

# THE BOOK 2019

September 21, 2019 - September 18, 2020



King County  
**METRO**

*Moving forward together*

Transit Operator's  
Rules & Procedures

# ***Rules of the Transit Operator Job Made Simple***

## **Safety**

- Obey traffic laws at all times.
- Read the road ahead.
- Expect the unexpected.
- Maintain correct following distance at all speeds.
- In turns: go deep, slow down to 3-5 mph and square off most turns. Rock and roll to see around the pillar and other blind spots.
- Go slow enough so you can stop for an unexpected pedestrian.
- Brake and accelerate smoothly at all times.
- Be aware of traffic signals, school zones and pedestrians.
- Do not allow customers to exit the coach in an intersection or into a traffic lane.
- Report accidents and injuries ASAP to the coordinator and fill out an accident report at the base before you leave.
- Document on-the-job injuries and know your responsibilities if you are injured.
- Keep your CDL and medical certification up to date and with you.
- Stay in your seat. Your radio is there to help you.
- Do not cover or disable security cameras.

## **Service**

- Greet all boarding customers verbally and make eye contact. Set a positive tone.
- Answer questions. If you don't know, refer customers to 206-553-3000.
- State the fare only once, and only if you feel it is safe to do so.
- Say goodbye to customers leaving the bus, create a positive relationship.
- Accommodate customers who do not have money to pay. Offer them a transfer if needed.
- Do not refuse service unless the customer is an immediate hazard to yourself or others.
- Do not touch, hit or push passengers.
- De-escalate conflicts; disengage from disagreements. Learn to "let it go".
- You are a peacekeeper, call for assistance when needed.

- Keep customers informed of any delays, reroutes or unexpected changes.
- Document security incidents.

## **Schedule**

- Call in as soon as you know you will not be on time.
- Wear the appropriate uniform (look sharp!).
- Read the Operations Bulletins, Operations Policy Bulletins, Base Bulletins and Reroute board daily.
- Do your pre-trip inspection.
- Sign in, log on and leave the base on time with the correct coach.
- If you'll be late leaving, call the Transit Control Center (TCC) before your leave time.
- Do not arrive early to time points unless specified on your run card.
- Report any schedule that needs improvement on an Operator Service Facilities Report (OSFR).
- Do not hurry when late, drive safely.
- Keep customers informed of any delays, reroutes or unexpected changes.
- Check your coach at each terminal and before returning to the base.
- Report suspicious persons or packages

## **Good Judgment**

- Prepare your bus for safe operation to please your customers and yourself.
- When using the radio, identify your Route/ run, location and direction and tell them what you need. Be sure to answer all questions in a concise and professional manner. Review unusual events with your chief.
- File and get paid for paperwork as needed: For coach repair, poor schedules or any changes that may be able to be made in the system to increase safety and service more effectively.
- Have a shop steward assist you with paperwork; tell the truth in person and on forms.
- Cooperate with dispatchers, coordinators, service supervisors, chiefs and any emergency responders. Follow direction given as long as it is safe to do so.

# Preface

This manual contains rules and procedures governing King County Metro bus operations. These guiding principles are designed to enable operators to represent Metro with pride and distinction, reflective of our commitment to quality public transportation, based on the priorities of “Safety, Service and Schedule”.

As in any public enterprise, our customers are our most valuable asset. Each rider who boards a Metro coach deserves the highest standard of care and is to be treated with dignity and respect. As such, the rules herein are based on the principles of safety and service to the customer.

Invariably, situations not covered by a rule or standard procedure sometimes arise. In such cases, operators are to use good judgment. Protect self and customers first, then property; seek to de-escalate and manage situations.

In the interest of safety and customer service, operators are responsible for having a complete copy of *The Book*, becoming thoroughly familiar with the rules and procedures and following the rules. When necessary, seek clarification from a transit instructor or a base chief.



# **King County Metro**

## ***The Book***

### ***Operator Rules and Procedures***

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#### **1.00 Knowledge of Rules and Procedures**

Rules and procedures for Metro Transit operators are contained in *The Book*, the Operations Policy Bulletin and the Operations Bulletin. Operators must become thoroughly familiar with rules and procedures contained in these documents.

At times, situations not covered by these rules may arise. In these instances operators must exercise good judgment by protecting self and customers first, then property. All such situations must be reported to the proper Metro representative. A violation of any part of these rules and/or failure to exercise good judgment may result in disciplinary action appropriate to the nature of the offense.

Ignorance of rules, procedures and/or special instructions does not excuse negligence or omission of duty. When necessary, operators must seek the guidance of supervisory personnel regarding clarification of any rule or operating procedure.

#### **1.01 *The Book/Route Book – Required Equipment***

The current edition of the *The Book* and the *Route Book* (route pages) must be carried at all times while on duty.

#### **1.02 *Operations Bulletin/Operations Policy Bulletin***

Revisions or clarifications to rules and procedures occurring between printings of *The Book* are published in the Operations Bulletin or Operations Policy Bulletin and supersede rules contained in *The Book* until its next printing. Operators must obey rules and procedures published in the Operations Bulletin and Operations Policy Bulletin.

## Summary of Changes

### **1.10 Driver's License**

Added 'immediately' to fourth and fifth bullets to define response time by operators in cases of conviction or citation.

### **1.12 Reporting**

Added reference to Section 2.03 to Accident Report item in table.

### **2.03 Accident and Accident Report Procedures**

Updated damage threshold for reporting to \$1,000 to reflect current policy.

### **3.02 Fare Inspection Security**

Added new section addressing FEO security. Subsequent sections are renumbered.

### **3.11 Fare Disputes**

Referred to clarified language in 12.07.

### **3.22 Sexual Misconduct**

Added new fifth and sixth bullet points.

### **4.15 Articles on the Coach**

- Added fourth bullet to Articles Allowed stating priority for customers requiring the priority seating area.
- Added folding scooters to former fifth bullet to apply same requirements to folding scooters as folding bicycles.

### **5.03 Boarding**

- Revised second paragraph regarding procedure when deploying ramp.
- Revised language regarding passing up customers in wheelchairs.

### **5.05 Securing Mobility Devices**

Revised language and added new section on using Quantum securement system.

### **6.05 Sick Leave Medical Verification Requirements**

Revised to conform to federal and state leave laws.

## Summary of Changes

### **6.17 Day Off Books**

Clarified language regarding months containing more days than current month.

### **6.18 System Extra Board (SEB) Day Off Book**

Substituted “SEB home base” for all uses of Central Base in section.

### **8.03 Approved Timepiece**

Clarified language regarding required size “. . . no smaller than a quarter.”

### **8.23 Assisting Student Operators**

Added request to call coordinator if operation by student results in late operation beyond scheduled guaranteed break and recovery time.

### **8.25 Route Qualification Procedures**

Added language to allow operators to qualify on more than three routes in a 24 hour period if ‘Assigned to Qualify’ at base.

### **9.05 Authorized Headwear**

Added ATU Local 487 steward baseball style hats: limited to non-customer facing positions.

### **10.16 Safety Belts**

Added language regarding shoulder harness exemptions.

### **10.22 Transit Center, Flyer Stop/Freeway Station and Park-and-Ride Speed Limit**

Deleted section and moved content to the Route Book.

### **10.58 Coach Engine Idling at Terminals**

Deleted bullet due to end of joint operations in the DSTT.

### **11.04 Coach Kneeling**

Added last sentence to avoid kneeling coach when customer are boarding/deboarding.

## Summary of Changes

- 11.06 Customer Loading Procedures (Door Operation)**  
Added mention of all-door boarding in the CBD as it relates to fare payment
- 11.16 Passing Up Customers**  
Added reference to Section 5.03.
- 11.21 Bike & Ride Service**  
Added “folding scooters” to bikes allowed in the coach.
- 11.22 Bike Service on SR-520**  
Deleted section. No longer relevant with new SR-520 bridge.
- 12.07 Fare Disputes**  
Clarified language regarding children and students.
- 12.08 Fare Evasion Focus/Fare Enforcement**  
Clarified language and definitions.
- 15 Tunnel - Joint Operations**  
Deleted section due to end of joint operations. Following sections are renumbered.
- 16.04 Fare Inspection Security**  
Updated how FEOs radio for help.
- Addendum A Security Tips for Operators**  
Added sections regarding sexual misconduct.  
**Earthquake Guidance**  
Added Bus Operations Policy Bulletin regarding earthquake guidance.
- Addendum C Operations Policies and Procedures**  
Moved Operations Policies and Procedures #15, 23, 31, 34 to MetroOperations.com.



# Contents

## Introduction

1.00	Knowledge of Rules and Procedures.....	2
1.01	<i>The Book/Route Book</i> – Required Equipment.....	2
1.02	Operations Bulletin/Operations Policy Bulletin .....	2
1.03	Operator Mail, Bulletins, Reroutes.....	2
1.04	Safety.....	2
1.05	Fitness for Duty.....	3
1.06	Compliance with Instructions.....	3
1.07	Cooperation with Law Enforcement .....	3
1.08	Cooperation with Outside Authorities .....	3
1.09	“See Me” Slips .....	3
1.10	Driver’s License .....	3
1.11	Infractions While Operating a King County Owned Vehicle .....	4
1.12	Reporting .....	5

## Emergencies and Incidents

2.00	General Statement .....	8
2.01	Emergencies – 911 Procedure .....	8
2.02	Medical Emergency Procedure.....	8
2.03	Accident and Accident Report Procedures .....	8
2.04	Accident Review Process .....	9
2.05	Responding to Requests for Information.....	10
2.06	Responding to Summons and Subpoenas (Work Related) .....	10
2.07	Coach Fire .....	10
2.08	Fire Extinguisher Use.....	11
2.09	Freeway Emergencies.....	11
2.10	Replacement Coach for Disabled Coach on Freeway .....	12
2.11	Placement of Reflective Triangles .....	12
2.12	Earthquakes .....	12
2.13	Unsanitary Conditions on a Coach .....	13
2.14	Blood Borne Pathogens .....	13
2.15	Unattended Suspicious Package or Object.....	14
2.16	Responding to Suspicious Substance Situations .....	14

## Security

3.00	General Statement .....	18
3.01	Metro Transit Police (MTP) Precinct .....	18
3.02	Fare Inspection Security.....	19
3.03	Security Incident Report.....	20
3.04	Handling Security Incidents .....	20
3.05	Assault Prevention.....	21
3.06	Language and Conduct Toward Customers and the Public.....	21
3.07	Touching Customers.....	21
3.08	Physical Attacks/Self-Defense.....	22

# Contents

3.09	Detaining .....	22
3.10	Pursuing .....	22
3.11	Ejecting Customers .....	22
3.12	Fare Disputes .....	22
3.13	Invalid Passes and Permits .....	22
3.14	Student Misconduct .....	22
3.15	Sleeping/Lost Child or Student .....	23
3.16	Requesting Arrests .....	23
3.17	Law Enforcement Agency Request for Assistance .....	23
3.18	Safe Place .....	23
3.19	Stalking Information .....	24
3.20	Reporting Vandalism .....	24
3.21	Base Security Committees .....	24
3.22	Critical Incident Support Management Team .....	24
3.23	Sexual Misconduct .....	25

## Customer Relations

4.00	General Information .....	28
4.01	Customer Assistance and Communication .....	28
4.02	Public Service Announcements .....	28
4.03	Information .....	28
4.04	Customers and Personal Information .....	28
4.05	Conversation .....	29
4.06	Complaints .....	29
4.07	Handling Disputes .....	29
4.08	Refusing Transportation .....	29
4.09	Reminding Customers of the Rules .....	30
4.10	Smoking .....	30
4.11	Electronic Cigarette Smoking Devices .....	30
4.12	Radios and Electronic Devices .....	30
4.13	Food and Beverages .....	31
4.14	Drugs and Alcohol .....	31
4.15	Articles on the Coach .....	31
4.16	Animals on the Coach .....	33
4.17	Sleeping/Non-Responsive Customers .....	33
4.18	Intending Customers at Terminals .....	33
4.19	“Closed Door” Policy .....	34

## Services for Customers with Disabilities

5.00	Americans With Disabilities Act (ADA) .....	36
5.01	Serving Customers With Disabilities .....	36
5.02	Accommodating Mobility Aids .....	36
5.03	Boarding .....	37
5.04	Assisting With Getting Seated .....	38

# Contents

5.05	Securing Mobility Devices .....	38
5.04	Ensuring Audio Stop and Route Announcements .....	40
5.05	Deboarding .....	40
5.06	Assisting During Coach Change or Evacuation .....	41

## Absence Management

6.00	Late Reports, Unexcused Absences and Absences .....	44
6.01	Reporting Sick .....	44
6.02	Emergency Absence Contact Procedure .....	44
6.03	Calling Off the Sick List .....	45
6.04	Annual Self-Certification of Medical Absence .....	45
6.05	Sick Leave Medical Verification Requirements .....	45
6.06	Medical Verification – Probationary Operators .....	46
6.07	Sick Family Member Leave .....	46
6.08	Doctor Appointments .....	46
6.09	FMLA and KCFML .....	46
6.10	Military Leave of Absence .....	47
6.11	Return to Work From FMLA/KCFML .....	48
6.12	Industrial Injury .....	48
6.13	Industrial Doctor Appointments .....	48
6.14	Clearing From Injury/Illness .....	49
6.15	Return-to-Work Ride Check .....	49
6.16	Jury Duty .....	49
6.17	Day Off Books .....	49
6.18	System Extra Board (SEB) Day Off Book .....	51
6.19	Christmas Day Draw .....	51
6.20	Paycheck Distribution .....	51

## Operator Code of Conduct

7.00	General Statement .....	54
7.01	Language and Conduct .....	54
7.02	Fighting .....	54
7.03	Employee Weapons .....	54
7.04	Safeguarding Metro Property .....	54
7.05	Comfort Stations .....	55
7.06	Alcohol and Substance Abuse Policy .....	55
7.07	Smoking .....	56
7.08	Gambling .....	56
7.09	Personal Guest at the Base or on the Coach .....	56
7.10	Employee Parking .....	56
7.11	Lockers .....	57
7.12	Computers and Internet .....	57
7.13	Acceptable Use of Computers .....	57

# Contents

7.14	Contact Information.....	58
7.15	Informational Materials Distribution.....	58

## Operator Procedures

8.00	General Statement .....	62
8.01	Reporting for Assignment.....	62
8.02	Required Equipment While Operating .....	62
8.03	Approved Timepiece .....	63
8.04	Time Check.....	63
8.05	Road Reliefs .....	63
8.06	Travel Time Allowances.....	63
8.07	Road Relief Made Late.....	63
8.08	Base Relief Cars .....	64
8.09	Base Car Idling.....	64
8.10	Road Reliefs – Exchange of Information .....	64
8.11	Established Routes.....	64
8.12	Unauthorized Layovers .....	64
8.13	Schedules.....	64
8.14	Guaranteed Breaks .....	65
8.15	Running Late .....	65
8.16	Unnecessary Delays.....	65
8.17	Calling Stops – Interior Announcements.....	66
8.18	Calling Stops – Exterior Announcements .....	66
8.19	Announcing Express and Limited Stop Service .....	66
8.20	Informing Customers of Delays .....	66
8.21	Lost Articles .....	66
8.22	Unscheduled Overtime .....	68
8.23	Assisting Student Operators .....	68
8.24	Route Qualification Requirements .....	68
8.25	Route Qualification Procedure .....	69
8.26	Route Changes/Disqualification .....	69
8.27	Eligibility for Route Qualification Pay .....	70
8.28	Operator Requirements While in Training .....	70

## Uniform

9.00	Uniform .....	74
9.01	Uniform Condition .....	74
9.02	Grooming.....	74
9.03	Out of Uniform .....	74
9.04	Uniform Apparel.....	75
9.05	Authorized Headwear .....	75
9.06	Safety Vests .....	76
9.07	Cardigans, V-Neck Sweaters, Vests, Fleece Jackets, Jackets .....	76
9.08	Turtlenecks .....	76

# Contents

9.09	Belts/Suspenders.....	76
9.10	Ties .....	76
9.11	T-Shirts .....	76
9.12	Undergarment Long Sleeve Shirts and T-Shirts .....	77
9.13	Shirts.....	77
9.14	Shoes.....	77
9.15	Socks.....	77
9.16	Badges, Patches and Pins .....	77
9.17	Maternity Clothing .....	77
9.18	Wearing of ID Badges .....	78
9.19	Disposing of Worn Uniform Items .....	78

## Vehicle Operations

10.00	General Statement .....	80
10.01	RCW 46.61 – Rules of the Road .....	80
10.02	Defensive Driving .....	80
10.03	Attention While Driving.....	80
10.04	Authorized Operators .....	80
10.05	Personal Electronic Devices (PEDs) .....	80
10.06	Reading Written Material .....	81
10.07	Pedestrian Law .....	81
10.08	Pedestrian Awareness .....	82
10.09	Tampering With Equipment .....	82
10.10	Eating and Drinking on Coach .....	82
10.11	Coach Preparation Procedure .....	82
10.12	Coach Inspection Report .....	84
10.13	Base Departure Times.....	85
10.14	Prevent Base Delays.....	85
10.15	Operation Within the Base Yard .....	85
10.16	Safety Belts .....	86
10.17	Gauges and Indicator Lights.....	86
10.18	Coach Lighting .....	86
10.19	Coach Climate Control.....	86
10.20	Destination Signs.....	87
10.21	Operating Speed .....	87
10.22	Following Distance .....	87
10.23	Following Distance Rule – I-5 Express Lanes .....	88
10.24	Freeway Express Lane Access.....	88
10.25	Intersections.....	88
10.26	Traffic Signals.....	88
10.27	Directional Signals .....	88
10.28	Use of Four-Way Flashers .....	88
10.29	Turning .....	89

# Contents

10.30	Door Operation .....	89
10.31	Holding Coaches Immobile .....	89
10.32	Rear Door Interlock .....	90
10.33	Grade Operation .....	90
10.34	Safety Stops .....	90
10.35	Spacing Restrictions on Hills .....	90
10.36	Turns on Red .....	90
10.37	Turning from Fourth Avenue to Olive Way .....	91
10.38	Coach Passing Rules .....	91
10.39	Freeway Lanes .....	91
10.40	Slow Orders .....	91
10.41	Slow Orders – I-5 Express Lanes .....	92
10.42	Restricted Clearance .....	92
10.43	Backing a Coach .....	92
10.44	Pushing a Coach .....	92
10.45	Construction Zones .....	93
10.46	Deep Water .....	93
10.47	Emergency Vehicles .....	93
10.48	Approaching Emergency Zones .....	93
10.49	Fire Hoses .....	93
10.50	Crossing Freshly Painted Street Surfaces .....	94
10.51	Cyclists .....	94
10.52	Railroad Crossings .....	94
10.53	Stopping for School Buses .....	95
10.54	School Zones .....	95
10.55	Yield to Coaches Law .....	95
10.56	Animal Collisions .....	95
10.57	Coach Engine Idling at Terminals .....	95
10.58	Vehicle Cleanliness .....	96
10.59	Coach Parking at Terminals .....	96
10.60	Unattended Coach Procedure .....	96
10.61	Unattended Transit Vehicle Procedure .....	96
10.62	Coach Trouble .....	97
10.63	Flat Dual-Tire Procedure .....	97
10.64	Defective Vehicles .....	97
10.65	Mechanic Road Call .....	97
10.66	Work Order Form .....	98
10.67	OBS Feedback Form .....	98
10.68	Coach Changes .....	98
10.69	Coach Check Prior to Pull-in .....	98
10.70	Tags for Coaches .....	98
10.71	Coach Parking Procedure at the Base .....	98
10.72	Bus Bridge Information .....	99

# Contents

10.73	Sound Transit (ST) Express Service.....	99
10.74	Fast Charge Station Docking and Charging (Proterra Coaches) .....	99

## Stopping for Customers

11.00	General Statement .....	102
11.01	Stopping for Customers .....	102
11.02	Customer Boarding and Exiting .....	102
11.03	Stopping Near the Curb .....	102
11.04	Coach Kneeling .....	102
11.05	Bus Stop Operation.....	103
11.06	Customer Loading Procedures (Door Operation).....	103
11.07	Use of Directional Signals, Four-Way Flashers in Bus Zones .....	104
11.08	Stopping on State Roadways .....	104
11.09	Extended Zones/Blocking .....	104
11.10	Second Stop in a Zone.....	105
11.11	Skip Stop Operation in the CBD .....	105
11.12	Flag Stops .....	105
11.13	Base Routes .....	105
11.14	Reroutes .....	106
11.15	Missed Stop .....	106
11.16	Passing Up Customers .....	106
11.17	Standeers .....	106
11.18	Transfer points .....	106
11.19	Metro's Night Stop Program .....	107
11.20	Sound Transit Limited Night Stop Program.....	107
11.21	Bike & Ride Service.....	107

## Fares

12.00	General Statement .....	110
12.01	Fare Box Pre-Trip Inspection .....	110
12.02	DDU Log On .....	110
12.03	Depositing Fares .....	110
12.04	Inoperable Fare Box or ORCA Card Reader on the Road.....	110
12.05	Tampering With Fare Box .....	110
12.06	Log Off Instructions When Making a Road Relief .....	111
12.07	Fare Disputes .....	111
12.08	Fare Evasion Focus/Fare Enforcement.....	111
12.09	Invalid Passes and Permits .....	111
12.10	Overpayment of Fare.....	111
12.11	Care of Fare Media .....	112
12.12	Transfers .....	112
12.13	Fare Box/DDU Log Off.....	112

# Contents

## Radio Communications

13.00	General Statement .....	114
13.01	Log On/Off Requirement .....	114
13.02	Log On for Coach Change.....	114
13.03	Radio Conduct.....	114
13.04	Radio Code .....	114
13.05	Radio Use .....	114
13.06	Telephone Communications .....	115
13.07	Radio Call Restrictions.....	115
13.08	Call Priorities (Non-Emergency).....	115
13.09	Text Messages .....	115
13.10	RTT Calls.....	116
13.11	PRTT Calls .....	116
13.12	Medical Emergencies .....	116
13.13	Security Emergencies .....	117
13.14	Emergency Alarm Indicator.....	117
13.15	Late Night and Owl Service Radio Protocol .....	117
13.16	Coordinator Text Messages .....	118
13.17	Radio Voice Mode Operation .....	118

## Trolley Coach Operation

14.00	General Statement .....	120
14.01	Safety First.....	120
14.02	Safety Vest Requirement .....	120
14.03	Operating Speed Through Special Work .....	120
14.04	Operating Through Curved or Kinked Segments of Wire.....	120
14.05	Stopping/Starting on Hills .....	120
14.06	Pulling Poles to Avoid Service Delays .....	121
14.07	Use of Siding Wires.....	121
14.08	Trolley Coach Backing.....	121
14.09	Pushing a Trolley Coach.....	121
14.10	Poles Lose Contact With Overhead Wire (Dewirement).....	122
14.11	Checking Trolley Shoes and Poles .....	122
14.12	Trolley Pole Jumping.....	123
14.13	Hot Coach.....	123
14.14	Downed Wire.....	124
14.15	Power Outages.....	124
14.16	Energy Storage System (ESS) .....	124
14.17	Adverse Weather Operations .....	124

## RapidRide

15.00	General Statement .....	128
15.01	Active Service Management (ASM) .....	128
15.02	Coach Passing.....	128



# Contents

15.03	Proof of Payment .....	128
15.04	Fare Inspection Security .....	128
15.05	Handling Partial and Non-Payment of Cash Fares.....	129
15.06	Rear-Facing Passive Restraint Area .....	129
15.07	Inoperative Station Equipment .....	130
15.08	Fall Back (FB) Procedures .....	130

## Adverse Weather

16.00	General Statement .....	132
16.01	Metro’s adverse weather response stages .....	132
16.02	Preparing for Adverse Weather.....	133
16.03	Adverse Weather Reroutes .....	134
16.04	Snow Route Coach Signage .....	134
16.05	Emergency Snow Network (ESN).....	134
16.06	Online Transit Alerts.....	134
16.07	Radio Communications .....	134
16.08	Driving in Snow and Ice.....	135
16.09	Starting in Snow and Ice.....	135
16.10	Stopping in Snow and Ice.....	135
16.11	Controlling Skids .....	135
16.12	Brake Drag/Fire Danger Alert .....	136
16.13	Stopping for Customers.....	136
16.14	Issuing Transfers.....	136
16.15	Operating With Chains .....	136
16.16	Damaged/Broken Chains.....	137
16.17	Chain Installation/Removal on the Road.....	137
16.18	Adverse Weather Road Reliefs.....	137
16.19	CBD Warming Coaches.....	137
16.20	Stuck Coach.....	138
16.21	Abandoning Your Coach .....	138

## Security Tips for Operators

## Earthquake Guidance

## King County Policy

## Bus Operations

## Policies and Procedures

These procedures have been moved to [MetroOperations.com](http://MetroOperations.com)

## Abbreviations

<b>ABS</b>	Anti-lock Braking System
<b>ADA</b>	Americans with Disabilities Act
<b>AD&amp;D</b>	Accidental Death & Dismemberment
<b>ARG</b>	Announcement Reference Guide
<b>ASM</b>	Active Service Management
<b>ATC</b>	Automatic Traction Control
<b>ATL</b>	Additional Tripper List
<b>CBD</b>	Central Business District. The CBD is the area bordered by S. Jackson Street, I-5, Denny Way and the Waterfront.
<b>CDL</b>	Commercial Driver's License
<b>CISM</b>	Critical Incident Support Team
<b>CPS</b>	Convention Place Station
<b>DDU</b>	Driver Display Unit
<b>DOL</b>	Department Of Licensing (Washington State)
<b>DSTT</b>	Downtown Seattle Transit Tunnel
<b>EA</b>	Emergency Alarm
<b>EAP</b>	Employee Assistance Program
<b>E/B</b>	Eastbound
<b>ESN</b>	Emergency Service Network
<b>ESS</b>	Energy Storage System
<b>E-Tel</b>	Emergency Telephone (located in the DSTT)
<b>FCC</b>	Federal Communications Commission
<b>FEO</b>	Fare Enforcement Officer
<b>FMLA</b>	Family Medical Leave Act
<b>F-N-R</b>	Forward-Neutral-Reverse
<b>HOV</b>	High Occupancy Vehicle
<b>IDS</b>	International District Station
<b>KCFML</b>	King County Family Medical Leave
<b>LCC</b>	Link Control Center
<b>LTD</b>	Long Term Disability
<b>LRV</b>	Light Rail Vehicle
<b>MTP</b>	Metro Transit Police
<b>N/B</b>	Northbound
<b>NRV</b>	Non-Revenue Vehicle
<b>OBS</b>	On Board Systems
<b>OBFTP</b>	On Board Fare Transaction Processor

## Abbreviations

<b>OR</b>	Operator Request (formerly BO)
<b>OSFR</b>	Operator Service and Facilities Report
<b>PA</b>	Public Address
<b>PED</b>	Personal Electronic Device
<b>PET</b>	Passenger Emergency Telephone
<b>PIR</b>	Physician's Initial Report
<b>PRTT</b>	Priority Request To Talk
<b>PSA</b>	Public Service Announcement
<b>RCW</b>	Revised Code of Washington
<b>RTIS</b>	Real Time Information Sign
<b>RTT</b>	Request To Talk
<b>S/B</b>	SouthBound
<b>SEB</b>	System Extra Board
<b>SIF-2</b>	Self-Insurer accident report Form (Washington State)
<b>SIR</b>	Security Incident Report
<b>SLU</b>	South Lake Union
<b>SLUS</b>	South Lake Union Streetcar
<b>SODO</b>	South Of DOWntown
<b>ST</b>	Sound Transit
<b>TCC</b>	Transit Control Center
<b>TSP</b>	Transit Signal Priority
<b>W/B</b>	WestBound
<b>WSP</b>	Washington State Patrol
<b>WUTC</b>	Washington Utilities and Transportation Commission



## Section 1

# Introduction

## Section 1: Introduction

### 1.00 Knowledge of Rules and Procedures

Rules and procedures for Metro Transit operators are contained in *The Book*, the Operations Policy Bulletin and the Operations Bulletin. Operators must become thoroughly familiar with rules and procedures contained in these documents.

At times, situations not covered by these rules may arise. In these instances operators must exercise good judgment by protecting self and customers first, then property. All such situations must be reported to the proper Metro representative. A violation of any part of these rules and/or failure to exercise good judgment may result in disciplinary action appropriate to the nature of the offense.

Ignorance of rules, procedures and/or special instructions does not excuse negligence or omission of duty. When necessary, operators must seek the guidance of supervisory personnel regarding clarification of any rule or operating procedure.

#### 1.01 *The Book/Route Book* – Required Equipment

The current edition of the *The Book* and the *Route Book* must be carried at all times while on duty.

#### 1.02 Operations Bulletin/Operations Policy Bulletin

Revisions or clarifications to rules and procedures occurring between printings of *The Book* are published in the Operations Bulletin or Operations Policy Bulletin and supersede rules contained in *The Book* until its next printing. Operators must obey rules and procedures published in the Operations Bulletin and Operations Policy Bulletin.

#### 1.03 Operator Mail, Bulletins, Reroutes

Operators must check for mail and read the Operations Bulletin, the Operations Policy Bulletin and the reroute board each day immediately after signing in. Upon return from any absence from duty, an operator must read Operations Bulletins and Policy Bulletins for any updates and changes.

#### 1.04 Safety

Safety is the number one priority of King County Metro Transit. Safety always takes precedence over service and schedule. To protect themselves, the customers, the general public and King County Metro equipment, operators are to conduct themselves and operate all equipment in a safe and lawful manner at all times. Operators should refrain from escalating the risk of assault or injury when faced with unruly customers or fare evasions. Exercise good judgment in order to ensure the safest possible work environment.

## Section 1: Introduction

### 1.05 Fitness for Duty

Operators must never operate any Metro vehicle if their ability or alertness is impaired because of fatigue, illness, injury, or any other condition that could create a safety hazard or risk.

### 1.06 Compliance with Instructions

Operators must carry out the oral or written instruction of any authorized Metro representative. Any such instructions take precedence over the written rule unless they are unsafe.

Authorized Metro representatives include:

- Transit Division management personnel
- Transit base management personnel
- Metro first-line supervisory personnel
- Metro Transit Police regarding security situations

### 1.07 Cooperation with Law Enforcement

Operators are required to cooperate with and follow the directives of law enforcement agency personnel. If such cooperation creates a dangerous situation or a departure from established Metro rules or procedures, follow police directions first and then call the coordinator for assistance.

### 1.08 Cooperation with Outside Authorities

When circumstances affect how Metro and other transit agencies operate in our service area, first response may be from an official other than a Metro supervisor. Transit operators are expected to follow the direction of the first service or field supervisor arriving on the scene. If a supervisor from another agency, such as Pierce Transit or Community Transit, makes a request that is safe and reasonable, Metro operators are expected to comply fully.

### 1.09 “See Me” Slips

“See Me” slips will be issued to the operator at the base window. The slip will show the reason for the requested discussion and the name or the person the operator is to contact. If the operator cannot meet at that time, he or she will sign the slip to indicate receipt of notification. The operator then has five working days to respond to the request. If the operator does not arrange with base supervisory staff for a meeting within the five working days, appropriate action on commendations, customer complaints and Performance Reports may be taken without the operator’s presence.

### 1.10 Driver’s License

Operators must possess and maintain a valid Commercial Driver’s License (CDL): Class B or A, passenger endorsed, air brake restriction removed.

## Section 1: Introduction

- Metro operators must, when driving a commercial motor vehicle, have in their possession a valid CDL and current CDL medical examiner's certification (original or copy). If an operator does not have a valid CDL and a valid medical certificate, he or she shall not operate a commercial motor vehicle.
- Operators whose medical examiners certificate is accompanied by a waiver must immediately inform their base chief prior to operating a commercial motor vehicle. Medical Examiners may require CDL waivers for a number of medical conditions. Metro does not accept all medical waivers; your base chief will consult with Transit Disability Services to ensure that an individual waiver is acceptable.
- Operators must immediately notify their base chief whenever their license is expired, suspended, revoked, made subject to restriction or otherwise made invalid.
- Operators must immediately inform their base chief, prior to driving a coach again, if they are arrested or cited for driving under the influence, reckless driving, physical control of vehicle under the influence, vehicular assault, vehicular homicide, or negligent driving. This requirement is for the citation, not the conviction.
- Operators must immediately notify their base chief in writing whenever they are convicted of a traffic offense, other than a parking ticket, within five calendar days. Conviction includes a finding of guilt, a plea of guilty, voluntary payment of a fine, or a forfeiture of bond or collateral.
- Operators must immediately notify their base chief if they are unable to obtain medical certification or if medical certification has been revoked or suspended.
- Operators are prohibited from possessing more than one driver's license.
- Operators must submit written notification of a change of address to the Washington State Department of Licensing (DOL) within 10 calendar days using a form supplied by DOL.
- Operators must notify the DOL of all out-of-state traffic convictions within thirty calendar days.

### **1.11 Infractions While Operating a King County Owned Vehicle**

Several jurisdictions within the King County Metro Transit service area have a photo enforcement program to reduce the number of infractions. Examples of infractions include, but are not limited to, running a red light and exceeding the posted speed limit.

Vehicle parking, moving violation and photo enforcement infractions while operating a King County owned vehicle are the responsibility of the vehicle operator according to King County Administrative Policy FES 12-1 (AP).



## Section 1: Introduction

When an employee is issued a citation for a moving violation while on duty, and operating a King County vehicle (non-photo enforcement), the employee will notify their chief by submitting an incident report along with a legible copy of the citation within five (5) days of the event. The employee must also submit legible copies of any and all subsequent documentation related to the citation; examples include, but are not limited to - requesting and being granted a hearing to mitigate or challenge the citation, and, hearing results and/or proof of payment of the fine.

A Performance Report (PR) will be issued for a minor infraction in Category 17, “Traffic Code Violations”. If the infraction is challenged in court and dismissed, the PR will be voided.

If the infraction is not dismissed and the fine is not paid, a second PR will be issued and progressive discipline will apply. Failure to pay a fine may result in difficulty renewing your driver’s license.

### 1.12 Reporting

All required oral and written reports must be complete and accurate.

Report	Timing	Reason
Accident	Same day	Metro vehicle is involved in a collision with another vehicle, any fixed object (including damage to the trolley overhead caused by dewirement) or a pedestrian, or if a customer is injured or claims to be injured from falling, being caught by a closing door or other incident. See Section 2.03 for report procedures.
Security Incident (SIR)	Same day	All security related incidents such as physical assaults, threats of physical harm, disturbances, theft, robbery, drug activity, etc.
Incident	Within 24 hours	Unusual incidents on or off the bus that aren’t security, safety or accident related. Witness reports, emergencies other than accidents, and certain customer complaints are examples.

*Table continued on next page >*

Operator Service and Facilities (OSFR)	Within 24 hours	Service and facilities related issues, such as schedule problems, overloads and damage to bus zones
Self-Insurer Accident Report Form (SIF-2)	Within 24 hours or as soon as you are physically able	Any time you are hurt on the job, whether or not you need medical treatment

## Section 2

# Emergencies and Incidents

## Section 2: Emergencies and Incidents

### 2.00 General Statement

This section contains rules and procedures that operators are to follow in order to protect themselves, customers and Metro equipment in the event of fire, medical, earthquake or other emergency. Operators are to notify the coordinator whenever there is an emergency or unusual event.

### 2.01 Emergencies – 911 Procedure

- If you or your customers are in danger of bodily harm, activate the Emergency Alarm (EA). Press firmly down on the alarm button and release.
  - Don't leave your foot on the button.
  - Do not press the button more than once – it delays the response.
  - A small, flashing alarm bell icon displays upside down in the upper right corner of the DDU when the EA is pressed. When the EA is acknowledged, the bell displays right side up.
- Place a follow-up Priority Request to Talk (PRTT) call if it is safe to do so.
- If the EA is not followed with a PRTT, the coordinator will make one attempt to contact the coach while initiating police and supervisor response.
  - Do not pick up the handset if you do not feel that it is safe to do so.

### 2.02 Medical Emergency Procedure

For medical emergencies, press the EA and then immediately follow up with a call to PRTT to request emergency medical assistance, on or off the coach. If the coach radio is inoperable in both data and voice mode, and the coach is stopped in a safe location, a Personal Electronic Device may be used to call 911 directly. After calling 911, immediately call the Transit Control Center at 206-684-1111.

### 2.03 Accident and Accident Report Procedures

If a Metro vehicle is involved in a collision with another vehicle, any fixed object (including damage to the trolley overhead caused by dewirement) or a pedestrian, or if a customer is injured or claims to be injured from falling, being caught by a closing door or other incident, follow the steps below. These are also listed on the Metro Accident Report Kit.

#### ***Procedure***

1. Secure the coach in a safe manner.
2. Check the degree of injuries to customers and occupants of any other vehicle.
3. Notify the coordinator by radio or phone (206-684-1111).
4. Render assistance to the injured.
5. Make no statement concerning fault or liability. Simply state that you will make a complete report and forward to your supervisor.

## Section 2: Emergencies and Incidents

**Note:** Do cooperate with police and Metro supervisor in describing the accident and how it occurred.

6. Pass out white Incident Courtesy Cards to all customers and any other people who saw the accident.

**Note:** Washington State Patrol requires the collection of all coach customer names, addresses and contact telephone numbers, prior to customers leaving the coach or scene.

7. Fill in the information on the back of the Accident Report Kit in preparation for filing the accident report.
8. Fill in information on the green Incident Information card and give it to the other party. Washington State law requires you to provide your license number in the event of a collision involving injury or property damage. Do not provide your license number for falling customer accidents.

**Note:** To protect your privacy, do not give your home address or phone number to the other party.

9. Place the completed Incident Courtesy Cards in the Accident Report Kit.
10. Cooperate with law enforcement/Metro supervisory personnel, follow their instructions, and do not leave the scene until released by them.
11. Notify the coordinator when clear and proceed as instructed.
12. Complete an official Metro Accident Report the same day upon your return to the base. If circumstances prevent you from completing the accident report immediately, you must submit the report within 24 hours from the end of your shift.
13. If damage exceeds \$1,000 to either vehicle, or if anyone is injured and there is no police investigation, you must complete and submit a state accident report at the base or at Metro's Transit Safety Office within 24 hours of the accident or on the next working day.
14. If a student operator was on the coach, both student and instructing operator must complete separate reports. The coach driver completes an Accident Report; the other operator fills out an Incident Report.
15. Complete a Work Order for the coach involved in the accident.
16. Request a new Accident Report Kit at the base window.

The Accident Report is an official Metro document. Failure to disclose all information accurately and completely is considered a major infraction and may result in termination.

### 2.04 Accident Review Process

The safety officer reviews the accident report and, if necessary, conducts an additional investigation to determine the preventability of the accident. The safety officer forwards the judgment to the base chief for discussion with the operator.

## Section 2: Emergencies and Incidents

If the operator disagrees with the judgment of the safety officer, he or she may request a reread before the Accident Reread Panel within seven days after notification of the initial judgment. An appeal of the reread decision can be made to the Accident Review Board. Operators should contact their base chief or base safety officer for information on the accident review process.

Operators needing to postpone a scheduled Accident Reread or Accident Review Board hearing must notify the Safety Section at 206-477-6878 at least one hour prior to the scheduled hearing. Employees will be allowed no more than two postponements per hearing. Once a postponement has been granted on behalf of an employee, the employee will be required to resubmit a new Accident Reread/Review Request within 10 days of the postponement request.

### 2.05 Responding to Requests for Information

If you are a witness or involved in an accident, a representative of King County Risk Management may contact you to obtain further information about or clarification of the incident. You may discuss the matter with the King County representative if you are contacted. If have any concerns or want support, contact your base chief for assistance.

### 2.06 Responding to Summons and Subpoenas (Work Related)

- If you receive a summons for an accident or other incident that occurred while you were at work, see your base chief so that appropriate representation can be evaluated and arranged. If you are contacted, ask for the attorney's name and name of the law firm.
- If you receive a court subpoena to provide information in a deposition or to appear as a witness in court, contact your base chief so that they are aware of the matter and can properly assist you.
- If you are served with a summons and complaint (lawsuit) related to an accident, immediately notify your base chief. The lawsuit will then be referred to the King County Prosecuting Attorney's Office for handling of the defense.

### 2.07 Coach Fire

Coach fires, due to the available fuel source, can escalate and spread quickly, producing heavy, incapacitating smoke. Make safety your top priority and take quick action to minimize operator/customer injury and/or damage to Metro equipment. Call the coordinator as soon as you are safely able.

#### ***Procedure***

Follow these procedures in the event of coach fire:

1. Pull clear of traffic, if possible, and stop.
2. Set the parking brake.

## Section 2: Emergencies and Incidents

3. Turn the master switch fully clockwise to the clearance lights position.

**Note:** Loss of electric power on hybrid coaches renders the door switches inoperable. Use the red emergency release handles to open each door.

4. Open all doors and lead customers upwind from the fire and away from moving traffic.
5. Block wheels. (Pull poles on trolley coaches.)
6. If safe to do so, switch the main battery switch to the off position.
7. Notify the coordinator. (Do not use the coach radio if you've evacuated the coach.)
8. Reassure and assist customers; let them know that help is on the way.
9. Complete an Incident Report upon return to the base.

### 2.08 Fire Extinguisher Use

Use a portable fire extinguisher only if the fire is in the beginning stage. If the fire gets too large or out of control, evacuate immediately.

When using a fire extinguisher, only do so from a safe distance and always have an escape route. Do not go back into a burning coach to fight a fire.

#### **Procedure**

Follow the method described below:

- P: Pull the pin.
- A: Aim the nozzle.
- S: Squeeze the top handle or lever.
- S: Sweep the base of the fire using a side-to-side motion.

Upon return to the base, complete a Work Order form to request replacement of used fire extinguisher.

### 2.09 Freeway Emergencies

If your coach becomes disabled on a freeway or expressway, you must make every effort to protect yourself, your customers and other motorists.

#### **Procedure**

1. If possible, stop the coach on the right side of the roadway, on the shoulder.
2. If you have to stop on the left side of the freeway, position the coach at an angle so the rear of the coach protects the front door.
3. Turn on the four-way flashers.
4. Call the coordinator.
5. Assure customers that help is on the way.

## Section 2: Emergencies and Incidents

6. Except in case of fire, customers must remain on the coach until Washington State Patrol and/or a Metro supervisor can coordinate the customer transfer.
7. Place the three reflective triangles. Do not walk in the traffic lane.

### 2.10 Replacement Coach for Disabled Coach on Freeway

If stopping your non-disabled coach on a freeway or expressway to render assistance, you must do so in a safe manner. Customer transfers must not take place until and unless there is assistance provided by Washington State Patrol, or if not available, a service supervisor.

#### **Procedure**

- Notify the coordinator of the situation immediately, even though it may not be a disabled Metro coach.
- Stop the replacement coach ahead of the disabled coach, off the traveled portion of the freeway, so customers will not have to walk in the roadway to board.
- If the disabled coach is on the left side of the freeway, stop the replacement coach ahead of the disabled coach at an angle, so the rear of the new coach protects its front door from passing traffic.

Washington State Patrol and/or Metro personnel will assist you in directing customers to the new coach.

### 2.11 Placement of Reflective Triangles

Open the three triangles on the coach and then place them as follows on the traffic side of the coach:

- Freeway or expressway: 10, 100 and 200 feet behind the coach
- Two-way roadway: 10 and 100 feet to the rear; 100 feet in front
- Divided highway: 10, 100 and 200 feet toward approaching traffic
- Curve, hill or other obstruction: A triangle may be placed from 100 to 500 feet behind the disabled coach.

### 2.12 Earthquakes

In the event of an earthquake, your number one priority is your safety and the safety of your customers.

#### **Procedure**

- Stop the coach. If possible, stop the coach in a zone or in a position not blocking an intersection or roadway. Avoid elevated roadways, underpasses, bridges, tunnels and overhead power lines.
- The TCC will broadcast emergency instructions.
- Wait for instructions from the coordinator or service supervisor. To preserve air time, do not use the radio.



## Section 2: Emergencies and Incidents

- Life threatening emergencies should be reported to 911 using a cell or pay phone. If a phone is not available, report the life threatening emergency to the TCC.
- Do not exit the coach until the earthquake is over and you have checked that no power lines have fallen on or around the coach. Allow customers to exit from the bus, provided no dangerous conditions exist.
- Obey all instructions from police and fire personnel.

### 2.13 Unsanitary Conditions on a Coach

Unsanitary conditions on a coach include nauseous or unsightly messes such as human or animal waste (feces, urine, vomit), blood borne pathogens (blood, body fluids, hypodermic needles), spills from liquids other than water, and garbage such as perishable food waste. Operators are expected to use good judgment in determining if a spill is of significant quantity or will present a risk to customers when deciding whether to cover the spill or request a coach change. Operators shall also report wet driver seat cushions resulting from operator incontinence or accidental loss of bladder control that could put other employees at risk for unknowingly contacting soiled driver seat cushions.

#### ***Unsanitary Coach Procedures When in Service***

- Cover the mess with newspapers or paper towels.
- Advise customers to stay clear of area.
- Call the coordinator.

#### ***Unsanitary Coach Procedures When Conducting Final Coach Interior Check Upon Returning to the Base***

- Call the coordinator.
- Notify the hostler.
- If no hostler, park the coach in the OR lane and place a paper towel in the transfer cutter marked “unsanitary coach” on it.
- Complete a Work Order (OR Coach) and an unsanitary coach report.

### 2.14 Blood Borne Pathogens

Operators are not to touch any items – including needles – that have the potential of carrying a blood borne pathogen. Call the coordinator for assistance.

#### ***Procedure for Handling Hypodermic Needles***

In the event you find a discarded hypodermic needle on the coach, follow this procedure:

1. Do not touch the syringe. Advise your customers not to touch the syringe.
2. Call the coordinator with a PRTT and ask to have the syringe removed.
3. If possible, block off the area around the hypodermic needle until the syringe can be removed.

## Section 2: Emergencies and Incidents

### 2.15 Unattended Suspicious Package or Object

Before determining whether an object is suspicious or not, test the circumstances against this:

**H** – Is the object ‘H’idden?

**O** – Is the object ‘O’bviously suspicious?

**T** – Is the object ‘T’ypical for the environment it’s in?

Recognize suspicious items based on appearance, location and absence of a logical explanation for the presence of the item. A suspicious item could have wires protruding or a cell phone or fuse attached. It could be emitting noises or smoke, have a strange smell, or have stains on the exterior. If you discover a package or item that you suspect contains an explosive device, follow these steps:

#### **Procedure**

- Do not touch the package, item or container.
- Stop and secure the coach. Shut off the engine.
- Evacuate the coach. Close the doors and lead everyone at least 300 feet away from the coach.
- Notify the coordinator, but do not use the coach radio or a cell phone within 300 feet of the item. If possible, use a land line to notify the coordinator.

Assess each situation based on item characteristics, location and circumstances of how the unattended object was left. If an unattended item makes you feel uncomfortable for any reason, but you do not suspect an explosive device, call the coordinator. Do not pick up the item or move it.

### 2.16 Responding to Suspicious Substance Situations

A substance is considered suspicious when it resembles a known toxin (such as anthrax) and is outside of a container or in a container open to the air or when people are complaining of symptoms and a substance is found outside of a container or in a container that is open to the air.

- Do not touch, smell or taste the substance! Do not open, bump, or shake any container that it may have been contained within. Responding supervisors need only to view the substance through closed coach windows if they wish to verify its location.
- Surface routes: Immediately pull over in a safe location and call the TCC with a PRTT. If no response within two minutes, upgrade to EA. Be prepared to describe the color, consistency, location of the substance as well as any suggestions as to what it might be, e.g., baby powder from a dad changing kid’s diaper, sugar from someone eating a donut, flour from someone’s groceries. Follow the directions of the coordinator. If the coordinator asks you to evacuate the coach, move your customers at least 100 ft. away upwind. Close the coach after all customers have evacuated.
- Tunnel routes: Immediately call the LCC and indicate you have a priority call. Follow the directions of the controller.

## Section 2: Emergencies and Incidents

- Ensure that persons who may have come in contact with the powder remain in the area to speak with fire department HAZMAT responders. They may have to be decontaminated before leaving the area.
- Remain with the coach until cleared to leave by fire department personnel. If fire department advises the coach needs to be decontaminated, notify TCC or LCC and do not move coach.
- If you have come in contact with the powder follow the advice of the fire department or service supervisor. You may be asked to blow your nose, wash your hands and/or shower as soon as possible with soap and water.
- Be prepared to provide as much information as possible to the fire and police responders. Clear communication of what happened is essential.



## Section 3

# Security

## Section 3: Security

### 3.00 General Statement

When security problems arise, your primary concern is the safety of yourself and your customers. Assess the severity of the problem and resources available, and respond accordingly using good judgment. You may choose to address a situation, call for assistance, submit a report of the incident at the end of the shift, or take no immediate action. If a customer's behavior is not causing a safety concern or impacting another customer, let it go.

In addressing situations on the coach, seek to de-escalate conflict. Words, tones and actions should never be offensive or sarcastic. Do not pursue or escalate situations that could result in an altercation or assault.

The role of the operator is that of a peacekeeper, not an enforcer. Enforcement of the rules is handled through a network of professionals that can be called upon if and when needed.

### 3.01 Metro Transit Police (MTP) Precinct

The Metro Transit Police (MTP) precinct is responsible for the security of Metro riders, operators and facilities. MTP ride coaches, patrol routes and transit centers for your protection and the protection of the customers. Please follow the procedures outlined; your safety and the safety of the MTP depend on it.

#### ***Boarding Teams***

When plain clothes MTP officers board your coach, they may place a business card on the fare box or in your hand or flash their badge. Do not acknowledge that they are officers/detectives and do not do anything differently when MTP is on your coach, unless requested.

#### ***Interaction With Members of MTP***

When members of MTP are onboard your coach, operators are required to follow the directives of the MTP as follows:

- If an MTP officer asks you to stop the coach, immediately pull over at the next safe location and notify the coordinator. Be prepared to relay additional information to the coordinator if necessary or if requested to do so by MTP. Remain stopped at that location until released by MTP, another law enforcement official or by Metro supervisory personnel.
- MTP may request to use your coach radio in an emergency. Immediately contact the coordinator, explaining that an MTP officer wishes to speak to them. Turn over the handset to the MTP officer to transmit the emergency message.
- If an MTP officer asks you to call for a police car, contact the coordinator and explain that the officer has requested a police car to be dispatched. Identify your route, run and coach number, exact location and direction of travel.

## Section 3: Security

- If an MTP officer is involved in an arrest and a struggle ensues, call the coordinator. Do not voluntarily go to the aid of MTP during this type of situation unless the MTP requests your assistance.

The above procedures also apply to any other law enforcement officer in plainclothes or uniform onboard your coach.

### ***Fare Evasion Focus***

When MTP or Fare Enforcement Officers (FEOs) are present on the coach, it is requested that operators not tell individuals that it is okay to ride or give out transfers when a full fare has not been paid or when a non-valid transfer or pass has been presented. Once an operator has granted such permission, successful prosecution for fare evasion is rarely possible.

Alert MTPs to a non-payment of fare situation by using one of the following phrases:

*“Sir (Madam), the fare is \$\_\_\_\_.”*

*“Sir (Madam), I can’t give you permission to ride without payment of fare.”*

At other times, when MTP or fare enforcement officers (FEOs) are not present, all procedures outlined in Rule 3.11 apply. As part of their investigation of a fare evasion, MTP may ask a few questions such as name and badge number, time and location of any previous incidents, the route and run number of your assignment and your base. The officer may also ask you for detailed information on this incident.

## **3.02 Fare Inspection Security**

Fare inspection, for those routes requiring it, is managed by Metro Transit Policy using fare enforcement officers (FEOs). FEOs are unarmed and typically work in teams of two.

Should a threatening situation arise during fare enforcement operations, the FEOs will radio for help through their dispatcher. The dispatcher will request police response and make a call to the Transit Control Center (TCC) to explain the situation.

### **Procedure**

- If police respond to your coach based on a call for help by the FEOs, contact the coordinator to report it.
- If it appears that FEOs need assistance or if they ask you for help, call the coordinator with an EA followed by a PRTT. Describe the situation and need for assistance. Follow the instructions of the coordinator.

When FEOs are on or around the coach checking fares, try to keep an eye out for any security issues that may endanger the FEOs. As the eyes and ears on the scene, you play an important role on the team that supports the security of our FEOs.

## Section 3: Security

### 3.03 Security Incident Report

Operators are required to complete and submit a Security Incident Report (SIR) on the same day of the incident for the following situations:

- Physical assault on operators, supervisors or customers
- Operator witnesses an assault off the coach
- Harassment
- Threats of physical harm
- Disturbances that disrupt the peace of the coach or facility
- Intentional damage or vandalism to Metro property
- Theft of personal or customer property
- Robbery
- Weapon displayed or implied
- Drug activity
- Sexual misconduct
- Child abuse
- Chronic fare evasion
- When police enforce the Code of Conduct or governing laws
- When someone is asked to leave the coach
- When an operator has refused service to a customer
- When requested by a supervisor, coordinator, base chief or Transit Police

### 3.04 Handling Security Incidents

In the event of an assault, altercation, disturbance or other situation that threatens safety or requires a police response, follow the steps outlined below:

#### ***Procedure***

- Come to a stop at the first safe location unless doing so would escalate the situation.
- Press the Emergency Alarm (EA) button, if appropriate. Follow up with a PRTT call to the coordinator if you feel it is safe to do so. When appropriate, request a police response.
- Open all doors.
- Do not attempt to detain or chase suspects.
- Remain calm and observant.
- Try to get a good description of the suspect(s) and note direction of travel and mode of transportation. Important physical characteristics include:
  - Approximate height, weight and age
  - Race
  - Complexion
  - Scars, marks, tattoos
  - Hair color



## Section 3: Security

- Eye color
- Clothing description
- Distinguishing speech characteristics
- If a weapon is displayed, note whether the weapon is held in the left or right hand

### 3.05 Assault Prevention

Operators are to follow procedures listed below to assess situations and prevent escalation of security incidents on the coach. Treat each situation individually and use your best judgment, placing highest priority on personal safety and safety of your customers.

#### ***Procedures***

- Maintain awareness of your surroundings and customer behavior on and around your coach.
- Make eye contact and greet boarding customers.
- Use the appropriate Public Service Announcement (PSA) to remind customers of the rules.
- Speak in a polite, informative and calm manner when using the coach Public Address (PA) system.
- Call the coordinator for any security related issue or suspicious behavior on the coach and when appropriate, request a response from the MTP and/or local law enforcement.
- Whenever possible, remain seated.
- Open all doors to avoid trapping individuals.
- Do not intervene in verbal disputes or physical altercations between customers.
- Do not break up fights, enforce the Code of Conduct, or approach customers who appear to be under the influence of drugs or alcohol. Call the coordinator immediately for assistance and request a response from MTP.

### 3.06 Language and Conduct Toward Customers and the Public

Operator conduct toward customers and the public must be respectful and civil at all times. Confronting, insulting, yelling or display of any other form of verbal or physical aggression toward customers and the public is prohibited.

### 3.07 Touching Customers

Operators must not place their hands upon a customer without that customer's permission. Customers behaving in a destructive or offensive manner should be requested to stop the offending conduct. Situations that could result in altercation or escalation of conflict should not be pursued. If necessary, call the coordinator for assistance.

## Section 3: Security

### 3.08 Physical Attacks/Self-Defense

You should refrain from engaging in a physical encounter with anyone except to:

- Defend yourself from a direct physical attack where you have good cause to believe that personal physical harm or injury may result.
- To prevent someone from forcibly taking control of the bus.

You must exercise reasonable care and exert no more force than necessary to defend yourself or prevent someone from forcibly taking control of the bus.

Use of excess force is violation of Metro policy.

### 3.09 Detaining

Do not attempt to prevent customers from leaving the coach, unless it is unsafe to exit. If there is a dangerous situation on the coach, stop at the first safe location, secure the coach and open all doors.

### 3.10 Pursuing

Do not leave the coach except for the purpose of your own personal safety. Do not pursue or chase after customers, fare evaders, suspects, or assailants or anyone else.

### 3.11 Ejecting Customers

You may request – not demand - that a customer behaving in a destructive or offensive manner (yelling, loud cursing, fighting, threatening violence, extreme annoyance to other customers, etc.), leave the coach. Do not deny service for minor Code of Conduct infractions, such as eating onboard the coach. When requesting that the offending party leave the bus, have the coach pulled over to a safe location with all doors opened. Juveniles or persons who appear to be in a vulnerable condition must never be ejected. If the offending customer refuses to leave the coach, call the coordinator immediately. You must not forcibly eject a customer unless you are physically attacked.

### 3.12 Fare Disputes

See Section 12.07.

### 3.13 Invalid Passes and Permits

Do not confiscate passes or permits. You may ask to inspect a pass or permit if you believe it to be invalid. If the customer refuses to show you the pass, let it go. Return any invalid pass or permit to the customer and press the non-payment of fare button on the DDU. Submit a detailed SIR.

### 3.14 Student Misconduct

Students are expected to follow the Code of Conduct like all other customers. If there is a security problem onboard related to students, complete an SIR with “School

## Section 3: Security

Related” stamped or written across the top of the form. If an “in progress” crime is taking place, call the coordinator and request a response from MTP.

If you cannot safely operate the coach due to student misconduct, call the coordinator. Under no circumstances may you remove a student from the coach.

### 3.15 Sleeping/Lost Child or Student

If a school-aged child misses his or her regular stop or falls asleep on the coach and wakes up past his or her normal stop, immediately place a PRTT call to the TCC. Inform the coordinator of the name and description of the child along with your location.

- Stay with the child on the coach until a service supervisor meets you and takes the child either back to his or her original bus stop or home.
- Do not let a lost child off at any stop other than the one he or she is scheduled to use.

### 3.16 Requesting Arrests

Do not request the arrest of anyone unless authorized by a supervisor or Metro official, except when you or a customer is robbed, assaulted or in apparent personal danger. If an arrest is made:

- Report it immediately to the coordinator.
- Complete an SIR.
- Obtain a police case number, if available.

### 3.17 Law Enforcement Agency Request for Assistance

Law enforcement agencies occasionally ask Metro for assistance in locating suspects, missing persons or lost children. Follow the coordinator’s instructions; take no actions that would place you or your customers in danger. Do not attempt to detain a suspect. Do not leave a lost or disoriented child or student at an unfamiliar location. Call the coordinator for instructions.

### 3.18 Safe Place

King County Metro has joined a national network of transit systems and businesses providing a connection to shelter for youth in need. The program, called Safe Place, provides access to immediate help and safety for young people in crisis.

Operator responsibilities

- If a youth boards your bus asking about the program, call the coordinator.
- Ask the young person if he or she is in immediate danger. Avoid asking questions about the individual’s personal problems.
- If the youth indicates immediate danger, communicate this to the coordinator.
- The coordinator will arrange for pick-up of the youth and let you know where and when the meet will occur.

## Section 3: Security

- Reassure the youth that help is on the way. If possible, have the youth sit in front of the coach, near you.
- The coordinator will let you know who will be meeting the coach. Please verify identification from the person who picks up the youth. After the meet has occurred, notify the coordinator.
- Complete an incident report any time you have a youth requesting a safe place on your coach.

### Additional information

- Youth boarding to find a safe place do not need to pay a fare.
- Please allow the youth requesting a safe place to remain on the bus during a layover.
- If a youth later leaves the coach before help has arrived, please notify the coordinator where this has occurred. Do not attempt to detain the youth.

### 3.19 Stalking Information

If you believe you are being stalked or followed, follow steps detailed below:

- Notify the coordinator.
- Request that they call for the police immediately.
- Document all contact with the stalker. Call the police each time and make a report. Be sure to get the police incident number.
- When contact is made to, from or at work, immediately report the incident to your supervisor.
- If possible, keep a journal of each contact. Record all instances where you have feelings of fear or intimidation.

### 3.20 Reporting Vandalism

Report all acts of vandalism to Metro property (coach interior/exterior, bus shelters, kiosks, etc.) to the coordinator. Place a PRTT to the coordinator when you witness an act of vandalism in progress and request that MTP respond. Get a good description of the offender and a direction of travel, if possible. Submit an SIR.

### 3.21 Base Security Committees

Each transit base has a security committee composed of transit operators, transit police and base staff. The committee focuses on security issues facing operators at the base. The committee meets regularly and serves as a resource for operators.

### 3.22 Critical Incident Support Management Team

The Critical Incident Support Management (CISM) team was developed to respond to a wide range of events which Metro employees experience, such as assaults,

accidents, threats and witnessing an assault, accident or medical emergency. The CISM team is made up of your peers and Employee Assistance Program (EAP) coordinators. The CISM team conducts critical incident debriefing. Debriefing give employees the opportunity to talk about the event privately, confidentially and without evaluation or second-guessing. It is a chance for you to discuss your experience and learn how to get past the event. If you experience a critical incident, you may arrange for a debriefing by talking to a chief, supervisor, one of the CISM team members or an EAP coordinator.

### **3.23 Sexual Misconduct**

When addressing incidents of sexual misconduct on the coach, remain focused on your safety and that of your customers.

- Call the coordinator with a PRTT if you observe-or are notified of-any sexual misconduct on the coach.
- Ask the person reporting sexual misconduct to stay close to you.
- Upgrade your PRTT to an EA if the situation escalates to the point you fear for your safety and/or your customers' safety.
- When you speak to the coordinator, tell them you are reporting sexual misconduct. Let them know whether or not any individuals who were involved are still on the coach.
- Demonstrate compassion and respect to all individuals who report sexual misconduct.
- Document the incident on a SIR report when you return to base.
- Do not attempt to detain or chase suspects.



## Section 4

# Customer Relations

## Section 4: Customer Relations

### 4.00 General Information

This section contains rules for maintaining professional and courteous relationships between Metro Transit operators and customers. Metro Transit expects operators to be courteous, use good judgment (protect self and customers first, then property) when interacting with customers, and take steps to de-escalate situations when necessary.

Discrimination or differential treatment of a customer or any member of the public for reason of race, color, age, sex, marital status, sexual orientation, religion, ancestry, national origin, veteran status or disability is prohibited.

### 4.01 Customer Assistance and Communication

Operators are expected to provide safe and courteous service to our customers as follows:

- Operate safely while providing a consistent level of customer service.
- Greet customers – acknowledge their patronage.
- Be positive, civil and respectful in language and demeanor.
- Provide fair and consistent treatment to all customers.
- Answer questions and provide information.
- Be prepared to assist customers with special needs.
- Maintain an awareness of customer activities.
- Do not delay or interrupt service if a customer's behavior is not causing a safety concern or impacting another customer.
- Do not touch customers.
- Use the Emergency Alarm (EA) when there is a threat of physical injury, if you or a customer has been harmed, or if there is a medical emergency. Follow up with a Priority Request to Talk (PRTT) call if you feel it is safe.

### 4.02 Public Service Announcements

Operators are encouraged to use the pre-defined Public Service Announcements (PSA) accessible via the Driver Display Unit (DDU) to deliver neutral messages to customers about various transit related matters.

### 4.03 Information

You should be familiar with transit operating instructions and the general area(s) you are operating in so you can help customers who request information. If you don't know the answer to a question, refer the customer to Metro Customer Information at 206-553-3000 or the King County website.

### 4.04 Customers and Personal Information

While on-duty or in uniform, operators are prohibited from:

- Asking customers for dates or soliciting customer addresses and telephone numbers, or



## Section 4: Customer Relations

- Providing personal information to customers.

### 4.05 Conversation

Avoid all unnecessary conversation while the bus is in motion. Questions should be answered briefly and politely, without diverting attention from the road. Treat and answer each question as if it is the first time you have heard it, regardless of how many times you have heard it asked before.

### 4.06 Complaints

If a customer has a complaint and you can address the concern, please do so. If you are unable to satisfy the customer, refer him or her to Metro Customer Information at 206-553-3000. Please provide the customer with your coach number as identification.

### 4.07 Handling Disputes

The role of the operator is that of a peacekeeper. The goal is to defuse situations before they escalate. When handling complaints or disputes:

- Reply to comments/questions courteously and factually.
- Make every effort to resolve customer concerns.
- Avoid arguing with customers.
- Don't take comments personally.
- If it appears that a dispute between customers is becoming physical, press the EA. Refrain from physically intervening in verbal disputes or physical altercations between customers.
- Take the appropriate actions to ensure the safety of yourself and customers by stopping, securing the coach, opening the doors and calling the coordinator.

### 4.08 Refusing Transportation

In extreme circumstances, operators may refuse transportation to a customer or group of customers who, because of their behavior or inability to care for themselves, may jeopardize the safety or comfort of you and your customers. Examples of extreme circumstances are:

- Customers who pose a potential security problem.
- Customers who are severely ill.
- Customers who are extremely intoxicated or impaired.
- Customers with extreme personal hygiene problems.

If you must refuse transportation, do it politely, discreetly and as quickly as possible. Call the coordinator immediately and complete and submit a Security Incident Report (SIR) when you return to the base. Supply names and addresses of witnesses and other relevant information.

## Section 4: Customer Relations

### 4.09 Reminding Customers of the Rules

When responding to rule violations, you must put the safety of yourself and your customers first. You only need remind a customer once of a rule such as no smoking or eating on the bus. Play the appropriate PSA to deliver a neutral message (See Rule 4.02). If the automated announcements are inoperable, use the Public Address (PA) system to make a third person statement (e.g., “*Metro does not allow...*”).

#### **Customer Rules**

Metro’s Code of Conduct can be summed up as follows:

- Pay the right fare
- Respect other customers’ privacy
- Do not cause safety problems
- Use headphones
- No eating, smoking or littering
- No alcoholic beverages
- Do not harass driver or other riders
- Do not lie down on the seats
- Respect transit property
- Use Metro services and facilities for transportation purposes only
- Do not bring prohibited articles on the coach

### 4.10 Smoking

It is against Washington State law for anyone to smoke near or in a bus shelter or on a Metro Transit coach. If a customer attempts to board a coach with a lit cigarette/cigar/pipe, courteously ask the customer to extinguish their smoking material before boarding. If the customer refuses to stop smoking, call the coordinator.

### 4.11 Electronic Cigarette Smoking Devices

An electronic smoking device means an electronic or battery-operated device, the use of which resembles smoking, that can be used to deliver nicotine or other substances to the person inhaling from the device. Electronic smoking devices include, but are not limited to, electronic cigarettes, electronic cigars, electronic cigarillos, electronic pipes and electronic hookahs. The King County Code prohibits the use of electronic smoking devices in public places. Public places are defined as portions of buildings and vehicles used by and open to the public, including Metro transit coaches.

If a customer uses an electronic smoking device on the coach, courteously inform the customer of the rule. If the customer refuses to stop using the device, call the coordinator for assistance.

### 4.12 Radios and Electronic Devices

Customers may play electronic devices connected to earphones. If a customer refuses to stop playing equipment that isn’t connected to earphones or refuses to lower

## Section 4: Customer Relations

the volume of the equipment that is connected to earphones, call the coordinator for assistance.

### 4.13 Food and Beverages

Food or beverages may not be carried on board in open containers. Courteously ask the customer to dispose of their food/beverage before boarding the coach. Customers are not allowed to eat while on the coach; however, they may drink a non-alcoholic beverage from a container designed to prevent spillage.

### 4.14 Drugs and Alcohol

Customers may not consume illegal drugs or alcohol while on the coach. If necessary, ask the coordinator for assistance with intoxicated customers.

### 4.15 Articles on the Coach

*The following rules may not apply to mobility devices necessary for persons with disabilities to access transit. See Section 5.*

Customer safety, convenience and comfort dictate what articles are allowed on the coach. When faced with a situation not covered by this rule, use good judgment based on how crowded the coach is, and whether or not the article will endanger or cause discomfort to customers. For the safety of you and your customers, articles must not block the aisle or doorways.

#### **Articles Allowed (Not an Exhaustive List)**

- A respirator or portable medical oxygen supply required by a person with a disability.
- Any assisted device powered by a sealed battery.
- Baby strollers (See following paragraph.)
- Customers with disabilities using mobility devices, including waiting customers with disabilities using mobility devices, have priority in the securement area. (This rule does not apply to ADA accessible strollers.)
- Small non-commercial shopping carts. Carts should be collapsed if empty. Deploy the lift or ramp upon request.
- Folding bicycles and folding scooters, provided they can be safely stowed out of the aisle. The customer must ensure that wheels and other frame extrusions such as pedals are stored in one compact form and do not pose a danger to customers.
- Foldable, detachable bike trailers, provided they can be safely stowed out of the aisle.
- Skis and ski poles.

Articles:

- Must not block the aisle or doorways.
- Must be under the control of the owner at all times.

*Continued on next page >*

## Section 4: Customer Relations

- May be kept in the priority seating area if space is available. Note that customers with disabilities and seniors have priority use of this area.

### **Baby Strollers**

*The following rules apply to non-accessible strollers. For information on accessible strollers, see Section 5.*

Both collapsible and non-collapsible strollers are allowed, subject to the following:

- Strollers not carrying a child are to be treated in the same manner as small non-commercial carts (above).
- Customers may board the coach with the child in the stroller. Upon request, deploy the lift or ramp for customers with a stroller.
- Once on board the coach, a child may remain seated in the stroller as long as the child is strapped in the stroller and the stroller is secured in the securement area. If the securement area is not available, the child must be removed from the stroller and held in the lap of the adult customer or in a seat alongside the adult customer.
- Folding strollers must be folded and placed under or between seats, unless the stroller is too full to do so or if the stroller is being occupied and secured per above.
- Non-folding strollers:
  - Must not block the aisle or doorways.
  - Must be under the control of the owner at all times.
  - May be parked with the brake set in the priority seating area if space is available. Note that customers with disabilities and seniors have priority use of this area.

### **Articles Prohibited**

- Gasoline powered equipment or machines
- Uncovered glass or sharp objects
- Gasoline or other flammables
- Gasoline cans or containers (even if empty)
- Explosives (including fireworks) or acids
- Automotive batteries
- Commercial grocery/shopping carts
- Articles longer than the distance from the floor to the coach ceiling
- Religious or political literature handed out or made available on a “take one” basis. Operators are to remove and dispose of such documents.

Roller skates/blades and skateboards must be removed and carried onboard the coach. Customers are not allowed to board or de board wearing skates/blades and must not use skateboards once on board.

## Section 4: Customer Relations

### 4.16 Animals on the Coach

*The following does not apply to service animals for persons with disabilities. (See Section 5 for policies on service animals.)*

Animals other than dogs are not allowed on the coach unless they are in a container or carrier. Fare is not required unless the container or carrier occupies a seat.

Dogs are allowed on the coach under these guidelines:

- The dog must be on a leash.
- Dogs are not allowed to occupy seats; they must remain on the floor or sit on the owner's lap.

Dogs who sit on their owner's lap ride free. All other dogs are charged the base fare (or reduced fare) paid by the customer who accompanies the dog. No zone fare is charged and a transfer is issued upon request.

You may refuse to transport a dog only in the following situations:

- The dog is creating a hazard or disturbance.
- Another dog is already onboard the coach and you have concerns about your safety or the safety of the customers.

### 4.17 Sleeping/Non-Responsive Customers

If you find a customer sleeping on your coach at the end of the line, be aware that some people may become violent when awakened.

At your terminal, open all doors before approaching the sleeping rider and give yourself an "out" by staying on the open-door side of the rider. Operators are discouraged from touching sleeping riders as they may respond by lashing out. Tapping on a stanchion or window with a ring-finger will sometimes wake a customer who doesn't respond to your voice. In all situations, do your best to assess the health of your sleeping rider.

- Are they breathing?
- Are they bleeding or showing signs of injury?
- Do they appear intoxicated?
- Can you see a medical-alert bracelet?

All of these details will help when you call the coordinator for assistance. If you are unsuccessful after a single attempt to awaken your customer, contact the TCC for assistance. Customers should not be onboard your coach when you reach the base or IDS layovers.

### 4.18 Intending Customers at Terminals

Two minutes prior to leaving the terminal, operators must open the front door so intending customers may board. If you leave the coach, secure it in accordance with Metro's unattended coach procedure.

## Section 4: Customer Relations

### 4.19 “Closed Door” Policy

It is up to you whether or not to apply the following “Closed Door” policy. If you decide to open the door at terminals, be consistent; allow all customers to board. Avoid the appearance of discrimination.

Upon reaching the end of the line or arriving at the terminal from a deadhead, operators may request all customers to disembark the coach. Operators are required to board customers two minutes prior to the scheduled leave time of the trip. Advise customers accordingly.

This policy does not apply:

- In the CBD.
- To coaches laying for timed transfers.

### ***Loop Routes***

A customer whose bus stop is on the loop portion of a loop route (e.g., Route 21 Arbor Heights loop) may remain onboard the coach to get to their destination.

### ***Non-Cooperative Customers***

If customers will not cooperate:

- Ask them only once to wait outside. Do not get into a dispute.
- If your safety, the safety of customers, or the security of the coach is endangered, call the coordinator and complete and submit an SIR.

## Section 5

# Services for Customers with Disabilities

## Section 5: Services for Customers with Disabilities

### 5.00 Americans With Disabilities Act (ADA)

The Americans With Disabilities Act (ADA) is about people with disabilities having equal opportunities. Metro's ADA Compliance Office works closely with Base Operations staff to assist operators in successfully serving customers with disabilities. Operators are encouraged to bring ADA questions to Base Operations staff for support and guidance.

The ADA is a federal civil rights law that prohibits discrimination against persons with disabilities (49 CFR Part 37). State and local laws also prohibit discrimination based on disability. Operators must:

- Serve customers with disabilities with respect, courtesy and attention to the difference among individuals with disabilities.
- Operate accessibility equipment safely.
- Make exceptions to policies when it is safe and legal to do so and will assist a customer with a disability in using the service.

Any incident where the operator feels they were not able to accommodate a customer's request, complete an Incident Report or if the situation escalates, contact the coordinator with a PRTT. Stay in the zone, follow the directions of the coordinator and keep the customer informed.

### 5.01 Serving Customers With Disabilities

Many disabilities can be seen such as a customer using a wheelchair or a white cane. Some disabilities are not as easy to see such as a customer with post-traumatic stress syndrome or epilepsy. All are protected equally.

Do not ask a customer if they have a disability.

It is discrimination to refuse service to a customer because of their disability. It is not discrimination to deny service to a person with a disability who is violating Metro's Code of Conduct.

### 5.02 Accommodating Mobility Aids

Mobility aids can be a device, person or animal that aids a customer with a disability in achieving independence. For many people with disabilities, their mobility aid is an extension of themselves and should not be touched unless customer gives permission. Operators may ask if the device is used for mobility, if the person is a personal care attendant or if the animal is a service animal. If customer indicates that they are, they must be accommodated. Service animals may ride on the customer's lap, a seat or the floor and will not be charged fare. Only in the following situations can a person with a disability using a mobility aid be denied service:

- If a mobility device entirely blocks the aisle or if unsecured, poses a direct threat to you or other customers.



## Section 5: Services for Customers with Disabilities

- If the person identified as a personal care attendant violates the Metro Code of Conduct.
- If the service animal or service animal in training is not in the physical or verbal control of the customer and is engaged in behavior that is immediately dangerous to other customers or yourself.

Customers may choose to use Bus Identifier Kit or an Assistance Card as an aid in communicating their destination, stop location and route number. Customers cannot be required to use these aids. The Bus Identifier Kit is a flipbook of numbers and letters in Braille and raised lettering. The special assistance cards are color coded to designate specific types of communication barriers:

- Yellow: Deaf and Blind
- White: Visual impairment with normal hearing
- Pink: Verbal communication impairment
- Orange: Limited English proficiency (LEP)

**Special Assistance Card** King County METRO

• **Going To:** \_\_\_\_\_

•• \_\_\_\_\_

••• **Bus #** \_\_\_\_\_ **To:** \_\_\_\_\_

••• **Transfer at:** \_\_\_\_\_ **to** \_\_\_\_\_

••• **Bus #** \_\_\_\_\_ **To:** \_\_\_\_\_

I am Deaf-Blind. If I am on the WRONG BUS, return this card to me now. If I am on the RIGHT BUS, take this card and return it to me when the bus reaches my stop.

**Additional Operator instruction on the back of this card.**

14831-Trans (Rev. 11/12)

### 5.03 Boarding

It is the operator's responsibility to board all customers with disabilities. You must make a stop at the head of the zone for all intending customers unable to board a second or third coach. This can include customers who are blind, customers who are deaf and customers who have difficulty walking. Once at the head of the zone look for customers with disabilities.

Deploy ramp or kneeling feature as needed and/or upon request before boarding/alighting customers if it can be determined ahead of time that the equipment will be needed. Use the PA system to announce that the ramp will be deployed before deboarding and to use the back doors if possible or wait for the ramp to be deployed before deboarding through the front door. Use discretion at all times when deploying the kneeler and/or the life/ramp features to ensure passenger safety. Avoid kneeling the coach while passengers are in the process of boarding/alighting.

Verbally confirm route number for all customers, including customers using Bus Identifier Kits.

Take Assistance Cards from customers. Confirm route number, make note of stop and transfer instructions and place card in transfer cutter. If operator will be relieved before requested stop, inform relief operator. If customer is deaf and blind, provide the following assistance in boarding:

- Set the parking brake, exit the coach and meet the customer in the bus zone.
- Gently tap the customer's forearm to get their attention.

## Section 5: Services for Customers with Disabilities

- Using your fingertip, carefully print the route number on the open palm of the customer's hand.
- Place the customer's hand in the crook of your arm and guide them onto the bus and to a seat if customer indicates.

Before providing assistance to customers with disabilities in boarding, ask if they want the assistance. If customer doesn't respond, it may be because of a hearing or cognitive disability. A customer may suggest how you can be better understood. Take your cue from the customer. Speaking directly to the customer so they can see you talking, keeping voice low and strong, and speaking clearly and with simple statements can help.

When asked, operators are required to assist customers in manual wheelchairs in getting up the ramp.

Service to a customer in a wheelchair may be refused only for the following reasons:

- Wheelchair securement areas are occupied after making an attempt to clear the area.
- Securement equipment is broken.
- Customers have human waste or other hazardous material visible on clothing/body.
- Bags do not fit through bus doors or block aisles.
- Wheelchairs are too large to successfully board.

If service is refused, stop and inform the customer of the specific reason and place a PRTT call to the coordinator. Proceed if another coach in service will serve the zone within 30 minutes. Otherwise, wait for instructions from the Transit Control Center.

### 5.04 Assisting With Getting Seated

The safety of our customers on board is an important responsibility of the operator. Allow time for customers unable to hold on or appearing unstable to secure a seat or grab onto a stanchion, handrail or strap behind the yellow safety line before you depart the bus zone. Comply with any requests from customers to wait until they are seated.

Customers with disabilities and seniors have priority in the front side facing seats and the first full row of forward facing seats. Operators are required to assist priority users in sitting in this area when they are asked, including informing other customers in the priority area that a seat is needed.

### 5.05 Securing Mobility Devices

There are two securement areas on every coach. Operators are responsible for knowing how to operate the securement systems. Work with the customer in securing their mobility aid. All wheelchairs must be secured using the following techniques:

Make sure that belts are untwisted before attaching to their chair.

- Do not touch their chair unless permission is given.

## Section 5: Services for Customers with Disabilities

- If their chair cannot be secured according to safety procedures taught during training, ask if they want to wait for the next coach or proceed. If they wish to proceed and the wheelchair is not blocking the aisle, place a PRTT call to inform the coordinator and proceed.

Basic procedures for securing wheelchairs in forward facing securement area include:

- Occupied wheelchairs face forward.
- Attach the securement belts to the wheelchair so that they create a 45-degree angle with the floor when possible. Scooters with seat mounted to single post should be secured to the lower body of scooter.
- Use a front tie-down in addition to the two rear tie-downs on power wheelchairs and three and four wheeled scooters to reduce lateral swing.
- Use fourth (loose) belt on newer coaches for maximum security, particularly for very large power devices.

Basic procedures for securing wheelchairs in passive restraining securement area on RapidRide coaches include:

- Wheelchairs must face towards rear of coach
- Unoccupied wheelchairs must be secured.
- Belts are not needed when occupied, but customers requesting the use of belts, including shoulder straps, must be accommodated.

Basic procedures for securing wheelchairs in Quantum systems include:

- The Quantum system automated securement arms must be used at all times, whether occupied or unoccupied.
- Ensure that the parking brake is set.
- To set securement:
  1. Make sure securement station is clear of obstructions.
  2. Turn Quantum Power Switch on at the dash.
  3. Make sure customer has no hanging materials such as bags, etc.
  4. The customer positions their mobility device.
  5. If the customer has a power device the power must be off. If the device is not powered, their brakes must be set.
  6. The customer presses the Passenger Secure/Release Button located beside them.
  7. Observe procedure and make sure that nothing gets in the way of moving parts during operation. The machine makes a preliminary squeeze of 25 lbs.
  8. Machine arm will blink then operator will press their Secure Button on the dash. Machine then finishes procedure with a 50 lbs. final squeeze and stops blinking. Turn the Quantum Power Switch off. If anything restricts

## Section 5: Services for Customers with Disabilities

the machine from its cycle, it will try three times to secure then stop and flash and require assistance.

9. Offer optional seatbelts for use. Assist if needed.
- To release securement:
  1. Turn Quantum Power Switch on.
  2. Customer presses Passenger Secure/Release Button beside them or press the Secure/Release Switch on the dash.
  3. Observe procedure and make sure nothing gets in the way of moving parts during operation. Turn Quantum Power Switch off.

### 5.04 Ensuring Audio Stop and Route Announcements

Operators are responsible for ensuring that all stops, route number and destination are announced accurately, audibly and consistently by the On Board System (OBS) or if that is not working, using the Public Address system (PA) to announce:

- All stops along a route.
- Routes and destination at zones used by two or more routes.

These announcements must be made whenever there are any customers onboard or at the zone. Customers do not need to appear to have a disability.

If the OBS announcements are incorrect, inaudible or not working, report at the end of shift using the OBS Feedback form.

### 5.05 Deboarding

If provided with an Assistance Card when the customer boarded, announce the requested stop and return the card. Provide assistance as requested by customer. If the card is yellow, it means the customer is deaf and blind and the operator will need to tap on their forearm when the stop is reached and if customer indicates, assist off the coach.

Bus zones have three designations: fully accessible, limited space and no lift zones. Operators must inform customers needing the ramp or lift if it is not a fully accessible zone.

- Fully accessible zones: These zones have room for the ramp and lift to be deployed and sufficient area for a wheelchair to navigate once off the ramp or lift. The ramp and lift must be deployed for all customers who request it.
- Limited space zones: These zones have room for the ramp and lift to be deployed but there may not be sufficient room for a customer in a wheelchair to navigate once they are off the ramp or lift. If customer says they can safely navigate and requests to use the lift or ramp, comply and place a PRTT call to the coordinator. Otherwise work with the customer and the coordinator in finding an alternative.
- No lift/ramp zones: These are the only zones where the ramp or lift cannot be deployed. This is because the lift control cannot be fully deployed without

## Section 5: Services for Customers with Disabilities

damage. Work with customer and coordinator with a PRTT call in finding an alternative zone, keeping the customer in the discussion and decision making.

### **5.06 Assisting During Coach Change or Evacuation**

Operators should stay alert to customers using mobility devices and customers not responding to audio instructions during coach changes or evacuations. Let customer know situation and determine the best way to communicate before providing assistance.

If customer doesn't respond, it may be because of a hearing or cognitive disability. Speaking directly to the customer so they can see you talking, keeping voice low and strong, and speaking clearly and with simple statements can help. If the customer is deaf and blind:

- Print a large X in the palm of the customer's hand. This is the symbol to evacuate.
- Gently tap the customer's forearm and guide them off the coach and onto the replacement coach if there is one.

Pass the Assistance Card and any other instructions on to the new operator.



## Section 6

# Absence Management

## Section 6: Absence Management

### 6.00 Late Reports, Unexcused Absences and Absences

- Late report: Full-time operators reporting for work up to one hour after their designated report time.
- Unexcused absence: Failure to accept late report or failure to report within one hour of the designated report time. A request for an unexcused absence to be changed to an absence must be presented, in writing, to the immediate supervisor within five workdays of the occurrence. A full-time operator may provide a written request the same day. If granted, the operator will be placed at the bottom of the report list, or will be sent home. Each unverified full or partial sick day is considered as a separate unexcused absence.
- Absence: Any unexcused absence that has been changed to an absence.
- Part-time operators are not eligible to serve late report, but will receive absences if they contact the base within one-half hour after the report time or report in person up to one hour after the report time.

For information on Metro's miss change guidelines, see Addendum B, Transit Operations Procedures #31 - Miss Change Guidelines.

### 6.01 Reporting Sick

Operators unable to report for duty due to illness or injury must notify Metro no less than 30 minutes prior to their scheduled report time. Failure to provide the minimum 30 minutes notice will result in an unexcused absence. Unexcused absences for failure to report an illness/injury at least 30 minutes before the operator's scheduled report time will not be changed to sick leave unless the operator submits verification from a medical doctor or licensed practitioner that he or she (or the employee's child or adult family member) received medical treatment and the operator was unable to report the absence as required.

#### ***Procedure***

- The operator is required to state whether the absence is an illness or an injury.
- If reporting an injury, the operator will be asked whether it is an off-the-job or on-the-job injury.
- Operators must state whether the illness or injury is one day or "on the list".
- Operators needing to report an illness or injury during hours when their base is closed or when telephone service is interrupted must call the Transit Control Center (TCC) at 206-684-1111 and provide the following information: base, name, badge number, assignment, report time and expected length of absence (one day or "on the list"). The cut-off time for all calls to the TCC is 3:30 a.m. unless telephone service to the base is not available.

### 6.02 Emergency Absence Contact Procedure

Operators who are unable to report to work due to an emergency or illness and who require another individual to report the absence shall have that individual call the



## Section 6: Absence Management

base or the TCC with at least the following information: the operator's full name, employee badge number, assigned base and the nature of the emergency.

### 6.03 Calling Off the Sick List

- The cut-off time for calling to be removed from the sick list is 10 a.m. the day before returning to work. Should an operator report sick after 10 a.m., he or she may retain his or her following day's assignment by calling off the sick list at least one hour prior to the start of the next day's full assignment or prior to 10 a.m., whichever comes first. This rule also applies to operators relieved on the road due to illness.
- Operators who are on the sick list and have a doctor's appointment scheduled after 10 a.m. must call off the sick list by 10 a.m. if they feel the doctor might clear them to return to work the following day. If the doctor does not clear the operator, the operator must then call back on the sick list at least 30 minutes before his or her scheduled report time.

### 6.04 Annual Self-Certification of Medical Absence

Operators must submit a signed Annual Self-Certification of Medical Absence form each year, as directed by Metro.

### 6.05 Sick Leave Medical Verification Requirements

Metro may require medical verifications in the following circumstances:

- An employee is absent for more than five consecutive scheduled full or partial days for a non- FMLA/KCFML certified condition, or
- An employee has insufficient accrued sick leave to cover an absence for a reason permitted by the CBA, and requests use of AC time, vacation or unpaid leave
- An employee has been notified that verification is needed to conform to federal or state leave laws, or fitness for duty.

Operators are encouraged to see a doctor on the first day of an injury or illness occurring off the job.

When medical verification is required, it shall be on a medical report acceptable to Metro, from a licensed practitioner, either a form provided directly by a medical provider or the Metro Sick Leave Verification Form. If using the Metro Sick Leave Verification form, Part A is to be completed by the employee. Part B is to be completed by the medical provider. The top copy of the completed Metro form or the original of the medical provider's form must be time stamped and placed in the base Sick Leave Box within ten calendar days of the operator's return to work. Illnesses that require medical verification but are not verified within ten calendar days after return to work will result in unexcused absences for each unverified day.

## Section 6: Absence Management

### 6.06 Medical Verification – Probationary Operators

Probationary operators must submit a Metro Sick Leave Verification form for each full and/or partial day after the first six days, excluding pre-scheduled medical appointments. An operator may request that a chief classify his or her illness of more than one day as a “serious illness”. If such classification is granted, no probationary points are assessed for that absence.

### 6.07 Sick Family Member Leave

Operators are allowed to use accrued sick leave to care for family member whose serious health condition or emergency situation requires the employee’s personal supervision during his or her absence from work. Family members include: children, regardless of age or dependency status, spouse, domestic partner, your parent (or person who stood in place of the parent) or parent of your spouse or domestic partner parent (or person who stood in place of a parent), grandparent, grandchild or sibling.

The call-in procedure remains the same; however, you must inform the dispatcher that the absence from work is for a sick family member. Sick leave verification procedures apply to sick family member leave.

### 6.08 Doctor Appointments

Operators should attempt to schedule their medical and dental appointments at times that do not conflict with their work assignments.

Operators may use sick leave for an employee’s personal appointment with a licensed health care provider or for an appointment for the employee’s covered child or eligible adult family member. To request time off for non-industrial doctor appointments (either personal or for a covered child or adult family member), submit a completed Scheduled Medical Appointment form to the base dispatcher prior to 10 a.m. the day before the scheduled appointment. If the form is not submitted by 10 a.m. the day before the appointment, the absence will be subject to Metro’s medical verification requirements.

### 6.09 FMLA and KCFML

FMLA provides eligible employees up to 12 weeks (26 weeks for FMLA Military Leave only) of job-protected leave in a rolling 12 month period for qualifying reasons. The KCFML ordinance provides eligible employees up to 18 weeks of job protected unpaid leave per rolling 12 month period. Both FMLA and KCFML may be continuous or intermittent and will run concurrently when the leave is unpaid and with workers’ compensation leave.

#### ***Eligibility***

- Employee has worked for King County for at least 12 total months or more; and
- Worked a minimum of 1040 hours (full-time) or 510 hours (part-time) during the 12 months immediately prior to the start of the leave.

## Section 6: Absence Management

### ***Qualifying Reasons***

- Employee's own serious health condition
- Serious health condition of employee's spouse, son, daughter or parent (or person who stood in place of the parent to employee when employee was a child)
- Serious health condition of employee's son or daughter which includes biological, adopted, foster, step children, legal ward or child of a person standing in place of the parent
- Birth, adoption or placement of a foster child
- Any "qualifying exigency" arising out of the fact that the spouse, son/daughter (of any age) or parent of the employee is on active duty, or has been notified of an impending Federal call to active duty status in support of the contingency operation
- Care for a covered service member or veteran who is recovering from a serious illness or injury sustained in the line of duty while on active military duty
- Unpaid KCFML is also allowed for the serious health condition of a domestic partner and children and parents of a domestic partner (or person standing in place of a parent to the domestic partner).

### ***Employee Responsibilities***

- The employee must notify their chief 30 days in advance of the known leave if possible; or
- If the need for FMLA/KCFML is due to a medical emergency or an unforeseen event, the employee must provide their chief with notice as soon as practicable, generally within three days from the leave start date.
- Employees must submit a King County Protected Family and Medical Leave Request form to their chief once the need for the leave is known.
- Employees then have 15 calendar days to submit a Department of Labor Medical Certification form completed by a health care provider.

### ***Benefits***

Under FMLA/KCFML you receive the same county-paid health benefits (medical, dental and vision) you had when on paid status immediately before you began leave. While on paid FMLA/KCFML, if you normally pay a portion of your monthly health benefit premiums including enhancements, King County Benefits staff will contact you about self-paying to continue health coverage. If you go on unpaid FMLA/KCFML, King County Benefits staff will contact you about self-paying to continue any life, accidental death and dismemberment or long-term disability insurance coverage. You will also be contacted about self-paying to continue health coverage under COBRA when FMLA/KCFML ends.

## **6.10 Military Leave of Absence**

The Washington Military Family Leave Act 2008 (MFLA) SB 6447 provides up to 21 days of paid annual military leave of absence from work for operators who serve in the

## Section 6: Absence Management

Washington National Guard, armed forces or the armed forces reserves. The annual year is from October 1 to September 30. Full-time operators will be reimbursed for a maximum of eight hours per day. (4/40 operators will be reimbursed for 10 hours for each workday served on military leave. 4/40 operators may be required to revert to a work schedule of eight hours per day, five days per week for each pay week in which leave is taken.) Part-time operators will only be reimbursed for the actual time of their picked assignment. An employee will only be paid for those days and hours he or she would normally have been scheduled to work.

### 6.11 Return to Work From FMLA/KCFML

Operators off work due to their own serious health condition may be required to provide a return-to-work release on a form acceptable to Metro, specifically documenting their ability to return to work.

Operators may be required to successfully complete a return-to-work ride check before returning to driving duties.

An operator's failure to return to work by the expiration date of the leave, once released to work, may be cause for removal and result in termination.

### 6.12 Industrial Injury

1. Operators are to report any injury occurring while on duty or on Metro property in an Incident Report, within 24 hours of the injury, even if the injury does not require medical attention or time off from work.
2. If a job-related injury requires medical attention or time off, the injured operator must complete a Self Insurer Accident Report Form (SIF-2), an Incident Report and meet with a chief to complete Metro's Investigation Report within 24 hours of the injury or as soon as he or she is physically able to do so.
3. Within 24 hours of the injury or as soon as he or she is physically able to do so, the operator must see a physician or licensed practitioner who must complete a Physician's Initial Report (PIR). These forms are supplied by the Department of Labor and Industries and are available at all doctors' offices.
4. The PIR, SIF-2 and Metro Investigation Report must be received by Metro's Workers' Compensation Office before any compensation is paid.
5. Industrial injury leave shall run concurrently with FMLA/KCFML to the extent permitted by law.

### 6.13 Industrial Doctor Appointments

Operators are to schedule doctor appointments for industrial injuries through the Day Off book. Operators must return the Industrial Doctor Appointment Verification form, signed by the medical provider and the employee, within five days of the appointment. Completed forms are to be placed in the base Sick Leave Medical Verification Box. Failure to submit the verification form will result in an unexcused absence.

## Section 6: Absence Management

### 6.14 Clearing From Injury/Illness

All operators who are off work due to an industrial injury must report to a chief with a doctor's authorization form before 10 a.m. the day before their anticipated return to work. This leaves adequate time for the operator to clear with the base chief and complete a return-to-work ride check.

Additional conditions that require the operator to clear with the base chief before returning to work include:

- Any off-job injury resulting in a broken bone, sprain, strain, head injury, vision or hearing problem, etc.
- Absences due to illness that exceed 30 days
- Illnesses such as heart conditions, diabetes, multiple sclerosis, nervous and psychiatric conditions or any condition affecting vision or hearing.

### 6.15 Return-to-Work Ride Check

An operator required to clear with the base chief for return to work must successfully complete a return-to-work ride check. Base chiefs coordinate return-to-work ride checks with Operations Training. Operators scheduled for a return-to-work ride check are to report to the designated training office in regulation uniform with the Return-to-Work Ride Check Authorization form, their Commercial Driver's License (CDL) and current medical certificate.

### 6.16 Jury Duty

Operators receiving notification to report to serve on jury duty shall notify their base chief immediately and provide a copy of the jury duty summons. If an operator is used for jury duty and submits proof of report for same, he or she shall receive time off with pay at his or her regular rate of pay for his or her regular assignment for each day served. Compensation received for jury duty must be forwarded to Metro; however, reimbursement for travel expenses may be retained by the employee.

A full-time operator excused from jury duty after less than four hours must promptly notify his or her immediate supervisor and may be required to report back to work a p.m. tripper.

When a part-time transit operator is released from jury duty, he or she will notify his or her immediate supervisor and may be placed on his or her regular assignment that day or any following day.

### 6.17 Day Off Books

The Day Off books were established as a convenience to allow operators to request time off. The contract establishes the minimum guarantee, based on the number of operators scheduled to work. Based on workforce, additional operators may be excused.

## Section 6: Absence Management

### ***Procedure***

- Requests to have your name added to or removed from the Day Off book must be made in person to the base dispatcher/planner.
- Requests for more than five consecutive days must be discussed with the base chief.
- Part-time operators placing their name in the Day Off book may request payment from their available vacation balance.
- A request can be placed in the Day Off book one calendar month or less up to 10 a.m. the day before the date requested off.
  - For months having fewer days than the following month, operators may place their name in for the additional days of the month on the last day of the preceding month. For instance, on June 30, you may place your name in the Day Off Book for both July 30 and July 31.
- Operators may not place their names in the Day Off book requesting both AC (for an FTO) or vacation (for a PTO) and their personal holiday for the same day.
- Receiving the first day off in a request for multiple days does not guarantee the other days off.
- Operators who have their names in the Day Off book for the same day off in the week for any four-week period may be excused the first day in order of rotation and then will be moved to the bottom of the list for the remainder of the four-week period.
  - Example: An operator in the Day Off book for more than one Saturday in a four-week period gets excused the first Saturday. His or her name moves to the bottom of the list for the remaining Saturdays in the four-week period.
- Once your name has been entered in the Day Off book, you will not know if you have received the day off until the day before at 2 p.m. when a list of operators excused is posted with the extra board.
- When operators pick a different base, their names will not be transferred to the Day Off book at the other base. To request time off, the operator must place his or her name in the book of the base where the operator will be working.
- Operators arriving at the base prior to business hours in order to enter their names in the Day Off book may sign the Day Off book waiting list posted at the dispatch window. Operators placing their names on this list must remain in the base operations building for the duration of the waiting period until the dispatcher opens the base and transfers the names to the Day Off book.
- For full-time operators, priority for both guaranteed and non-guaranteed spots will be given to those operators with sufficient AC or banked (non picked) vacation accruals to fully cover the entire requested time off.

Operators who have a personal emergency and need to have time off guaranteed may submit a Compassionate Leave Request form to their chief. Operators may be required to provide verification of the situation described in the request.

## Section 6: Absence Management

### 6.18 System Extra Board (SEB) Day Off Book

A separate Day Off book is maintained at the SEB home base for SEB operators. SEB operators wishing to have their name added to or removed from the SEB Day Off book must make the request in person; however, the request may be made to the base dispatcher/planner at any base. Dispatchers at bases other than the SEB home base will relay the operator's name, badge number and requested date to the SEB home base dispatcher for entry in or removal from the SEB Day Off book.

The SEB Day Off book waiting list is posted at the SEB home base window. SEB operators wishing to place their name on this list must remain in the SEB home base operations building for the duration of the waiting period until the dispatcher opens the base and transfers the names to the SEB Day Off book.

### 6.19 Christmas Day Draw

Day Off book procedures apply for the entire year except for Christmas when a drawing for time off is held. The date of the draw for Christmas Day is set for all bases and posted along with procedures in the Operations Bulletin. Any full-time operator requesting Christmas Day off must have his or her name in the Day Off book by 9 a.m. on the day of the draw. The draw only establishes the order in which operators will be excused; it does not alter the minimum guarantee for that day.

System extra board operators requesting Christmas Day off must have their names in the SEB Day Off book by 9 a.m. on the day of the draw for one guaranteed slot. The names of those not selected will then be sent to their base of assignment for inclusion in the regular draw. The guaranteed positions at each base will not include SEB operators. For example, if an SEB operator's name is drawn #1 and the base guarantee is three, the SEB operator is placed in the #4 position.

The order in which operators will be excused will be posted at each site.

### 6.20 Paycheck Distribution

Payroll will make every effort to have all checks to the bases by noon. This is not a guaranteed commitment. All employees will be able to pick up their paychecks, as soon as the checks are available, after noon. In addition, if another person will be picking up your check, he or she must present a signed and dated note from you granting that person authorization to pick up your paycheck.





## Section 7

# Operator Code of Conduct

## Section 7: Operator Code of Conduct

### 7.00 General Statement

This section contains specific rules governing the conduct of all operators under reasonable conditions. Metro expects all operators to treat customers and coworkers with courtesy and respect when executing their duties and responsibilities. Words or acts of hostility towards customers and/or employees of King County Metro will not be tolerated. Operators must use good judgment (protect self and customers first, then property, and when necessary, seek to de-escalate and manage situations) when dealing with customers and other Metro employees. A violation of any part of these rules and/or failure to exercise good judgment may result in disciplinary action appropriate to the nature of the offense.

### 7.01 Language and Conduct

Operator conduct with customers, coworkers and others must be respectful and civil at all times. Profane, inappropriate, and/or sarcastic language is not permitted. Any actions, verbal or written statements that are personally designed to offend others are strictly prohibited. Acts of harassment including, but not limited to, the use of slurs or derogatory statements involving race, color, age, sex, marital status, sexual orientation, religion, ancestry, national origin, veteran status or disability will not be tolerated.

Operators are prohibited from making derogatory comments concerning Metro equipment and/or management policy while on duty or when in uniform.

### 7.02 Fighting

Fighting is prohibited at any time while on duty and/or on Metro property. This prohibition includes fighting or engaging in verbal altercations with other Metro employees. Operators must do everything reasonable to de-escalate a potential situation. Use good judgment and appropriate language when dealing with others.

### 7.03 Employee Weapons

The use, threatened use, or possession of a weapon, concealed, licensed or otherwise, by an employee while in the performance of his or her official duties or while on Metro property is strictly prohibited and will result in termination.

A weapon is defined as any object, instrument or chemical, which is:

- Designed in such a manner to inflict harm or injury to another person, or
- Used in a manner threatening harm or injury to another person.

This shall include, but not be limited to, guns, knives, mace, tear gas, chako sticks and blackjacks.

### 7.04 Safeguarding Metro Property

Operators must exercise care in the operation and use of Metro equipment. Never purposely operate any Metro equipment or use any Metro property in such a manner

## Section 7: Operator Code of Conduct

that it causes malfunction and/or damage to the equipment/property. Operators must not engage in acts of vandalism or willfully destroy or damage Metro property.

Operators must not attempt to obstruct, adjust, alter or tamper with the position or normal operation of any Metro equipment including, but not limited to, lifts/ramps, fare boxes, door mechanisms, radios, emergency alarm, or camera systems. The view of the cameras must never be obscured in any way with any item.

### 7.05 Comfort Stations

Comfort stations (restrooms) provided by Metro or in partnership with local businesses or organizations for use by operators must be kept clean. Operators must not vandalize or leave litter in or around these facilities and shall make every effort to leave them in a clean condition. When exiting locations requiring key-access, please ensure doors are closed and locked. Driving your bus to access a nearby comfort station is acceptable if the comfort station is identified in the Route Book as an option for the operated route. Stopping somewhere other than a designated layover requires the selection of a location where the bus can be both safely and legally parked. You must also attempt to notify the coordinator of your location. Should you arrive at the end of a trip, and you are already beyond the scheduled recovery time, you are authorized to use the comfort station if needed. Such use of a comfort station will not be considered an “Unnecessary delay” as mentioned in 8.15.

Comfort stations are to be used only for the purpose of personal relief. The use of any part of any building, bus, or other area not intended for that purpose, is prohibited. In recent years, some businesses have quit the comfort station program due to operators using non-restroom areas and resources meant for business customers. Operators can report any issues/problems with comfort station conditions or access to the comfort station coordinator via forms at their base, by phone (206) 571-6952, or e-mail: [station.comfort@kingcounty.gov](mailto:station.comfort@kingcounty.gov).

### 7.06 Alcohol and Substance Abuse Policy

King County Metro is committed to maintaining a drug-free workplace to promote both the quality of its services and the safety of its employees, its customers and the public. Accordingly, each employee is:

- Prohibited from using, possessing, selling, purchasing, manufacturing, distributing or transferring alcoholic beverages or controlled substances or other performance-impairing substances while on duty or on King County property.
- Prohibited from being present on King County property (except off-duty alcohol use at public events), reporting to work or performing work while under the influence of alcohol or having any controlled substance or other performance-impairing substance in his/her system.
- Prohibited from consumption of alcohol within four hours of the employee’s scheduled time(s) to report for work, or within eight hours following an accident or until the employee takes a post-accident alcohol and/or drug test, whichever occurs first.
- Required to submit to an alcohol and/or drug test when directed by Metro.

## Section 7: Operator Code of Conduct

- Prohibited from tampering or attempting to tamper with a required alcohol and/or drug test.
- Required to notify his or her base chief, within five calendar days of any conviction, that he or she has been convicted of a drug crime occurring in the workplace.
- Each covered employee is responsible for informing his or her physician when being prescribed medication(s) that he or she is covered under the terms of this policy. The employee shall use medically authorized drugs or over the counter medications in a manner which will not impair on the job performance.
- Each covered employee shall promptly report to his or her base chief whenever he/she observes or has knowledge of another employee who poses a hazard to the safety and welfare of others. Violations of any of the above conditions may result in discipline.

### 7.07 Smoking

Smoking is not allowed inside Metro facilities or any Metro vehicle. Washington State law prohibits smoking within 25 feet of a public building or place of employment.

### 7.08 Gambling

Gambling or wagering while on duty or on Metro property is prohibited.

### 7.09 Personal Guest at the Base or on the Coach

When reporting for duty, operators are not allowed to bring family members or friends on the base premises. While on duty, family members and friends are not allowed to ride with you when you are operating a Metro car or coach except on a scheduled, revenue trip as a fare-paying customer.

### 7.10 Employee Parking

Unauthorized use of employee parking lots will result in the vehicle being towed at the owner's expense.

#### ***Authorized Use***

- King County Metro Transit employees who are scheduled to work at or out of a base on a particular day during the time of their shift. Employees should not use the employee parking facilities before or after their shift.
- King County vehicles being used for business at the facility on that day.
- Visitors who have King County business requiring a visit to the facility on that day, at that time.

#### ***Unauthorized Use***

- King County Metro Transit employees who work at other county worksites, unless on business at the facility and qualifying as a visitor.

## Section 7: Operator Code of Conduct

- Parking at the base for non-work related special events, regardless of whether or not the employee is working at the base on that day.
- Parking concurrently in the parking lot of more than one vehicle owned by the same employee.
- Vehicles too large to fit in a single parking space.
- A single vehicle occupying more than one parking stall.
- Long term storage of county-owned vehicles that are not used on a regular basis.
- Any other vehicle not defined as an authorized use.

### 7.11 Lockers

Lockers are provided as a convenience to operators at each base, when available. However, Metro owns the lockers and retains the right to enter one if sufficient cause exists. Operators changing bases at shake-up must vacate their lockers by the last day of the shake-up. If an operator fails to clean out his or her locker, Metro may dispose of unclaimed items. Metro will not be responsible for items lost due to theft, fire or other loss.

### 7.12 Computers and Internet

Metro provides use of computers, along with internet, intranet, computer systems and networks for the purpose of promoting King County's legitimate business interests. Computers or other electronic equipment and any software, information, materials and data stored on such equipment, even temporarily, are the sole and exclusive property of King County Metro. Operators shall have no expectation of privacy in the software, information, materials, and data stored on or accessed via Metro's computers or information systems, including internet sites. Metro reserves the right to gain access to and monitor all information, and, where appropriate, to read and retrieve such information to the fullest extent allowed by law. Such access and monitoring may occur at any time, whether the operator is on or off duty, without any notice, and without the operator's advance knowledge or consent.

### 7.13 Acceptable Use of Computers

Operators may use designated King County computer systems and resources (computers, networks, internet, intranet, etc.) for recreational use, provided that the use is not prohibited as defined below. Recreational use is that which:

- Does not interfere with or impair the operator's ability to perform work.
- Does not interfere with or impair the conduct of official county business.
- Results in negligible or no expense to King County.
- Is not prohibited by King County policy.

## Section 7: Operator Code of Conduct

### ***Prohibited Use***

Operators must refrain from using King County computer systems and resources for prohibited uses at all times, including during breaks and outside of their regular working hours. Prohibited uses include, but are not limited to the following:

- Conduct private or personal for-profit or unauthorized not-for-profit activities. This includes use for private purposes such as business transactions, private advertising of products or services, and any activity meant to foster personal gain.
- Conduct any political activity.
- Conduct any solicitation for any purpose except those officially sanctioned by King County such as the County Charitable Campaign.
- Conduct any unlawful activities.
- Create, access, or participate in online gambling.
- Create, access, display or transmit sexually explicit, indecent, offensive, harassing, intimidating, obscene, pornographic, defamatory or libelous material.
- Knowingly perform any activity that could cause the loss, corruption of, or prevention of rightful access to data or the degradation of system or network performance.
- Attempt to modify or remove computer equipment components, software or peripherals without proper authorization.
- Knowingly create or forward hoaxes, chain letters, Ponzi, or other pyramid schemes of any type, regardless of content, sources or destinations.
- Knowingly hack into systems and databases or act to disrupt systems or cause unnecessary network congestion or application delays.

For more information about the county's policy on acceptable use of IT assets or to read the policy (ITG-P-08-02) in its entirety, go to <http://www.kingcounty.gov/business/oirm/governance/itpolicies.aspx>.

### **7.14 Contact Information**

It is the responsibility of each operator to keep Metro informed of his or her current address, phone number and emergency contact information.

Operators must submit written notification of a change of address to the Washington State Department of Licensing (DOL) within 10 calendar days on a form supplied by the DOL.

### **7.15 Informational Materials Distribution**

The Washington State Public Disclosure Commission (PDC) has established rules prohibiting County employees from participating in political campaigns, including ballot propositions such as the transit funding issue, on county property, except as follows:

- Employees may engage in campaign activity to support a ballot measure if it's done on non-work hours and without using public resources.

## Section 7: Operator Code of Conduct

- Employees may not distribute campaign materials while wearing Metro uniform items which include a Metro logo. This includes hats, shirts, jackets or any other item with a Metro logo.
- Employees may place window signs or bumper stickers on their personal cars, even if those cars are parked on county property during work hours.
- Employees may inform other employees, during non-work hours and without using public facilities, of opportunities to participate in campaign activities.
- Employees may not pressure or coerce other employees to participate in campaign activities.
- Employees may make campaign materials available to employees in lunchrooms and break rooms that are used only by other authorized individuals during non-work hours.
- Employees may not distribute materials in a manner which disrupts Metro's ability to maintain an orderly work environment.

Materials concerning internal union politics or views on labor negotiations are allowed to be distributed on transit property; but their distribution should not occur to employees who are on duty or reporting for work. Such materials may be posted on employee bulletin boards after being stamped by a chief in the same manner as "for sale" ads. The stamp does not indicate approval of an item. It simply establishes the date on which it was posted. Such material may also be distributed in bull pens or other areas by and to off-duty employees.





## Section 8

# Operator Procedures

## Section 8: Operator Procedures

### 8.00 General Statement

This section contains the basic rules governing the daily duties and responsibilities required of all operators under reasonable conditions.

### 8.01 Reporting for Assignment

Operators are required to report (sign-in) in regulation uniform at their bases no later than the report times of their scheduled assignments. After signing in, check for mail. Read:

- The Operations Policy Bulletin
- The Operations Bulletin
- Individual Base Bulletin
- Reroute board

### 8.02 Required Equipment While Operating

The following items must be in your possession while operating a Metro coach:

- Valid Washington State Commercial Driver's License (CDL) Class B, passenger endorsed, air brake restriction removed
- Current CDL medical examiner's card with a medical waiver if appropriate.
- County-issued photo ID card
- Regulation uniform
- Approved timepiece
- The *Route Book*
- *The Book*
- Accident Report Kit
- Run card
- Announcement Reference Guide for route(s) operated
- Appropriate dash sign, when required
- Transfers
- Appropriate customer information, such as timetables, Rider Alerts, etc.
- Coach Inspection Reports
- Found Tags
- Incident Report, Operator Service and Facilities Report (OSFR) and Security Incident Report (SIR) forms
- Work Order forms
- Flashlight

## Section 8: Operator Procedures

### 8.03 Approved Timepiece

Operator timepieces must meet the following specifications:

- Face should be no smaller than a quarter.
- Timepiece must be divided into minutes and have a second hand sweep.

Digital watches are acceptable if they have a constant readout of hours, minutes and seconds.

### 8.04 Time Check

Operators must set their timepieces according to the official window clock at the base and according to any time checks given by the Transit Control Center (TCC). Operators are not to utilize the radio display for checking time or setting their watch.

### 8.05 Road Reliefs

Operators must be at their relief points by the relief time indicated on the run card. If the relief operator doesn't arrive by the relief time, the operator driving the coach is required to call the coordinator. An operator must never leave an in-service coach before being relieved. It is the responsibility of the operator being relieved to remain on the coach until all boarding and exiting customers have been accommodated.

The following rules apply in the event that an operator's relief does not arrive and the operator does not wish to keep working:

- If the coach is inbound, the operator will continue to Pine Street going northbound, to Main Street going southbound, or to Third Avenue going west- or eastbound, and then return to the base.
- If the coach is outbound with customers, the operator will continue to the outbound terminal if the round trip back to the relief point is less than one and one-half hours.
- If the round trip back to the relief point is more than one and one-half hours, Metro must dispatch a car with a relief operator and must return the relieved operator back to the base.
- Coaches that do not operate through the Seattle Central Business District (CBD) will be governed by the one and one-half hour rule.

### 8.06 Travel Time Allowances

Travel time allowances are standardized for each route. If regular bus or Link light rail service is used to travel from the base to the relief point, it is the operator's responsibility to check the respective timetables for those services.

### 8.07 Road Relief Made Late

A relief operator delayed on his or her way to a road relief is required to call the coordinator if the relief cannot be made on time. Operators making road reliefs in base cars are to call the coordinator if the coach being relieved is more than 10 minutes late.

## Section 8: Operator Procedures

### 8.08 Base Relief Cars

If base relief cars are used and travel time is paid to and/or from relief points, the operator is required to use the base car and will be paid the standardized travel time. Operators are not to use private vehicles while they are on the payroll and traveling between the base and a relief point for the purpose of making a road relief.

Base relief cars are to be used only by operators making reliefs or being relieved. These cars are for official use only; unauthorized persons such as family and friends are not allowed to ride in base cars to and from a relief point.

### 8.09 Base Car Idling

Operators are required to turn off the base car engine immediately upon arrival at the road relief point. If the car is equipped with a two-way radio, turn the key to auxiliary power to enable radio communication with the TCC. Operators must take keys with them when departing the vehicle.

### 8.10 Road Reliefs – Exchange of Information

Operators being relieved on the road are required to communicate to their relief operator any pertinent information regarding the trip. Pertinent information includes, but is not limited to, route blockages or reroutes, any coach defect, found items, stop requests and other customer special needs requests.

### 8.11 Established Routes

Deviating from established routes, including base routes and “Y” routes, is prohibited, except when directed by law enforcement or an authorized Metro representative. Operators must not turn back before reaching a scheduled terminal without direction from a service supervisor or the coordinator. When directed to reroute by anyone other than an authorized Metro representative, operators must call the coordinator immediately.

### 8.12 Unauthorized Layovers

Operators must never park or lay over at any unauthorized location except for comfort station stops or brief stops for food/beverage when outbound with no customers onboard. Stopping somewhere other than a designated layover requires the selection of a location where the bus can be both safely and legally parked. See 7.05 Comfort Stations for information regarding comfort stations.

### 8.13 Schedules

Operators must adhere to scheduled time points, unless otherwise directed by estimated time points (ETs) or headway time points (HTs). Terminal time points at the beginning of a trip are leave times. All other time points are arrival times.

- Routes serving park & rides, operating express routing or operating on freeways may have time points marked as “estimated”, typically with an “ET” indicate.

## Section 8: Operator Procedures

An estimated time point or “ET” allows the operator to operate early through that time point.

- Operators may arrive early at transit centers and park and ride lots to facilitate transferring customers. Wait in the appropriate bay and do not leave before the time noted on the run card.
- RapidRide service is managed by the TCC. Coordinators may direct operators to ignore time points, skip stops or adjust speed to maintain even service spacing. Operators are to carry out the instructions of the coordinator.
- Headway time points or “HT” indicates are used on some RapidRide schedules. Unless otherwise directed by the coordinator, operators may arrive and leave two minutes early at headway timepoints.
- Early arrival at a terminal at the end of a trip is permitted, provided the last time point prior to the terminal was not passed early.

### 8.14 Guaranteed Breaks

Metro wants you to be rested and ready for your next trip. Operators are guaranteed break times on their routes. The breaks are designated on the run cards for each assignment. Here are a few rules to note:

Operators are guaranteed a five minute break on every trip. If the trip was scheduled for longer than 50 minutes, the guaranteed break is six minutes; if the trip was scheduled for longer than 60 minutes, the break is seven minutes; more than 70 minutes, then eight minutes; and so on. If you work more than five hours you will be given at least one 15 minute break. If you work more than eight hours, you will be given two 15 minute breaks or one half hour break. If you are late beyond your recovery and haven't had your break, send the coordinator message #7 on the DDU “Taking Guaranteed Break”. When returning to service send DDU message # 8 “Ending Guaranteed Break”.

### 8.15 Running Late

Call the coordinator if you are 15 or more minutes late and you are not on your last trip. However, if your recovery time allows you to be less than five minutes late for your next trip, you are not required to call.

### 8.16 Unnecessary Delays

Operators are not to delay service for any unauthorized or unnecessary reason. When outbound with no customers on board, operators may make brief stops to pick up food or beverage before proceeding to the terminal. For stops of this nature, operators should not spend more than five minutes in any establishment. Any unnecessary stops that interfere with the schedule are not authorized. Call the coordinator if you are 15 or more minutes late and you are not on your last trip. See 7.05 Comfort Stations for information regarding comfort stations.

## Section 8: Operator Procedures

### **8.17 Calling Stops – Interior Announcements**

Operators are responsible for knowing how to use the features of On Board Systems (OBS) (i.e., manual positioning and repeat announcement function) to ensure that stops are announced accurately and consistently along a given route. If the automatic stop announcement system is not operational, make announcements using the Public Address (PA) system, if available. Americans with Disabilities Act (ADA) regulations require the announcement of all transfer points, major intersections, destination points and any stop upon request. In addition, operators are to make announcements at sufficient intervals along a route to orient customers to their location. (See also Rule 5.06 – Ensuring audio stop and route announcements)

### **8.18 Calling Stops – Exterior Announcements**

OBS external announcements, which announce the route number and destination of your coach in the bus zone, provide helpful information to intending customers, especially those with disabilities. However, such announcements can cause complaints in certain situations. Operators are to mute the external announcements in residential areas where only one route serves the zone.

Remember to un-mute the external announcements when it is no longer necessary.

If the external announcements feature of OBS is not operational, use the PA exterior speaker to announce your route number and destination. (See also Rule 5.06 – Ensuring audio stop and route announcements)

### **8.19 Announcing Express and Limited Stop Service**

When operating freeway/limited access roadway trips or per express service instructions, announce at the last stop where the limited stop or express portion of the route begins and ends.

Customers may not get off the coach in the limited stop or express portion of a route. If they boarded by mistake, take them to the first scheduled stop with return service. Courteously explain the difference between limited stop or express and local service, collect the appropriate fare and issue a transfer.

### **8.20 Informing Customers of Delays**

If you encounter extended service delays, inform your customers of any circumstances that may affect the trip schedule and/or routing.

### **8.21 Lost Articles**

Operators must turn in any article found in a Metro vehicle or on Metro property to Lost and Found the same day the item is found. Report articles of value and/or importance (medication, laptop, cell phone, purse, wallet, etc.) to the coordinator at the time they are found. Do not give money amounts over the air. Do not turn in perishable food items; write “disposed of food” on the found tag.

## Section 8: Operator Procedures

- Keep an adequate supply of found tags in your possession. Legibly complete a found tag and attach it to the article. If an item is found by a customer, include their name and address on the found tag.
- Operators relieved on the road or who are not required to return to the base must tag found items and give them to the relief operator.
- Log found items on the Lost and Found Log at the base and turn them in at the dispatch window. When the base is closed, place found items in the base drop box. Valuable items and articles too large to be dropped into the box must be taken to the vehicle maintenance chief and logged as noted.
- Do not tell a customer that you found his or her item. You may tell a customer that you found an item that might be his or hers, but to call Customer Information at 206-553-3000.
- If you have not yet turned in an item, you may return it to the owner, provided it is less than moderate value. Have the claimant show proper identification and ask him or her to sign the found tag. Turn in the tag to the base dispatcher.

### ***Special Precautions***

- For your safety and that of your coworkers, do not turn hazardous toxic substances such as bleach or motor oil in at the base window. Turn such items in to Vehicle Maintenance if discovered. On the road, call the coordinator for assistance.
- Purses/bags: When inspecting the contents of a lost purse or bag, dump the items onto a surface rather than digging through the bag. This action prevents contact with sharp or hazardous objects.
- Purse or wallet claimed on the road: When turning a purse or wallet over to a claimant, count the money in the presence of the finder and/or witness. Note the amount of money and valuables on the found tag.
- Marijuana: If the quantity is less than one ounce, treat it as a normal lost and found item. If you are uncomfortable having this on your coach, call the coordinator. A district supervisor, if available, will respond and transport the item to lost and found. If the quantity is clearly more than one ounce, call the coordinator and ask for assistance from Metro Transit Police, who will meet the coach and take possession of the substance. If you are unsure of the quantity, call the coordinator and let him or her know that you are unsure.
- Illegal drugs: If you find what appears to be illegal drugs and contraband such as cocaine or heroin, call the coordinator to have the substance picked up. Complete a found tag and note to which agency the item was released. If you have a card from the officer who collected the item, attach the card to the found tag before turning it in.
- Turn the power off on found cell phones to keep them from ringing. Do not answer any incoming calls and do not call customers to let them know you have their cell phone.

## Section 8: Operator Procedures

### 8.22 Unscheduled Overtime

The Overtime Sundry sheet must be filled out completely and accurately to receive overtime pay. Arrival time at the base is three minutes from the hostler shack, or in the case of Bellevue Base, the bus stop at the base access roadway. This is a guideline. When it takes an operator longer than three minutes to perform required job duties, the operator will be paid for time worked.

### 8.23 Assisting Student Operators

One of your responsibilities as a Metro operator is to assist in the training of new operators. You may be assigned student operators as training needs dictate. Allow the student operator to perform as many driving and non-driving duties as possible. The student operator must drive the coach during the assignment except when:

- The student is not safely operating the coach;
- It is obvious that the student is under considerable stress;
- There is a need to demonstrate a particular maneuver.

Call the coordinator for instructions if student operation of the coach results in late operation beyond scheduled guaranteed break and recovery time.

Report concerns and/or comments concerning the student's performance on the student evaluation form.

### 8.24 Route Qualification Requirements

#### ***Extra Board Operators***

Extra board operators are required to be qualified on six major routes at their base by 10 a.m., the Friday prior to the effective date of shake-up. Extra board operators must qualify on all remaining major routes at their base within 30 days of the effective date of shake-up. A major route is defined as a route or route group with 40 or more weekday hours of scheduled platform time at a specific base.

Extra board operators may also qualify on any minor routes scheduled out of their picked base. In addition, Metro may assign operators to qualify on minor routes. A minor route is defined as a route or route group with fewer than 40 weekday hours of scheduled platform time.

#### ***System Board Operators***

A system board operator must be qualified on three major routes, determined by Metro, at each picked base by the effective date of shake-up and on all other major routes, within 60 days after the effective date of shake-up. A major route is defined as a route or route group with 40 or more weekday hours of scheduled platform time at a specific base.

System board operators may also qualify on any minor routes scheduled out of their picked base(s). In addition, Metro may assign operators to qualify on minor routes.



## Section 8: Operator Procedures

A minor route is defined as a route or route group with fewer than 40 weekday hours of scheduled platform time.

### ***Report Operators***

Operators picking report must be qualified on 75% of all routes from that base, before 10 a.m., the Friday prior to the first day of shake-up. Report operators must be completely qualified on all routes, except for Center Park, 30 days after the effective date of shake-up. Center Park qualification will be assigned by the base as necessary.

### ***Regular Operators***

All regular operators must be qualified on all routes that they pick before the first day of shake-up. Regular operators being relieved must also be qualified on the route to the terminal of the relief trip.

### ***Part-time Operators***

Part-time operators qualifying on picked work (from pick or move-up), assigned annual leave/vacation reliefs and route qualification for Additional Tripper List (ATL) assignments must qualify on the entire route.

## **8.25 Route Qualification Procedure**

The only authorized methods of route qualification are as follows:

- Ride an in-service bus over the route
- Ride over the route in a base car with a qualified operator
- Ride a route qualification coach led by a transit instructor.
- Ride a route qualification coach.
- Use the Electronic Route Qualification (ERQ) System.

Route qualification by driving or riding over a route in a private vehicle is not allowed. Qualification on routes where the operator will be driving a trolley coach must be done in a trolley or qualify by using ERQ.

Operators riding in-service coaches or in a base car with a qualified operator must present a completed Route Qualification Card to the Training unit with the signature of the instructing operator within five calendar days after riding the route. Operators may qualify on three routes in a 24 hour period of time and may only qualify on a day that they work or on a RDO. An operator may qualify on more than three routes in a 24 hour period if 'Assigned to Qualify' by the base. An operator may not qualify when they are on vacation, sick, industrial or FMLA/KCMLA leave. An operator's pay cannot exceed 16 hours in a 24 hour period of combined on-duty and qualification pay.

## **8.26 Route Changes/Disqualification**

It is the operator's responsibility to be familiar with all minor changes affecting routes on which he or she has qualified. Operators should check the

## Section 8: Operator Procedures

*Route Book* prior to the start of each shake-up for minor changes to routing, terminal locations, base routes, slow orders, etc.

Once qualified on a route, no operator will be required to re-qualify on that route during his or her employment, unless the route, or a portion of it, has undergone a major change as determined by the Training Unit.

An operator may request disqualification with two days notice, on any route he or she has not driven in the previous five years or on any route which has undergone three minor changes since he or she drove it.

### 8.27 Eligibility for Route Qualification Pay

Full-time operators will only be paid for qualifying on routes that they are available to work out of their base, except for an Inter-base operator who may qualify on any major route in the system.

Part-time operators receive pay for route qualification as follows:

- Their picked work at shake-up or through a move-up
- An assigned annual leave/vacation relief
- When the operator is on the ATL at least three days a week and the route is within their ATL spread time. An ATL operator qualifying on a route that has associated equipment, facility or procedural qualification requirements (e.g., tunnel, trolley, Sound Transit, RapidRide, etc.) is eligible for qualification pay only if he or she has an existing qualification record for the associated equipment, facility or procedure.

### 8.28 Operator Requirements While in Training

Following rules apply to operators attending training activities:

- Attendance: Operators reporting late for a training assignment will receive a miss and may not be admitted into class.
- Uniform: Regulation uniform must be worn during training assignments that require operation of Metro coaches. Operators reporting for non-driving training may wear business casual clothing, appropriate for the workplace.
- Performance: Operators failing the performance requirements of a given vehicle, equipment or facility training do not qualify for the associated vehicle, equipment or facility. Operators failing post-accident retraining are returned to the base.
- Conduct: Operators shall conduct themselves in a safe, courteous, professional and cooperative manner at all times. Disruptive, uncooperative behavior or refusal to accept instruction will result in the operator being removed from training and returned to the base.
- Personal Electronic Devices (PEDs): A PED shall not be used during training activities. This includes: looking at the screen, listening to, speaking into, or manipulating controls on the PED, including texting. All PEDs shall be turned

## Section 8: Operator Procedures

off and stowed out of sight during training activities. Operators shall not wear any earpiece while participating in a training activity.

- A PED may be used in training only during scheduled rest and meal breaks.



## Section 9

# Uniform

## Section 9: Uniform

### 9.00 Uniform

An authorized, regulation uniform must be worn when reporting for duty and while operating any Metro Transit revenue vehicle. Uniforms must be worn during training assignments that require operation of Metro coaches. Operators reporting for non-driving training or duties may wear casual clothing, appropriate for the workplace.

An operator reporting for work or observed out of uniform while on duty will be issued a Performance Report, unless he or she has written authorization for being out of uniform. If an out of uniform situation poses a safety hazard, the operator will be relieved of duty.

The uniform is to be worn only to and from work and while on duty. When in uniform, operators are not to engage in unauthorized activities or be seen in inappropriate locations, including, but not limited to taverns, bars, etc. (Except designated comfort stations).

The distribution of uniform item(s) to unauthorized personnel is strictly prohibited.

### 9.01 Uniform Condition

All clothing must fit well, be clean, wrinkle-free and in good repair. Uniform and optional garments must be free of stains, rips, tears, blemishes, excessive wear and any other condition that detracts from the garment's intended appearance.

Uniform items may only be altered as required to fit properly. Any alteration is subject to Metro approval. Uniform items with a King County Metro logo must display the current authorized logo.

### 9.02 Grooming

King County Metro Transit operators must maintain a neat, clean and well-groomed appearance. Hair, sideburns, mustaches and beards shall be combed and neatly trimmed. Hair must be under control so as not to interfere with the safe operation of the coach.

Operators are expected to be well groomed professionals, demonstrating self-respect and pride in their personal appearance.

### 9.03 Out of Uniform

An Out of Uniform slip is a notice that an operator is permitted to drive a transit coach without wearing the authorized uniform. It may be issued to a newly hired operator who did not receive uniform items upon qualification from training. A copy of the Out of Uniform slip will be sent to a chief at the operator's assigned base. Operators are not permitted to wear jeans, T-shirts, sweat shirts/pants or shoes that do not comply with uniform standards.

Superintendents, base chiefs and first-line staff will notify an operator when he or she is out of uniform compliance. Operators reporting to work must be able to comply with uniform standards prior to duty or possess an Out of Uniform slip.

## Section 9: Uniform

### 9.04 Uniform Apparel

Operators may purchase uniform items with an authorized uniform voucher from a specific uniform provider designated by King County Metro. Operators may only wear authorized uniform articles.

Transit operators may purchase one pair of personal work shoes per calendar year with their available uniform balance, costing up to an amount, including tax, not to exceed 50% of their annual uniform allowance.:

The authorized operator wardrobe consists of:

- Regulation blue/green parka
- Regulation 15/25-year safety award jacket (red/blue/green)
- Regulation navy blue or khaki colored pants (to be altered only as required to fit as designed)
- Regulation navy blue or khaki colored shorts (to be altered only as required to fit as designed). Shorts may not display non-approved logos or have cargo-style pockets.
- Regulation blue long-sleeved or short-sleeved dress shirt
- Regulation forest green or navy blue cardigan sweater
- Regulation navy blue v-neck long-sleeved pullover sweater
- Regulation forest green knit polo shirt
- Regulation navy blue long-sleeved turtleneck
- Regulation blue fleece jacket/vest
- Brown or black belt. If pants or shorts have belt loops, a belt must be worn.
- Approved footwear
- Authorized headwear
- Approved neckties and suspenders
- ANSI Class 2 or higher safety vest.

### 9.05 Authorized Headwear

Only authorized headwear may be worn.

- Regulation black safari hat with reinforced brim and matching cloth trim
- Regulation black fedora
- Regulation sun visor with King County Metro logo
- Regulation navy blue baseball style cap, watch cap or beret with King County Metro logo
- RapidRide baseball style hat
- Roadeo cap issued for participants in latest the most recent Roadeo only
- Regulation baseball cap with base or other specialized logos, authorized by the supervisor superintendent at a particular base. Caps recognizing a specific event such as the annual Base Safety Contest may be worn for up to one year from the date of the event, unless otherwise specified.

## Section 9: Uniform

- ATU Local 587 steward baseball style hats, solely while in non-customer facing positions. Non-customer facing positions are defined by those areas generally inaccessible to the public, including, but not limited to, non-public work locations at a given base or in vehicle maintenance. Employees may not wear the union steward baseball hats in revenue vehicles while a steward is at work providing services to the public, or performing work in areas accessible to the public.
- Authorized ATU logo (COPE) hats that have been approved by King County Metro.

### 9.06 Safety Vests

Operators must have an ANSI class 2 or higher safety vest with them at all times while they are on a Metro facility. Operators must wear their vests when they are walking to and from their coach. The vest must be worn if they must leave the coach for any reason during service.

The Metro-issued ANSI 2 safety vest garment must be worn on the person as intended as an outer garment, and not draped over an arm or shoulder, and not attached to a backpack or other accessory.

### 9.07 Cardigans, V-Neck Sweaters, Vests, Fleece Jackets, Jackets

Regulation cardigans, V-neck sweaters, the sweater vest and the fleece jacket liner, if worn, must be worn over a uniform shirt or turtleneck.

### 9.08 Turtlenecks

Navy blue turtleneck shirts that do not display the King County Metro logo must be worn with a long-sleeved dress shirt, a sweater, a sweater vest or the fleece jacket vest.

### 9.09 Belts/Suspenders

If pants or shorts have belt loops, a black or brown belt must be worn. Suspenders, if worn, must coordinate with uniform colors and not contain offensive logos or messages.

### 9.10 Ties

Neatly knotted ties that coordinate with the uniform colors are permitted, subject to Metro approval. They must not have logos or messages that are offensive. For safety reasons, clip on ties are preferred.

### 9.11 T-Shirts

If an open collar shirt is worn with a T-shirt, the T-shirt must be plain white or navy blue, clean and in good repair. Visible T-shirt collars must not be worn or frayed.



## Section 9: Uniform

### 9.12 Undergarment Long Sleeve Shirts and T-Shirts

These are intended to accentuate the dress shirt and provide warmth. Long sleeve undergarments may not be worn under short sleeve shirts.

### 9.13 Shirts

Shirts with tails must be tucked into the pants.

### 9.14 Shoes

All shoes must meet Metro approval. Shoes must be dark brown or black (this includes sole, tongue, laces, Velcro closure, etc.) and have non-skid soles. Shoes must be polished leather or have a leather-like appearance. Shoes must cover the whole foot and be free from prominent/excessive buckles or straps. Platform shoes with heels over two inches high and/or soles in excess of one inch, open toes, high heels, sandals, clogs and non-approved logo shoes are **not** permitted.

Athletic type shoes may be worn, provided they meet the above criteria. Shoes with coils in the heels are acceptable as long as the coils are enclosed.

Snow boots may be worn during conditions of snow or ice, provided that they do not interfere with the safe operation of the coach.

### 9.15 Socks

Socks must be worn and be black, blue or white in color. All socks must be compatible with the uniform.

### 9.16 Badges, Patches and Pins

Only Metro-authorized badges, patches and pins may be worn on the uniform. They include:

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Metro Transit patch</li><li>• Safety Award pins</li><li>• Latest Safe Driving patch, centered on the right shoulder seam of the jacket or sweater</li><li>• Operator of the Month/Year</li><li>• ATU insignia as approved by Metro</li></ul> | <ul style="list-style-type: none"><li>• George Turner Award pin</li><li>• Metro Safety Representative pin</li><li>• Patches such as trolley patches, issued and authorized by the base, may be worn centered on the shoulder seam of the jacket or sweater.</li></ul> |
|--|---|

Patches or pins, issued to recognize a specific event, may be worn for up to one year from the event date, unless otherwise specified.

### 9.17 Maternity Clothing

Metro-approved maternity clothing must be comparable in color and style to the standard operator uniform and may be purchased with a uniform voucher from the uniform vendor.

## Section 9: Uniform

### **9.18 Wearing of ID Badges**

While inside Transit buildings or other Transit property where the public generally is not present, county employees must at all times wear county-issued identification so it is easily visible. Employees wearing county-issued uniforms are exempt from wearing identification for general observation, but must produce their ID upon request.

### **9.19 Disposing of Worn Uniform Items**

Operators are to remove the King County logo from all items of uniform clothing prior to disposal at an outlet where they might be reused.

## Section 10

# Vehicle Operations

## Section 10: Vehicle Operations

### 10.00 General Statement

This section contains specific rules governing the safe operation of Metro vehicles and equipment under reasonable conditions.

### 10.01 RCW 46.61 – Rules of the Road

All drivers of county vehicles must follow all of the rules of the Revised Code of Washington, Chapter 46.61, “Rules of the Road”. These laws and regulations, including applicable jurisdictional city laws and regulations, are hereby made a part of these safety rules.

### 10.02 Defensive Driving

As a professional operator you must practice defensive driving. Defensive driving entails more than mastery of the rules or the basic mechanics of driving. Driving defensively means to apply concepts and techniques to prevent collisions – in spite of adverse driving conditions or the actions of others.

### 10.03 Attention While Driving

When operating any Metro vehicle, operators must devote full attention to driving and traffic conditions. Do not engage in any unnecessary conversation when operating a coach. Confine your conversation to answering questions and giving directions. Do not conduct any transactions requiring the removal of both hands from the steering wheel while the coach is in motion.

### 10.04 Authorized Operators

Except for Metro mechanics, Metro supervisory personnel and/or student operators assigned for instruction, only assigned/on duty operators may drive Metro vehicles.

### 10.05 Personal Electronic Devices (PEDs)

A “Personal Electronic Device” (PED) is any device which electronically communicates, sends, receives, stores, reproduces or displays voice and/or text communication or data. These include, but are not limited to, cellular phones, pagers, smart phones, music and media players, gaming devices, tablets, laptop computers and personal digital assistants.

A PED shall not be used while operating a coach or walking in the base yard. This includes: listening to, speaking into, or manipulating controls on the PED, including texting. All PEDs shall be stowed out of sight in a pocket, backpack or other luggage while operating a coach. All PEDs shall be stowed in silent mode. Do not wear any earpiece while operating a revenue coach or walking in the base yard. This means you cannot have a Bluetooth device, ear-buds or headphone in or over your ear, even if it is turned off and you are not listening to it. 911 Exceptions: A PED may be used to call 911 directly when the coach is stopped in a safe location in the following circumstances:

## Section 10: Vehicle Operations

1. Coach radio is inoperable in both data and voice mode and there is an imminent threat to life or of bodily harm.
2. Operator is unable to safely get to the coach radio and there is an imminent threat to life or of bodily harm.

After calling 911, immediately call the Transit Control Center by phone or radio, if possible.

Operators may not use their PED while assisting student operators (they are not driving but instructing) Emergency Exception: In the event of a natural disaster (snow, earthquake, flood, etc.) or homeland security emergency, an operator may stop at a safe location and use her or his cell phone or monitor radio broadcasts.

A PED may be used in the driver's compartment only at a terminal or layover when the coach is parked and secured.

Do not use a PED for non-county business while operating a non-revenue vehicle (NRV). Employees may have limited use of an agency authorized cell phone in a hands-free mode or two-way radio, for county business only, while operating an NRV. Conversations are to be kept to an absolute minimum. Any lengthy conversation will require the driver to bring the vehicle to a stop at a safe location.

Yard Policy: PEDs are also considered a hazard in base yards. Employees may not walk while using any PED.

### 10.06 Reading Written Material

Operators are prohibited from reading newspapers, books, letters or other written material while operating any Metro vehicle. Reading required for the performance of operator duties (run cards, DDU text messages, etc.) is allowed only when the coach is stopped.

### 10.07 Pedestrian Law

The operator of an approaching vehicle shall stop and remain stopped to allow a pedestrian or bicycle to cross the roadway within an unmarked or marked crosswalk when the pedestrian or bicycle is upon or within one lane of the half of the roadway upon which the vehicle is traveling or onto which it is turning. Half of the roadway means all traffic lanes carrying traffic in one direction of travel, and includes the entire width of a one-way roadway.

- If you are turning onto a two-way roadway and the pedestrian is crossing, coming toward you and has not yet arrived at the lane just far side of the centerline, then you may finish your turn.
- If the pedestrian is walking away from you, as they clear the lane just far side of the centerline (relative to the coach), then you may proceed.
- Turns onto one-way roadways: As the pedestrian enters the roadway, vehicles are to stop and yield until the pedestrian has arrived at the other side of the roadway.

Operators have the duty to drive with due regard for the safety of pedestrians.

## Section 10: Vehicle Operations

### 10.08 Pedestrian Awareness

Be especially alert for pedestrian traffic at intersections and in and around bus zones. Apply the following techniques to prevent pedestrian accidents:

- Scan your mirrors every five to eight seconds.
- Keep your eyes moving - scan your entire driving environment, even when stopped.
- Stop three to five feet behind stop bars and crosswalks for a better view of the intersection.
- Track vehicular and pedestrian traffic. Know where they are.
- “Rock and roll” in your seat to minimize blind spots.
- Pause two seconds before moving from a stop. Scan mirrors.
- Make turns at no more than five mph. Complete the turn in the curb lane.
- Pull up to the center line before starting left turns.
- Square off left turns.

### 10.09 Tampering With Equipment

Operators must not attempt to obstruct, adjust, alter, or tamper with the position or normal operation of any Metro equipment including, but not limited to, lifts/ramps, fare boxes, door mechanisms, radios, emergency alarm, or camera systems. The view of the cameras must never be obscured in any way with any item.

### 10.10 Eating and Drinking on Coach

Operators are allowed to eat and drink on a coach only during layovers.

### 10.11 Coach Preparation Procedure

You are to begin your coach preparation procedures immediately after signing in, checking for mail, reading the Operations and Base Bulletins, and reviewing the reroute board.

#### ***Procedure***

#### **Approaching the Bus**

- Situational Awareness, People, Leaks, Damage
  - When walking out to your coach, be aware of your surroundings, moving coaches, and people. Take notice and look for leaks and damage on any bus. Always wear your safety vest.
- Start Coach in Day Run, Fast Idle / 4 Ways on, Night Run
  - Start your coach in Day Run, turn on four-ways and fast idle, then switch to Night Run making sure all of the lights and functions work. Pay attention to the sound of the engine.

#### **Interior Check**

- Walk through to the rear of the coach
  - Walk from front to back, checking the windows, emergency handles, exits

## Section 10: Vehicle Operations

and seats to look for damage or missing bolts. Check for anything that looks out of place or unusual.

- Securement straps
  - Check wheelchair securement straps to make sure they are secured to the coach, and that they are not frayed, torn, or broken.
- Safety Equipment
  - Check to make sure all of your safety equipment is in place, intact and functional: 1 fire extinguisher, 2 wheel blocks, and 3 hazard triangles

### Walk Around

- Lights, Turn Signals, Head, Clearance, Tail, and Brake Lights
  - Check to make sure all bulbs are functional and unbroken.
- Tires, Lug Nuts, Indicators
  - Check tires to make sure they are not torn, gouged, or punctured. Check tread to make sure it is intact.
  - Check lug nuts that they are not loose or damaged and that they are tight.
  - Indicators on lug nuts should all be facing to form an even circle.
- Leaks
  - Check around the entire coach to make sure there are no leaks.
- Damage
  - Look for any damage to the coach: dents and punctures, missing bolts, screws, or loose parts.
- Trolley Poles and Shunt Wires
  - Check the poles to make sure they aren't bent, cracked, or dented.
  - Make sure the shunt wires are not frayed or broken.
- Mirrors
  - Make sure the mirrors are adjustable, tucked in tight to the coach, unbroken, and secured.
- Bike Rack
  - Make sure the bike rack is operational, secured, and undamaged.

### Driver's Compartment

- Doors.
  - Make sure all doors are operational and not damaged.
- Windshield Wipers
  - Test the wipers to make sure they are operational, not streaking, and that the blades are not cracked.
- Interior Lighting
  - Turn on interior lighting making sure it is operational, steady, and not flickering.
- Horn
  - Test to make sure the horn is operational and does not jam.
- Adjust Seat / Mirrors

## Section 10: Vehicle Operations

- Adjust the seat; make sure you are ergonomically comfortable.
- Your knees should be level with hips and your pivot points should be at 90 degree angles to prevent any joint pain or fatigue. Adjust seat and pedal controls so that: the right foot can completely cover either the accelerator or brake pedal, and the left foot rests comfortably between the floor mounted turn signal buttons.
- Check mirrors to make sure they can be adjusted to your seat settings so you are not straining your neck for the correct angle of view.
- When set up correctly, the upper, flat mirrors:
  - Should look straight back along the side of the coach
  - One inch at the top of the mirror will show the horizon line
  - The side of the coach will occupy approximately one inch of the inside margin of the mirror.
  - Will have a clear view of the pivot point as well as traffic overtaking the coach.
  - Clouds, tops of skyscrapers, or tops of trees should not be visible in this mirror.
  - You should always be able to see the side of the bus to judge clearance and position.

### **Before Leaving the Yard**

- Login to OBS
  - Login and make sure your settings, screen, and buttons are operational.
- PA System, Interior / Exterior
  - Test the PA system using the mic, test the announcements, open the door and see if you can hear the message outside.
- Login to Farebox
  - Login to the farebox, prepare to receive fares.
- Check all gauges / indicators
  - Review and check all gauges to make sure they are at the proper levels and settings.
- Parking / Service Brake, Hill Holder
  - Test the parking brake, service brake, and hill holder to make sure the proper air pressure is applied and that the coach is not moving when applied.

### **10.12 Coach Inspection Report**

Operators are to check their coaches for unmarked exterior and interior damage before leaving the base. If such damage is found, complete a Coach Inspection Report and place it in the proper receptacle before leaving the base. After making a road relief, check for unmarked damage at the first terminal. If damage is found, call the coordinator and report the damage.



## Section 10: Vehicle Operations

### 10.13 Base Departure Times

At all bases except for North Base, operators are to pull their coach out of the base at the scheduled pullout time listed on the run card. At North Base only, to prevent excessive diesel fumes, you are allowed to leave any time after your sign-in time and before your pullout time, provided you have completed your pre-trip coach inspection.

### 10.14 Prevent Base Delays

Leaving the base on time is critical to providing reliable service for our customers. Double-check to ensure you are taking the correct assigned coach. Should any of the following occur, use a Priority Request to Talk (PRTT) to call the coordinator immediately:

- You cannot locate your assigned coach. (PRTT from an adjacent coach.)
- An unattended coach is blocking your lane.
- You discover a mechanical problem with your assigned coach.
- The moment you are aware that you will not be leaving the base at your scheduled leave time.

Call the coordinator once you are ready to leave the base.

### 10.15 Operation Within the Base Yard

Motor coach and vehicle speed in and around the base yard is not to exceed 10 mph. Trolley coach speed in and around the base is not to exceed 5 mph. Operators must make a safety stop at all base stop bars and follow marked traffic patterns. A backing coach in the yard has the right-of-way over other transit vehicles. All backing should be done with a spotter.

#### ***Additional Safety Precautions***

- Enter and exit yards and facilities only at the appropriately marked entrances and exits.
- Drive cautiously and watch for pedestrians and moving vehicles, especially during adverse weather conditions and hours of darkness.
- Use designated crosswalks and pedestrian walkways.
- Look in all directions before exiting a vehicle or walking between vehicles.
- Do not cross lanes. Walk down the lane line until you reach the end of the lane or crosswalk.
- Walk cautiously, keep your head up and watch where you are walking; don't run.
- Do not use any personal or agency-authorized electronic device (PED) while walking in the yard. Employees needing to communicate should do so after stopping and securing themselves in a safe place (while stopped in the path, a bus lane or inside a parked bus) until their communication is completed.

## Section 10: Vehicle Operations

### 10.16 Safety Belts

The Washington State Safety Belt law requires all people operating a motor vehicle on public roadways to use seat belts. All employees operating Metro vehicles, both revenue and non-revenue, must use seat belts when driving on a public road or highway. Operators are required to use both lap belts and shoulder harnesses in transit coaches. If an operator has a physical or medical condition that prevents wearing a seat belt shoulder harness, there must be written verification from a licensed physician. Seat belt shoulder harness exemptions are valid for no more than one year. Exemption forms are available at the base.

### 10.17 Gauges and Indicator Lights

Observe the gauges and indicator lights at frequent intervals to ensure that all systems are functioning properly. The air pressure gauge must be observed to ensure that sufficient air pressure is maintained to properly operate the brakes. View of gauges and indicator lights must not be obstructed.

### 10.18 Coach Lighting

Headlights, clearance lights and taillights must be on during periods of dusk, darkness and low visibility unless directed otherwise by a service supervisor or the coordinator. When operating in the High Occupancy Vehicle (HOV) lane on SR-520, keep headlights on at all times. Headlights may be used during daylight hours if dark or stormy weather has significantly reduced visibility.

Interior lights must remain on at all times, except:

- At terminals. Clearance lights must remain on.
- In an unlighted area where windshield glare may pose a safety hazard. Notify your customers of the reason for turning the lights off. Turn lights back on for customers boarding and exiting your coach.

The operator's curtain may be lowered at your discretion. The curtain is especially useful in easing eye strain during hours of darkness.

### 10.19 Coach Climate Control

Periodically check the interior temperature in the customer area of your coach.

Some coaches have thermostatically regulated customer climate control compartments with temperature ranges pre-set by Vehicle Maintenance. If you notice that customer seating areas are too cold or too hot for the season and general mode of customer dress, and/or you receive customer complaints, complete a Work Order upon return to the base. When the vehicle is equipped with an adjustable temperature control, adjust it to a comfortable setting for the customers. Exercise prudent judgment in opening rooftop vents; open vents must not adversely affect customer comfort.

Open windows interfere with the proper functioning of the coach air conditioning system. Use Public Service Announcement (PSA) - Close Windows Air Conditioning - to request that customers close the windows.

## Section 10: Vehicle Operations

### 10.20 Destination Signs

Operators are responsible for the proper display of all signs on the coach.

#### ***Procedure***

- Signs must be displayed according to the instructions located on the individual route description pages.
- Sign changes are to be made at the location stated in the instructions on the individual route description pages.
- When operating a “Y” route or deadheading from one terminal to another, display “TO Terminal”, code #03EE.
- Inbound to the Central Business District (CBD), do not change signage indicating “TO Terminal” until completing inbound routing.
- When operating a route normally routed through the CBD with the same route number (Routes 2, 3, 4, 14) and your trip terminates in the CBD, display the sign “Downtown Seattle”, code #03EF, at the location you would normally change signs for an outbound trip.

Do not use the out-of-service sign unless instructed by the coordinator or service supervisor. “Blank” signs only when instructed by the coordinator, service supervisor or when making a coach change. In the event of a failure in the operation of the sign, call the coordinator for assistance.

### 10.21 Operating Speed

Do not exceed posted speed limits at any time. Maximum speed for coaches on interstates is 60 mph. Reduce the speed of the coach to ensure safety and comfort of the customers when making turns, approaching intersections, entering bus zones, and operating through curves and dips. As always, speed should be adjusted for driving conditions.

### 10.22 Following Distance

Allow proper following distance between any Metro vehicle and the vehicle ahead to permit a safe, controlled stop.

- Under ideal conditions, when operating a standard coach, you must follow at least four seconds behind the vehicle in front of you.
- Under ideal conditions, when operating an articulated coach, you must follow at least six seconds behind the vehicle in front of you.
- Under adverse conditions, add additional seconds to your following distance as appropriate.
- When stopped in traffic, leave 10 feet space between your coach and the vehicle ahead.
- Pause two seconds before moving the coach forward from a stop to re-establish safe following distance.

## Section 10: Vehicle Operations

### 10.23 Following Distance Rule – I-5 Express Lanes

Following distance on the I-5 express lanes, from the NE 42<sup>nd</sup> Street on-ramp to the Cherry Street exit, is six seconds, both northbound and southbound, for all coach types.

### 10.24 Freeway Express Lane Access

When approaching the entrance to express lanes, read the express lane information sign. Enter only if the green “OPEN” signal is displayed. Never enter when the red “CLOSED” sign is displayed or the sign is blank. When the red “CLOSED” sign is displayed or if the sign is blank, follow routing for regular lanes. Operators must not pass electronic swing-gates or traffic cones blocking access to express lanes. If you have any doubt about the status of the express lanes, call the coordinator with a PRTT or a Request to Talk (RTT), depending on the circumstances. Operators violating express lane closures are subject to traffic citation and disciplinary action.

Should a coach enter the express lanes the wrong way, the operator is required to stop immediately off the roadway, turn on the four-way flashers, activate the emergency alarm (EA) followed by a PRTT and remain in place until assistance arrives.

### 10.25 Intersections

Do not enter an intersection unless there is sufficient room far side to allow complete clearance of the intersection and marked crosswalk without stopping. Do not enter a bus zone until there is adequate space to accommodate the entire coach without blocking the intersection, crosswalk or driveways. Operators must not block driveways to public safety facilities such as fire or police stations.

### 10.26 Traffic Signals

Only enter intersections when safe and legal to do so. When approaching a signal-controlled intersection, cover the brake pedal with your foot and prepare to stop if the light changes to red. Be alert for pedestrian activity and other vehicles in the intersection.

### 10.27 Directional Signals

Operators must use proper directional signals to indicate an intended change of direction, such as:

- Turning
- Leaving a bus zone
- Changing lanes

Do not use a turn signal when entering a bus zone.

### 10.28 Use of Four-Way Flashers

Four-way flashers are to be used in the following situations:

- During coach preparation to check operation of the lights.

## Section 10: Vehicle Operations

- When getting relieved on the road and the coach is blocking a lane of moving traffic.
- For customer stops where the coach is blocking a lane of moving traffic, except in the CBD. Use four-way flashers for customer stops in bus and carpool lanes outside of the CBD.
- When deploying the lift or ramp.
- When preparing to stop at a railroad crossing and for the duration of the crossing.
- When backing a coach.
- In the case of a trolley dewirement.
- When an inbound Route 116 (scheduled from Fauntleroy Ferry), Route 118 or Route 119 coach is unloading customers in the CBD.
- When a coach is disabled or delayed due to an emergency situation.
  - In a bus zone, bay or tunnel station.
  - On a freeway, freeway on-ramp or exit ramp.
  - On a state roadway.
  - Blocking a lane of moving traffic
  - In a tunnel segment together with the strobe light.
- When directed by a supervisor or coordinator.

### 10.29 Turning

For safety and customer comfort, make turns from one street to another at five mph or less, completing the turn in the curb lane. Keep your eyes moving and rock and roll in your seat to look around blind spots.

#### ***Turning Procedures***

- When making a right turn, set up as needed to close off the pocket and prevent other vehicles from attempting to cut in on the right side. Avoid riding over the curb when executing the turn.
- When making a left turn, pull up to the center line and square off the maneuver (as opposed to making a shallow turn) to enhance your view of the far side crosswalk.
- Scan exterior mirrors before, during and after all turning maneuvers.

### 10.30 Door Operation

Do not move the coach with the front door open.

### 10.31 Holding Coaches Immobile

Do not use the accelerator pedal or the rear door interlock to hold a coach immobile. Keep the service brake applied while customers are boarding or exiting, or whenever the bus is standing without the parking brake applied.

## Section 10: Vehicle Operations

### 10.32 Rear Door Interlock

The rear door interlock is a safety feature that must never be used in place of the parking brake or actual service brake at any time. Keep the brake pedal depressed until the interlock is completely released.

### 10.33 Grade Operation

#### ***Uphill Operation***

Use the hill holder to prevent rollback when starting from a stop on a hill.

#### ***Downhill Operation***

Before descending steep grades, check the air pressure gauge for sufficient air pressure. Do not proceed down a steep hill with less than 90 lbs air pressure. As a general rule and under ideal weather conditions with light loads, do not operate down a hill any faster than it is possible to operate safely up the same hill. When operating downhill with a full standing load, reduce your speed.

### 10.34 Safety Stops

You are required to follow the safety stop instructions listed in the *Route Book*, on individual route pages and on service adjustments. Safety stops apply to base routes, deadhead routes and special routes as well as to regular routes. You must determine if any portion of your route is affected by a safety stop. At locations where 90 lbs of air pressure is required, make a complete stop and check your air pressure gauges. Do not proceed with less than 90 lbs of air pressure; call the coordinator.

### 10.35 Spacing Restrictions on Hills

#### ***Queen Anne Counterbalance***

- Location: Queen Anne Av N southbound between W Highland Dr & W Roy St
- No more than two coaches (trolley or diesel) are allowed in one direction at a time on the Queen Anne Counterbalance. When following another coach on the Counterbalance, you must leave a bus zone spacing between your coach and the coach in front.
- Passing on the Counterbalance is not allowed, even for express diesel coaches.

#### ***James, Madison and Marion Streets***

On James, Madison and Marion Streets between First and Ninth Avenues, only one coach in each direction is permitted in any block due to reduced visibility.

### 10.36 Turns on Red

Left turns on red are prohibited system-wide, unless allowed by signage. Right turns on red are prohibited in the following locations:

## Section 10: Vehicle Operations

- The CBD with the exception of northbound Sixth Avenue to eastbound Madison Street. The CBD is bordered by South Jackson Street, the Waterfront, Denny Way and I-5.
- Turns onto/off SODO Busway at all times
- Entering or exiting the Northgate Transit Center

Right turns on red, where allowed, are optional. They do not have to be made and then only when you're sure the maneuver can be made safely.

### 10.37 Turning from Fourth Avenue to Olive Way

Due to traffic revisions there are no longer special operating instructions for turning from Fourth Avenue to Olive Way.

### 10.38 Coach Passing Rules

Passing another coach is permitted only:

- When a coach is disabled or is deploying the lift
- At a bus zone not utilized by the route you are operating
- Within a block preceding a turn by either coach
- When a coach is laying over at a terminal
- When you are in route to or from the base or to a terminal on an inbound trip in the CBD during peak hours

Sound two taps on the horn to alert the operator of the passing maneuver.

See also – Skip stop operation in the CBD.

### 10.39 Freeway Lanes

The following rules apply to coaches operating on freeways or expressways under normal operating conditions. Exceptions to this rule include scheduled HOV lane operation, merges/exits requiring left lane operation and lane blockages. See the *Route Book* for specific information on special lane operations.

- On all two-lane freeways, coaches must be operated in the right lane.
- On freeways with more than two lanes, coaches must be operated in the two right lanes only.

Do not operate side-by-side in adjacent lanes with a Metro coach or any large vehicle. Responsibility for this rule rests with both operators. If a large vehicle is keeping pace with the bus, remove your foot from the accelerator and allow the other vehicle to advance.

### 10.40 Slow Orders

Operators are required to follow the slow order instructions listed in the *Route Book*, on individual route pages, on service adjustments or as directed by Metro personnel. Slow orders apply to base routes, deadhead routes and special routes as well as to

## Section 10: Vehicle Operations

regular routes. You must determine if any portion of your route is affected by a slow order and operate accordingly.

### 10.41 Slow Orders – I-5 Express Lanes

Coaches traveling southbound in the inside HOV lane of the I-5 express lanes must begin to decelerate and be traveling no faster than 40 mph when passing the Mercer Street off-ramp and must not exceed this speed until arriving at the exit or the approach to the tunnel exiting onto Fifth Avenue at Cherry Street. Use extreme caution in the tunnel area and be prepared to stop as traffic can suddenly back up in the tunnel. Coaches traveling in lanes other than the inside HOV lane may continue to travel at the posted speed limit.

NE 42 Street off-ramp (I-5 express lanes northbound): The speed limit for coaches operating northbound on the I-5 express lanes exiting at the NE 42 Street off-ramp is 20 mph or less. Deceleration must begin at or before the crest of the I-5 freeway bridge and the coach must not be exceeding 20 mph when the front of the coach passes the speed limit sign.

### 10.42 Restricted Clearance

In areas where there is restricted clearance for coaches passing in opposite directions, the coach heading to the outbound terminal is to yield to the inbound coach. When in doubt, yield and/or stop.

### 10.43 Backing a Coach

Do not back a coach unless it is absolutely necessary, and then only after you are sure that such movement can be made without endangering pedestrians, other vehicles or stationary objects. Use a responsible person to act as your guide (i.e., Metro supervisor, police officer, hostler, another transit operator). The operator is responsible for all backing maneuvers.

#### ***Procedure***

- Inspect the area thoroughly before backing.
- Turn on emergency four-way flashers and honk the horn twice.
- Maintain visible and audible contact with your guide.
- Exercise extreme caution and back slowly.

If involved in an emergency situation where backing your coach will enable you to avoid danger, follow as many of the above listed conditions as possible.

### 10.44 Pushing a Coach

The pushing or towing of a Metro coach by another coach or vehicle other than one approved by a Metro supervisor or vehicle maintenance employee on the scene is strictly prohibited. Washington State Patrol (WSP) is authorized to push a stalled coach off the interstate as necessary.



## Section 10: Vehicle Operations

### 10.45 Construction Zones

When operating a coach through or near construction, reduce speed and exercise caution to protect the safety of construction personnel and equipment. Be especially alert in areas with reduced clearances and be prepared to slow or stop for hazards such as steel plates and construction fences. When operating through or near construction, make stops for customers at posted temporary bus zones.

### 10.46 Deep Water

To avoid equipment damage, never drive any Metro vehicle through water in excess of 12 inches in depth but never higher than the first step of high floor coaches or doorway platform of low floor coaches. Under such conditions, call the coordinator for instructions. When driving through standing water less than 12 inches deep, reduce coach speed and exercise caution.

### 10.47 Emergency Vehicles

Upon the approach of an emergency or police vehicle with lights and sirens activated, yield the right-of-way and immediately move the coach to a position parallel to, and as close as possible to, the right edge or curb of the roadway clear of any intersection. Stop and remain in such position until the emergency vehicle has passed, except when otherwise directed by a police officer.

### 10.48 Approaching Emergency Zones

An emergency zone is defined as the adjacent lanes of the roadway two hundred feet before and after the location where stationary emergency vehicles, authorized vehicles providing roadside assistance or police vehicles are making use of audible and/or visual signals (warning or flashing lights).

#### ***Procedure***

- On a highway having four or more lanes with at least two proceeding in the same direction as the emergency vehicle, yield the right-of-way by making a lane change or moving away from the lane or shoulder occupied by the stationary authorized emergency or police vehicle.
- On a highway having less than four lanes, proceed with caution, reduce the speed of the vehicle, and, if reasonable, with due regard for safety and traffic conditions, yield the right-of-way by passing to the left at a safe distance.

If changing lanes or moving away would be unreasonable or unsafe, proceed with due caution and reduce the speed of the vehicle.

### 10.49 Fire Hoses

Do not drive any Metro vehicle over a fire hose unless directed to do so by on-scene fire department personnel.

## Section 10: Vehicle Operations

### 10.50 Crossing Freshly Painted Street Surfaces

It is against the law to operate a coach over freshly painted lane line and crosswalk markings or to knock over traffic cones. If you are unable to proceed due to the above, call the coordinator for instructions. If workers are in the area, honk your horn and request that they make the necessary clearance.

### 10.51 Cyclists

By law, bicyclists have the same rights accorded operators of other vehicles; however, they are at a distinct safety disadvantage because of their size. When operating in the vicinity of cyclists, increase your cushion of safety as follows:

- Increase your clearance beyond three feet when passing a bicycle. The draft created by a moving bus can destabilize the rider if the coach passes too closely.
- When following a cyclist in moving traffic, increase your following distance. Hazards such as wind, rough pavement and potholes can cause a cyclist to fall. Allow enough following distance to avoid a collision with a cyclist.

Cyclists causing a hazardous situation or interfering with the safe operation of the coach should be reported to the Transit Control Center (TCC). Operators are not to confront the cyclist and must refrain from any type of verbal or physical confrontation.

### 10.52 Railroad Crossings

Railroad grade crossings are points of potential danger. Use the utmost care when approaching and crossing them.

#### ***Procedure***

- As you approach the crossing, activate the four-way flashers.
- Stop the coach within 50 feet, but not less than 15 feet from the nearest rail of the track.
- Use pullouts where provided.
- Before proceeding, look and listen in both directions along all tracks for any approaching train.

Stop at all railroad crossings except when:

- The Washington Utilities and Transportation Commission (WUTC) has approved the installation of an “exempt” sign.
- Traffic is controlled by a police officer or an authorized flagger.
- The tracks are used exclusively for a streetcar.
- The crossing is abandoned and is marked with a sign indicating it is out-of-service.
- The WSP has determined, by rule, that stopping is not required.

## Section 10: Vehicle Operations

Operators are required to make a safety stop when crossing the railroad tracks under the Alaskan Way Viaduct. The stop must be made regardless of the signal color. These signals are not connected with railway signals and are ignored by train operators.

Should a coach stall on the railroad tracks, immediately direct customers to exit the bus and move to a place of safety. Provide assistance as necessary. Call the coordinator from a phone (not the coach radio) and make an effort to signal an approaching train.

### 10.53 Stopping for School Buses

#### ***Two-Lane Roads (One Lane Either Direction)***

Operators traveling either direction on a two-lane road must stop and not pass a school bus displaying alternating red flashing lights and the stop sign. Stop at least 20 feet from the school bus and remain stopped until the school bus resumes motion or the visual signals are no longer activated.

#### ***Multiple-Lane Roads***

Vehicles following the school bus must stop when the school bus displays the red flashing lights and stop sign. Vehicles traveling in the opposite direction of the school bus on multiple-lane roads are not required to stop.

### 10.54 School Zones

When operating through school zones marked with standard school or playground speed limit signs, proceed with caution and do not exceed 20 mph or the posted school speed limit.

### 10.55 Yield to Coaches Law

State law requires the driver of a vehicle to yield right-of-way to a transit vehicle signaling to leave a bus zone and re-enter the traffic flow. The driver of the transit vehicle still has the duty to drive with due regard for the safety of all persons using the roadway. The “Yield” sign on the rear of the coach is for informational purposes only.

### 10.56 Animal Collisions

Never swerve to avoid striking an animal. Avoid “panic” stopping, which may cause injury to your customers. If a dog, cat or other animal is killed or injured by your coach, notify the coordinator. Complete an Incident Report upon returning to the base.

### 10.57 Coach Engine Idling at Terminals

Operators are required to shut the coach engine off immediately upon arrival at a terminal or layover point. If out of service and stopped at a location other than a terminal or layover (e.g., to use a comfort station), do not allow the engine to idle.

## Section 10: Vehicle Operations

Exception: Do not shut off coach engines at the following locations unless otherwise instructed by a service supervisor or coordinator.

- A.M. Route 116 coaches on the ferry dock
- At terminals and layovers that serve the Everett Boeing Plant

### 10.58 Vehicle Cleanliness

Walk through the coach at each terminal or layover to look for lost items and to pick up loose trash and debris. Deposit paper and other trash in the proper receptacle.

### 10.59 Coach Parking at Terminals

At terminals and layovers accommodating more than one coach at a time, operators are required to pull their coach forward to the head of the layover zone (or directly behind the coach ahead) when the lead coach leaves. This action opens up space for arriving coaches.

### 10.60 Unattended Coach Procedure

When leaving a coach unattended, secure it as follows:

- Wheels curbed (wheels into the curb downhill, away from the curb uphill)
- Gear selector in neutral
- Parking brake set. Test the parking brake by releasing the foot brake and allowing the coach to drift against the parking brake.
- Engine off
- Remove all valuables, transfers and passes from the coach.
- Block the drive wheels on the downhill side with a wheel block.

Secure the front door as follows:

- At transit center platforms, leave the front door open.
- Bleed air from the front door and close it to allow intending customers to board.
- At “Closed Door” terminals, you may secure the door with the air “on”.
- Close the front door upon exiting.

### 10.61 Unattended Transit Vehicle Procedure

When leaving a non-revenue vehicle unattended, secure it as follows:

- Put the vehicle in “Park”.
- Turn the motor off.
- Set the parking brake.
- Remove key from ignition.
- Lock the vehicle.

## Section 10: Vehicle Operations

### 10.62 Coach Trouble

A coach developing mechanical or tire trouble should be brought to a stop at the nearest safe location. Secure the coach and investigate the problem. Call the coordinator for assistance.

### 10.63 Flat Dual-Tire Procedure

A commercial vehicle with a flat tire or a tire with an air leak may not be driven and must be placed out-of-service until the tire can be repaired/replaced (49 CFR 393.75 a 3). If you sustain a flat tire on the center or rear axle, follow the steps below:

#### ***Procedure***

1. Notify the Control Center about the flat tire.
2. Inspect the condition of the flat tire. Before moving the coach, determine if the tire is intact with an unbroken bead around the rim.
3. If you are unsure if the flat tire is intact around the rim, call the Control Center and ask for a service supervisor or vehicle maintenance employee to respond and inspect the tire.
4. If you have stopped in a dangerous location (i.e., freeway or blocking a lane), you may drive the coach only to a safe location and at a speed of 25 mph or less with four-way flashers activated.
5. If, while moving to a safe location, the flat tire comes off the rim, stop at the nearest safe location and call the Control Center.
6. Park and secure the coach, leaving three feet of clearance around the wheel that has a flat tire. Call the Control Center and wait for the shop truck.

### 10.64 Defective Vehicles

Operators are required to call the coordinator to report a defect that may endanger the safety of customers or cause further damage to the vehicle as soon as the problem is detected. Upon pull-in to the base, report other, non-emergency coach defects to the hostler, park in the assigned lane and complete a Work Order form. If you are being relieved, you must inform the relieving operator of any defects. The relief operator assumes reporting responsibility.

### 10.65 Mechanic Road Call

When a mechanic arrives to work on an in-service coach, place the gear selector in neutral, set the parking brake, turn off the coach if requested, and step out of the driver's seat. Remain out of the driver's seat until the mechanic informs you that his or her work is complete or otherwise gives you instructions. Call the coordinator when you are ready to proceed. This procedure also applies when vehicle maintenance employees are installing or removing tire chains.

## Section 10: Vehicle Operations

### 10.66 Work Order Form

Operators are required to complete a Work Order form when reporting coach problems or defects to Vehicle Maintenance. Fill out the form completely and provide a clear and accurate description of the problem. Turn the form in at the base.

### 10.67 OBS Feedback Form

Report any problems with On Board Systems, ORCA, DDU, Card Reader, Automatic Announcements, signs or road-side equipment on RapidRide routes on the OBS Feedback form. Turn the form in at the base.

### 10.68 Coach Changes

Operators are required to call the coordinator before leaving the base to make a coach change.

### 10.69 Coach Check Prior to Pull-in

Before entering the base yard, check your coach for sleeping/intoxicated customers. Upon finding such individuals, use your best judgment in attempting to wake them. If you do not feel it is safe to wake the customer, call the coordinator. Do not bring a sleeping customer into the base yard. (See also Rule 4.17 – Sleeping/non-responsive customers.)

### 10.70 Tags for Coaches

When returning your coach to the base, check the coach's tag. A tag reader is provided at the hostler shack at each base. The tag reader displays your Coach ID and logged in Operator ID. If one or both of these data fields do not display properly, complete a Work Order and be sure to note which data fields are in error.

### 10.71 Coach Parking Procedure at the Base

- Park a motor coach two feet behind the coach ahead and park a trolley coach five feet behind the trolley ahead. Position the coach next to the painted line on the left of the lane to maintain uniform and adequate clearance. Do not block pedestrian walkways in the yard. Mirrors should be within the confines of the lane lines.
- Place the coach in neutral, set the parking brake and turn off the engine and all switches. Be sure to log off the DDU.
- Close all windows and vents and check for lost items.
- Remove all supplies except express signs and place them in the proper receptacles at the base.
- Upon leaving the coach, close the front door using the outside door switch.
- Use wheel blocks to secure a coach parked on a grade.
- Pull and secure trolley poles.
- Stay within the confines of the lane lines.

## Section 10: Vehicle Operations

### 10.72 Bus Bridge Information

During Link light rail service disruptions anticipated to be 60 minutes or more, Link Control will request bus service from Metro. This bus service is called a “Bus Bridge”, because the buses “bridge” service between affected rail stations or rail line segments. Coaches used to fill this service will come primarily from East, South, Atlantic and Central Bases. Extra-service and out-of-service coaches will be used first. As a last resort, a pre-determined cut list from the Scheduling Section canceling regular service trips may be used to free up coaches. Operators whose regular work is canceled in order to free up coaches for Bus Bridge service will not lose any pay time.

Operators assigned to operate Bus Bridge service receive specific routing and turn back instructions from the base dispatcher and/or coordinator. Maps for the Beacon Hill/Mt. Baker loops (Route 97) are contained in the route pages of the *Route Book*.

Bus Bridge service operates on a “Ride Free” basis. Do not collect fares or issue transfers.

### 10.73 Sound Transit (ST) Express Service

All existing Metro Transit rules and policies apply to ST service operated by Metro except:

- Animals boarding a ST coach, with the exception of service animals, must be in a container.
- Headlights must remain on while the coach is in operation.
- ST offers limited Night Stop service. From 8 p.m. to 5 a.m. daily, outside of the CBD, customers may exit in any marked bus zone even if it is not designated for ST Regional Express Bus service. ST customers may not exit outside a marked bus zone.
- Customer rule: shirts and shoes must be worn at all times.

Stop patterns for individual ST express routes are located in the *Route Book*. Check the fare/pass information in the *Route Book* for specifics on ST fares.

### 10.74 Fast Charge Station Docking and Charging (Proterra Coaches)

During the docking procedure the charging unit will control the speed of the coach and the operator will control the steering, braking and forward movement.

1. Approach the docking station at 5 mph. Within ten to fifteen feet of the power pole, when communication is established, a beeping sound will be heard and the charging display will indicate “Docking in Progress.” At this time depress the power pedal to the floor and hold until docking is complete.
2. The charging station will now control the speed of the bus and will slow the coach until it arrives in the final, charging position.
3. Once the coach comes to a stop, and the charging display indicates “Docked with Charger,” set the parking brake.

## Section 10: Vehicle Operations

4. When the charging display reads “Proceed when ready” your coach is at 85% charge and you are free to leave the charge station to maintain your schedule or to make room for another coach waiting for the charge station. Otherwise, wait for “Charge Complete” to be displayed.
5. When the charging display indicates “Charge Complete” proceed to layover.

When approaching the charging station, if you do not hear beeping, stop and wait ten seconds. If, after ten seconds there is no beeping, check the charging display. If it indicates “Docking aborted” approach the charging station again. Call the Control Center if you are unable to dock or charge.



## Section 11

# Stopping for Customers

## Section 11: Stopping for Customers

### 11.00 General Statement

This section contains specific rules concerning bus stop operation and special services such as the Night Stop Program and Bike & Ride service.

### 11.01 Stopping for Customers

Under normal circumstances load and unload customers at designated bus stops along routes so marked. When boarding and discharging riders outside of a bus zone (e.g., for night stops – debarking only stops, flag stops, reroutes/base routes, coach breakdown, emergency, medical or security situations), use good judgment and make safety your primary consideration.

### 11.02 Customer Boarding and Exiting

Operators are to operate the coach smoothly (accelerate and slow gradually), especially when decelerating, coming to a stop, or pulling in or out of a bus zone. Smooth operation helps prevent falling accidents, especially when customers are standing or moving about the coach.

Use appropriate interior and exterior mirrors to monitor customer boarding and exiting.

Allow seniors, riders with disabilities and any customer who is unstable (hands occupied, handling children, packages, etc.) to secure a seat, stanchion, handrail or strap behind the yellow safety line before moving the coach. You are required to comply with requests to not move the coach until the customer is seated.

### 11.03 Stopping Near the Curb

When loading or unloading customers, position the coach at a distance from the curb that permits customers to make a step between the coach and the curb. If you cannot position the coach near the curb, stop far enough from the curb so the customer will be required to step onto the street when boarding or exiting.

Where there are no curbs, pull the coach completely off the roadway where possible. Otherwise, customer stops are to be made with the coach remaining in the traffic lane for a minimum amount of time.

### 11.04 Coach Kneeling

Operators are to use the coach kneeling feature in the following situations:

- In conjunction with deploying the ramp unless the curb is high or the coach has a low profile.
- At bus stops located on hills
- At bus stops where there is no curb
- Upon customer request

## Section 11: Stopping for Customers

Using the coach kneeling feature on hills and where there is no curb facilitates customer boarding and exiting and can prevent falling accidents. Avoid kneeling the coach while customers are in the process of boarding/deboarding.

### 11.05 Bus Stop Operation

Operators must make all designated stops in the Central Business District (CBD) between the hours of 6 a.m. to 7 p.m. Outside the CBD, operators must stop at each designated bus stop when requested to do so or when customers are waiting to board. The operator is responsible for knowing which zones along a route are intended for use by that route. Do not use the route number on the bus zone sign as an indication that the zone is or is not intended for use by that route. Many signs have no numbers on them and others may not be up to date.

In most cases, stop your coach as close to the head of the zone as safely possible. You must pick up customers if the coach is stopped partially in the zone, and the rear of the coach is close enough to the curb so another vehicle can't move between the curb and the coach.

Customers may board and exit at terminals and layovers, regardless of whether or not a bus zone marker is posted, with the following exceptions:

- Memorial Way/George Washington Lane layover on UW Campus
- Route 167 terminal at Seventh Avenue NE/NE 47th Street
- Layover inside Kingsgate P&R
- Layover inside the Shoreline P&R
- Left-side layover inside Woodinville P&R
- Left-side layover inside South Bellevue P&R
- Routes 224 and 232 terminal in Duvall at Brown/Richardson (deboarding only allowed)
- Routes 43 and 49 layover eastbound on Pike Street nearside Third Avenue
- Base yards

### 11.06 Customer Loading Procedures (Door Operation)

With the exception of RapidRide service (see Section 16), all-door boarding areas in the CBD, and inbound Vashon service (see Routes 116, 118 and 119 in the *Route Book*), Metro buses operate on a pay-on-entry system.

- Use the front door for loading customers.
- Riders are encouraged to exit through the back door whenever possible; this speeds up boarding, especially in the CBD.
  - Anyone may exit through the front door.
  - Note: The Night Stop Program uses front door only for deboarding.

## Section 11: Stopping for Customers

### **Rear Door Procedures**

- Open the rear door whenever customers are waiting at the rear door to exit. This applies both to day and night service. (Note: The Night Stop Program uses front door only operation for stops made outside of posted bus zones.)
- Carefully monitor the interior customer mirror for customers moving toward the rear door to disembark. Open the rear door to allow them to exit.
- Check the interior rear stairwell mirror to ensure that the rear doorway area is clear before closing the rear door. Watch the rear door fully close to ensure that no one is trapped in the door.
- Should an intending customer board through the rear door, play the appropriate Public Service Announcement (PSA) or use the PA system once only to remind the customer of the fare payment procedure. Do not get into a fare dispute.

### **11.07 Use of Directional Signals, Four-Way Flashers in Bus Zones**

- Do not use a directional signal when entering a bus zone.
- Use a left directional signal when leaving a bus zone.
- Outside of the CBD, use four-way flashers on state roadways and all other roads where your coach is blocking a lane of moving traffic. Turn on the four-way flashers when preparing to stop and for the duration of the stop.

Correct use of signals is important in communicating your intent to other motorists. To prevent confusion, do not use four-way flashers in CBD bus zones unless your coach is disabled, delayed in the zone (during road relief, Route 116 deboarding) or you are deploying the lift or ramp.

### **11.08 Stopping on State Roadways**

When stopping at zones along state roadways, operators are required to completely pull off the roadway unless an in-lane stop, indicated in the route description, has been approved. Refer to the route description pages in the *Route Book* for specific stopping instructions on state roadways.

### **11.09 Extended Zones/Blocking**

Use care when entering a zone already occupied by other coaches; you must not block intersections or driveways, especially public safety driveways such as at fire or police stations.

Whenever possible, pull all the way to the head of an extended zone to allow room for other coaches.

*Exception:* During the midday (9 a.m. – 3 p.m.), pull up to the bus kiosk at the 3/Pine S/B zone. Do **not** pull forward into the solid red-painted curb during these hours.

## Section 11: Stopping for Customers

### 11.10 Second Stop in a Zone

If your coach is the third (or more) in line, you must make another stop at the head of the zone to accommodate additional customers.

Bus zone at Pike Street between Third Avenue and Fourth Avenue: if a stop is made west of the alley, a second stop at the zone nearside of Fourth Avenue is required.

See also 5.01 Assisting customers with disabilities, (last bullet), and 5.06 Exterior announcements, for additional ADA requirements.

### 11.11 Skip Stop Operation in the CBD

The following rules govern skip stop operation on Second, Third and Fourth Avenues:

- Coaches not traveling in the curb lane may pass a coach servicing a zone not used by the passing coach. When passing, tap the horn twice to alert the other driver of the passing maneuver.
- Coaches not traveling in the curb lane shall yield to coaches attempting to pull out of a zone, allowing them to safely reenter traffic. The yielding coach may then pull into the bus lane and continue to their zone.
- If there is a coach in each lane of traffic at a red light, the coach in the #2 lane shall yield to the coach in the curb lane when the light turns green.
- Operators may not pass a trolley on Third Avenue slowing for special work.

### 11.12 Flag Stops

Snow routes, special trips, owl service, reroutes and base routes may be scheduled to operate in areas where bus zones are not posted. Also, Routes 118 and 119 and certain suburban shuttle routes (former van routes) have not been posted with bus zone signs. Follow the steps below when making flag stops:

#### ***Procedure***

- Activate the four-way flashers.
- Stop in a safe location. Whenever possible, make stops at the far side of intersections.
- On highways and state roadways, stop at a portion of the highway with an unobstructed view to allow others to safely react to your position.

### 11.13 Base Routes

Coaches scheduled to or from a base or terminal are considered in-service. Operators must accommodate all customers requesting to get on or off the coach at all regular stops on surface streets and SR-520. For base and “Y” routes that operate in areas where bus zones are not posted, make customer stops at the far side of intersections, whenever possible.

## Section 11: Stopping for Customers

### 11.14 Reroutes

When instructed to operate a reroute, you are required to pick up and discharge customers along the reroute unless otherwise directed. For reroutes that operate on streets without posted bus zones, make customer stops at the far side of intersections, whenever possible. Except for SR-520, stops are not required on reroutes operating on freeways.

### 11.15 Missed Stop

If a customer is accidentally carried past a stop, allow him or her to exit at the next stop and offer a transfer back to the desired destination. If a customer mistakenly boards an express coach, allow him or her to exit at the next express stop. Courteously explain the difference between express and local service and offer a transfer.

### 11.16 Passing Up Customers

Aside from instances of refusing transport as explained in Section 4.08 or Section 5.03, do not pass up customers in bus zones when operating regular service or to/from a base or terminal, except under the following circumstances:

- Your coach is filled to capacity and additional riders cannot be accommodated.
- Call the coordinator while stopped; give your route/run, location, direction, number of standing customers and number of intending customers with disabilities. Before departing inform waiting customers that your bus is full and the control center has been informed.
- When you are operating late, can see your follower, and are scheduled to the same destination with the same stop pattern as your follower, you may pass up every other stopping point where customers are waiting to board, provided there are no requests to get off the coach.
- When directed by a supervisor or the coordinator.

### 11.17 Standees

Standees must remain behind the yellow line and refrain from sitting or standing in stairwells while the coach is in motion. If customers are blocking the area between the yellow line and the front door, courteously ask them to move.

### 11.18 Transfer points

When arriving at transfer points as shown on the run card, operators must make every reasonable attempt to accommodate transferring customers. Run cards may contain instruction indicates denoting a brief wait to allow for transfer connections, a call to the coordinator or some other action required by the operator. Adhere to these instruction indicates at all times.

Should a customer request that you make a connection not scheduled on your run card, make every attempt to make the connection without sacrificing safety or deviating from your schedule.

## Section 11: Stopping for Customers

### 11.19 Metro's Night Stop Program

The Night Stop Program allows riders to exit at any safe location from 8 p.m. to 5 a.m. nightly, except within the boundaries of the CBD or on limited access highways or freeways. Your professional judgment determines if the stop is safe.

- This program does not apply to Sound Transit (ST) express bus service. For information on Sound Transit's limited Night Stop Program, see Rule 11.20 below.
- This program does not apply to boarding customers.
- Customers in wheelchairs must be discharged only at accessible stops.

#### ***Rules for Stopping:***

- Use the front door only.
- Do not stop within one block of a left turn.
- Do not stop on the nearside of an intersection or in the middle of an intersection.

Safety must always be the primary consideration when discharging customers at locations other than established bus stops. Considerations in evaluating stop requests include line of sight (for other traffic), evenness of the road surface, lighting, traffic flow and curbing.

### 11.20 Sound Transit Limited Night Stop Program

From 8 p.m. to 5 a.m. daily, customers riding ST Regional Express Bus service may exit in any marked bus zone outside of the CBD even if it is not designated for ST Regional Express Bus service. ST customers may not exit outside a marked bus zone.

### 11.21 Bike & Ride Service

Bike & Ride service is provided at all stops on all routes on a space available basis without payment of additional fare. Bikes with wheel sizes 16 - 29 inches in diameter, up to a 46 - inch wheelbase, and with tire widths up to three inches will fit on the racks. Customers are responsible for loading and unloading their bikes. Please offer verbal assistance as necessary. If the bike rack is full, ask the customer to wait for the next bus. Do not call the coordinator.

#### ***Not Allowed***

- Tandem, recumbent, three-wheeled, solid-wheeled, and gas-powered bikes are prohibited on the bike rack. However, two-wheeled electric bicycles are allowed on the bike rack, provided they fit in the rack as designed. Bicycle batteries, which differ from automotive batteries, may be brought on board the coach.
- Conventional bicycles are not allowed inside the coach. Folding bicycles and folding scooters are allowed inside the coach, provided wheels and frame extrusions are stored in one compact form and don't pose a danger to customers. Foldable, detachable bicycle trailers may be brought on the coach as long as they can be safely stowed out of the aisle.

## Section 11: Stopping for Customers

### ***Safety Procedures***

- Be aware of bicycle patrons in front of the coach. Set the parking brake before the rider loads or unloads a bicycle.
- Before leaving the zone, visually verify that the customer has properly secured the bike in the rack.
- Politely ask customers with bikes to exit the front door and remind you that they have a bike to unload.
- Check to ensure the bike rack is stowed when not in use.

The bike rack is for transit customer use only. Operators on duty may not carry their bike on the rack.

### ***Spacing for Bike Rack Use***

Standard operating procedure is to pull nose to tail in zones and bays accommodating multiple coaches. However, if you see an intending customer for the bike rack, leave enough room between yourself and the coach ahead of you for the customer to deploy the bike rack. Additional procedures:

- If you are the second coach in the zone or bay, remain in position and let the bicycle customer come to you.
- If you are the third coach in line, pull to the head of the zone or bay and load the customer and bike at that location.



## Section 12

# Fares

## Section 12: Fares

### 12.00 General Statement

This section contains specific rules governing the collection of fares under reasonable conditions. See information in the Fares and Passes Payment section of the *Route Book* for specific fare amounts, pass types and zone boundaries.

### 12.01 Fare Box Pre-Trip Inspection

Log on to and check the operation of the fare box before leaving the base. Call the coordinator if you encounter the following:

- Fare box has no power.
- Coin dump is inoperable.
- Coin mechanism is not working.
- By-pass lever is down.

### 12.02 DDU Log On

After starting the coach in the yard, wait 2-3 minutes before beginning DDU log-on procedures in order for the system to download customer purchases. If you are unable to successfully log on to the DDU, or you experience problems with the ORCA card reader during initial log on, call the coordinator.

### 12.03 Depositing Fares

Operators are not to directly handle cash fares or tickets except when the customer is physically incapable of depositing their fare in the fare box. Immediately notify the coordinator if it is necessary to deposit a fare for a customer and complete an Incident Report upon returning to the base.

### 12.04 Inoperable Fare Box or ORCA Card Reader on the Road

If either the bill or the coin mechanism on the fare box or the onboard ORCA card reader ceases to function, call the coordinator. Do not collect fares by hand.

RapidRide service: Operators are to report inoperable station equipment (ORCA card readers, RTIS signs) to the coordinator (RTT call) and complete an OBS Feedback form upon returning to the base.

### 12.05 Tampering With Fare Box

Operators are strictly prohibited from tampering with the fare box.

- If the coin mechanism becomes jammed, and you cannot clear it using the de-jam button and “0” key, put the fare box in bypass mode (bypass lever down) and call the coordinator with a RTT.
- You may turn the Bill Transport On/Off [\*] key to disable the bill transport if a foreign object becomes jammed in the mechanism. Call the coordinator immediately for further instructions. You may also wish to temporarily disable

## Section 12: Fares

the transport before a customer places a folded bill or other foreign object in the transport.

### 12.06 Log Off Instructions When Making a Road Relief

When making a road relief the last thing you should do is log off the radio/OBS. This will allow the operator who is taking over to log on quickly, and avoid problems caused by leaving a wireless download area while a download is in progress. These areas include locations near Metro bases and RapidRide Lines. If the next operator logs on within 30 seconds, no downloads should occur. This will allow the new operator to begin their road relief quickly.

### 12.07 Fare Disputes

Do not get into disputes regarding fares and passes.

- State the fare amount once, if you feel it is safe to do so.
- If the customer fails to pay, press the non-payment of fare button (broken coin icon) on the Driver Display Unit (DDU).
- To avoid confrontation, issue a transfer upon request.
- Children (ages 5 and under) always ride free. Always allow youth/students (ages 6-18) to ride, even if they have difficulty paying fare. See exceptions in Rule 3.01 – Fare evasion focus.
- Submit an SIR for situations of chronic non-payment of fare.

### 12.08 Fare Evasion Focus/Fare Enforcement

Fare enforcement officers (FEOs) work in partnership with Metro and Metro Transit Police (MTP) to ensure customers adhere to Metro's fare payment policies. FEOs also provide helpful information to customers about how to obtain assistance with fare payment. They are not aboard coaches to observe an operator's fare collection procedures. When MTP or FEOs are on the coach conducting fare emphasis and/or enforcement operations, welcome them aboard and allow them to conduct their assigned duties. Do not announce their presence to customers.

### 12.09 Invalid Passes and Permits

Do not confiscate passes or permits. You may ask to inspect a pass or permit if you believe it to be invalid. If the customer refuses to show you the pass, let it go. Return any invalid pass or permit to the customer and press the non-payment of fare button on the DDU. Submit a detailed SIR.

### 12.10 Overpayment of Fare

Direct customers who overpay their fare to contact the Customer Service Office at 201 S. Jackson Street in order to receive a refund. Useful information for the customer to have includes the coach number, route number, date and time of travel. Operators who have an overpayment are to contact coordinator with an RTT and note the amount

## Section 12: Fares

overpaid, if known. The coordinator will record the overpayment by filling out a Coordinator Service Record.

### **12.11 Care of Fare Media**

Operators are to punch transfers only as needed. Do not leave fare media on the coach while the vehicle is unattended. Unused transfers are to be turned in at the base window.

### **12.12 Transfers**

Transfers allow customers to transfer to other regular Metro routes. Each day has a specific transfer color and letter. All operators signing in on that day should use that transfer. For late-night service, see “Owl Punch” information in The Route Book. Transfers are not transferable to other customers.

- On RapidRide service, issue a paper transfer to all customers paying with cash or tickets. The paper transfer serves as the rider’s proof of payment. A rider who pays with cash or ticket who doesn’t possess a transfer could be cited by Fare Enforcement.

### **12.13 Fare Box/DDU Log Off**

Operators are required to log off both the fare box and DDU when being relieved on the road or upon return to the base.

## Section 13

# Radio Communications

## Section 13: Radio Communications

### 13.00 General Statement

This section contains specific rules and procedures governing safe and efficient radio communications between operators and the Transit Control Center (TCC) under reasonable conditions.

### 13.01 Log On/Off Requirement

Operators are required to log on to the Driver Display Unity (DDU) before pulling a coach out of the base yard, when accepting a coach change or when making a road relief. Operators are required to log off the DDU when being relieved on the road, when handing off a coach for coach change or when pulling their coach back into the base at the end of an assignment.

### 13.02 Log On for Coach Change

When making a coach change, log on using the route number of the disabled coach and a run number supplied by the coordinator. Run numbers for coach changes are usually 90, 91 or 92.

### 13.03 Radio Conduct

Metro's two-way radio system falls under the direction of, and is regulated by, the Federal Communications Commission (FCC). Operational conduct prohibited by Federal Law includes:

1. Use of obscene or profane language
2. Unauthorized use of messages
3. Excessive, false, or deceptive signals or communications
4. Unauthorized call signs
5. Tampering with radio equipment

Operators bear the responsibility for projecting a positive image of Metro by transmitting clear, concise messages via radio. It is important that communications be brief, courteous and professional. Unnecessary comments, slang terms and profanity are prohibited.

### 13.04 Radio Code

Use the radio code "ten-four" to communicate that you have received and understood the coordinator's message.

### 13.05 Radio Use

Operators are to place all calls through the Control Center. (See Rule 2.02 – Medical emergencies – and Rules 17.18, 17.20 and 17.21 – Adverse weather operations – for exceptions.) For police and fire needs, use the Emergency Alarm (EA) followed by a PRTT. Operators are not to call 911 directly unless the coach radio is inoperable.

## Section 13: Radio Communications

### 13.06 Telephone Communications

Using a cell phone to contact the coordinator when you are operating a coach is prohibited, except in the following situations:

- Your coach radio is not working.
- You have not received a response to an urgent (not emergency) PRTT call within five minutes.

Washington State law prohibits all drivers from operating a motor vehicle while holding a wireless communications device to his or her ear. If you need to contact the coordinator using a cell phone, stop the coach in a safe location and set the parking brake. When calling the Transit Control Center on the telephone provide the following information:

- Route/Run
- Coach
- Location and direction
- Nature of call

Do not give Control Center phone numbers (206-684-1111, 206-684-1705) to the general public.

### 13.07 Radio Call Restrictions

The following types of calls are not accepted during peak-hour operation:

- Requests for schedule information for customers
- Request for time check
- Reporting of minor traffic delays
- Inquiries about peak hour transfer connections
- Reporting of minor coach defects that do not affect the safe operation of the coach

### 13.08 Call Priorities (Non-Emergency)

Exercise good judgment and initiate non-emergency calls through the proper mode:

- Applicable text message
- Request to Talk (RTT)
- Priority Request to Talk (PRTT)

### 13.09 Text Messages

Pre-defined text messages may be sent to the coordinator only when the coach is stopped or at a terminal.

## Section 13: Radio Communications

### 13.10 RTT Calls

The RTT button is used for routine, non-urgent and non-emergency calls. RTT calls may be made only when the coach is stopped or at a terminal. RTT calls include, but are not limited to, the following:

- Minor mechanical problems
- Report of minor traffic accidents
- Reports of vandalism
- Customer information
- Lost and found assistance
- Fare information
- General routing information
- Off-peak transfer connections
- Customer pass-up due to full coach

### 13.11 PRTT Calls

Press the PRTT button for urgent situations where a quick response is necessary and you can safely talk. PRTT calls may be made while the coach is in motion. PRTT calls include, but are not limited to, the following:

- Coach breakdown
- Coach breakdown or problem on freeway
- Yard change request or base delay
- Off-peak transfer connections (first call – 7 p.m. to end of service only)
- Off-peak transfer connections (second call)
- Major or severe accidents
- Minor accidents involving the coach
- Coach fire
- Downed overhead wire or power outage
- Reports of crimes in progress
- Non-injury assaults
- Robbery with no visible or reported weapons
- Inability to accommodate a customer using a mobility aid
- Late night safety checks
- Urgent request to see a supervisor
- Lost or disoriented child
- Sick customer (non-emergency)
- Accidental trip of emergency alarm or to let the coordinator you can talk after using the emergency alarm
- Off route (Pull over and stop to make call.)

### 13.12 Medical Emergencies

For medical emergencies, press the EA and then immediately follow up with a PRTT call to request emergency medical assistance on or off the coach.



## Section 13: Radio Communications

### 13.13 Security Emergencies

For situations in which voice communications would put you or your customers in physical danger, press the EA button once. The EA button means, “Send police immediately. I am in danger.” If safe to do so, follow the alarm with a PRTT call. When requesting assistance to the TCC provide the following information:

- Route/Run
- Location and direction
- Nature of call

When asked for by the TCC for a description provide the following information:

- Gender
- Age
- Height/weight
- Race
- Clothing
- Whether or not they are under the influence
- Any weapons seen or implied

If no PRTT call is received, the coordinator will attempt to contact your coach one time. If you are unable to respond to the call, do not pick up the radio handset. Police are on the way.

### Restricted Use of EA Button

The EA button is to be activated only:

- When immediate danger or potential for physical harm to the operator and/or customers exists or;
- In conjunction with a PRTT call to report a medical emergency.

If you accidentally trip the EA, call the coordinator with a PRTT.

### 13.14 Emergency Alarm Indicator

An inverted bell shaped icon displays on the DDU until the EA call is acknowledged by the TCC. Once the EA is acknowledged by the TCC, a non-inverted bell shaped icon displays.

### 13.15 Late Night and Owl Service Radio Protocol

At 12:35 a.m. the coordinator puts out an all call requesting radio checks from all-night and specified late night service coaches. For all coaches scheduled to pull in after 3:00 a.m. operators are to call the coordinator with an RTT as soon as possible after the radio call is issued.

When starting inbound trips to downtown Seattle or heading to the base after completing last outbound trips after 2:15 a.m., operators are to place an RTT call. The coordinator will answer the call to confirm that all is well. Specific times are noted on the run card.

### **13.16 Coordinator Text Messages**

The coordinator has the ability to send both pre-defined and self-authored text messages to the coach DDU. Coordinator text messages may be read and acknowledged only when you are stopped or at a terminal. Press the OK button on the home screen to acknowledge the message.

### **13.17 Radio Voice Mode Operation**

When the radio system is in voice mode, the display on the DDU will read No RTT/PRTT or VOICE. To call the coordinator when the radio is in voice mode, pick up the handset and listen to make sure the channel is clear. Wait two seconds after the last call has ended, press the handset switch, wait another two seconds and identify yourself using route and run number. The coordinator will respond and you may complete your call. Please keep calls brief and to the point.

## Section 14

# Trolley Coach Operation

## Section 14: Trolley Coach Operation

### 14.00 General Statement

Safe operation of trolley coaches requires special skill and attention to potential problems unique to Metro's overhead wires with its switches, crossovers and curved wire segments. This section details rules and procedures for trolley coach operation. Operators are to adhere to all other Metro rules in addition to the ones found in this section.

### 14.01 Safety First

Trolley coaches are powered by 700 volt direct current. The hazard of fire and/or shock, although slight, is always present. For the safety of yourself and your customers, always treat electricity with respect. If there is a question of safety, secure the coach in a safe manner and immediately contact the coordinator.

Important safety precautions:

- Always consider the poles and trolley shoes to be “hot” until you have touched the shoes together to discharge the stored electricity.
- Never remove only one pole from the overhead when troubleshooting a problem with the shoes or poles.
- Never climb up and work from the roof of the trolley.
- Use caution when handling the trolley pole ropes. Never wrap the ropes around fingers, hands, arms or other extremities.

### 14.02 Safety Vest Requirement

Trolley operators are required to wear a safety vest when standing or working outside the coach on a public roadway, such as when replacing poles on the overhead, resetting retrievers, etc.

### 14.03 Operating Speed Through Special Work

Coaches must be operated at no more than 5 mph through special work. Special work is defined as any location in the overhead where the wires split, join together or cross from other trolley routes or streetcars. The trolley wire above the grated sections of the University and Montlake Bridges is also considered special work.

### 14.04 Operating Through Curved or Kinked Segments of Wire

When operating through curved or kinked segments of wire, decrease speed appropriately to prevent overhead damage from poles coming off the wire.

### 14.05 Stopping/Starting on Hills

Follow these steps to prevent coach rollback:

#### ***Procedure***

1. Stop the coach completely using the service brake only.

## Section 14: Trolley Coach Operation

2. After loading/unloading customers, close all the doors and wait for the rear door interlock to release.
3. Keep the service brake depressed.
4. Depress the hill holder device and hold it down.
5. Slowly release the service brake and ensure that the hill holder will hold the coach.
6. Depress the power pedal with enough power to prevent rollback.
7. Release the hill holder device.

### 14.06 Pulling Poles to Avoid Service Delays

Where there is a potential for delay in the yard, on the road or at the terminal, operators need to work together to maintain service. It is the responsibility of the operator driving the delayed or blocking coach to pull and rack the poles to allow other coaches to continue in service. Delays may include the following situations:

- Yard delays
- Mechanical breakdowns
- Customer disruptions that require assistance
- Blocking coaches at the terminal where scheduled service or unscheduled turnback service is unable to pass
- Accidents

### 14.07 Use of Siding Wires

Operators are to use available siding wires when laying over at terminals. Use available siding wire as follows at regular service bus zones:

- When holding for a timed layover/transfer
- When being relieved
- For coach malfunctions or while awaiting the shop truck
- When you are aware that you'll be using the lift
- When directed to do so by the coordinator or service supervisor

### 14.08 Trolley Coach Backing

Never back a trolley coach through special work except when directed by a service supervisor. The poles can become entangled in the overhead, causing damage to the poles or wire.

### 14.09 Pushing a Trolley Coach

Do not push, or allow your customers to push, a trolley coach at any time. If you are stuck on a dead spot, use adjacent live trolley overhead wire for power. If you are unable to locate live wire, try turning the steering wheel back and forth. This action

## Section 14: Trolley Coach Operation

is sometimes enough to move a trolley off a dead spot. If these actions don't work or you have run out from under the wire, call the coordinator for assistance.

### 14.10 Poles Lose Contact With Overhead Wire (Dewirement)

A steady red dash light illuminates and an alarm sounds continuously when the trolley poles lose contact with the overhead wire. When this occurs, you must stop the coach immediately to prevent damage to the overhead. Follow the steps outlined below for putting the poles back on the wire:

#### ***Procedure***

1. Turn on 4-way flashers.
2. Set the parking brake.
3. Turn off the master switch.
4. Place the F-N-R switch in neutral.
5. Put on the safety vest and check traffic before entering street.
6. Reset retrievers. Place poles back on the wire while facing approaching traffic.
7. Check for any damage to the overhead. If you find damage, call the coordinator and do not proceed until instructed to do so.
8. Call the Transit Control Center whenever you dewire under or alongside the Seattle Streetcar overhead wire system even if you see no damage.

### 14.11 Checking Trolley Shoes and Poles

Persistent problems with dewirements may indicate defective trolley shoes and/or poles. Follow these steps to check trolley shoes and poles:

#### ***Procedure***

1. Activate the four-way flashers, set the parking brake, turn off the master switch and place the F-N-R switch in neutral.
2. Pull both poles and tap the shoes together. You might hear a sharp pop, indicating that any stored electricity has been discharged. If no pop occurs, the stored electricity has already been discharged. Never touch the poles or shoes without first tapping the shoes together.
3. Do not put either pole back on the wire.
4. With one pole racked, check the shoe on the other pole for lost or damaged carbon insert and free movement of the shoe on the swivel. Repeat the procedure with the other shoe.
5. With both poles racked, visually check that the poles are straight and even in length.
6. Notify the coordinator immediately if you find any damage to the trolley poles or shoes.

## Section 14: Trolley Coach Operation

### 14.12 Trolley Pole Jumping

When approaching a line crew working in the street, come to a complete stop at least a coach length away from the crew. Wait for a signal and/or instructions. If it is necessary to jump the coach, one of the crew will indicate so by motioning down with both arms (as if pulling the poles down).

#### ***Procedure***

1. Stop the coach at the place indicated by the extended arm of the crew member.
2. Activate the four-way flashers.
3. The crew member will signal you to go by tapping your coach twice. Proceed only when it is safe to do so, using sufficient power.
4. Guide the coach safely around the obstruction and back underneath the wires.
5. Stop the coach smoothly when you hear the crew member tap once on your coach.
6. Turn off the master switch and apply the parking brake once the coach has come to a complete stop.
7. Turn on the master switch when the poles are returned to the wire.

### 14.13 Hot Coach

The red warning light indicates that the coach body may be electrically “hot”, or charged with up to 750 volts. Move the coach to a safe location away from intending customers and follow these procedures.

#### ***Procedure***

For 4300 and 4500 series trolley coaches:

1. Call the coordinator to report the situation.
2. Stop, turn on four-way flashers and set the parking brake.
3. Use the Lower Poles switch and drop the poles.
4. If the poles did not drop using the Lower Poles switch, the operator must pull the poles with the ropes and rack them. Proceed as follows:
  - a. Advise customers to remain on the coach until power is discharged. Open the front door of the coach.
  - b. Do not touch the ground and the coach at the same time. Without touching the coach, jump to the ground from the bottom step of the coach. Be careful to not bump your head against the top of the door frame when jumping.
5. Turn off all unnecessary equipment to prevent draining the battery.
6. Customers may now safely depart the coach.
7. Report the situation status to coordinator.

## Section 14: Trolley Coach Operation

### 14.14 Downed Wire

In the event of downed wire, follow these steps:

#### **Procedure**

- Stop the coach immediately and notify the coordinator.
- Do not attempt to handle or touch the downed wire. Consider all downed wire hazardous.
- Unless a fire occurs, keep customers on the coach until the line crew arrives to remove the wires.
- In the event of a fire on the coach, jump clear of the vehicle. Do not touch the coach after stepping onto the street.

### 14.15 Power Outages

In the event of a power outage, secure the coach, turn off all heater and blower switches, pull and nest the poles, and notify the coordinator. Do not resume operation until instructed to do so by the coordinator. To reduce the chance of overloading and blowing the circuit, follow these instructions:

- Wait until the coach ahead of you is underway before putting your poles up and proceeding.
- Leave heaters, blowers and any unnecessary electrical components off for about 10 minutes after resuming operation.

### 14.16 Energy Storage System (ESS)

When operating trolleys with Energy Storage Systems (ESS), use the battery backup system as a tool to maintain service when overhead power is down or unavailable.

- Always call the TCC with a PRTT whenever you are blocked or are off route.
- If you are stuck in a dead spot and you know your shoes, poles and the overhead are otherwise functioning normally, you may use ESS to move through the dead spot without calling the TCC. Your bus will automatically return to overhead power when it passes through the dead spot.
- If you are concerned about clearance with your coach or poles around a parked truck or other obstruction in your path, use ESS to safely go around the obstruction then call the TCC with an RTT so the coordinator can be aware of the obstacle and inform other operators of the hazard.
- If you dewire in an intersection and determine that it would be safer to use ESS to clear the intersection before replacing your poles, you may do so if you first ensure your poles are safely clear of the overhead and all other objects in your path.

### 14.17 Adverse Weather Operations

During adverse weather, any employee that needs to adjust, remove or install chains must follow this procedure. This will eliminate the possibility of an electrical shock occurring should the vehicle conditions change while working on the chains.



## Section 14: Trolley Coach Operation

1. Any time chains are touched or chain work is done on a trolley coach, the poles must be removed from the overhead wire and the master switch must be in the “stand by” position.
2. The bus should be placed in neutral, parking brake must be set and no one should be sitting in the driver’s seat.

If you have any evidence of a hot coach condition:

1. Drop the poles, secure the bus and call the TCC.
2. If the bus is in an unsafe location, lower the poles and put the bus in ESS mode. Move the bus to the nearest safe location. Once in a safe location secure the bus and contact the TCC. The bus will remain out of service until Vehicle Maintenance has addressed the hot coach issue.



## Section 15

# RapidRide

## Section 15: RapidRide

### 15.00 General Statement

This section details rules and procedures for RapidRide service. RapidRide is Metro's version of Bus Rapid Transit, a service that combines the efficiency and appeal of light rail with the flexibility and low cost of buses. Your top priorities in operating RapidRide service are safety, courteous and efficient customer service, and cooperation with the support team managing RapidRide. Operators of RapidRide service are to adhere to all other Metro rules in addition to the ones found in this section.

### 15.01 Active Service Management (ASM)

ASM is the process of managing RapidRide schedules, headways and operations. Under ASM, coordinators oversee and make adjustments to in-service RapidRide trips in an effort to maintain even headway and service spacing. Coordinators monitoring RapidRide service may direct you to check the headway display on your DDU and adjust your speed accordingly to maintain evenly spaced service. Operators of RapidRide service are to carry out the directives of the coordinator.

### 15.02 Coach Passing

If your leader comes into view and it is safe to do so, pass the lead coach and begin skip stop operation. Call the coordinator with an RTT and be prepared to give the coach number and location of the vehicle passed.

### 15.03 Proof of Payment

RapidRide fares are consistent with conventional Metro bus service. RapidRide currently operates on a proof-of-payment system.

- Open all three doors at stops to allow for customer boarding and exiting. Riders who already have proof of payment (paper transfer, pass or pretapped ORCA card) may board at the back doors.
- Issue a paper transfer to all customers paying with cash or tickets. The paper transfer serves as the rider's proof of payment.

### 15.04 Fare Inspection Security

Proof of payment includes a fare inspection element. Fare inspection is managed by Metro Transit Policy using fare enforcement officers (FEOs). FEOs are unarmed and typically work in teams of two.

Should a threatening situation arise during fare enforcement operations, the FEOs will radio for help through their dispatcher. The dispatcher will request police response and make a call to the Transit Control Center (TCC) to explain the situation.

#### ***Procedure***

- If police respond to your coach based on a call for help by the FEOs, contact the coordinator to report it.

## Section 15: RapidRide

- If it appears that FEOs need assistance or if they ask you for help, call the coordinator with an EA followed by a PRTT. Describe the situation and need for assistance. Follow the instructions of the coordinator.

When FEOs are on or around the coach checking fares, try to keep an eye out for any security issues that may endanger the FEOs. As the eyes and ears on the scene, you play an important role on the team that supports the security of our FEOs.

### 15.05 Handling Partial and Non-Payment of Cash Fares

If a customer refuses to pay all or part of the fare and no fare enforcement officers are onboard the coach, state the fare once if safe to do so and press the DDU button associated with the broken coin icon (cash fare underpayment or non-payment). To avoid confrontation, issue a transfer upon request. Do not get into disputes over non-payment. Submit a Security Incident Report (SIR) on consistent non-payers so that appropriate follow-up action can be taken.

If fare enforcement officers are onboard the coach and a rider refuses to pay the fare, do not say or do anything that could be interpreted by the customer as permission to ride. Also, do not issue a transfer to a non- or under-payer. Alert the fare enforcement officers to the non/partial payment of fare situation by using one of the following phrases:

*“Sir (Madam), the fare is \$\_\_\_\_.”*

*“Sir (Madam), I can’t give you permission to ride without payment of fare.”*

Fare enforcement officers will respond and handle the fare evasion off the coach, allowing you to proceed in route.

### 15.06 Rear-Facing Passive Restraint Area

Second generation RapidRide coaches have one rear-facing mobility device area. Rear-facing wheelchair positions use the principle of passive restraint. Working with the natural G-forces created in the forward motion of the bus, the mobility device and customer are pressed against an upholstered backboard. Securement belts are generally not needed, except in the following situations:

- On routes with steep uphill grades (e.g., Inbound C Line on Seneca Street between Second and Third Avenues), manual wheelchairs in the rear-facing passive restraint area have a tendency to move, especially when the floor of the coach is wet. You are required to secure manual wheelchairs in the rear-facing securement area with two tie-downs on routes (or portions of routes) identified as having steep uphill grades. If both securement areas are available when a customer boards using a manual wheelchair, please offer the customer a choice of securement areas. The customer may prefer to face forward.
- Accommodate any customer request for belt securement. This is ADA law.

## Section 15: RapidRide

Your responsibility as an operator is to ensure that the customer is situated in the passive restraint area and has immobilized the mobility device (brake on/power off) before you move the coach. On C Line coaches, lower the anti-tip bar to provide that extra measure of stability. The customer may opt to lower the anti-tip bar him or herself, but it is your responsibility to ensure that the anti-tip bar is down before you move the coach.

### 15.07 Inoperative Station Equipment

If a customer reports that a station ORCA card reader or Real Time Information Sign (RTIS) is inoperative or malfunctioning, call the coordinator with an RTT. Document the issue on an OBS Feedback form.

### 15.08 Fall Back (FB) Procedures

1. The run card will have “FB” following the route/run number.
2. A fall back assignment consists of one run card (one Duty number) showing one or more road reliefs off and on to different run numbers as indicated on the run card.
3. At each fall back, the operator moves to a different coach and route/run. “Fall Back Start” designates a planned start time of a break for the operator. “Fall Back End” indicates time to relieve another operator on a different route/run.
4. A road relief not designated fall back involves the operator traveling to or from base following usual road relief procedures.
5. Log off and onto the radio at each road relief.

Radio procedure:

1. Use normal road-relief log off, log on procedures to change the driver ID only, at each road relief.
2. Go to home Screen.
3. Press Operator Log Off button. Confirmation screen is displayed.
4. Press Yes. This does not log off Route/Run or radio.

Road relief base car keys:

1. Secure Relief Car or Van Keys in the Lock Box in the old supervisor’s office at Bellevue Transit Center.
2. Use “T” key to open supervisor’s office and lock box.

## Section 16

# Adverse Weather

## Section 16: Adverse Weather

### 16.00 General Statement

In the event of adverse weather (snow, ice, heavy flooding, etc.), Metro may alter transit routes and service. This section outlines operating procedures typically implemented during periods of adverse weather. Operators are to use good judgment (protect self and customers first, then property) when driving in adverse weather conditions.

### 16.01 Metro's adverse weather response stages

Metro has developed a five-stage plan for responding to adverse weather events. The following chart provides an overview and description of the response plan:

Stage	Triggers	Preparation, Possible Response	Public Message
1	<ul style="list-style-type: none"><li>▪ Chance of snow predicted (less than 50%)</li></ul>	<b>WATCH</b> <ul style="list-style-type: none"><li>▪ Adverse weather hotline activated</li><li>▪ Staff on standby</li><li>▪ Response resources readied</li></ul>	Expect some delays
2	<ul style="list-style-type: none"><li>▪ Chance of snow/ice is 50% or greater and/or;</li><li>▪ A prediction of a trace accumulation of snow (less than 1")</li></ul>	<b>ALERT</b> <ul style="list-style-type: none"><li>▪ Staff hours extended</li><li>▪ Snow routes unlikely</li><li>▪ Minimal operational issues expected</li><li>▪ Division Operations Center (DOC) and Emergency Operations Center (EOC) may convene</li></ul>	
3	<ul style="list-style-type: none"><li>▪ Snow accumulation greater than 1" predicted in certain areas and/or;</li><li>▪ Snow falling in specific areas and temps are 34 degrees or below</li></ul>	<b>CONTRACTION</b> <b>Area Specific Impacts</b> <ul style="list-style-type: none"><li>▪ Snow routes (by area)</li><li>▪ Buses chained by base or "pod" area</li><li>▪ Some chained shuttles</li><li>▪ Trip cuts by base</li><li>▪ Articulated trolleys parked if snow is in Seattle</li><li>▪ DOC may be partially or full activated</li><li>▪ EOC could convene</li></ul>	Expect reroutes (local or system-wide)



## Section 16: Adverse Weather

Stage	Triggers	Preparation, Possible Response	Public Message
4	<ul style="list-style-type: none"> <li>▪ Snow accumulation greater than 1" predicted county-wide and/or;</li> <li>▪ Heavy snow is falling county-wide and temps are less than 34 degrees and/or;</li> <li>▪ Snow on the ground county-wide</li> </ul>	<b>DRAWDOWN System-Wide Impact</b> <ul style="list-style-type: none"> <li>▪ Entire system affected</li> <li>▪ Entire fleet is chained</li> <li>▪ Entire system on snow reroutes</li> <li>▪ Chained shuttles operating</li> <li>▪ Articulated trolleys parked</li> <li>▪ Trips are cut</li> <li>▪ Route cancellations possible</li> <li>▪ DOC &amp; EOC activated</li> </ul>	Expect reroutes (local or system-wide)
5	<ul style="list-style-type: none"> <li>▪ Heavy snow on ground county-wide (accumulations greater than 4") and temps less than 34 degrees; forecast calls for multiple days of snow on ground;</li> <li>▪ Continued or additional snowfall with accumulations predicted and/or;</li> <li>▪ Coach resources severely limited</li> </ul>	<b>EMERGENCY SNOW NETWORK (ESN)</b> <ul style="list-style-type: none"> <li>▪ Emergency Snow Network implemented</li> <li>▪ ESN operation announced to public the day before implementation</li> <li>▪ Operators placed on ESN assignments</li> </ul>	Limit travel if possible Metro is operating about 50 emergency routes on ESN

### 16.02 Preparing for Adverse Weather

It is important to be well prepared for adverse weather. Dress in layers and carry adequate clothing in the event you are exposed to cold or wet weather for an extended period of time. Hats, gloves, warm socks and sturdy shoes or boots are recommended. Chemical hand warmers and shoe traction devices (one pair per calendar year) may be purchased with a voucher as an optional item at the uniform store.

## Section 16: Adverse Weather

Adverse weather conditions can cause coaches to become significantly delayed or even stuck. Therefore, it is important to carry plenty of food and water with you. Hydration is especially critical in cold weather.

### 16.03 Adverse Weather Reroutes

When reporting for your assignment, check the Snow Reroute Information Board located near the sign-in window. The board lists reroutes in effect and displays other information about snow operation. Pick up a copy of your snow reroute(s) available near the sign-in window. During extended snow events, check the Snow Reroute Board frequently for updates.

Snow reroutes may be ordered by the coordinator or the service supervisor on the scene. Follow instructions of supervisory personnel and return to regular route when directed.

### 16.04 Snow Route Coach Signage

If your route is on adverse weather reroute, add “Snow Route” to the coach signage by completing the following steps:

- Sign your coach per the Route Book.
- On the transign control panel, press “P/R”.
- Press “1”.
- Press “Enter”.

To cancel the snow route signage, press “P/R” on the transign control panel, press “0” and then press “Enter”.

### 16.05 Emergency Snow Network (ESN)

The ESN may be put into service when there is significant accumulation of snow or ice across King County and severe snow conditions are predicted to continue. The decision to operate the ESN will be made by 3 p.m. the day before. Be prepared. Know what your ESN assignment is and keep your ESN run cards handy. You may call the ESN hotline (206-477-9878) to find out if the ESN is operating.

### 16.06 Online Transit Alerts

While off duty you can keep up with adverse weather transit information by checking the Metro Transit Alerts webpage at <http://metro.kingcounty.gov/up/rr/adverseweather.html>. You may also sign up to receive Metro Transit text message alerts. Go to <http://metro.kingcounty.gov/signup/index.html> to sign up.

### 16.07 Radio Communications

During adverse weather, radio traffic increases dramatically. Operators must use good judgment and avoid calling the coordinator during adverse weather stages three, four and five for routine matters, such as late operation. To report a late road relief, stuck or abandoned coach, follow procedures described in Rules 17.17, 17.18 and 17.19.

## Section 16: Adverse Weather

While in service you may use your cell phone only after you have pulled to a safe location and secured your coach.

### 16.08 Driving in Snow and Ice

Most accidents in adverse weather conditions are caused by excessive speed for the prevailing conditions. Snow and ice packed streets may have only 20% of the road grip and can increase your normal stopping distance up to 10 times. When driving in snow and ice:

- Reduce your speed. You may need to reduce speed by up to 3/4 or more in icy conditions.
- Increase your following distance.
- Use smooth and gradual steering, turning, acceleration and braking maneuvers. Slow, gradual maneuvers will help you get the “feel” of the road.
- Anticipate icy areas. Intersections, bridges, overpasses and hills often have polished surfaces that are slicker than surrounding street surfaces.

In adverse weather it's the extras that count: “extra” time and “extra” space between you and the other vehicle.

### 16.09 Starting in Snow and Ice

Start with the wheels straight ahead and apply light pressure to the accelerator to avoid spinning the wheels. On coaches equipped with Automatic Traction Control, the system will signal the engine to reduce torque to limit wheel spin and provide improved traction.

### 16.10 Stopping in Snow and Ice

Stopping a coach in snowy and icy conditions requires more time and distance. Plan your stops well in advance and slow gradually.

All Metro coaches have Antilock Braking Systems (ABS) that automatically release and apply the brakes up to five times per second during a brake application that could result in a wheel lock. To stop a coach apply the brakes with normal pressure, taking into account the increased stopping distance required on ice and snow. Maintain brake pressure when the ABS starts working as indicated by the pulsating brake pedal. Do not release the brakes until full control is regained.

### 16.11 Controlling Skids

If you feel the coach slipping or skidding, stay calm and turn the steering wheel in the direction of the skid. Apply the brakes only after the coach has straightened out. A touch on the accelerator may help bring you out of a skid, especially if you are driving an articulated coach.

## Section 16: Adverse Weather

### 16.12 Brake Drag/Fire Danger Alert

Below freezing temperatures can cause water condensation to freeze in coach air lines, resulting in brake drag. When this occurs, brakes can heat up and even catch fire. If you experience brake drag, fade or pull, stop in a safe location, secure the coach and check all of the wheel hubs for heat. Hold your hand near the hub, but **do not** touch the wheel or hub. If any wheel seems abnormally hot, contact the coordinator immediately.

If you see smoke, stop the coach in a safe location and evacuate customers according to emergency procedures. (See Rule 2.07)

### 16.13 Stopping for Customers

When conditions are snowy and icy, follow these guidelines when stopping for customers:

- It is generally safer to position the coach away from the curb and stop in the traveled portion of the roadway so that customers can board from the street. Do not pull to the curb at bus zones that have not been cleared of ice and snow.
- Do not make stops on hills to pick up or discharge customers.
- Make stops on level ground or at the bottom of the hill with enough running distance to clear the top of the hill.

### 16.14 Issuing Transfers

During adverse weather extend the time on transfers as follows:

- Inbound: Issue transfers valid for three hours from your CBD time point.
- Outbound: Issue transfers for three hours from scheduled arrival time at the outbound terminal.
- Shuttle/non-CBD routes: Issue transfers valid for three hours from the scheduled arrival time at the terminal.
- ORCA E-purse Cards: Issue paper transfers to E-purse card holders needing additional time.

Honor all transfers and don't get into fare disputes.

### 16.15 Operating With Chains

When operating a coach equipped with chains, do not exceed the following speed limits:

Chain Type	Dry Pavement	Snow or Ice
Cable	30 mph	30 mph
Z Link Chains	30 mph	30 mph

Do not remove chains unless directed to do so by a service supervisor or coordinator. When driving with chains:

- Avoid spinning your wheels. This causes excessive wear and tends to throw chains. Start slowly to prevent wheel spin.

## Section 16: Adverse Weather

- Keep cables and chains snug. Check frequently and tighten as needed.
- Brake smoothly. This prevents excessive wear on chains.
- Avoid curbing the wheels to prevent chain and tire damage.

### 16.16 Damaged/Broken Chains

If the rubber cord that provides tension on your Z chains is broken, do NOT continue to operate the coach. Call the coordinator with a PRTT; if there is no response within 20 minutes, call the stuck coach hotline. If a Z chain cross member is broken, secure the bare wire to the inside or outside of the chain assembly using tie wires.

Cable chains: Place the broken cross link cable along side the cable that circles the side of the tire, either outside or inside, and secure it with tie wires.

### 16.17 Chain Installation/Removal on the Road

When a mechanic arrives at your coach to install or remove chains, he or she will make contact with you first and ask you to place the gear selector in neutral, set the parking brake and step out of the driver's compartment. Remain out of the driver's compartment until the mechanic informs you that his or her work is complete. Call the coordinator when you are cleared to proceed.

### 16.18 Adverse Weather Road Reliefs

During adverse weather stages three, four, and five, the base will provide you with an instruction sheet for road reliefs. This sheet includes a base phone number to call if you have waited over a specified amount of time for your coach to arrive or are running late for your road relief. When you report to work on the day of operation, the base chief managing road reliefs may also ask you for a cell phone contact number.

During adverse weather, road reliefs may occur at different locations than usual. You may be instructed to take a coach from the base or return the coach back to the base instead of making a road relief or being relieved on the road. For your safety and well-being, follow instructions of base personnel and/or the TCC.

### 16.19 CBD Warming Coaches

During adverse weather stages three, four, and five, many Atlantic, Central and Ryerson Base CBD and SODO relief points may be consolidated into three relief locations with warming coaches staged as follows:

- Third Avenue and Pike/Pine Street: On Pine Street, westbound, north side between Third and Fourth Avenues.
- Fifth Avenue S and S Jackson Street: On Fifth Avenue S, southbound, west side, nearside S Jackson Street.
- SODO Busway and S Royal Brougham Way: Inside the Ryerson Base yard, northeast corner (just off southwest corner of intersection of SODO Busway and S Royal Brougham Way).

## Section 16: Adverse Weather

The coaches provide a safe, heated area for operators waiting to make road reliefs in the CBD. Warming coaches staged at Third Avenue/Pine Street and Fifth Avenue S/S Jackson Street may be staffed with transit instructors who will answer questions and help coordinate road reliefs.

### 16.20 Stuck Coach

If your coach becomes stuck or otherwise disabled in snow/ice, call the coordinator with a PRTT. If the Department Operations Center (DOC) is activated and your PRTT call has not been answered after 20 minutes, call the DOC Stuck Coach Hotline at **206-205-8199**.

When calling the Stuck Coach Hotline, give your exact location and direction (e.g., 15th Avenue NE and NE 65th Street northbound as opposed to just 15th and 65th). This information will help Metro personnel more quickly find your coach.

While awaiting help, use your best judgment (personal and customer safety/well-being come first) in how long and frequently to run the engine to provide heat to the coach. You must turn the fast idle switch ON to keep the coach running. If the coach is not on fast idle, it will shut down after about five minutes. If you turn the coach engine off for any period of time, turn off lights and heater fans to avoid draining the battery.

### 16.21 Abandoning Your Coach

If you must abandon your coach, first contact the Transit Control Center or call the stuck coach hotline. As a “last resort” you may use the emergency alarm to contact the TCC. Before leaving, write a note indicating your location and place it in the transfer cutter or on the operator’s seat. Secure the coach as follows:

- Set the parking brake.
- Turn off interior lights.
- Shut off the engine.
- Close all windows and doors.
- Place wheel blocks under the front and rear wheels of the coach.

## Addendum A

# Security Tips for Operators

## Earthquake Guidance



## SECURITY TIPS FOR OPERATORS

Metro Transit operators face many challenges as they provide transportation services to our customers. One of the most significant challenges is the variety of security / public safety events that develop on or around coaches. These guidelines, developed in partnership with Metro Transit Police, the Transit Control Center, Service Quality and Transit Operations, are meant to provide guidance and support for Metro Transit operators in dealing with security incidents. They are intended to supplement, not replace or supersede, any official policies and procedures.

### MINOR LEVEL SECURITY INCIDENTS

Examples include, but are not limited to, the following situations.

#### ***Intoxicated Sleeper***

- Situation:** An intoxicated customer is asleep on the coach who requires assistance debarking, and you do not feel safe waking him/her up.
- Action:** Call the coordinator with a **PRTT**.  
Request a response from Transit Police and/or local law enforcement.
- Note:** Responses by Transit Police / local law enforcement are tied directly to available resources and may be affected by time of day, location and the number and priority of pre-existing calls for service.  
Response may also come from a service supervisor.  
Ensure the problem is intoxication, not medical. Check to confirm the person is breathing and does not appear to be suffering from a medical condition (i.e. wearing a medical ID bracelet). Request medical assistance, as appropriate.

---

#### ***Intoxicated, Annoying Customer***

- Situation:** An intoxicated customer boards the coach and verbally annoys other customers.
- Action:** Request the customer refrain from this behavior.  
Call the coordinator with a **PRTT** if the customer does not stop the behavior.  
Request Transit Police meet your coach en route as you continue in service to make contact with the offending customer.
- Note:** Responses by Transit Police/local law enforcement are tied directly to available resources and may be affected by time of day, location and the number and priority of pre-existing calls for service.
-





## ***Chronic Fare Evader***

- Situation:** A chronic fare evader boards the coach and refuses to pay the fare after one request to do so. The customer is known to you as a chronic fare evader who has failed to pay the correct fare on multiple prior occasions, and you documented past fare evasion on Security Incident Reports.
- Action:** Call the coordinator with a **RTT**.  
Request Transit Police meet your coach en route as you continue in service to make contact with the offending customer.
- Note:** Please remember your role as a peacekeeper and avoid fare disputes.  
Transit Police will respond if available and able to respond within five minutes.  
Transit Control Center requests for Transit Police service and Transit Police responses will be tied to available Transit Control Center and Transit Police resources and pre-existing calls for service.
- 

## **INTERMEDIATE LEVEL SECURITY INCIDENTS**

Examples include, but are not limited to, the following situations.

### ***Disturbance on Coach***

- Situation:** An event that disrupts the peace and security on the coach and you sense other customers are extremely uncomfortable with the offending customer(s).
- Action:** Call the coordinator with a **PRTT**.  
Request a response from Transit Police and/or local law enforcement.  
Upgrade your **PRTT to an EA** if the situation escalates to the point you fear for your safety and/or your customers' safety.
- 

### ***Threatening Fare Evader***

- Situation:** A customer who refuses to pay the fare after you politely and respectfully requested the fare once becomes verbally abusive and threatens to harm you. You may fear for your safety and/or your customers' safety.
- Action:** Call the coordinator with a **PRTT**.  
Upgrade your **PRTT to an EA** if the situation escalates to physical aggression.
-



### ***Report of Threatening, Physically Aggressive Customer – Weapon Implied***

- Situation:** A customer reports that another customer is making threats and/or being physically aggressive, or implying they have a weapon and/or there is a request for you to call for police assistance.
- Action:** Call the coordinator with a **PRTT** or **EA** followed by a **PRTT** depending on the nature of the threats (i.e. a PRTT for verbal threats with no weapons versus an EA followed by a PRTT for weapons claimed or displayed).
- 

### ***Disruptive, Verbally Harassing Group of Customers***

- Situation:** A group of customers are disruptive, drinking on the coach and verbally harassing other customers. It appears customers are fearful for their safety.
- Action:** Call the coordinator with a **PRTT**.  
Upgrade your **PRTT** to an **EA** if the situation escalates to physical aggression.
- 

### ***Extremely Disruptive, Physically Aggressive Group of Customers***

- Situation:** A large group of juveniles boards the coach and becomes extremely disruptive and physically aggressive toward an individual or group of customers. The other customers are visibly upset and/or complain to you regarding this behavior and the safety /security environment on the coach.
- Action:** Call the coordinator with an **EA** followed by a **PRTT**.
- 

### ***Sexual Misconduct/Assaults Against Passenger***

- Situation:** Sexual Assaults that include indecent acts, groping, masturbation, taking photos of a sexual nature without consent or sexualized or intimidating statements.
- Action:** Call the coordinator with a **PRTT**.  
Request a response from Transit Police and/or local law enforcement.  
Upgrade your **PRTT** to an **EA** if the situation escalates to the point you fear for your safety and/or your customers' safety.  
Note: A detailed suspect description is always a priority.  
The Transit Control Center calls for police assistance for all Sexual Assaults.



The Transit Control Center will have the operator hold in place or move to a safer location to wait for police or keep the bus moving for a police rolling intercept based on the totality of the circumstances.

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## HIGH LEVEL SECURITY INCIDENTS

Examples include, but are not limited to, the following situations.

### ***Assaults with Injury or Pain, Threats and/or Weapon Involved***

**Situation:** Violent crimes that include assault on you or a customer that may result in injury or pain, a threat of injury or a weapon being displayed or implied.

**Action:** Call the coordinator with an EA followed by a PRTT.

**Note:** The follow-up PRTT to the coordinator to report the circumstances of the incident and a detailed suspect description is always a priority.

The Transit Control Center calls for police assistance for operator assaults when a suspect(s) displays/communicates malicious intent:

- to make a threat of serious injury or death
- to display or imply a dangerous weapon as a means of an assault
- to cause injury/pain sustained during an assault
- or spits on an operator

The Transit Control Center will have the operator hold in place or move to a safer location to wait for police based on the totality of the circumstances.

---

### ***Fight/Physical Disturbance Between a Group of Customers***

**Situation:** A large group of juveniles is on your coach and you observe a physical disturbance/assault in the back of the coach.

**Action:** Call the coordinator with an EA followed by a PRTT.

**Note:** Do not assume this is just a fight among kids. It could be much more serious such as a robbery or gang initiation type incident.

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***Assault or Physical Threat After Compliance Request***

- Situation: Customer (who you requested comply with code of conduct or fare payment) is physically threatening and acts as if s/he will assault you or does assault you.
- Action: Call the coordinator with an **EA** followed by a **PRTT**.
- 

***Report of Threat to Kill with Weapon Involved***

- Situation: A customer reports another customer is threatening to kill other customers and is displaying or claiming to possess a weapon that could be used to carry out the threats.
- Action: Call the coordinator with an **EA** followed by a **PRTT**.
- 

***Sexual Assaults Against a Passenger***

- Situation: Sexual Assaults that include Rape, Child Molestation or Child Luring.
- Action: Call the coordinator with an **EA** followed by a **PRTT**.
- Note: The follow-up **PRTT** to the coordinator to report the circumstances of the incident and a detailed suspect description are always a priority.
- The Transit Control Center calls for police assistance for all Sexual Assaults.
- The Transit Control Center will have the operator hold in place or move to a safer location to wait for police or keep the bus moving for a police rolling intercept based on the totality of the circumstances and on the threat of continued victimization or assault.
- 

Thank you all for your valuable partnership to improve safety and security on Metro coaches for our two most valuable resources - operators and customers.

December 6, 2018

## Earthquake Incident Guidance for Metro Operators For When Communications with the TCC are Non-Functional

This guidance will be included in the appendix of *The Book, 2019*

In the event of a major earthquake, it is possible the communications system used by Metro may be damaged or otherwise non-functioning. As a result, it will be necessary to make independent decisions regarding your actions in the immediate aftermath of the earthquake.

Although it is impossible to predict the specific impacts an earthquake may have on any given area in King County, we can anticipate certain conditions that may become present:

- Damaged, displaced or buckled roadways and bridge decking
- Street closures by first responders and transportation officials
- Gridlocked streets and abandoned vehicles blocking the right-of-way
- Downed and/or damaged power lines and supporting infrastructure
- General loss of power
- Sporadic or complete loss of communications systems
- Broken glass
- Landslides
- Partially or completely collapsed buildings
- Areas with liquefaction [water and/or sand forced up from the ground in an otherwise previously dry area as a result of the shaking]

As a result of any or all of these conditions, it may not be safe or practical to continue the operation of your coach. Due to the significant spectrum of possible conditions, and in the absence of guidance or direction from the TCC, you will need to conduct an assessment of your situation and make an independent decision on your best course of action. The following guidelines are provided to assist with that task.

### Before the Earthquake

- Develop a Personal and Family Disaster Response Plan.
- Include “just in case” items in your daily backpack or bag such as water, extra food, and seasonally appropriate clothing.
- Familiarize yourself with your route and the congregation areas or temporary shelter locations that may be along or near it. [e.g. community centers, schools, churches, etc.]
- While driving your route, assess potentially vulnerable locations that might be impacted by an earthquake, such as bridges or overpasses, route segments near steep unstable slopes (landslide risk), or areas likely to become congested or impassable due to damaged buildings, broken glass, etc.

**December 6, 2018**

## **During the Earthquake**

- Immediately upon recognizing an earthquake is occurring, quickly, calmly and safely bring your coach to a stop. If possible:
  - Seek a curb or shoulder location to stop and secure your coach.
  - Do not stop while on or beneath a fixed bridge or overpass.
  - If you are on a floating bridge (I-90 or Hwy 520), monitor the effect of the earthquake on the structure and proceed cautiously until you are off the structure. Do not proceed if it is unsafe to do so.
  - Do not stop below high tension power transmission lines.
  - Do not stop adjacent to steep undeveloped slopes.
  - Do not stop immediately adjacent to a brick building in the CBD.
- Once your coach is brought to a stop, instruct your passengers to remain seated and hang on to something. **DO NOT** open the doors until the shaking has stopped. It is a common and instinctual response during an earthquake for people to run, but this action will likely put them in greater jeopardy.

## **Once the Shaking Has Stopped**

- Your first priority is to ensure and maintain your personal safety.
- Be prepared for possible aftershocks. If one occurs, alert your passengers to hold on until the shaking stops.
- Assess yourself for any physical injuries and conduct self-aid as necessary.
- If you are comfortable doing so, assist your passengers in assessing any potential injuries they may have received. Do not place yourself in unnecessary risk of harm.
- If you determine you are able to proceed safely in your coach, you will have several options to consider:
  - Proceed to the nearest known or potential congregation area or temporary shelter location.
  - Continue along your route until all passengers have voluntarily disembarked, or you are unable to proceed further due to hazardous conditions, and then seek the nearest known or potential congregation area or temporary shelter location.
- If you determine it is unsafe to proceed safely in your coach, you have several options to consider in regards to your own actions or those you advise to your passengers:
  - Shelter in place inside the coach until conditions outside improve.
  - Proceed to the nearest known congregation area to obtain additional information, and seek temporary shelter or aid.
  - Proceed to the nearest Metro facility.
  - Proceed to your personal residence (or that of a family member or friend).
- Things to keep in mind:
  - Immediately after an earthquake, everyone, including yourself, will be feeling the effects of shock to some degree. Shock is a result of the body's physiological response to trauma (physical, emotional or psychological). Shock can cause people to behave in a number of different, and sometimes unpredictable or illogical ways.

**December 6, 2018**

- The damage caused by an earthquake will not always be plainly visible.
  - ◆ Downed power lines might still be energized.
  - ◆ Natural gas lines could be broken.
  - ◆ Underground water and wastewater lines could be broken.
  - ◆ Areas with liquefaction may result in standing pools of water that can conceal large deep holes.
  - ◆ Buildings (especially those with brick masonry) may be structurally compromised. Even though they did not fail or collapse during the initial shaking, they could fail spontaneously at some point afterwards.
- Given these potential conditions, attempting to travel during hours of darkness is extremely dangerous.

## **Developing Your Plan of Action (If you must leave your bus)**

### **Securing the Coach**

If you must leave your bus, secure it and note the coach number and location. If passengers continue to shelter on the bus, consider discussing the best way to secure it and how to access the doors.

### **Shelter in Place Guidance**

If after assessing your situation you decide (or are required) to shelter in place in a nearby building or other location for the next two to 24 hours, you should do the following:

1. Assess the safety of your location
  - Does it appear structurally sound/stable?
  - Is there broken glass, damaged or exposed electrical equipment or any other physical hazard?
  - Are there any chemicals (cleaning supplies, etc) present that are currently or may become a hazard?
  - Do you smell natural gas?

If the answer to any of these is yes, can you do anything to safely mitigate, remove or avoid the hazard? Sweeping up broken glass and securing cleaning supplies are okay – but do not attempt to handle damaged electrical equipment or any other potentially lethal hazard. If you cannot mitigate, remove or avoid it, you will need to find another place to shelter.

2. Check the area for supplies
  - Water and food
  - Flashlight and batteries
  - Radio
  - Extra clothing, blankets, etc.


**December 6, 2018**

## Traveling by Foot

If you decide you want to attempt to travel by foot to reach a destination, such as your home, a Metro base, or other location, there are a few factors you should consider:

- Estimating time of travel. Although walking speeds can vary greatly depending on many factors such as height, weight, age, terrain, surface, load, effort, and fitness, the average human walking speed is about 3.1 miles per hour (mph). The average speed for older individuals is approximately 2.8 mph, and for younger individuals is about 3.3 mph.
- The amount of distance you will be able to cover in a given time period will be impacted by environmental conditions, some of which will exist as a result of the earthquake. You should expect to encounter potential challenges or obstacles along your route such as buckled sidewalks or roadways, broken glass, downed power poles or dangling power lines, liquefied soil (a mixture of sand and water), and general debris.
- Many areas could be without power, which will result in a loss of artificial lighting. Without the ambient light generated by streetlights, etc, it will become very dark once the sun goes down.
- Traditional emergency services, including 911, will be overwhelmed. It is unreasonable to anticipate or expect emergency help in the immediate hours following a significant earthquake.

In summary, a significant earthquake affecting King County would generate considerable impacts to local and regional infrastructure. However, while some portions of the county will experience major damage, others may see much less damage. Due to this spectrum of potential impacts, this guidance is intended to assist you with making informed decisions about how you will want to respond to the situation personally, as well as with any direction or advice you provide to your passengers.



**Tim Flanagan**  
Director, Bus Operations



Addendum B  
**King County Policy**



## King County Metro Transit (Metro) Equal Employment Opportunity

### Policy Statement

King County Metro Transit (Metro) possesses a strong commitment to the community we serve and to its employees. Further, Metro believes that equal employment opportunity, diversity and an inclusive work environment is foundational to the provision of the highest quality service we seek to provide. Metro's commitment is predicated on the fact that successful achievement of EEO goals will benefit Metro and any applicable sub-recipients and/or contractors through fuller utilization and development of previously underutilized human resources.

As an equal opportunity employer, Metro strives to have a workforce that reflects the community we serve. Additionally, Metro is committed to non-discrimination and Equal Employment Opportunity for all persons. Therefore no person shall be unlawfully excluded from employment opportunities based on race, color, age, sex (including gender identity, sexual orientation and pregnancy), marital status, religion, ancestry, national origin, genetic information, veteran status, disability, or other protected class. This policy applies to all employment practices and actions, including but not limited to, recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay and all other forms of compensation including, benefits, and all other terms and conditions of employment.

This policy reaffirms that all applicants and all employees have the right to report incidents of alleged discrimination and to file complaints alleging discrimination with Metro's EEO Officer, their immediate supervisor, any other member of management within the agency, Transit Human Resources, the General Manager/Department Director or his/her designee, the King County Human Resources Director or his/her designee, the County's Diversity Manager, and/or enforcement agencies such as the King County Office of Civil Rights and Open Government, the Equal Employment Opportunity Commission, and the Washington State Human Rights Commission.

Retaliation against any individual who files a charge or complaint of discrimination, participates in an employment discrimination proceeding (such as an investigation or lawsuit), or otherwise engages in protected activity is strictly prohibited and will not be tolerated.

Sincerely,

**Rob Gannon**  
King County Metro Transit (Metro) General Manager

Metro is committed to providing reasonable accommodations to applicants and employees who need such accommodations due to disability or as required to practice or observe their religion unless such accommodation causes undue hardship.

As Metro's General Manager, I maintain overall responsibility and accountability for Metro's compliance with its EEO Policy and Program. To ensure day-to-day management, including program design, preparation, monitoring, and complaint investigation, I have appointed the following as Metro's EEO Officer who reports directly to me and acts with my authority with all levels of management, labor unions and employees:

**Anita L. Whitfield**  
King County Metro Transit (Metro) EEO Officer  
KSC-TR-0415  
201 S. Jackson Street, Suite 415  
Seattle, WA 98104  
Email: [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov)  
[Anita.Whitfield@kingcounty.gov](mailto:Anita.Whitfield@kingcounty.gov)  
Phone: 206-205-8000  
206-477-2669

Even in light of the above stated appointment of Metro's EEO Officer, all Metro executives, management, and supervisory personnel share in the responsibility for effective implementation and monitoring of Metro's EEO Policy and Program within their respective areas and will be assigned specific tasks to ensure compliance is achieved. Therefore, Metro will evaluate its executives, managers and supervisors performance on their effective implementation of Metro's policies and procedures, in the same way Metro assesses their performance regarding other agency goals.

Metro is committed to undertaking and developing a written nondiscrimination program that sets forth the policies, practices and procedures, with goals and timetables, to which the agency is committed and to make the EEO Program available for inspection by any employee or applicant for employment upon request.

I am personally committed to a workplace that acts upon its daily responsibility to treat all applicants and employees with dignity and respect, as well as equitably under the guidelines of our EEO Policy and Program.

March 22, 2018  
Date

To request this information in your native language, please email [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) or call 206-205-8000.

**Spanish** - Para solicitar esta información en Español, sírvase llamar al [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) o envíe un mensaje de correo electrónico a 206-205-8000.

**Chinese** - 如果要索取本資訊的中文版, 請致電 [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) 或發電郵給 206-205-8000.

**Vietnamese** - Để có các thông tin này bằng tiếng Việt, xin gọi số [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) hoặc gửi điện thư đến 206-205-8000.

**Somali** - Si aad u weyddisato inaad ku hesho macluumaadkan Af-Soomaali, fadlan wac [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) ama iimayl u dir 206-205-8000.



# Policies and Public Rules

## King County Policies, Procedures and Public Rules



### Nondiscrimination, Anti-Harassment & Inappropriate Conduct Policy, Procedures & Responsibilities

Bulletin Number: 2018-0001  
Issue Date: 07-01-2018

#### POLICY

King County is committed to maintaining a respectful, productive, inclusive and equitable workplace. Therefore, all employees are expected to act with fairness, civility, integrity and to treat all coworkers equitably. Discrimination, harassment, retaliation, and other inappropriate conduct that undermines the integrity of the employment relationship are prohibited. All complaints of conduct inconsistent with these expectations, regardless of whether the conduct rises to the level of unlawful discrimination, harassment or retaliation will be investigated and substantiated complaints will result in prompt, corrective action, up to and including termination.

King County prohibits discrimination or harassment that is related to anyone's race, color, sex, age, creed, disability, marital status, national origin, religion, pregnancy, gender, gender identity or expression, genetic information, sexual orientation, veteran or military status, use of a service animal, and any other status protected by federal, state and local law. Additionally, King County prohibits retaliation of any kind against employees, who in good faith, report harassment, discrimination or retaliation, or assist in the investigation of such complaints.

#### DEFINITIONS

**Discrimination** occurs when an employer takes a discrete adverse employment action against an employee and the employee's protected status was a substantial factor in the employer's decision.

- **Disability Discrimination** occurs when the employer knows that an employee is unable to perform an essential function of the job due to a disability and fails to provide a reasonable accommodation that would enable the employee to perform the essential function.

**Discrete Adverse Employment Action**, in the case of discrimination, is an action that substantially affects the terms, conditions, or privileges of employment. It includes, but is not limited to, discipline, discharge, layoff and a failure to hire or promote.

- **In the case of retaliation**, it is an action that would discourage a reasonable employee from making a complaint or participating in a discrimination, harassment or retaliation investigation or proceeding.

**Protected Status** includes an employee's sex, age, creed, disability, marital status, national origin, race, color, religion, pregnancy, gender, gender identity or expression, genetic information, sexual orientation, veteran or military status, use of a service animal, and any other status protected by federal, state and local law.

**Harassment** is unwelcome conduct that can take many forms, including but not limited to, innuendoes, unwelcome compliments, suggestive or insulting noises, facial expressions, vulgar language, nicknames, slurs, derogatory comments, cartoons, jokes, pranks, written materials, and offensive gestures or touching. It is illegal when:

- Enduring the conduct becomes a condition of continued employment; or
- The conduct is severe or pervasive enough to create an environment that a reasonable person would consider intimidating, hostile or abusive.



# Policies and Public Rules

## King County Policies, Procedures and Public Rules

**Sexual Harassment** occurs when unsolicited and unwelcome sexual advances, requests for sexual favors, displays of sexually oriented material, or other verbal or physical conduct of a sexual nature:

- Is explicitly or implicitly made a term or condition of employment;
- Is used as a basis for an employment decision; or
- Unreasonably interferes with an employee's work performance, or creates an intimidating, hostile or otherwise offensive environment.

Both the victim and the harasser can be the same gender or gender identity.

**Retaliation** occurs when a supervisor or manager takes a discrete adverse employment action against an employee because the employee reported discrimination, harassment or retaliation or assisted in the investigation or proceeding of such complaints.

**Inappropriate Conduct** is conduct that, while not rising to the level of unlawful discrimination or harassment, communicates a hostile, derogatory or negative message about persons based on protected status. Inappropriate conduct can be either verbal or nonverbal and includes slights, insults and other conduct that a reasonable person would find offensive.

**Disability** is a sensory, mental or physical impairment that: (1) is medically recognized or diagnosable; (2) exists as a record or history; or (3) is perceived by the employer to exist, whether or not it actually exists. A disability exists whether it is temporary or permanent, common or uncommon, mitigated or unmitigated, limits the ability to work generally or work at a particular job, or limits any other activity.

### REPORTING PROCEDURES

#### Reporting Discrimination, Harassment, Retaliation or Inappropriate Conduct

If you believe that you have been the subject of inappropriate, discriminatory or harassing conduct in violation of this policy, or you have been subjected to retaliation for reporting such conduct, you should report the conduct to one of the County's Human Resource (HR) Managers or the Workforce Equity Manager, or designee. You can make a report to anyone on the list below; it does not have to be your department HR Manager.

- [List of current Human Resource Managers](#)
- Workforce Equity Manager

All information will be maintained on a confidential basis to the greatest extent possible. However, such information is subject to disclosure under Washington's Public Records Act, RCW 42.56, and RCW 41.56, or for relevant litigation. Additionally, information may need to be disclosed to employees in order to carry out the purpose and intent of this policy.

If you feel that your complaint is not being adequately addressed by the managers listed above, please contact the Director of the Human Resources Division.

If you are concerned that you or another King County Employee have been subjected to treatment in violation of this policy and you want to have a confidential discussion about your concerns, please contact the Employee Assistance Program at 206-477-0632 or 206-477-0631, or Making Life Easier at 1-888-874-7290. These resources offer comprehensive programs and services that help King County employees, and their families, to be healthy and safe.



# **Policies and Public Rules**

## **King County Policies, Procedures and Public Rules**

### **RESPONSIBILITIES**

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#### **Responsibilities of All King County Employees**

All employees in executive branch departments, offices, divisions and agencies, including the Assessor's Office, Elections, and the Sherriff's Office, shall be responsible for:

- Acting professionally and refraining from discriminatory, harassing, retaliatory or inappropriate conduct;
- Becoming familiar with the provisions of this policy, complying with all requirements of this policy, and cooperating with any inquiry under this policy; and
- Promptly reporting, as outlined above, any incident of discriminatory, harassing, retaliatory or inappropriate conduct that the employee experiences or observes. The County cannot correct discriminatory, harassing, retaliatory or inappropriate conduct if the conduct is not known.

Where an inquiry establishes that an employee engaged in discriminatory, harassing, retaliatory or inappropriate conduct, the employee will be subject to appropriate corrective action, up to and including termination. The corrective action issued will be proportionate to the severity of the misconduct.

#### **Responsibilities of the Human Resources Managers and Workforce Equity Manager**

The Human Resources Managers and Workforce Equity Manager in executive branch departments, offices, divisions and agencies shall be responsible for:

- Receiving allegations of discriminatory, harassing, retaliatory or inappropriate conduct;
- Promptly conducting or overseeing fair and impartial investigations into allegations of discriminatory, harassing, retaliatory or inappropriate conduct.
- Advising supervisors and managers on the provisions of interim relief to the complaining party pending the outcome of the investigation to ensure further misconduct does not occur;
- Communicating with the complaining party about the status of the investigation, the resolution of the investigation, and what actions will be taken, if applicable;
- Advising the relevant division and/or department director about allegations of discriminatory, harassing, retaliatory or inappropriate conduct and the resolution of those allegations under this policy;
- Providing the Human Resources Division Director, the Department Director and the Division/Office Director with quarterly reports on complaints filed under this policy and the outcome of the investigations; and
- Documenting the allegations received and the steps taken to address them.

#### **Responsibilities of Supervisors and Managers**

All supervisors and managers in executive branch departments, offices, divisions and agencies shall be responsible for:

- Acting promptly and appropriately to prevent discrimination, harassment, retaliation or inappropriate conduct in the workplace;
- Reporting to their HR Manager, as outlined above, any incident of discrimination, harassment, retaliation or inappropriate conduct that they witness or is otherwise brought to their attention;

# Policies and Public Rules

## King County Policies, Procedures and Public Rules

- Receiving and handling allegations of discrimination, harassment, retaliation or inappropriate conduct promptly and appropriately, as outlined above;
- In consultation with the HR Manager, providing interim relief to the person who complained about discrimination, harassment, retaliation or inappropriate conduct pending the outcome of the investigation to ensure that further misconduct does not occur; and
- In consultation with the HR Manager, taking prompt and appropriate corrective and disciplinary action, up to and including termination, against employees who have engaged in discriminatory, harassing, retaliatory or inappropriate conduct or who have not carried out their responsibilities under this policy.

### Responsibilities of Division and Department Directors

All directors in executive branch divisions and departments shall be responsible for:

- Acting promptly and appropriately to prevent discrimination, harassment, retaliation or inappropriate conduct in the workplace;
- In consultation with the HR Manager, insuring that interim relief is provided to the person who complained about discrimination, harassment, retaliation or inappropriate conduct pending the outcome of the investigation to ensure that further misconduct does not occur; and
- In consultation with the HR Manager, taking prompt and appropriate corrective and disciplinary action, up to and including termination, against employees who have engaged in discriminatory, harassing, retaliatory or inappropriate conduct or who have not carried out their responsibilities under this policy.

### Consequences of Non-Compliance

Any employee, manager, supervisor, HR Manager, or Division or Department Director found to have failed to properly carry out the responsibilities outlined above, shall be subject to appropriate corrective action, up to and including termination.

### ADDITIONAL RESOURCES & AVENUES FOR REPORTING AVAILABLE TO EMPLOYEES

**King County Civil Rights Program**, Office of Equity and Social Justice,  
<https://kingcounty.gov/elected/executive/equity-social-justice/civil-rights.aspx>

- The enforcement unit of the Civil Rights Program investigates and resolves complaints of discrimination, provides education and offers technical assistance. They work as impartial fact-finders and do not represent any party.

**Washington State Human Rights Commission**, <https://www.hum.wa.gov/>

**U.S. Equal Employment Opportunity Commission**, <https://www.eeoc.gov/>



King County

## **Policies and Public Rules**

### **King County Policies, Procedures and Public Rules**

#### *Domestic Violence in the Workplace*

**Document Code No.: PER 18-5-2 (AEP)**

**Department/Issuing Agency: Office of Human Resources Management**

**Effective Date: September 10, 2006**

**Approved: /s/ Ron Sims**

**Type of Action: Superseding PER 18-5-1**

#### **1.0 SUBJECT TITLE:**

Domestic Violence in the Workplace

1.1 EFFECTIVE DATE: September 10, 2006

1.2 TYPE OF ACTION: Supersedes PER 18-5-1

1.3 KEY WORDS: Domestic Violence, Workplace

#### **2.0 PURPOSE:**

King County will not tolerate acts of domestic violence in the workplace. Due to privacy rights and workplace pressures, King County often will not be aware of circumstances of domestic violence that have occurred. The intent of this policy is to encourage employees at risk to seek help and to offer a model of support and referral when a situation of domestic violence is known to potentially cause risk in the workplace.

#### **3.0 ORGANIZATIONS AFFECTED:**

Applicable to all Executive Departments and Offices.

#### **4.0 REFERENCES:**

4.1 PER 18-7 (AEO) Workplace Violence Prevention.

4.2 PER 18-8 (AEO) Workplace Violence Prevention.

#### **5.0 DEFINITIONS:**

5.1 "Domestic Violence" means: (a) Physical harm, bodily injury, assault, or the infliction of fear of imminent physical harm, bodily injury or assault, between family or household members; (b) sexual assault of one family or household member by another, or (c) stalking as defined in RCW 9A46.110 of one family or household member by another family or household member.

5.2 "Family or household members" means spouses, former spouses, persons who have a child in common regardless of whether they have been married or have lived together at any time, adult persons related by blood or marriage, adult persons who are presently residing together or who have resided together in the past, persons sixteen years of age or older who are presently residing together or who have resided together in the past and who have or have had a dating relationship, persons sixteen years of age or older with whom a person sixteen years of age or older has or has had a dating relationship, and persons who have a biological or legal parent-child relationship, including stepparents and stepchildren and grandparents and grandchildren.



# **Policies and Public Rules**

## **King County Policies, Procedures and Public Rules**

### *Domestic Violence in the Workplace*

- 5.3 "Dating relationship" means a social relationship of a romantic nature. Factors that may be considered in making this determination include: (a) The length of time the relationship has existed; (b) the nature of the relationship; and (c) the frequency of interaction between the parties.
- 5.4 "Workplace" is defined as county facilities, county vehicles, county premise, employer-sponsored events, or while conducting county business. Telecommuting work sites are not included in the definition of "workplace" for purposes of this policy.

## **6.0 POLICIES:**

- 6.1 The County will not tolerate domestic violence in the workplace.
- 6.2 The County will make reasonable efforts, when circumstances of domestic violence are known to the employee's manager, to:
- 6.2.1. Encourage an employee who is a victim of domestic violence to seek assistance.
  - 6.2.2 Provide referrals, as appropriate.
  - 6.2.3 Create a workplace safety plan, when appropriate, or take other reasonable measures as outlined in 7.3.
  - 6.2.4 Post information about domestic violence and available resources in county buildings where appropriate.
- 6.3 The County shall take corrective or disciplinary action up to and including termination against the employee in cases where there is cause to believe the employee:
- 6.3.1 Used County resources to perpetrate domestic violence;
  - 6.3.2 Threatened, or committed an act of domestic violence in the workplace; or
  - 6.3.3 Perpetrated off-duty domestic violence that affects job performance or has an employment related nexus.
- 6.4 The County shall ensure that managers, supervisors and human resource professionals receive information on domestic violence.

## **7.0 PROCEDURES:**

**Action By:** Employee

### **Action**

- 7.1 Employees who are the victim of domestic violence are encouraged, as appropriate, to take the following steps:
- 7.1.1 If imminent danger exists, call 911.
  - 7.1.2 Ask for assistance from a supervisor, manager, or human resources professional.
  - 7.1.3 Notify the supervisor, manager, or human resources professional of any safety or security concerns related to your employment, including your work assignment or work location.





## Policies and Public Rules

### King County Policies, Procedures and Public Rules

#### *Domestic Violence in the Workplace*

- 7.1.4 Contact the Employee Assistance Program and/or other resources for assistance.
- 7.1.5 If a court order has been issued that prohibits the perpetrator from contacting the employee as a result of domestic violence, provide a copy of the order to the supervisor, manager, or human resources professional. Submit a recent photograph or detailed description of the perpetrator to the supervisor, manager, or human resources professional.
- 7.2 Employees who believe they have witnessed domestic violence in the workplace shall notify a manager, supervisor, or human resources professional immediately.

**Action By:** Manager/Supervisor

- 7.3 If a manager or supervisor becomes aware that an employee is a victim of domestic violence, the following steps which are reasonable and practical in the work place setting should be taken as appropriate:
  - 7.3.1 If imminent danger exists, call 911.
  - 7.3.2 Consult with the Employee Assistance Program and the department's human resource professional for advice and assistance in developing a strategy for addressing the issue.
  - 7.3.3 Where appropriate, develop a workplace safety plan in consultation with the employee who is a victim of domestic violence, the Employee Assistance Program, the human resources professional, or other appropriate resources.
  - 7.3.4 Encourage the employee who is a victim of domestic violence to seek assistance from the Employee Assistance Program and/or other resources.
  - 7.3.5 For safety or security reasons, consider the following assistance when requested by an employee who is a victim of domestic violence, if consistent with the practical realities of operating the business:
    - 7.3.5.1 Temporarily adjusting or changing the employee's work schedule;
    - 7.3.5.2 Temporarily changing the employee's work site;
    - 7.3.5.3 Grant accrued or unpaid leave with the provisions of the Personnel Guidelines, collective bargaining agreements, and Title III of the King County Code to allow employees who are victims of domestic violence to obtain medical treatment, counseling, legal assistance, temporarily to leave the area, or to make other interim arrangements to create a safer situation for themselves;
    - 7.3.5.4 Other assistance as may be deemed reasonable and appropriate by management.
  - 7.3.6 If provided with a current court order prohibiting the perpetrator from contacting the employee victim, take business-practical and

## Policies and Public Rules

### King County Policies, Procedures and Public Rules

#### *Domestic Violence in the Workplace*

reasonable measures to facilitate compliance with the order within the workplace.

- 7.3.6.1 Retain a copy of the court order and provide a copy to law enforcement, building management and building security personnel if, due to a violation of the order, police are summoned to the workplace.
- 7.3.6.2 If provided a photograph of the perpetrator, ensure that a copy of the photograph is provided to building management, building security and appropriate staff in a position to observe visitors to the working area.
- 7.3.7 To the extent possible, treat information about an employee victim, including the victim's whereabouts, as confidential. Where necessary, apply restrictions to internal telephones, electronics, standard information dissemination protocols, departmental and county publications, to the extent allowed by law and consistent with business needs.
- 7.3.7.1 Consult with the Information Technology management in the Office of Information Resources Management to identify potential tools and strategies to restrict access to the employee.

**Action By:** Manager/Supervisor/Human Resources Professional

- 7.4 If a manager, supervisor, or human resource professional becomes aware of an employee who is a perpetrator of domestic violence in the workplace, the following steps should be taken, as appropriate:
  - 7.4.1 If imminent danger exists, call 911.
  - 7.4.2 If necessary, take reasonable and practical steps to provide for the safety of persons present in the workplace as outlined herein.
  - 7.4.3 If there is reason to believe a crime has been committed, call the police and cooperate with any police investigation.
  - 7.4.4 Consult with the departmental HR Service Delivery Manager to determine whether an employment investigation should be conducted. (Note: To the extent possible the employment investigation should be conducted in a manner that will not interfere with any criminal investigation.)
  - 7.4.5 Impose corrective action or discipline as appropriate.
  - 7.4.6 Consult the Workplace Violence Prevention policy PER 18-7 and PER 18-8 (AEO)

## 8.0 RESPONSIBILITIES:

- 8.1 Human Resources Management shall be responsible for the dissemination of the policy; providing information and training on issues of domestic violence in the workplace to supervisors and managers; providing educational opportunities to county employees on the subject of domestic violence and posting information about domestic violence and available resources in county buildings where appropriate.



## Policies and Public Rules

### King County Policies, Procedures and Public Rules

#### *Domestic Violence in the Workplace*

**NOTE:** King County does not tolerate domestic violence in the workplace or domestic violence which has a job-related nexus. Such actions are misconduct in violation of this policy and may be subject to discipline, up to and including termination. However, this policy does not create an employment contract or term or limit the reasons for dissolution of the employment relationship. This policy does not constitute an express or implied contract, specific promise or duty. It is a general statement of King County policy, which cannot form the basis for a private right of action.

## 9.0 APPENDICES:

### Domestic Violence Resources:

Emergency Phone Numbers:

Law Enforcement 911

Domestic Violence Referrals for Victims:

Washington State Domestic Violence Hotline 1-800-562-6025

Legal Resources:

Protection Order Advocacy Program

Seattle, King County Courthouse, Room C213 (206) 296-9547

(206) 205-6198 TTY

Kent, Regional Justice Center, Suite 2B (206) 205-7406

Employee Assistance Program (206) 684-2103

Domestic Violence Web Sites:

[www.kingcounty.gov/courts/Clerk/DomesticViolence.aspx](http://www.kingcounty.gov/courts/Clerk/DomesticViolence.aspx)

[www.kingcounty.gov/Prosecutor.aspx](http://www.kingcounty.gov/Prosecutor.aspx)

Domestic Violence Recorded Information Phone Line (206) 205-5555

**NOTE:** This policy does not create an employment contract or term or limit the reasons for dissolution of the employment relationship. This policy does not constitute an express or implied contract, and is simply a general statement of King County policy, which cannot form the basis for a private right of action.



# **Policies and Public Rules**

## **King County Policies, Procedures and Public Rules**

### *Workplace Violence Prevention*

**Document Code No.: PER 18-8 (AEP)**

**Department/Issuing Agency: Department of Executive Services**

**Effective Date: September 15, 2003**

**Approved: /s/ Ron Sims**

**Type of Action: New**

### **1.0 SUBJECT TITLE:**

Workplace Violence Prevention

### **2.0 BACKGROUND AND PURPOSE:**

- 2.1 The purpose of this policy is to provide guidelines for both supervisors and staff when responding to threats, assaults, or other forms of violence in the workplace.
- 2.2 This policy also prohibits executive branch employees from carrying or storing all forms of weapons in the workplace, including impact weapons, electrical weapons, and firearms. This prohibition does not apply to law enforcement or other uniformed personnel who are authorized to carry weapons.
- 2.3 Many County employees interact directly with the public on a daily basis. A commitment to public service comes with many rewards, but can also be very challenging. Sometimes, county employees may encounter individuals who respond to staff in an intimidating, threatening, or dangerous manner. This type of behavior directed at our employees will not be tolerated, and will be dealt with appropriately.

### **3.0 ORGANIZATIONS AFFECTED:**

All executive branch departments, offices, divisions and agencies. This policy covers all Executive Branch officers and employees.

### **4.0 REFERENCES:**

- 4.1 Washington Administrative Code (WAC) 296-800-110, authorizing management to provide a safe and healthy workplace free from recognized hazards.
- 4.2 King County Policy Domestic Violence in the Workplace, PER 18-5 (AEP), a policy of no tolerance for acts of domestic violence in the workplace.
- 4.4 Revised Code of Washington (RCW) Chapter 9A.76.180, intimidating a public servant.

### **5.0 DEFINITIONS:**

- 5.1 "Workplace Violence" is any physical assault, threatening behavior or verbal threats occurring in the work setting. Workplace violence can be perpetrated by strangers, customers or clients, coworkers, personal relations or other non-employees doing business for or with King County. It includes, but is not limited to:
  - a. Verbal. Any verbal threat towards persons or property such as being sworn



## Policies and Public Rules

### King County Policies, Procedures and Public Rules

#### Workplace Violence Prevention

at or shouted at, obscene phone calls.

b. Physical. Any physical act such as threatening gestures, spitting, hitting, pushing, kicking, holding, impeding or blocking the movement of another person, beatings, stabbings, suicides, shooting, rapes, an intimidating presence, and stalking.

5.2 “Firearms or other dangerous weapons” includes, but is not limited to the following:

- Any device from which a projectile may be fired by an explosive.
- Any simulated firearm operated by gas or compressed air.
- Sling shot
- Metal knuckles.
- Spring blade knife.
- Any knife which opens or is ejected open by an outward, downward thrust or movement.

#### 6.0 POLICIES:

The County’s prohibition against threats and acts of violence applies to all County employees. Violations of this policy by any covered individual will be followed by appropriate actions up to and including termination of employment.

In no case shall any employee or private person who legitimately reports threats or acts of violence be retaliated against. Any acts of retaliation should be reported immediately to the Division Manager, Department Director, or Department Personnel Officer.

Violence, threats, harassment, intimidation, and other disruptive behavior in our workplace perpetrated by strangers, customers, coworkers, personal relations or other non-employees doing business for or with King County will not be tolerated; that is, all reports of incidents will be taken seriously and will be dealt with appropriately. Individuals who commit such acts may be removed from the premises and may be subject to disciplinary action, criminal penalties, or both.

6.1 Examples of prohibited workplace violence. General examples of prohibited workplace violence include, but are not limited to, the following:

- 6.1.1 All threats or acts of violence occurring on County property that adversely affect the business interests and goals of the County.
- 6.1.2 All threats or acts of violence not occurring on County property, involving an employee of the County if the threats or acts of violence affect the business interests of the County.
- 6.1.3 All threats or acts of violence not occurring on County property but involving a person acting in the capacity of a representative of the County.
- 6.1.4 Any threats or acts resulting in the conviction of an employee or agent of the County or of an individual performing services on the County’s behalf on a contract or temporary basis, under any criminal code

## Policies and Public Rules

### King County Policies, Procedures and Public Rules

#### Workplace Violence Prevention

provision relating to threats or acts of violence that adversely affect the legitimate interests and goals of the County.

6.2 Examples of inappropriate conduct. Specific examples of conduct that may be considered threats or acts of violence prohibited under this policy include but are not limited to the following:

6.2.1 Hitting, grabbing, or shoving an individual;

6.2.2 Threatening to harm an individual, his or her family, friends, associates, or their property;

6.2.3 The destruction, threat of destruction, or vandalism of property owned, operated, or controlled by the County;

6.2.4 Making or participating in harassing or threatening telephone calls, letters, or other forms of written or electronic communication;

6.2.5 Intimidating or attempting to coerce an employee to do wrongful acts that would affect the business interests of the County;

6.2.6 Harassing surveillance, also known as “stalking”. Stalking is defined in RCW 9A.46.110 as:

**A person commits the crime of stalking if, without lawful authority and under circumstances not amounting to a felony attempt of another crime:**

(a) He or she intentionally and repeatedly harasses or repeatedly follows another person; and

(b) The person being harassed or followed is placed in fear that the stalker intends to injure the person, another person, or property of the person or of another person. The feeling of fear must be one that a reasonable person in the same situation would experience under all the circumstances; and

(c) The stalker either:

(i) Intends to frighten, intimidate, or harass the person; or

(ii) Knows or reasonably should know that the person is afraid, intimidated, or harassed even if the stalker did not intend to place the person in fear or intimidate or harass the person.

6.3 Weapons Prohibited. This policy prohibits executive branch officers and employees from wearing, transporting, or storing, firearms or other dangerous weapons within County buildings or facilities, in a County vehicle, or on their person while on County business. Any employee in possession of a firearm or other weapon within County buildings or facilities, in a County vehicle, or otherwise fulfilling job responsibilities may face disciplinary action including termination of employment. Possession of a valid concealed weapons permit authorized by the state of Washington is not an exemption under this policy.

6.3.1 Exemptions. This policy does not apply to:

- Law Enforcement personnel engaged in official duties



## **Policies and Public Rules**

### **King County Policies, Procedures and Public Rules**

#### *Workplace Violence Prevention*

- Security personnel engaged in official duties
- Persons engaged in military activities sponsored by the federal or state government, while engaged in official duties.

### **7.0 RESPONSIBILITIES:**

#### **7.1 Employee Obligations:**

Each employee of the County is required to report incidents of threats or acts of physical violence of which he or she is aware, using the Violent Incident/Threat Report Form. Employees should also report any behavior they have witnessed which they regard as threatening or violent when that behavior is job related or appears that it might be carried out on a County site, or is connected to County employment. Employees are required to report the incident regardless of the relationship between the individual who initiated the threat or threatening behavior and the person or persons who were threatened or were the focus of threatening behavior.

County employees should make an incident report to their immediate supervisor, and the supervisor should send the report to the Safety and Claims section of the Department of Executive Services Human Resources Division. If the immediate supervisor is not available, or if the threatening individual is the employee's supervisor or manager, the employee should immediately report the incident to another member of management or the Department Director. The manager receiving the incident report should advise the local law enforcement agency if appropriate for further necessary action. Managers may also seek assistance from the Human Resources Division and Employee Assistance Program (EAP).

If any employee has reason to believe that a person outside the workplace might harm the employee in any way, the employee is required to report those concerns to the employee's immediate supervisor, or next level manager if a supervisor is unavailable.

#### **7.2 Department Responsibilities:**

- 7.2.1 Take reasonable steps to protect employees and others from acts of violence in county facilities or related to county business.
- 7.2.2 Respond to reports of or knowledge of violence.
- 7.2.3 Initiate the investigation process when necessary.
- 7.2.4 If it is determined that an employee has committed an act of violence, notify the law enforcement agency having jurisdiction, if appropriate and take suitable disciplinary action.
- 7.2.5 Keep records of all violence incident reports.
- 7.2.6 Consider using the Alternative Dispute Resolution (ADR) Program as a resource to mediate disputes in the workplace.
- 7.2.7 Develop and make available training on the issues of Workplace Violence for managers and employees. Training could include:
  - Thorough hiring practices to include background checks



# **Policies and Public Rules**

## **King County Policies, Procedures and Public Rules**

### *Workplace Violence Prevention*

as necessary

- Preserving employee's dignity during discipline and termination
- Improving communication skills of supervisors with emphasis on proper administration of progressive discipline and dealing with terminations and layoffs
- Dealing with disgruntled citizens and perceived threats
- Identification of warning signs
- Personal safety training-how to prepare for and survive acts of workplace violence
- Stress reduction programs

## **8.0 INCIDENT RESPONSE PROCEDURES**

Immediately after a violent incident or threat occurs, a manager in the affected department should focus first on providing for the medical, psychological, and family needs of affected victims. Other immediate steps that a manager should consider taking, where appropriate, include:

- 8.1 Call 911. Report the incident to the local police department and support law enforcement activities (e.g., crime scene investigation, interviewing witnesses, victims and others).
- 8.2 Assist the victim.
- 8.3 Secure work areas where disturbances occurred.
- 8.4 Account for all employees and others, including those who may still remain in the area where the disturbance occurred.

Additional attention to victims' medical and psychological needs should be considered.

## **9.0 EMPLOYER INVESTIGATION**

After an incident occurs, a detailed investigation is required. All incidents, including threats, should be investigated as soon as possible. The investigation should focus on fact-finding to prevent recurrence.

- 9.1 Basic information that should be gathered on incidents:
  - 9.1.1 Who was threatened
  - 9.1.2 Who made the threat
  - 9.1.3 Witness statements
  - 9.1.4 Any previous incidents involving the victim and person making the threat
  - 9.1.5 What is the relationship between the victim and the threat maker
  - 9.1.6 What was the threat
  - 9.1.7 What were the circumstances surrounding the threat, including events leading up to the threat
  - 9.1.8 When, where, and how was the threat made
  - 9.1.9 When, where and how was the threat to be carried out





King County

## **Policies and Public Rules**

### **King County Policies, Procedures and Public Rules**

#### *Workplace Violence Prevention*

9.1.10 Information solicited from the person who made the threat

9.1.11 Overall incident review to determine how the County handled the situation and what changes or improvements could be implemented.

This should be done only after initial legal review and approval.

## **10.0 APPENDICES**

10.1 Preventing and Dealing with Workplace Violence - A Manager's Checklist (PDF, 17 KB)

10.2 Violent Incident/Threat Report Form (PDF, 15 KB)



## Policies and Public Rules

### King County Policies, Procedures and Public Rules

#### *Transit Facility Yard Speed*

### **King County Transit Facility Yard Speed Safety Policy, PSF1-1 (D-P), excerpt**

- 6.2 When employees, vendors or visitors are in a Metro Transit base yard where vehicles are being driven, they must adhere to all speed limits or when on foot, use designated crosswalks and walkways. However, due to the nature of the business of Vehicle Maintenance (VM) personnel, as in during the fueling of the coaches and those who are wearing a high visibility vest, may walk outside the pathways, (i.e., ANSI Class 2 or 3 rated) while performing VM and other transit related activities.
- 6.3 **To insure this level of awareness, employees will not walk while using any PED or agency-authorized electronic device. Employees needing to communicate should do so after stopping and securing themselves in a safe place (while stopped in the path, a bus lane, or inside a parked bus) until their communication is completed.**
- 6.4 The speed limit in all Metro Transit facilities shall be 10 mph.
- 6.5 The speed limit for trolley coaches in the Atlantic Base yard, all vehicles in the Power Distribution yard and the Frye Pole yard shall be 5 mph.
- 6.6 Transit Base yard ingress and egress shall occur only at the marked entrances and exits.
- 6.7 A backing coach in the yard has the right-of-way over all other vehicles. All backing should be done with a spotter.
- 6.8 Lane-crossing is not permitted. Pedestrians shall walk on the line separating lanes.
- 6.9 Personal vehicles are not allowed in Transit Base Yards.
- 7.2 All vehicles shall comply with all posted speeds, traffic flow and stop signs/bars when traveling within the base yards.
- 7.3 All persons shall drive cautiously and watch for pedestrians and other moving vehicles at all times, especially during adverse weather conditions and hours of darkness.
- 7.4 The fire lanes are the ONLY bidirectional lanes at the bases. When driving in the fire lanes against the normal traffic flow, use of strobes, lights and tapping of the horn should be used to alert pedestrians walking in the yard.
- 7.5 Look in all directions before exiting a vehicle or coach, or when walking between vehicles and/or coaches.
- 7.6 Maintenance and/or Facilities are responsible for advising outside vendors of the rules of operation within the base or equipment yards.
- 7.7 Walk cautiously; keep your head up and watch where you are walking. Do not run and horseplay is prohibited.

Addendum C

# Bus Operations Policies and Procedures

These procedures have been moved to [MetroOperations.com](http://MetroOperations.com)



# Index

## A

Abandoning your coach — 138

Abbreviations — p

Absence management

Annual self-certification, medical absence — 45

calling off the sick list — 45

Day Off book — 49

doctor appointments — 46

FMLA/KCFML — 46

industrial injury — 48

jury duty — 49

military leave — 47

misses — 44

paycheck distribution — 51

reporting sick — 44

sick family member leave — 46

Sick leave verification — 45

Absences — 44

part-time operators — 44

Accident

coach and animal collisions — 95

Incident Courtesy Cards — 9

kit — 8, 9, 62

Metro report — 9

report procedure — 8

request for information — 10

review process (reread) — 9

state report — 9

student — 9

Accident Report Kit — 8, 9, 62

Accident reread — 10

postponement of — 10

Address, notification of change

DOL — 4

Metro — 58

Adverse weather

abandoning the coach — 138

brake drag — 136

chain installation/removal — 137

chains, damaged or broken — 137

chains, operating with — 136

controlling skids — 135

driving, snow and ice — 135

Emergency Service Network (ESN) — 134

issuing transfers — 136

online transit alerts — 134

preparing for — 133

radio communications — 134

reroutes — 134

response stages — 132

road reliefs — 137

starting — 135

stopping — 135

stopping for customers — 136

stuck coach — 138

warming coaches — 137

Air pressure — 86

Alaskan Way Viaduct operation —

Alcohol and substance abuse policy — 55

Alcohol consumption, customers — 31

Americans With Disabilities Act — 36

Animals

collisions with — 95

on the coach — 33

service — 36, 99

Sound Transit (ST) — 99

Announcement, external — 66

Announcing stops

express and limited stop service — 66

exterior announcements — 66

If OBS is not working — 40

interior announcements — 66

Annual self-certification of medical absence — 45

Approved timepiece — 62, 63

Arrests, requesting — 23

Articles lost and found — 66

Articles on the coach

allowed — 31

baby strollers — 32

prohibited — 32

Assault prevention — 21

Assignment, reporting for — 62

Assistance Cards — 37

Assisting customers — 28

Assisting student operators — 68

Authorized operators — 80

Automotive batteries — 32

## B

Baby strollers — 32

Backing

coach — 92

in yard — 85

trolley coach — 121

Base Bulletin — 62

Base contact procedure, emergency absence — 44

Base delays — 85

- Base departure times — 85
- Base routes — 105
  - deviation — 64
  - safety stops — 90
  - slow orders — 91
  - stopping for customers — 105
- Base Security Committees — 24
- Base yard
  - safety — 85
  - speed — 85
- Beverages, customer — 31
- Bicycles
  - following — 94
  - inside the coach — 107
  - passing — 94
  - prohibited on rack — 107
- Bike & Ride service — 107
  - spacing for bike rack use — 108
- Blank signs — 87
- Blocking
  - driveways — 104
  - intersections — 88, 104
- Blood borne pathogens — 13
- Boarding teams — 18
- Brake drag — 136
- Breaks, Guaranteed — 65
- Bus Bridge — 99
- Bus Identifier Kit — 37
- Bus stop operation — 103

## C

- Calling off the sick list — 45
- Calling stops
  - announcing express and limited stop service — 66
  - exterior announcements — 66
  - interior announcements — 66
- Campaign materials distribution — 58
- CDL — 4, 62
- CDL medical certificate — 4, 62
- Cell phones, found — 67
- Chains, tire
  - damaged, broken — 137
  - installation/removal — 137
  - operation — 136
  - speed limits — 136
- Charging station — 99
- Child, lost or sleeping — 23
- Christmas Day draw — 51
- CISM — 24

- Clearing from injury/illness — 49
- Closed Door — 34, 96
- Coach
  - air pressure — 86, 90
  - backing — 92
  - change — 98
  - check prior to pull-in — 98
  - cleanliness — 96
  - climate control — 86
  - destination signs — 87
  - directional signals — 88
  - door operation — 89
  - electric — 99
  - engine idling — 95
  - engine idling in yard —
  - following distance — 87
  - gauges — 86
  - Inspection Report — 84
  - kneeling — 102
  - leaving unattended — 96
  - lighting — 86
  - operating speed — 87
  - parking at terminal — 96
  - parking at the base — 98
  - passing rules — 91
  - preparation — 82
  - pushing — 92
  - rear door interlock — 90
  - tags — 98
  - trouble — 97
  - turning — 89
- Coach and animal collisions — 95
- Coach Inspection Report — 62
- Coach passing
  - RapidRide — 128
- Coach signage
  - snow route — 134
- Code of Conduct, customers — 30
- Code of Conduct, operators — 54
- Comfort stations — 55
- Commercial Driver's License (CDL) — 3, 49, 62
- Complaints, customer — 29
- Compliance with instructions — 3
- Computers, internet
  - acceptable use — 57
- Construction zones — 93
- Contact information, employee — 58
- Controlled substance
  - marijuana — 67
- Controlling skids — 135
- Conversation — 29

- Cooperation
    - with law enforcement — 3
    - with outside authorities — 3
  - Coordinator text messages — 118
  - Counterbalance, Queen Anne — 90
  - Critical Incident Support Management team — 24
  - Crossing freshly painted streets — 94
  - Curb
    - avoidance of — 89
    - stopping near — 102
  - Customer assistance and communication — 28
    - Deaf and blind — 41
  - Customer boarding and alighting — 102
  - Customer loading procedures, door operation — 103
  - Customer rules — 30
  - Customers
    - animals — 33
    - articles on the coach — 31
    - assisting — 28
    - Code of Conduct — 30
    - complaints — 29
    - conversation with — 29
    - detaining — 22
    - disputes — 29
    - drugs and alcohol — 31
    - ejecting — 22
    - electronic devices — 30
    - food and beverages — 31
    - information — 66
    - intending at terminal — 33
    - missed stop — 106
    - passing up — 106
    - refusing transportation — 29
    - reminding of rules — 30
    - requesting arrests of — 23
    - rules for — 30
    - sleeping/non-responsive — 33, 98
    - smoking — 30
    - soliciting personal information from — 28
    - standees — 106
    - touching of by operators — 21
  - Customers and personal information — 28
  - Customer transfer, freeway — 12
  - Cyclists — 94
    - following — 94
    - passing — 94
- D**
- Damage Report, coach — 84
  - Dash sign — 62
  - Day Off book — 48, 49, 50, 51
    - Christmas Day draw — 51
    - System Extra Board (SEB) — 51
  - DDU log on/off
    - at base — 112
    - coach change — 114
    - relief points — 111
    - requirements — 114
    - wait to log on — 110
  - Deaf-blind customers, assisting — 37
  - Deboarding, express routes — 66
  - Deep water — 93
  - Defective vehicles — 97
  - Delay of service — 65
  - Delays, informing customers of — 66
  - Depositing fares — 110
  - Destination signs — 87
  - Detaining customers — 22
  - Dewirement, trolley poles — 122
  - Directional signals — 88, 104
  - Disabled coach
    - fire — 10
    - freeway — 11
    - reflective triangles, placement of — 12
    - replacement coach, freeway — 12
  - Disputes
    - fare — 22, 111
    - handling — 29
  - Doctor appointments — 46
  - Dogs *See* Animals
  - Downed wire
    - trolley — 124
  - Driver's license — 3
    - CDL — 3
      - change of address notification — 4
      - expired, suspended, revoked — 4
      - medical certificate — 4
      - out-of-state traffic convictions — 4
      - traffic offense conviction — 4
  - Driveways
    - blocking — 88, 104
  - Driving
    - attention while — 80
    - defensive — 80
    - pedestrian awareness — 82
    - personal electronic devices (PEDs) — 80
    - RCW 46.61 - rules of the road — 80
    - reading written material — 81
    - safety belt use — 86
    - snow and ice — 135

Drugs and alcohol, customers — 31

Drugs, found on coach — 67

Drug testing — 55

## E

Early operation — 64

Earthquake — 12

Eating and drinking

customers — 31

operators — 82

Ejecting customers — 22

Electronic Route Qualification — 69

Electronic Smoking Devices — 30

Emergencies

911 procedure — 8

accidents — 8

coach fire — 10

earthquake — 12

Emergency Alarm (EA) — 8

equipment —

freeway — 11

hypodermic needles — 13

medical — 8

passenger transfer, freeway — 12

radio — 8

reflective triangles, placement of — 12

security — 8, 117

unattended or suspicious object — 14

unsanitary coach — 13

Emergency absence contact procedure — 44

Emergency Alarm (EA) — 8, 20, 28, 114

activation — 8

icon — 117

restricted use of — 117

Emergency Snow Network (ESN) — 133,  
134

Emergency vehicles — 93

Emergency zones, approaching — 93

Employee lockers — 57

Employee parking — 56

Employee weapons — 54

Energy Storage System (ESS) — 124

Equipment, tampering with — 82

ERQ — 69

Established routes — 64

Explosives, acid — 32

Express lane access — 88

Extended zones — 104

## F

Fall Back — 130

Family Medical Leave Act *See* FMLA/  
KCFML

Fare box

inoperable — 110

log off at base — 112

pre-trip inspection — 110

relief points — 111

tampering with — 110

Fare disputes — 22, 111

children — 111

youth/students — 111

Fare Enforcement Officers (FEO) — 19, 129

Fare evasion — 19

Fare inspection — 128

Fare media, care of — 112

Fast idle

adverse weather — 138

coach preparation —

Fighting — 54

Fire

brake drag — 136

coach — 10

extinguisher use — 11

hoses — 93

trolley coach — 124

Fire extinguisher — 11

Fire hoses — 93

Fireworks — 32

Fitness for duty — 3

Flag stops — 105

base routes — 105

reroutes — 106

Flat dual tire — 97

FMLA/KCFML — 46

benefits — 47

eligibility — 46

employee responsibilities — 47

Medical Verification — 45

qualifying reasons — 47

return to work from — 48

Following distance

bicycles — 94

general rules — 87

I-5 express lanes — 88

Food

customers — 31

during adverse weather — 134

found — 66

operators — 82



## Forms

- Coach Inspection Report — 62, 84
- Industrial Doctor Appointment Verification — 48
- Operator Work Order — 97
- Return-to-Work Ride Check Authorization — 49
- Scheduled Medical Appointment — 46

## Found Tags — 62

- Four-way flashers — 11, 92, 94, 104, 122, 123
- use of — 88

## Freeway — 12

- emergency procedures — 11
- express lane access — 88
- I-5 express lanes slow order — 92
- lane operation — 91
- NE 42 St off-ramp speed limit — 92
- operating speed — 87

## Fresh paint — 94

## G

- Gambling, employee — 56
- Gasoline, prohibited on coach — 32
- Gauges — 86
- Glass, uncovered — 32
- Grade operation — 90
- Guaranteed Breaks — 65

## H

### Headlights

- coach lighting — 86
- coach preparation —
- Sound Transit (ST) — 99

### Hills

- adverse weather — 135
- coach operation — 90
- spacing restrictions — 90
- stopping and starting on, trolleys — 120
- stopping for customers, adverse weather — 136

### Holding coaches with accelerator or rear door — 89

### Hot coach, trolley — 123

### Hypodermic needles, handling — 13

## I

- ID badge — 62
- wearing of — 78
- Idling engines
- at terminals — 95

### base cars — 64

### in yard —

### Illegal drugs

- consumption, customers — 31
- found — 67

### Industrial

- doctor appointments — 48
- injury — 48
- injury, clearing from — 49
- return-to-work ride check — 49

### Industrial Doctor Appointment Verification

#### form — 48

### Inflammables, gasoline — 32

### Information, customer — 28

### Infractions in KCM vehicle

- progressive discipline — 4
- responsibility for — 4

### Injury

- off-the-job — 44
- on-the-job — 44, 48

### Inoperative station equipment, Rapid-

#### Ride — 130

### Interior lighting

#### coach — 86

### Interlock, rear door — 90

### Intersections — 88, 135

#### blocking — 88

### Invisible disabilities — 36

## J

### Jury duty — 49

### Juveniles — 22

## K

### King County Family Medical Leave (KCFML) — 46

### King County Prosecuting Attorney's Office — 10

### King County Risk Management — 10

### Kneeling feature, use of — 37, 102

## L

### Language and conduct, operator — 54

### Late night/owl service radio protocol — 117

### Late operation — 65

### Late reports — 44

### Law enforcement, cooperation with — 3

### Layovers, unauthorized — 64

### Leave of absence

- compassionate — 50
- military — 47
- Leaving the base late — 85
- Left turns on red — 90
- Lighting
  - coach interior — 86
- Literature, religious or political — 32
- Lockers, employee — 57
- Losing poles — 122

- Lost and Found
  - cell phones — 67
  - claimed on road — 67
  - drop box — 67
  - drugs, illegal — 67
  - found tags — 67
  - hazardous substances — 67
  - log — 67
  - perishable — 66
  - phone number — 67
  - purse or bag — 67
  - reporting items of value — 66
  - turn in requirements — 66
- Lost child, student — 23
- Lug nut indicators —

## M

- manual — 38
- Marijuana — 67
- Mechanic road call — 97
- Medical certificate — 4, 62
- Medical emergencies — 8, 116
- Metro Transit Police (MTP) — 3, 18
- Military leave of absence — 47
- Mirror checks
  - customer boarding and alighting — 102
  - frequency of — 82
  - turns — 89
- Missed stop — 106
- Misses
  - absences — 44
  - late reports — 44
  - part-time operators — 44
  - unexcused absences — 44
- Missing persons — 23
- Mobility Aids — 36
- Mobility devices
  - Evacuating — 41
  - RapidRide — 39
  - Securing — 38

## N

- Nauseous or unsightly messes on coach — 13
- Needles, hypodermic — 13
- Night Stop Program — 102, 107
  - Metro — 107
  - Sound Transit (ST) — 107
- 911 procedure — 8
- Non-payment of fare — 22, 111

## O

- OBS Feedback form — 98, 110, 130
- Off-job injury, clearing from — 49
- Online transit alerts — 134
- Operations Bulletin — 2, 51, 62
- Operations Policy Bulletin — 2, 62
- Operator appearance standards — 74
- Operator Code of Conduct
  - alcohol and substance abuse — 55
  - comfort stations — 55
  - computers and internet — 57
  - contact information, informing of — 58
  - employee parking — 56
  - fighting — 54
  - gambling — 56
  - language and conduct — 54
  - lockers — 57
  - Metro property, safeguarding — 54
  - personal guests — 56
  - smoking — 56
  - weapons — 54
- Operator requirement while in training — 70
- Operator's curtain — 86
- Orca card reader, inoperable — 110
- Out of uniform — 74
- Out of uniform slip — 74
- Outside authorities, cooperation with — 3
- Overpayment of fare — 111
- Overtime Sundry sheet — 68

## P

- Parking
  - brake —
  - coach at the base — 96
  - employee — 56
- Passes, invalid — 22, 111
- Passing
  - bicycles — 94
  - coaches — 91
  - Counterbalance — 90
  - customers — 106

- skip stop operation CBD — 105
- Passing a stop — 106
- Paycheck distribution — 51
- Pedestrian
  - awareness — 82
  - law — 81
- Personal electronic devices (PEDs) — 80
  - During training — 70
- Personal guest at the base — 56
- Photo enforcement infractions — 4
- Poles, trolley — 122
- Political literature on coach — 32
- Portable oxygen supply — 31
- Power outages, trolley — 124
- Pre-trip inspection
  - coach — 82
- Proof of payment, RapidRide — 128
- Proterra charging — 99
  - docking — 99
- PRTT calls — 116
- Public service announcements (PSA) — 28
- Pulling poles — 121
- Pullout time — 85
  - North Base — 85
- Pursuing suspects — 22
- Pushing a coach — 92
- Pushing, trolley coach — 121

## Q

- Qualification, route — 68
  - Card — 69
- Quantum Securement System — 39
- Queen Anne Hill, spacing — 90

## R

- Radio
  - appropriate use — 114
  - call priorities — 115, 116
  - call restrictions — 115
  - code — 114
  - communications, adverse weather — 134
  - conduct — 114
  - late night and owl protocol — 117
  - voice mode — 118
- Radios and electronic devices — 30
- Railroad crossings — 94
- Ramp operation — 37
- RapidRide
  - coach passing procedures — 128
  - Headway spacing — 128

- inoperative station equipment — 130
- non-payment of fare — 129
- proof of payment — 128
- Real Time Information Sign (RTIS) — 130
- rear-facing passive restraint area — 129
- Rear door interlock — 89, 90, 121
- Rear-facing passive restraint area — 129
- Recovery time — 65
- Refusing transportation — 29
- Regulation uniform — 62
- Religious literature on coach — 32
- Reminding customers of the rules — 30
- Removing customers — 22
- Replacement coach, freeway — 12
- Reporting for assignment — 62
- Reporting sick — 44
- Reports
  - Security Incident (SIR) — 20
  - Timing and reason — 5
- Request for assistance by law enforcement — 23
- Requesting arrests — 23
- Requests for information — 10
- Required equipment — 62
- Requirements while in training — 70
- Reread, accident — 10
- Reroute board — 62
- Restricted clearance — 92
- Return-to-work ride check — 49
- Return-to-Work Ride Check Authorization form — 49
- Right turn on red — 90
- Road reliefs
  - adverse weather — 137
  - base car idling — 64
  - base relief cars — 64
  - information exchange — 64
  - made late — 63
  - procedures — 63
  - travel time allowances — 63
- Roller skates — 32
- Route destination signs — 87
- Route qualification
  - disqualification — 69
  - eligibility for pay — 70
  - procedure — 69
  - requirements — 68
  - trolley — 69
- RTT calls — 116

Run cards — 62  
Running late — 65

## S

Safeguarding Metro property — 54  
Safe Place Program — 23  
Safety belts — 86  
    shoulder harness exemption — 86  
Safety equipment —  
Safety precautions, trolleys — 120  
Safety stops — 90  
Safety vest  
    general requirement — 76  
    trolley — 120  
    uniform — 76  
Scheduled Medical Appointment form — 46

Schedules  
    Early operation — 64  
    running late — 65  
    time point adherence — 64  
    unnecessary delays — 65

School  
    buses, stopping for — 95  
    zones — 95

Scooters  
    folding — 31, 107

Seat Belts — 86

Security  
    Assault prevention — 21  
    base security committees — 24  
    CISM — 24  
    detaining — 22  
    fare disputes — 22  
    Incident handling — 20  
    invalid passes — 22  
    law enforcement request for assistance — 23  
    Metro Transit Police (MTP) — 18  
    pursuing suspects — 22  
    reporting vandalism — 24  
    requesting arrests — 23  
    Security Incident Report (SIR) — 20  
    self defense — 22  
    Sexual Misconduct — 25  
    stalking information — 24  
    student misconduct — 22  
    Suspect description — 117  
    touching customers — 21  
Security emergencies — 117  
Security Incident Report (SIR) — 20  
    invalid passes — 22, 111  
    partial cash fares — 129

    refusing transportation — 29  
    reporting vandalism — 24  
    requesting arrests — 23  
    required equipment — 62  
    student misconduct — 22  
Security Incidents, handling — 20  
See Me slips — 3  
Self defense — 22  
Service animals — 36  
Service brake —  
Sexual Misconduct — 25  
Sharp objects — 32  
Shopping Carts — 32  
Shopping carts, two-wheeled — 31  
Sick adult leave — 46  
Sick leave  
    annual self-certification — 45  
    calling off the sick list — 45  
    doctor appointment — 46  
    FMLA, KCFML — 46  
    Medical verification requirements — 45  
    Metro Sick Leave Verification form — 46  
    probationary operators — 46  
    reporting sick — 44  
    Sick Family Member Leave — 46  
Sick list  
    calling off — 45  
    calling on — 44  
Siding wire — 121  
Skateboards — 32  
Skip stop operation, CBD — 105  
Skis — 31  
Sleeping customers — 33, 98  
    Sleeping/lost child or student — 23  
Slow orders  
    I-5 express lanes — 92  
    rule — 91  
Smoking, customers — 30  
Smoking, employee — 56  
Snow route coach signage — 134  
SODO Busway — 91  
Sound Transit (ST) express service — 99  
    Night stop — 107  
Spacing restrictions on hills — 90  
Special work — 120  
Speed limit  
    base yard — 85  
    interstates — 87  
    NE 42 St off-ramp, I-5 express lanes — 92  
    special work — 120

- transit centers, park & ride lots —
- Stalking information — 24
- Standeers — 106
- Starting, snow and ice — 135
- Stop announcements
  - coach interior — 66
  - express and limited stop service — 66
  - external announcements — 66
  - muting external announcements — 66
- Stop bars — 82, 85
- Stopping for customers — 102
  - adverse weather — 136
  - along base routes — 105
  - along reroutes — 106
  - flag stops — 105
  - Metro's Night Stop Program — 107
  - second stop in zone — 105
  - skip stop operation, CBD — 105
  - Sound Transit Night Stop Program — 107
  - state roadways — 104
- Stopping for school buses — 95
- Stopping near the curb — 102
- Stopping, snow and ice — 135
- Stops, accessible — 40
- Strollers — 31
- Stuck coach — 138
- Student, lost or sleeping — 23
- Student misconduct — 22
- Student operators
  - accidents — 9
  - assisting — 68
- Supoenas, responding to — 10
- Suspects, pursuing — 20
- Suspicious substances, responding to — 14

## T

- Telephone communications — 115
- Temporary bus zones — 93
- Terminals
  - coach engine idling — 95
  - coach lighting — 86
  - coach parking — 96
  - customer boarding and alighting — 103
  - intending customers — 33
  - siding wires, use of — 121
  - unattended coach procedure — 96
  - unattended transit vehicle — 96
- Text messages
  - coordinator — 118
  - sending — 115
- The Book — 2, 62

- The Route Book — 2, 62, 70, 90, 91, 99, 110
- Third coach in zone, bay
  - Bike & Ride service — 108
- Time check — 63
- Touching customers — 21
- Traffic offenses — 4
- Traffic signals — 88
- Transfer points — 106
- Transfers — 112
  - issuing, adverse weather — 136
- Travel time — 63
- Trolley
  - Adverse Weather Operations — 124
  - backing — 121
  - checking shoes and poles — 122
  - curved/kinked wire operation — 120
  - dewirement — 122
  - downed wire — 124
  - Energy Storage System (ESS) — 124
  - hot coach procedure — 123
  - pole jumping — 123
  - power outages — 124
  - pulling poles — 121
  - pushing — 121
  - safety precautions — 120
  - safety vest requirement — 120
  - special work — 120
  - stopping/starting on hills — 120
  - use of siding wires — 121
- Turning
  - Fourth Av to Olive Way — 91
  - on red light — 90
  - speed — 89
- Turn signals — 88, 104
- Turns on red
  - left turns — 90
  - right turns — 90

## U

- Unattended base relief car — 96
- Unattended coach — 96
- Unattended object — 14
- Unauthorized layovers — 64
- Unexcused absences — 44
- Uniform
  - authorized headwear — 75
  - badges, patches, pins — 77
  - basic — 75
  - condition — 74
  - disposal of — 78
  - maternity clothing — 77
  - out of — 74

shoes — 77

Unsanitary coach — 13

Unscheduled overtime — 68

Use of four-way flashers — 88

## **V**

Vandalism, reporting — 24

VM road call — 97

chains — 137

Voice mode — 118

## **W**

Warming coaches — 137

Weapons, employee — 54

Work Order — 9, 11, 62, 86, 97, 98

## **Y**

Yard speed — 85

Yield to coaches law — 95

Youth, Safe Place — 23

Y-Route — 64, 87, 105

## **Z**

Zones, extended — 104