory remarks concerning passengers, company policies, transit service, or fellow employees. If an employee is troubled about something concerning the company, he/she should discuss it with his/her supervisor.
- 7.07 Drinking is permitted only when the vehicle is stopped and not impeding the normal flow of the route.
- 7.08 Smoking on the bus is prohibited. Operators are allowed to smoke only when they have been relieved by other JETS personnel.
- 7.09 Operators are prohibited from using cell phones at any time while operating a JETS vehicle.
- 7.10 Operators shall not consume alcoholic beverages at any time while wearing company uniforms.
- 7.11 Operators shall not visit bars, adult bookstores or theaters, or other similar places of business while wearing company uniforms.
- 7.12 All cases of arrest of an operator, either on or off duty, must be promptly reported to the Operations Supervisor on or before the next working day.

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V. Customer Relations

Section 8

Conduct Toward the Public

- 8.01 JETS is in business for one reason only: to provide transportation for the citizens of the Jonesboro area. The operator's responsibility is:
 - a. To provide passengers with safe and dependable service;
 - b. To always be courteous to passengers, even when the passenger is in the wrong;
 - c. To show a genuine concern for passengers and their needs;

- d. To convey a helpful and professional attitude toward passengers; and
- e. To provide service that makes passengers want to ride again.

8.02 In order to maintain good customer relations, the operator shall:

- a. Drive safely and smoothly;
- b. Provide a comfortable climate (e.g. turning on the air conditioner or heater as needed; turning on rear dome lights any time headlights are illuminated) and keep the interior of the bus clean;
- c. Stay on schedule. NEVER be ahead of schedule, and try to avoid being needlessly behind schedule;
- d. Maintain a neat, professional appearance;
- e. Maintain a helpful, courteous, and cheerful attitude when dealing with passengers. Remain in control of your temper, even when the passenger is difficult.
- g. Support and explain company policies when dealing with a passenger. If an operator does not agree with a company policy, he/she should discuss it with a supervisor, not with passengers;
- k. Be concerned for the convenience and safety of his/her passengers.
- l. Know the route. Keep up-to-date on landmarks, hotels, places of interest, major businesses, streets, connecting or intersecting bus lines, locations of street numbers on route, and intersecting streets.
- m. Help passengers to understand how to use the bus service. Give out accurate information and thoroughly explain whatever customer information materials are available. An operator should never alarm passengers by spreading rumors about changes in service.
- n. NEVER EMBARRASS ANYONE. Quietly, and respectfully, discuss the problem or issue with the goal of helping to resolve it.
- o. NEVER PASS ANYONE UP. If in doubt whether the person is waiting for the bus, stop and ask.
- p. Take time to understand passenger questions and make sure passengers understand your answers.

- q. Politely discourage passengers from talking excessively to him/her while the bus is in motion.
 - r. Be a courteous driver. Other motorists and pedestrians are potential riders.
 - s. Avoid arguments with passengers at all costs. The operator shall be firm, but polite and consistent in enforcing passenger rules.
- 8.03 Passengers have the right to file complaints and/or compliments with management regarding the behavior, or perceived behavior, of an operator. It shall be management's responsibility to investigate in the event of a complaint and to determine appropriate disciplinary actions, if necessary. At no time shall an operator confront the complainant about the report or the allegations therein.
- 8.04 Transit system passengers are our customers and only through their fares, their taxes and the taxes of other citizens is it possible for this system to continue operating. Goodwill and common sense must prevail.

Section 9

Enforcing Passenger Rules

- 9.01 Operators are responsible for enforcing passenger rules that are designed for passenger safety, comfort, and convenience:
- a. Smoking or using tobacco products is prohibited on city buses.
 - b. Passengers must pay proper fares.
 - c. Federal regulations prohibit the operation of any bus with passengers standing in front of the standee line.
 - d. No passenger may be allowed to disturb other passengers.
 - e. Passengers must refrain from excessive noise, playing musical chairs by changing seats constantly, throwing objects, fighting, sticking head or arms out the windows, lewd behavior and speech, etc.
 - f. Service animals, when properly harnessed and accompanied by a passenger with a disability, are permitted on buses and shall ride in the aisle. No other animals shall be carried unless confined in a pet carrier, box, or other secure container. Special permits are never issued to carry animals.

- g. Articles which, because of their size or the nature of their contents, may cause discomfort or be dangerous or offensive to passengers will not be carried on the buses at any time. Their owners may take ordinary hand baggage, and small packages and articles that can be carried without inconvenience to other passengers, inside the bus. Such articles shall not be permitted to remain where they will interfere with the entrance, exit, or the free use of the aisle or mechanisms of the bus.
- h. Passengers boarding the bus with a baby in a baby stroller must take the baby out of the stroller, fold the stroller, and stow it out of the aisle while the vehicle is in motion.
- i. Flammable or hazardous materials (e.g. batteries, gasoline cans) are not permitted on the bus at any time.
- j. Firearms and other weapons are not permitted on the bus at any time.
- k. Operators are not permitted to accept for transportation any package, baggage, letters, etc., unless directed to do so by a supervisor.
- l. Passengers, including charter customers, may not place advertisements on either the inside or outside of the bus. Passengers may not remove or deface advertisements placed on the buses by authorized representatives of the company.
- m. Passengers may not solicit for money or the sale of goods, newspapers, religious or political materials, etc., on the bus or on company property.

9.02 Most situations of enforcing passenger rules can be handled with a firm, polite request. If this fails and the situation warrants action, the operator should:

- a. Politely inform the passenger that his/her behavior is an infraction of JETS rules and ask the person to stop immediately.
- b. If the passenger persists, quietly tell the passenger to leave the vehicle.
- c. If the passenger refuses to leave, call the transit service representative and ask for help. Wait at the specified location for the police or supervisor to come and remove the passenger.
- d. Never use physical force in attempting to remove or detain a passenger.
- e. In all cases, report the ejection to the transit service representative immediately after the person leaves the bus.

9.03 Failure to pay the appropriate fare may be grounds for ejection of the passenger.

- 9.04 A passenger should not be ejected or left at a point where he is likely to be exposed to danger. It is usually best to use the nearest bus stop. Extraordinary precautions must be observed at times of darkness or inclement weather, or if the passenger is intoxicated.
- 9.05 Children, persons of unsound mind, or persons in such a feeble or helpless condition as to be unable to take care of themselves should never be ejected.
- 9.06 If a passenger is ejected, other passengers who were in the best position to hear and see what occurred should be asked to complete courtesy cards.
- 9.07 Operators should complete an Incident Report any time a passenger is ejected from the bus.
- 9.08 Operators are never to place themselves in danger in order to resolve a problem. Typically, if an operator cannot handle a difficult situation from the operator's seat, it is best to request help by contacting the transit service representative.

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VI. General Operational Duties

Section 10

Work Schedules

- 10.01 Sign-ups shall be posted at least two times each calendar year. The highest seniority operator shall prevail in the bidding process.
- 10.02 When sign-ups have been posted, operators shall sign for runs at their assigned time for bidding. Any operator who is not present to sign for his/her run at the designated time, or has not left a choice of runs with the supervisor, will have a run assigned to him/her by the supervisor.
- 10.03 Any operator who is on inactive status due to an extended illness or injury, maternity leave, etc., shall not bid on a run unless his/her estimated date of return to active employment is known and will occur within 30 days of the effective date of sign-up.
- 10.04 The trading or swapping of runs is prohibited without prior supervisor approval. Cases involving exceptional or unusual circumstances may be submitted to a supervisor for resolution.

- 10.05 Operators who are off sick must call a supervisor no later than noon the working day before they wish to be placed back on the schedule.

Section 11

Reporting for Work

- 11.1 Operators are required to report for work at the assigned report time. Failure to report at the assigned report time may result in the run being assigned to another operator and will be considered an absence.
- 11.2 Operators shall have a one-minute grace period past the report time before they are counted as late and assessed an absence. (For example, if the report time is 6:00 a.m., the operator will not be counted as late until the clock in the operator's room reaches 6:01 a.m.)
- 11.3 There is no acceptable excuse for being late. Operators are expected to anticipate any potential problems they might have getting to work, and still be to work on time.
- 11.4 Operators who are too ill to report to work shall call in at least one hour prior to their report time. Family members are not permitted to call in for the operator; the supervisor (or transit service representative) will want to talk with the operator. Failure to call in at least one hour prior to report time shall be considered an absence.
- 11.5 An operator who is to be relieved must remain on duty and take care of all passengers until the relief operator has taken charge of the bus. An operator shall call the supervisor (or transit service representative) immediately for instructions when the relief operator is not on time.
- 11.06 Supervisors shall send home any operator guilty of any of the following:
- a. Unclean uniform,
 - b. Offensive body odor,
 - c. Failure to be in proper uniform.

Operators sent home for any of the above reasons will receive an absence.

- 11.07 Each operator is responsible for supplying his/her bus with a Daily Vehicle Inspection Report Form, Driver Manifest, Collision Reporting Kit, any charter reports, and making sure the GFI System is full of blank transfer passes. These items shall remain on the bus for the entire time it is off the lot.

- 11.08 Each operator is required to keep a working timepiece with him/her at all times while driving. The time shall be checked with the clock at the Transit Service Representative's desk each day. The specified clock shall be set with the Official U.S. Time website @ www.time.gov.
- 11.09 Before leaving the garage or when relieving on the line, the operator should visually inspect his/her vehicle. Defects must be recorded on the inspection form. If the defect is serious enough to affect the safety of the bus, it should be reported immediately and another vehicle will be assigned. The operator should be especially careful to notice and record any body damage. If an operator notices body damage it should be reported immediately to the transit service representative.
- 11.10 Each operator is responsible for seeing that head signs are correctly displayed at all times.

Section 12

Assignment of Vehicles

- 12.01 The assignment of buses shall be a management decision. An operator shall drive the assigned bus, unless there is a mechanical failure that renders the bus unsafe for operation.
- 12.02 The need for mechanical work on a bus must be reported on the day of occurrence. An operator shall not delay the report so that the bus will be out of service on his/her day off.

Section 13

Returning to Garage

- 13.01 The bus shall carry an "Out of Service" head sign when returning to the garage. Inspection forms, Daily Trip Sheets, and transfers are to be turned in as directed.
- 13.02 Buses should be parked on the lot, transmission in Park, parking brake properly set, engine shut down, switches turned off, doors and windows closed. Operators should perform a post-trip inspection of the bus to check for articles left on the bus as well as exterior and interior damage (cut seats, etc.).

Section 14

Scheduling and Routing

14.01 SAFETY IS OF GREATER IMPORTANCE THAN THE SCHEDULE.

14.02 Operators shall:

- a. Leave the garage on time. Buses are to be pulled out of the garage at the time posted for them to leave, unless the transit service representative or supervisor specifically asks the operator to hold the bus. Failure to pull a bus out of the garage at the appointed time may result in disciplinary action up to and including termination.
- b. Operate according to schedules in a safe manner by pacing themselves along the route, adjusting their pace for traffic, weather, time-of-day, road conditions, and passenger load.
- c. Know the route, including where bus stops and time points are located. If an operator has questions about a route, or any special conditions on the route, he/she should have them answered before driving it.
- d. Leave transfer points right on time as indicated on the route schedule.
- e. Never leave a time point early. If the bus arrives to a time point before the indicated time on the route schedule, it must stop and wait.
- f. Avoid getting behind schedule. If an operator should become more than five minutes late, he/she shall notify the transit service representative immediately. If an operator has persistent problems with schedules or routes, he/she should discuss them with the supervisor.
- g. Not make unauthorized detours from the prescribed route. Route detours may only be made due to route blockage, and then only after notifying the transit service representative by radio of the reason, as well as the detour route. In the event the detour will be necessary on future trips, the supervisor may pick the route which misses the fewest number of passenger stops. Any unauthorized route detour shall be cause for immediate termination.
- h. Not make unauthorized stops along the route or take breaks in addition to those provided. Urgent restroom breaks are permitted as long as the bus can be safely parked out of traffic and passengers are not kept waiting long.

- i. Complete a driver's manifest form throughout the day, during their routes, and turn it in to the Service Representative at the end of each shift. The form must be signed and dated.
- j. Complete a maintenance log, and turn it in to the Service Representative at the end of each shift. The form must be signed and dated.

Section 15

Picking Up and Discharging Passengers

1. Normally, passenger stops are to be made only at locations indicated by bus stop signs. It is the responsibility of all operators to know where bus stops are located.
2. There is always a danger in making a bus stop to load or unload passengers at other than regularly posted stops. For this reason, such stops are generally prohibited. However, never pass up a passenger unless there is a clear safety hazard. After picking up the passenger at some place other than a regularly established stop, the operator should graciously and politely inform the passenger that he or she was waiting at a place that was not a bus stop. The passenger should also be advised of the location of the nearest posted bus stop. Operators should bring it to the attention of the Operations Supervisor when passengers continually catch the bus at the wrong location.
3. The operator shall constantly watch for potential riders. If an operator is not sure whether someone near a bus stop wants to ride the bus, he/she should stop and ask.
4. The operator shall listen for passengers to audibly notify them of their stop. If, for any reason, a passenger is carried past his/her stop, the operator should apologize and stop the bus as soon as it can be done safely. If necessary, an emergency transfer shall be issued. An operator shall never argue the point of whether or not they were notified in time for the stop.
5. Operators must stop the bus approximately six (6) inches from the curb. If that is not possible, the bus should be stopped approximately three (3) feet from the curb to allow for stepping area between the curb and the bus. The bus door must be positioned where the landing area is in good condition and where no obstructions or hazards exist that would impair the safety of the customers or cause damage to the bus.
6. Operators shall be ready to leave their seat to assist elderly and/or disabled passengers to board or alight from the bus. Operators should ask the individual if they require assistance before providing such assistance. The operator shall place the transmission in Park, apply the parking brake, and turn on the four-way flashers before leaving the operator's seat to assist a passenger.

7. THE OPERATOR SHOULD NOT MOVE THE VEHICLE UNTIL THE PASSENGER HAS BEEN SEATED. (Exceptions to this rule will be made in the event of standing-room-only loads.)

Section 16

Proper Fare Collection

- 16.01 Operators shall not handle cash fares at any time, unless the passenger is physically unable to place his/her own fare in the farebox.
- 16.02 Operators will collect fares according to the most recently adopted JETS fare schedule. Operators shall not permit passengers to ride without paying the correct fare. Operators found allowing a passenger to ride without paying a fare are subject to disciplinary action up to and including termination.
- 16.03 Mishandling of funds shall be cause for immediate termination.

Operators will be held liable for any shortage of funds.

All pass users are required to show their pass when boarding the bus. Operators will check the date stamped or printed on every pass.

Elderly or disabled riders who pay with a cash fare must show a valid I.D. card that verifies they are qualified for a reduced fare. Visitors from other cities may use I.D. cards from their local transit systems or Medicare cards as proof of age to receive a reduced fare on JETS buses.

If a passenger refuses to pay, the operator should quietly ask the passenger to leave the bus.

Operators should inform passengers that exact fare is required and that change cannot be given. The operator may allow the passenger to attempt to get change for bills from fellow passengers. However, in the event the passenger cannot get change, the operator should ask the passenger to deposit the bill in the slot provided on the fare box.

For further instruction, please refer to the JETS Fare Policy.

Section 17

Transfers

- 17.01 Operators should issue a transfer free to any paying passenger who must take more than one bus in order to reach his/her destination. Transfers are issued to enable the completion of a trip in one direction only. Transfers may NOT be used on the same bus they were issued, or to get back to the original starting point. Passengers who get off the bus must pay another fare when they board the bus again.
- 17.02 Emergency transfers shall be issued when the regular transfer procedure would deny a passenger a legitimate ride and/or so that they can take the next bus without paying an additional fare.

EXAMPLES:

- a. A passenger boards a bus and after paying finds that the bus does not go where he/she wishes to go.
 - b. A bus has broken down on route and passengers must catch the next scheduled bus to complete their trips.
 - c. A passenger is carried beyond his/her destination and a transfer is required for the passenger to get back to his/her point of destination.
- 17.03 Operators shall check all transfers for appropriate date and time.
- 17.04 Operators should never accept an expired transfer (one that was issued more than ½ hour prior to the time of boarding) unless instructed to do so by the transit service representative or the supervisor.
- 17.05 If a transfer is presented that is out-of-date or expired, the operator shall quietly and courteously tell the passenger the transfer is invalid. If the passenger gives a reasonable and credible explanation, the operator should accept the word of the passenger. The operator shall, at all times, use good judgement and common sense.
- 17.06 Operators should be alert for patterns of transfer abuse. Where any systematic abuse is seen, it should be reported to the supervisor.

Section 18

Proper Care of Vehicle

- 18.01 Operators are responsible for the safe and proper use of buses.
- 18.02 Operators SHALL NOT:
- a. Crank the engine starter excessively.
 - b. Operate the bus without regard for the preservation of the vehicle.
 - c. Warm up the engine too quickly or in an unsafe manner.
 - d. Ride or pump the brakes.
 - e. Leave the operator's seat without placing the transmission in Park and applying the parking brake.
 - f. Have inexcusable collisions with fixed objects resulting in damage to the bus.
 - g. Back up a bus without proper assistance. Company policy strictly prohibits operators backing buses except with the assistance of and/or on the authority of a supervisor or other company authorized person. Operators should sound their horn before backing a bus.
- 18.03 Operators shall:
- a. Have a general knowledge of the mechanical operation of their vehicles so they may be able to identify basic mechanical troubles when their vehicle becomes disabled.
 - b. Test their brakes in the first block when leaving the garage.
 - c. Use extreme caution when driving on wet, slippery streets.
 - d. Use extreme caution when driving over rough streets, streets under construction and through low water areas to prevent damage to the vehicle or injury to the passengers.
 - e. Stay in right lanes at all times except to make left turns or to avoid a potential hazard. Passing is strictly prohibited in the downtown area or between the downtown area and the garage. Otherwise, operators shall use extreme caution when passing.

- f. Use turn signals well in advance when changing lanes or making turns.
- g. Use emergency flashers well in advance when making passenger stops.
- h. Avoid rubbing tires on curbs, running up over curbs, or running over objects in the street that might damage the tires and/or underside of the bus.
- i. Come to a complete stop not less than 15 feet and not more than 50 feet from a railroad crossing. Emergency flashers shall be used to warn vehicles behind the bus of the impending stop.
- j. Pull to the curb and stop, if possible, to clear the street for emergency vehicles or funeral processions.
- k. Use extreme caution when operating in the vicinity of schools or playgrounds.
- l. Come to a complete stop when a school bus is displaying alternately flashing red lights. State laws require other vehicles to stop and not pass until:
 - 1. The school bus has resumed motion,
 - 2. The driver of the school bus motions other drivers to proceed,
 - 3. The red lights are no longer flashing.
- m. Yield the right-of-way to pedestrians crossing the street regardless of whether it is a marked crosswalk or in the center of the block where there is not a crosswalk.
- n. Visually inspect the bus before going out on a run.
- o. Shut the bus down when warning lights come on.
- p. Write up all problems on inspection forms.
- q. Obey all directions given by law-enforcement officials.
- r. Tell alighting passengers to cross the street BEHIND the bus.

Section 19

Proper Use of Two-Way Radios

19.01 An operator shall use the radio to:

- a. Report a collision, incident, emergency etc., occurring on his/her bus.
- b. Report a collision, incident, emergency not occurring on his/her bus, especially if it just happened or is in a remote area.
- c. Report an unusual situation such as a route blockage, passenger problem or lost article.
- d. Get the correct time from the transit service representative.
- e. Report an equipment malfunction.
- f. Ask that a particular bus be held up for a passenger transfer, but ONLY if that bus is in sight or if the caller's bus is not more than 3 minutes away from the transfer point. The time may be extended if the bus is the last one leaving the transfer point for the day.
- g. Ask for route clarification. It is the operator's responsibility to know the route or any special conditions on the route, but in the event of a question, radio for instructions.
- h. Get schedule or route information for passengers.
- i. Provide information to the transit service representative for route surveys.

19.02 An operator SHALL NOT use the radio:

- a. While fueling the vehicle.
- b. Within 500 feet of where any explosive or flammable materials are being used.
- c. If another conversation is in progress, except in grave emergency.
- d. To send personal messages. The radio must be used strictly for business.
- e. For prolonged conversations. An operator shall NEVER argue with anyone over the air.

- 19.03 Operators will always identify themselves by route or bus number, and use TEN-CODE transmissions as much as possible to limit the volume of radio traffic. Regular language may be used when "ten-codes" do not satisfy the required transmissions, i.e., surveys, collisions, detours, etc. Personal names will not be used. Route numbers, bus numbers, or call signs will be used instead. Radio courtesy will be in effect at all times.
- 19.04 Profane and obscene language in radio communications is prohibited by Federal statutory law (Title 18, Section 1464, United States Code), FCC Rules and Regulations and the rules and regulations of the company. ANY EMPLOYEE GUILTY OF USING PROFANE OR OBSCENE LANGUAGE IN RADIO COMMUNICATIONS IS SUBJECT TO IMMEDIATE TERMINATION.
- 19.05 Operators should not allow anyone other than authorized JETS employees to operate the radio. Radios are not for passenger use.
- 19.06 Operators should remember that their transmissions can be heard by others, including management and passengers on other buses. It is important that operators give advance thought to what they will say so they will speak clearly, distinctly, and appropriately. Operators shall not use graphic language to describe any passenger or situation.

Section 20

Emergencies

- 20.01 In the event of a serious threat or assault, the operator's first responsibility is to get help while safeguarding the passengers. The operator should use the radio to call for help and continue on his/her route if able to do so. If the operator cannot continue on the route due to threat or injury, he/she should safely stop the bus and use the radio to call for help.
- 20.02 The operator should try to get a description of the person(s) involved. An accurate description will aid the police in apprehending the violator.
- 20.03 If an operator is harassed or if passengers create a nuisance for others, it should be reported immediately to a supervisor. The operator should follow the instructions of the supervisor.
- 20.04 If a passenger becomes ill, or is injured on board, it should be reported to the transit service representative immediately by radio. If the passenger is seriously ill or injured, the operator should wait where he/she is located for the ambulance and supervisor to arrive. In some situations when the passenger is not seriously ill but requests assistance, it may be possible to report to the transit service representative by radio and continue on route until met by a supervisor. However, if there is any doubt as to the seriousness of the

passenger's condition, the operator should stop, wait for the ambulance and supervisor, and do what he/she can to keep the person safe, warm, and talking, if the passenger is conscious.

Section 21

Breakdowns

- 21.01 Breakdowns must be reported to the transit service representative by radio as required, and all must be written up on the inspection form.
- 21.02 Minor problems, which are not safety related, should not delay the schedule. The defect should be written up on the inspection form. An operator relieving on the line should be advised of the problem.
- 21.03 Problems that are safety related or which pose extreme inconvenience to the passengers should be reported to the transit service representative immediately. A mechanic will be dispatched to meet the bus on route either to fix the problem or change out the bus.
- 21.04 Farebox jams should be reported immediately. A supervisor may be dispatched to dislodge any jammed items in the farebox.
- 21.05 Operators should avoid driving the bus through deep water if at all possible. If it becomes necessary to drive through deep water, apply light pressure to the brake pedal to keep the brakes dry. Test the brakes after driving through deep water, while maintaining safe speed and following distance, to ensure that brake performance is normal.

Section 22

Lost Articles

- 22.01 All lost articles found on buses by operators, or found by a passenger and turned in to the operator, shall be turned in to the office when the operator pulls into the garage at the conclusion of the trip on which the article was found or turned in. A Lost & Found slip shall be attached to the article with the following notations:
 - a. Date article was found or turned in.
 - b. Time article was found or turned in.
 - c. Route on which article was found or turned in.
 - d. Brief description of the article.
 - e. Operator's initials.
- 22.02 All operators will be responsible for the articles they find and the contents therein.

- 22.03 All inquiries concerning lost articles shall be referred to the transit service representative.
- 22.04 Any article not claimed by the owner within 30 days shall be returned to the finder. If the finder does not want the article, it will be given to a local charitable organization.
- 22.05 If a passenger finds an article and refuses to turn it in, the operator should attempt to secure his/her name and address. Operators shall make a prompt radio report of the occurrence to the transit service representative. Such reports shall include all available information including a description of the article.
- 22.06 Items of value (i.e.: purses, wallets, cellular phones) shall be turned in to the Operations Supervisor or Transit service representative for safekeeping.

Section 23

Charters

- 23.01 Company policy is to distribute charter, tour and similar special movement work on a fair and equitable basis while assuring high quality service to customers of the system. The determination as to whether a particular operator is qualified for a special charter rests with the supervisor in charge.
- 23.02 It is the responsibility of each operator to be sure of his/her routing and departure time for any charter work he/she may be assigned. The operator also is responsible for filling out the charter order form, giving complete and accurate information as required. Operators failing to leave the lot on time, getting lost, taking unnecessary detours, etc., may be subject to disciplinary action.

Section 24

Disciplinary code

- 24.01 Disciplinary actions may include verbal warnings, written warnings, official reprimands, suspensions without pay, performance probations, terminations, etc.
- 24.02 Operators who commit the following infractions may be subject to immediate termination:
- a. Operating the bus in a careless and/or unsafe manner.

- b. Major preventable collision. A major collision is one in which there is \$501 or more in property damage and/or injury and/or death.
- c. Failure to report a collision immediately.
- d. Willful failure to carry out a reasonable and lawful order or refusal to carry out assigned duties (otherwise known as insubordination).
- e. Incompetence or inefficiency in the performance of duties.
- f. Talking on cellular telephone, reading, listening to radio or other portable device, watching television, or any other activity which diverts the operator's attention and/or which interferes with the performance of normal duties while operating transit equipment.
- g. Smoking or using any tobacco product on the bus at any time whether on duty or as a passenger.
- h. Carrying weapons while on duty or on company property.
- i. Sexual harassment of passengers or fellow employees.
- j. Fighting while on duty or on company property, except in self-defense.
- k. Threatening, either verbally or physically, a passenger, fellow employee, supervisor or other company official.
- l. Carrying, indulging in, or being under the influence of alcohol or drugs while on duty, while on transit property, or while in uniform.
- m. Mishandling of JETS funds (includes tampering with a farebox or permitting passengers to ride without paying fare).
- n. Stealing, misappropriating or taking any transit property without permission.
- o. Falsifying time or revenue records.
- p. Fraudulent reporting of sickness or dishonesty in reporting the death of an immediate family member.
- q. Falsifying any company records or reports, including the Application for Employment.
- r. Conviction of a felony; conviction of a crime of moral turpitude; conviction of driving while intoxicated.

- s. Failure to notify management of a traffic violation, arrest, or loss, suspension or revocation of commercial driver's license.
- t. Continuing to operate a bus when physically unable to do so and/or when disqualified to drive by a licensed physician.
- u. Failure to follow the established policies and procedures in the company's *Anti-Drug & Alcohol Misuse Prevention Program*.

24.03 Other reasons for disciplinary action.

An operator shall include but not be limited to the following:

- a. Minor preventable collision. A minor collision is one in which there is \$500 or less in property damage, no injuries and no fatalities. Any two (2) minor preventable collisions in a one-year period may be grounds for termination.
- b. Failure to report on time for work assigned. Discipline for unexcused absences occurring within a one-year period will be as follows:
 - 1. 1st Unexcused Absence: Verbal Warning
 - 2. 2nd Unexcused Absence: Written Warning
 - 3. 3rd Unexcused Absence: 2 Day Suspension, Without Pay
 - 4. 4th Unexcused Absence: 5 Day Suspension, Without Pay
 - 5. 5th Unexcused Absence: Termination
- c. Excessive absenteeism or pattern of absences, as defined in the *Employee Handbook*.
- d. Unreported collisions. Such collisions will result in an investigation to try to determine responsibility.
 - 1. If new damage is noticed, the last five (5) employees who drove the vehicle will be questioned concerning the damage. This includes both Operations and Maintenance employees.
 - 2. If an employee admits that he/she may have had a collision and did not report it at the time, the employee will receive a written reprimand for not following proper procedures. If necessary, more progressive disciplinary action will be assessed depending on the employee's past record.
 - 3. If an employee denies having had a collision and the investigation proves that he/she did, the employee will be terminated immediately.

4. If all employees deny having had a collision and it cannot be proven conclusively who did it, the last person to drive the vehicle will receive a written reprimand for not reporting the damage. Also, a notice will be placed in the last five employees' files about the investigation. A series of such reprimands or notices in any one employee's file will lead to more progressive disciplinary action.
- e. Unauthorized deviation from route or unauthorized stops. An operator found to be making unauthorized deviations or stops three (3) times in a one-year period will be subject to termination.
- f. Passing time points ahead of schedule. An operator found running ahead of schedule three (3) times in a one-year period will be subject to termination.
- g. Excessive customer complaints. An operator who receives three (3) *valid* customer complaints in a one-year period will be subject to termination.
- h. Failure to strictly adhere to the regulations set forth for drivers of commercial motor vehicles in the Arkansas *Commercial Drivers License Manual*. An operator who violates regulations three (3) times in a one-year period will be subject to termination.
- i. Allowing family or friends to ride around for the purpose of carrying on conversation with the operator.
- j. Failure to collect passenger fares.
- k. Improper use of two-way radio.
- l. Exceeding the posted speed limits. Operators who exceed the speed limits in school zones will be subject to termination.
- m. Failure to pull the bus out of the garage at the appointed time without informing the transit service representative and/or supervisor of the reason for the delay.
- n. Purposefully splash pedestrians or other vehicles when driving through deep water.
- o. Discarding items or littering from a moving JETS vehicle.
- p. Offensive or abusive words or gestures toward a coworker or customer.
- q. Possession of offensive or abusive materials on JETS property.

r. Possession of firearms or explosives on JETS property.

33.04 Where a limit is specifically imposed – with the exception of absences – progressive discipline will generally follow this succession: 1) written warning; 2) official reprimand; and 3) termination.

33.05 Each “one-year period” will be measured from the date of the infraction.

Example: An infraction occurs on October 1.

1. The “one-year period” begins on October 1 and the infraction remains on the operator’s record until October 1 of the following year.
2. Any subsequent infractions before October 1 of the following year count toward the limit.
3. Each subsequent infraction begins its own “one-year period.”

This is intended as a guide for operational procedures. Above all else, an operator must use COMMON SENSE when handling any situation. An operator should always call his/her supervisor when in doubt about the proper action.

Ten-Code List

Association of Public Communications Officers (APCO)

10-0 Caution	10-32 Man With Gun
10-1 Unable to Copy	10-33 Emergency
10-2 Signal Good	10-36 Correct Time
10-3 Stop Transmitting	10-41 Beginning Duty
10-4 Acknowledgement (OK)	10-42 Ending Duty
10-5 Relay Information	10-43 Need Information
10-6 Busy – Stand by Unless Urgent	10-47 Emergency Road Repairs
10-7 Out of Service	10-50 Accident
10-8 In Service	10-51 Wrecker Needed
10-9 Repeat	10-52 Ambulance Needed
10-12 Stand By	10-53 Road Blocked At.....
10-13 Weather – Road Report	10-56 Intoxicated Pedestrian
10-18 Quickly – Hurry Up	10-57 Hit and Run (fatal, personal injury, property)
10-19 Return to (location)	10-63 Prepare to Make Written Message
10-20 Current Location	10-66 Message Cancellation
10-21 Call by use of Telephone	10-69 Message Received
10-22 Disregard	10-76 En Route to....
10-23 Arrived at (location)	10-77 ETA (Estimated time of Arrival)
10-24 Assignment Completed	10-78 Need Assistance
10-25 Report in Person (meet with)	10-85 Delayed due to.....
10-31 Crime in Progress	