

THE MANUAL

Transit Operator Manual of Rules & Procedures



King County

METRO

Moving forward together

August 29, 2026 - August 27, 2027

Basics of the Transit Operator Job

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.

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, Manual Update Bulletin, 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 coach operations. These guiding principles help operators uphold Metro's commitment to safe, clean, and reliable service.

Our top priority is safety—both for our customers and ourselves. We take pride in serving our community, treating each rider with dignity and respect, and working together as one team to solve challenges.

While most situations are covered by standard procedures, unexpected events may arise. When they do, operators should use good judgment, prioritizing safety above all else. Protect yourself and your customers first, then property, and always aim to de-escalate situations before they become a risk.

To ensure smooth operations, operators must carry a complete copy of *The Manual*, learn its rules and procedures thoroughly, and follow them consistently. If anything is unclear, seek guidance from a supervisor.

By embracing our shared vision “**Safety comes first for us and our customers. We serve with pride, respect each other, and solve problems together. We are one team.**”, we create a transportation system that reflects the best of Metro and the communities we serve.

To share any issues, errors, or suggestions for *The Manual*, please submit the request to your Bus Operations Communications Team using the QR below or, send us an email at boct@kingcounty.gov explaining the issue in detail. Thank you for your help in keeping *The Manual* as accurate as possible.





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Addendum A

Security Tips for Operators
Earthquake Guidance
Transit Facility Yard Speed Safety Policy

Addendum B

King County Policy

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Summary of Changes

1.00 Knowledge of Rules and Procedures

Added “Manual Update Bulletin”; also added to sections **1.02** and **1.03**.

1.1 Drivers License and Medical Certification

Renamed from Drivers License. Added language about the process of renewing your CDL or medical Examiner’s Certificate.

4.15 Items Allowed on the Coach

Added commercial wagons to items not allowed.

4.20 Metro’s Code of Conduct for Passengers - “Ride Right”

Renamed from Passenger Code of Conduct - “Ride Right”. The term “code of conduct” for passengers has been updated throughout *The Manual* to “Metro’s Code of Conduct”.

Section 5 Services for Customers with Disabilities

The language in this section was simplified. The term “securement” was changed to “tie down”.

5.03 Boarding

Added new language about customers with disabilities boarding through the front door. Added new language about allowed medical equipment.

6.13 Industrial Injury

Added new language about scheduling doctor appointments for industrial injuries.

8.02 Required Equipment While Operating

Added T-Key.

8.09 Base Relief Cars

Added language about when to use, restricted use on HOV and HOT lanes, charging after each use, and removing personal trash.

8.14 Schedules and Timepoints

Updated and revised language.

9.18 Sports Apparel

New section.

10.05 Authorized Operators

Added First-line Supervisors.

10.08 Pedestrian Awareness

Added language about Ped Jump crosswalk signals.

10.09 Tampering with Equipment

Added Operator Safety Partitions (OSP).

10.11 Coach Preparation Procedure

Specified required quantities for fire extinguisher, wheel blocks, and hazard triangles.

Summary of Changes

10.14	Prevent Base Delays Added missing or damaged equipment for when to PRTT.
10.19	Coach Climate Control Removed guidance to use the PSA
10.26	Traffic Signals Prepare to stop was revised to when light turns yellow, not red.
10.36	Turns on Red Added language about Leading Pedestrian Interval (LPI) signals.
10.51	Cyclists Revised and clarified the language.
10.60	Unattended Coaches Clarified language.
10.73	Operator Safety Partitions (OSP) Added information about the new manually operated OSPs.
11.06	Customer Loading Procedures (Door Operation) Updated policy.
11.19	Metro's Night Stop Program Added definition of Limited Access Highways
12.07	Non-Payment Renamed from Fare Disputes.
12.15	Fare Collection and Loading Updated policy.
12.16	Fare Inspection Security Moved from section 15 to section 12.
12.17	Handling Partial and Non-Payment of Cash Fares Moved from section 15 to section 12
13.09	Text Messages Updated criteria.
13.10	RTT Calls Updated criteria.
13.11	PRTT Updated criteria.
13.12	Emergencies Previously 13.13, renamed from Security Emergencies to Emergencies. Added language from the previous 13.12 Medical Emergencies. Updated parameters.

Abbreviations

ABS	Anti-lock Braking System
ADA	Americans with Disabilities Act
AD&D	Accidental Death & Dismemberment
ARG	Announcement Reference Guide
ASM	Advanced Service Management
ATC	Automatic Traction Control
ATL	Additional Tripper List
CBA	Collective Bargaining Agreement
CBD	Central Business District. The CBD is the area bordered by S. Jackson Street, I-5, Denny Way and the Waterfront.
CDL	Commercial Drivers License
CISM	Critical Incident Stress Management
DDU	Driver Display Unit
DOL	Department of Licensing (Washington State)
EA	Emergency Alarm
EAP	Employee Assistance Program
E/B	Eastbound
ESN	Emergency Service Network
ESS	Energy Storage System
E-Tel	Emergency Telephone (located in the DSTT)
FB	Fall Back
FCC	Federal Communications Commission
FEO	Fare Enforcement Officer
FHS	First Hill Streetcar
FLSA	Fair Labor Standards Act
FMLA	Family Medical Leave Act
F-N-R	Forward-Neutral-Reverse
HOV	High Occupancy Vehicle
KCFML	King County Family Medical Leave
KCSO	King County Sherriff's Office
LTD	Long Term Disability
MTP	Metro Transit Police
N/B	Northbound
NRV	Non-Revenue Vehicle
NSRIR	Non-Security Related Incident Report

Abbreviations

OBS	On Board Systems
OBFTP	On Board Fare Transaction Processor
OR	Operator Request (formerly BO)
OSFR	Operator Service and Facilities Report
PA	Public Address
PCA	Personal Care Attendant
PED	Personal Electronic Device
PET	Passenger Emergency Telephone
PIR	Physician's Initial Report
PR	Performance Report
PRTT	Priority Request To Talk
PSA	Public Service Announcement
RCW	Revised Code of Washington
RRFP	Regional Reduced Fare Permit
RTIS	Real Time Information Sign
RTT	Request To Talk
S/B	Southbound
SEB	System Extra Board
SIF-2	Self-Insurer Accident Report Form (Washington State)
SIR	Security Incident Report
SLU	South Lake Union
SLUS	South Lake Union Streetcar
SODO	South of Downtown
ST	Sound Transit
TCC	Transit Control Center
TITO	Tap In Tap Out
TSA	Transportation Safety Administrator
TSP	Transit Signal Priority
W/B	Westbound
WSP	Washington State Patrol
WUTC	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 Manual, the Operations Policy Bulletin, the Manual Update Bulletin, and the Operations Bulletin. Operators must become thoroughly familiar with rules and procedures contained in these documents.

Situations not covered by a rule or standard procedure will sometimes arise. When they do, operators must use good judgment. Most important, protect yourself 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 Manual/Route Book–Required Equipment

The current edition of the *The Manual* 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 Manual* are published in the Operations Bulletin, Operations Policy Bulletin, or Manual Update Bulletin and supersede rules contained in *The Manual* until its next printing. Operators must obey rules and procedures published in the Operations Bulletin, Operations Policy Bulletin, and the Manual Update Bulletin.

1.03 Operator Mail, Bulletins, and Reroutes

Operators must check for mail and read the Operations Bulletin, Operations Policy Bulletin, Manual Update Bulletin, and the Reroute Board **every day** immediately after tapping 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” Notifications

“See Me” notifications will be issued to the operator either on a TITO message upon signing in, or on a paper slip at the base window. Operators will acknowledge receipt of notification, either on TITO or by signing the paper slip. If the operator cannot meet immediately, the operator 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.

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1.10 Seeing a Chief

When you need to see a chief about a work-related matter:

1. Check the availability board behind the dispatch window for chief availability.
2. If the chief is available, as indicated by the availability board, call the chief on the phone located near the waiting area.
3. If the chief does not answer, leave a short voice mail indicating that you are waiting to see them. If the chief is available (as indicated on the availability board), your paid time begins with this phone call.
4. As soon as the chief is free, they will come and invite you to their office.
5. If the chief does not come out immediately, wait in the designated waiting area. After waiting 10 minutes, check with the dispatcher to confirm chief availability.
6. If you are not waiting in the designated waiting area you will not be paid for your time waiting.

1.11 Drivers License and Medical Certification

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

- 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, they shall not operate a commercial motor vehicle.
- Whenever you renew your CDL or CDL medical Examiner's Certificate, you are required to provide a copy (remember to include both sides of the driver's license) to either a chief at your work location or e-mail to MetroCDL@KingCounty.gov.
- Operators whose medical examiner's 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

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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 drivers 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.

1.12 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).

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 report the violation using SSaM, "Unsafe Event" & "Traffic Violations", and submit a legible copy of the citation within five (5) days of the event to their chief. The employee must also upload copies to SSaM report; examples include, but are not limited to, requesting and being granted a hearing to mitigate or challenge the citation, 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 drivers license.

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1.13 Reporting

All required reports must be complete and accurate.

Report	Timing	Reason
Accident	Same day	A Metro vehicle is involved in a collision with another vehicle, any fixed object (including damage to the trolley overhead), or a pedestrian. A customer falls on the coach, is caught by a closing door, or is injured in another incident. See Section 2.03 for report process.
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 coach that are not security, safety, or accident related. Witness reports, emergencies other than accidents, and certain customer complaints are examples.
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 (SIF-2)	Same day 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 About This Section

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

2.01 Emergencies– 911 Procedure

If you or your customers could be injured, activate the Emergency Alarm (EA):

- Press down firmly on and then release the alarm button.
 - Don't leave your foot on the button.
 - Don't press the button more than once – it will delay the response.
- When you send an EA, the date and time indicator in the status bar will turn red when the TCC receives the EA.
- Place a follow-up PRTT (Priority Request to Talk) call if it's safe to do so. Don't pick up the handset if you feel it isn't safe.
- If the EA is not followed with a PRTT, the coordinator will try once to contact the coach while initiating police and supervisor response.

Medical Emergency Procedure

For medical emergencies on or off the coach:

1. Press the EA and immediately place a PRTT call to request emergency medical assistance.
2. You may use a PED to call 911 directly only if:
 - a. The coach radio isn't working in both data and voice mode.
 - b. You're stopped in a safe location.
3. After calling 911, immediately call the Transit Control Center at **206-684-1111**.

2.02 Accident and Accident Report Procedures

Follow the procedures below whenever:

- A Metro vehicle is involved in a collision with another vehicle, a pedestrian, or any fixed object (including damage to the trolley overhead on a trolley coach).
- A customer falls on the coach, is caught by a closing door, or is injured in another incident.

This procedure is also listed on the Metro Accident Report Kit.

Procedure

1. Safely secure the coach.
2. Check the degree of injuries to customers and occupants of other vehicles.
3. Notify the coordinator by radio. If you can't use the radio call the coordinator at **206-684-1111**.
 - You may use a PED to call the coordinator directly only if:

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- a. The coach radio isn't working in both data and voice mode,
- b. You're stopped in a safe location.

4. Help the injured.

5. Don't make any statements about fault or liability. Simply state that you'll make a complete report and forward it to your supervisor.

Note: Do cooperate with police and Metro supervisors to describe the accident and how it occurred.

6. Pass out white Incident Courtesy Cards to all customers and any other people who saw the accident. Make an effort to collect each person's name and contact information. Place the completed cards in the Accident Report Kit.

7. Fill out the back of the Accident Report Kit to prepare for filing the accident report.

8. Fill out the green Incident Information Card and give it to the other party involved in the accident.

Note: Washington State law requires you to provide your license number when a collision causes injury or property damage. Don't provide it for a customer falling accident. And, to protect your privacy, don't give your home address or phone number to the other party.

- a. Cooperate with law enforcement/Metro supervisory personnel and remain on the scene until they dismiss you. Notify the coordinator when you're cleared to leave and follow their instructions.

9. Complete an official Metro Accident Report when you return to the base that same day. If circumstances keep you from completing the report that day, you must submit it within 24 hours from the end of your shift.

10. You must complete and submit a State Accident Report at the base or at Metro's Transit Safety Office within 24 hours of an accident (or the next working day) when:

- a. Damage to either vehicle is more than \$1,000, or
- b. Anyone is injured, and
- c. There is no police investigation.
- d. If a student operator was on the coach, both operators must submit an Accident Report and report who was operating the coach at the time of the event.

11. Complete a Work Order for the coach involved in the accident.

12. Request a new Accident Report Kit at the base window.

13. The Accident Report is an official Metro document. You must report all information accurately and completely. Failure to do so is a major infraction that could result in termination.

2.03 Accident Review Process

The TSA (Transportation Security Administrator) reviews the Accident Report and, if necessary, conducts an additional investigation to determine if the accident could have

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been prevented. They forward the judgment to the base chief for discussion with the operator.

- If you disagree with the safety officer's judgment, you can ask for a reread before the Accident Reread Panel within seven days after you're notified of their decision.
- If you disagree with the reread panel's decision, you can appeal to the Accident Review Board.

Hearing Postponements

If you must delay a scheduled Accident Reread or Accident Review Board hearing, you:

- Must notify Safety & Security at **206-477-6878** at least one hour before the scheduled hearing.
- Are allowed no more than two postponements for each hearing.
- Must submit a new Accident Reread/Review Request within 10 days of a postponement request if it is granted

Contact your base chief or base safety officer for more information on the accident review process.

2.04 Responding to Requests for Information

If you're a witness or involved in an accident, a representative of King County Risk Management may contact you for more information. You may discuss the matter with them, but you can contact your base chief for help if you have any questions or concerns, or you want their support.

2.05 Responding to Summons and Subpoenas

Contact your base chief immediately when you:

- Receive a summons for an accident or other incident occurring while you were at work. The base chief will arrange for representation. Ask them for the name of the lawyer and law firm.
- Get a court subpoena to provide information in a deposition or to appear as a witness in court. Your base chief needs to know so they know how to help you.
- Are served with a summons and complaint (lawsuit) related to an accident. The chief will refer the lawsuit to the King County Prosecuting Attorney's Office to handle the defense.

2.06 Coach Fire

Coach fires can grow and spread quickly, producing smoke that makes it difficult to breathe, see and move about. Make safety your top priority and act quickly to minimize injuries and/or damage to Metro equipment.

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Procedure

In the event of a coach fire:

1. Pull clear of traffic, if possible, and stop.
2. Set the parking brake.
3. Turn the master switch fully clockwise to the clearance lights position.

Note: The door switches don't work when a coach loses electric power. 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 the wheels. Lower the poles if you're operating a trolley coach and it's safe to do so.
6. Locate the main battery switch and switch it to the off position if you can do so safely.
7. Notify the coordinator by radio. If you can't use the coach radio because you evacuated, call them by phone at **206-684-1111**.
8. Reassure and help customers; let them know help is on the way.
9. Complete an Unsafe Event (in SSaM) when you return to the base.

2.07 Fire Extinguisher Use

Use a portable fire extinguisher only if the fire is just starting. When using a fire extinguisher, only do so from a safe distance. If the fire gets too large or out of control, evacuate immediately. Always have an escape route and never go back into a burning coach to fight a fire.

Procedure

1. Remember the word **"PASS"** to remind you of the right method for using the fire extinguisher:

- 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.

2. Complete a Work Request to replace a used fire extinguisher when you return to the base.

2.08 Freeway Emergencies

If you have an emergency while on a freeway, make every effort to protect yourself, your customers and other motorists.

Procedure

1. If possible, stop the coach on the shoulder of the right side of the roadway.

Section 2: Emergencies and Incidents

2. If you must stop on the left side, position the coach at an angle so the rear end protects the front door.
3. Turn on the four-way flashers.
4. Call the coordinator.
5. Tell customers that help is on the way.
6. Except in a fire, keep customers on the coach until the Washington State Patrol and/or a Metro supervisor can coordinate their transfer.
7. Place the three reflective triangles to warn other motorists. (See 2.11 for instructions)
8. For your safety, don't walk in the traffic lane.

2.09 Replacement Coach for Disabled Coach on Freeway

Don't stop to help a disabled coach unless the Transit Control Center (TCC) directs you to, or you're flagged down by emergency responders on the scene. If stopping your coach on a freeway to help a disabled coach, you must do so safely and only under the direction of the coordinator. Customer transfers must take place only with the help of the Washington State Patrol or a Metro service supervisor.

Procedure

1. Stop the replacement coach in front of the disabled coach if it's on the right side of the road. Be sure it's off the traveled portion, so transferring customers won't have to walk in the road to board it.
2. If the disabled coach is on the left side of the freeway, stop your coach ahead of it, at an angle so the rear end of your coach protects the front door from passing traffic.
3. Washington State Patrol and/or Metro personnel must help you direct customers to the new coach.

2.10 Placement of Reflective Triangles

Open the three triangles while on the coach. Place them as follows on the traffic side of the coach:

- Freeway or divided highway: 10, 100, and 200 feet behind the coach.
- Two-way roadway: 10 and 100 feet to the rear; 100 feet in front.
- Curve, hill or other obstruction: 100 to 500 feet behind the disabled coach.

2.11 Emergency Blockages

When your path is blocked by a police, fire, aid response or a large or disruptive public gathering, stay at least one block's distance away. Stop on the side of the intersection closest to you and place a Priority Request to Talk (PRTT) call to the TCC for instructions.

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When blocked by a moving protest or march, keep the coach in place until there's at least one block's distance between you and the marchers. Stop on the side of the intersection closest to you and always keep a one-block buffer.

2.12 Earthquakes

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

Procedure

1. Stop the coach. If possible, stop in a zone or a position not blocking an intersection or roadway. Avoid elevated roadways, underpasses, bridges, tunnels and overhead power lines.
2. The TCC will broadcast emergency instructions.
3. Wait for instructions from the coordinator or service supervisor. Don't use the radio to preserve airtime.
4. Life-threatening emergencies should be reported to 911 using a phone. If you don't have one, report them to the TCC.
5. Don't exit the coach until the earthquake ends and you have checked that no power lines have fallen on or around the coach. Allow customers to leave, provided no dangerous conditions exist.
6. Obey all instructions from police and fire personnel.

2.13 Unsanitary Conditions on a Coach

Unsanitary conditions on a coach include:

- Nauseating or unsightly messes such as human or animal waste (feces, urine and vomit).
- Blood borne pathogens (blood, body fluids and hypodermic needles).
- Spills from liquids other than water.
- Garbage such as perishable food waste.

You must use good judgment to determine whether to cover a spill or request a new coach. It will depend on how large it is and if it's a risk to customers. If the driver's seat cushions are wet from urine, you must report it. Other operators are at risk if they sit on the soiled cushions.

Procedure for unsanitary conditions on in-service coaches

1. Cover the mess with paper towels if available.
2. Advise customers to stay clear of the area.
3. Call the coordinator.

Procedure for final coach interior checks at the base

1. Call the coordinator.
2. Notify the hostler.

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3. If there's no hostler, park the coach in the Operator Request (OR) lane and place a paper towel with "unsanitary coach" written on it in the transfer cutter.
4. Complete a Work Order (OR Coach) and Unsanitary Report (in SSaM), and a Security Incident Report (SIR).

2.14 Bloodborne Pathogens

Operators are not to touch any items – including needles – that have the potential to carry a bloodborne pathogen. These pathogens are microscopic organisms in the blood that can cause diseases, such as but not limited to AIDS and Hepatitis.

If you find an item that could be contaminated with blood, call the coordinator for help.

Procedure for Handling Hypodermic Needles

1. Don't touch the syringe and advise customers not to touch it.
2. Call the coordinator with a PRTT and ask to have it removed.
3. If possible, block off the area around the syringe until it's removed.

2.15 Unattended Suspicious Package or Object

Before determining whether an object is suspicious or not, see if it's "**HOT.**"

H – Is the object **H**idden?

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

T – Is the object **T**ypical of the environment it's in?

Recognize suspicious items based on appearance, location, and the lack of a logical reason for them being there. For example, a suspicious item could:

- Have wires sticking out, or a cell phone or fuse attached.
- Be smoking or making noise.
- Smell odd.
- Be stained on the outside.

If you find a package or item you suspect contains an explosive device, follow these steps:

Procedure

1. Do not touch the package, item or container.
2. Stop and secure the coach. Shut off the engine.
3. Evacuate the coach. Close the doors and lead everyone at least 300 feet away.
4. Notify the coordinator, but don't use the coach radio or a cell phone within 300 feet of the suspicious item.
5. Assess each situation based on the item's characteristics, location and how it was left.

If an unattended item makes you feel uncomfortable for any reason, but you don't suspect an explosive device, call the coordinator. Don't pick up the item or move it.

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2.16 Responding to Suspicious Substance Situations

A substance is considered suspicious when:

- It resembles a known toxin (such as the powdery white anthrax) and
- It's not in a container or it's in a container open to the air, or
- People complain of symptoms, and you find a substance outside of a container or a container that's open to the air.

Procedure

1. Stop the coach in a safe place if there's a suspicious substance or item on board.
2. Don't touch, smell, or taste it.
3. Don't open, bump or shake a suspicious container.
4. Call TCC with a PRTT and upgrade to an EA if there's no response within two minutes. Be prepared to describe the color, consistency and location of the substance. Share any suggestions as to what it might be (for example baby powder, sugar, flour).
5. Follow the coordinator's directions. If they tell you to evacuate the coach, move your customers at least 100 feet away and upwind. Close the coach after all have evacuated.
6. Responding Metro supervisors only need to see the substance through closed coach windows to verify its location. Be prepared to provide as much information as possible to them and fire and police responders. Clear communication of what happened is essential.
7. Make sure that anyone who may have come in contact with the substance stays in the area to speak with fire department HAZMAT responders. They may have to be decontaminated before leaving the area.
8. Remain with the coach until fire department personnel clear you to leave. If they determine the coach must be decontaminated, notify TCC and do not move it.
9. If you come in contact with the substance, 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.

2.17 Responding to Coach Air Quality Concerns

Take the steps below when you're concerned about air quality due to customer behavior or any other reason.

Procedure

1. Immediately pull over in a safe location and open all doors. If you judge the air to be severely contaminated, evacuate the coach.
2. Call the TCC with a PRTT and follow the coordinator's directions.
3. Be prepared to describe any impacts the air quality has had on you or your customers.
4. Inform the coordinator if any of you need help.
5. Complete a SIF-2 if your health was impacted.
6. Speak to your chief or a supervisor about the incident.



Section 3: Security

Section 3: Security

3.00 About This Section

When security problems arise, your primary concern is your safety and that of your customers. Assess the severity of the problem and the resources available. Use good judgment to respond appropriately.

If a customer's behavior is not causing a safety concern or impacting another customer, let it go. If it is, you can choose to:

- Address the situation.
- Call for help.
- Take no immediate action.

First, try to de-escalate a conflict happening on the coach. Your words, tone and actions should never be offensive or sarcastic. Don't pursue or escalate situations that could result in a fight or assault.

Your role is that of a peacekeeper, not an enforcer. Rules enforcement is handled through a network of professionals you can call on if and when needed.

Always submit a report at the end of the shift.

3.01 Metro Transit Police (MTP) Precinct

The MTP precinct is responsible for the security of Metro riders, operators and facilities. The transit police ride coaches and patrol routes and transit centers to protect you and others. The procedures below will help ensure your safety and the safety of the MTP and others when they're on or around your coach.

Procedure for Boarding MTP Teams

When plainclothes MTP officers board your coach, they may flash their badge or place a business card on the fare box or in your hand. Don't:

1. Acknowledge that they are MTP officers/detectives.
2. Do anything differently when they're on your coach unless requested.

Procedure for Interacting with the MTP

If an MTP officer:

1. Asks you to stop the coach, pull over at the next safe location and notify the coordinator. Be prepared to relay information to them if necessary or if the MTP asks you to. Stay in the same place until released by MTP, another law enforcement official or by Metro supervisory personnel.
2. Asks to use your coach radio in an emergency, immediately contact the coordinator and let them know the officer wishes to speak to them. Give the handset to the officer to transmit the emergency message.
3. Asks you to call for a police car, contact the coordinator and tell them the officer has asked for a police car. Identify your route, run, coach number, exact location and travel direction.
4. Is involved in an arrest and there's a struggle, call the coordinator. Don't help the MTP unless they ask you to.

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These procedures also apply to other law enforcement officers in plain clothes or uniform on board your coach.

3.02 Fare Inspection Security

Fare inspection, when required, is mandated by the Revised Code of Washington (RCW) and the King County Code. It's further guided by Metro Transit policies and enforced by contracted Fare Enforcement Officers (FEOs).

FEOs are unarmed and typically work in teams of two or three. They're not members of MTP or the King County Sheriff's Office (KCSO).

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

Procedure

When:

- Police respond to your coach based on a call for help by the FEOs, contact the coordinator to report it.
- It appears that FEOs need help, or they ask you for it, call the coordinator with an EA followed by a PRTT. Describe the situation and need for assistance. Follow the coordinator's instructions.
- FEOs are on or around the coach checking fares, try to keep an eye out for any security issues that may endanger them. As the eyes and ears on the scene, you are an important part of the team responsible for everyone's safety and security.
- Needed, you and an FEO together may ask about a rider's fare payment – unless it interferes with you safely operating the coach.

3.03 Security Incident Report

Operators must complete and submit a Security Incident Report (SIR) on the same day one of these incidents occur:

- Physical assault on operators, supervisors or customers
- Witnessing of 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
- Police enforcement of the Metro Code of Conduct or governing laws

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- Someone is asked to leave the coach
- An operator refuses service to a customer
- When requested by a supervisor, coordinator, base chief or MTP

3.04 Handling Security Incidents

Security incidents include assaults, noisy and heated public arguments, fights, disturbances or other situations that threaten safety or require a police response.

Procedure

1. Come to a stop at the first safe location unless doing so will escalate the situation.
2. Press the EA button if appropriate. Follow up with a PRTT call to the coordinator if you feel it's safe to do so. When appropriate, request a police response.
3. Open all doors.
4. Do not attempt to detain or chase suspects.
5. Remain calm and observant.
6. Explain the situation to the coordinator and answer their questions. Try to get a good description of the suspect(s) and note their direction of travel, mode of transportation. Important physical characteristics include:
 - Approximate height, weight and age
 - Race
 - Complexion
 - Scars, marks, tattoos
 - Hair color
 - Eye color
 - Clothing description
 - Distinguishing speech characteristics
 - If a weapon is displayed, note whether the weapon is in their left or right hand

To ensure personal safety and that of passengers, and to prevent the escalation of incidents on board our coaches, do not use your PED to record incidents or security events. The act of recording incidents can escalate tensions or provoke confrontations. Operators should prioritize following the steps stated above when handling security incidents.

3.05 Assault Prevention

Operators must follow the procedure below to assess situations and prevent escalation of security incidents on the coach. Treat each situation individually and use your best judgment. Make your safety and that of your customers the highest priority:

Procedure

1. Always be aware of your surroundings and customer behavior on and around your coach.
2. Make eye contact and greet boarding customers.

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3. Use the appropriate Public Service Announcement (PSA) to remind customers of the rules.
4. Speak in a polite, informative and calm manner when using the coach's Public Address (PA) system.
5. Call the coordinator for any security-related issue or suspicious behavior on the coach. Request a response from the MTP and/or local law enforcement when needed.
6. Stay seated whenever possible.
7. Open all doors to avoid trapping customers.
8. Don't intervene in verbal or physical disputes between customers.
9. Don't break up fights, enforce the Metro Code of Conduct, or approach customers who appear to be under the influence of drugs or alcohol. Call the coordinator immediately 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. You must not confront, insult, yell or display any other form of verbal or physical aggression toward customers or the public.

3.07 Touching Customers

You must not place your hands on a customer without their permission. Ask customers who are being destructive or offensive to stop the offending conduct. Don't pursue conflicts that could escalate or result in a fight. Call the coordinator for help when needed.

3.08 Physical Attacks/Self-Defense

Use of excess force violates Metro policy. Don't engage in a physical encounter with anyone except to:

- Defend yourself from a direct physical attack, if there's good reason to think you'll be physically harmed or injured.
- Prevent someone from forcibly taking control of the coach.

You must exercise reasonable care. Only use the force necessary to defend yourself or prevent someone from taking control of the coach.

3.09 Detaining Customers

Don't try to prevent customers from leaving the coach unless it's 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 Customers

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

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3.11 Ejecting Customers

Don't deny service for minor Metro Code of Conduct infractions, such as eating onboard the coach. However, you may ask – not demand – that a customer leave the coach if they're being destructive or offensive. This includes yelling, loud cursing, fighting, threats of violence, extreme annoyance to other customers, etc.

Procedure

1. Pull the coach over in a safe spot and open all doors.
2. Don't eject juveniles or others who appear to be vulnerable.
3. If the offending customer refuses to leave, call the coordinator immediately.
4. Don't forcibly eject a customer unless you're physically attacked.

3.12 Fare Disputes

Fare disputes are the leading cause of security incidents. Don't get involved in fare disputes. See section **12.07 Fare Disputes** for more information.

3.13 Invalid Passes and Permits

You may ask to inspect a pass or permit if you believe it isn't valid. If the customer refuses to show it, let it go. Don't confiscate passes or permits. Return an 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 must comply with the Metro Code of Conduct like all other customers. Follow this procedure if they don't:

Procedure

1. Submit a security Incident Report (in SSaM) if there's an onboard security problem related to students. Check the box labeled "student involved."
2. Call the coordinator and request a response from the MTP if a crime is taking place or the student misconduct is making it unsafe for you to operate the coach.
3. Under no circumstances may you remove a student from the coach.

3.15 Sleeping/Lost Child or Student

Take action if a school-aged child misses their regular stop or falls asleep on the coach and wakes up past their normal stop.

Procedure

1. Immediately place a PRTT call to the TCC. Give the coordinator the child's name and description, along with your location.
2. Stay with the child on the coach until a service supervisor meets you to take them back to their original coach stop or home.
3. Don't let a lost child off at any stop other than the one they're scheduled to use.

3.16 Requesting Arrests

Don't request an arrest unless authorized by a supervisor or Metro official. The exception is when you or a customer is robbed, assaulted or in apparent personal danger.

Procedure

1. Report the arrest immediately to the coordinator.
2. Complete an SIR.
3. Get the police case number, if available.

3.17 Law Enforcement Agency Request for Assistance

Law enforcement agencies sometimes ask Metro for help locating suspects, missing persons or lost children.

Procedure

1. Call the coordinator and follow their instructions.
2. Take no actions that would place you or your customers in danger.
3. Don't try to detain a suspect.
4. Don't leave a lost or disoriented child or student at an unfamiliar location.

3.18 Safe Place

King County Metro has joined A Safe Place. This national network of transit systems and businesses connects youth to immediate help and shelters when they're under the age of 18 and in crisis.

Designated Safe Place locations display the Safe Place sign, the universal symbol of youth safety. These locations include:

- Libraries
- YMCAs
- Fire stations
- Buses
- Various businesses
- Social service facilities

Procedure

1. Call the coordinator if a youth boards your coach and asks about the program. Ask the youth if they're in immediate danger but don't ask questions about their personal problems.
2. Tell the coordinator if the youth tells you they're in immediate danger. The coordinator will arrange for them to be picked up and tell you where and when that will be.
3. Reassure the youth that help is on the way. If possible, have them sit in the front of the coach, near you.

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4. The coordinator will let you know who is meeting the coach. Verify that person's identification when they arrive.
5. Notify the coordinator when the meet is done.
6. Complete an SIR and specify "Safe Place request" in the report write-up.

Additional information about A Safe Place

- Youth boarding to find a safe place don't need to pay a fare.
- Let them stay on the coach during a layover.
- If they leave the coach before help has arrived, don't try to detain them. Notify the coordinator where this occurred.
- FEOs are also trained in Safe Place procedures, so they can help if needed.

3.19 Stalking

The procedure for reporting a stalker depends on the situation:

Procedure

1. If you believe you're being stalked or followed while operating your coach, follow these steps:
 - a. Notify the coordinator and your supervisor.
 - b. Request that they call the police immediately.
 - c. If possible, keep a journal of each contact. Record any instances where you're fearful or feel intimidated.
2. If you believe you're being stalked on your way to or from work, follow these steps:
 - a. Report the incident to your supervisor.
 - b. Document any contact with the stalker.
 - c. Call the police each time and make a report. Be sure to get the police incident number.

3.20 Reporting Vandalism

Report all acts of vandalism to Metro property to the coordinator. This includes damage to the coach's interior or exterior and coach shelters and kiosks, etc.

Procedure

1. Place a PRTT to the coordinator when you witness an act of vandalism in progress.
2. Get a good description of the offender and their direction of travel, if possible.
3. Submit an SIR.

3.21 Base Security Committees

Each base has a security committee involving operators, transit police, and staff. They meet regularly to discuss safety issues, security concerns, and raising operator awareness. Committee members provide helpful insight that is important to creating a safer transit system and a secure environment for all. For details, contact your base's Security Committee Chief.

3.22 Critical Incident Support Management Team (CISM)

The CISM team is made up of your peers and Employee Assistance Program (EAP) coordinators. They respond to a wide range of events and situations experienced by Metro employees, including:

- Assaults and witnessing assaults
- Accidents
- Threats
- Accidents and medical emergencies

The CISM team conducts critical incident debriefings. Debriefings let employees talk about an event privately, confidentially and without evaluation or second-guessing. It's a chance 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.

Procedure

1. Call the coordinator with a PRTT if you see or are told of any sexual misconduct on the coach.
2. Upgrade your PRTT to an EA if the situation escalates to the point where you fear for your own or your customer's safety. Tell the coordinator you're reporting sexual misconduct and whether any of the individuals involved are still on the coach.
3. Don't try to detain or chase suspects.
4. Show compassion and respect to all individuals who report sexual misconduct. Ask them to stay close to you.
5. Document the incident on an SIR when you return to base.



Section 4: Customer Relations

Section 4: Customer Relations

4.00 About This Section

This section has rules for relationships between Metro Transit operators and customers.

We expect operators to:

- Always be courteous and professional.
- Use good judgment when interacting with customers. This includes protecting themselves and customers before property.
- Take steps to de-escalate situations when needed.

We do not discriminate against customers or anyone else, and we don't provide special treatment because of a person's:

- Race or color
- Age
- Sex or sexual orientation
- Marital status
- Religion
- Ancestry or national origin
- Veteran status
- Disability

4.01 Customer Assistance and Communication

Operators must provide safe and courteous service to our customers. They will:

- Greet customers and thank them for using Metro services.
- Be positive, civil and respectful in how they talk and act.
- Provide fair and consistent treatment to all customers.
- Answer questions and provide information when asked.
- Be prepared to help customers who need additional assistance.
- Be aware of customer activities.
- Use the EA when:
 - There is a threat of physical injury
 - You or a customer has been harmed
 - There is a medical emergency
- Follow up with a PRTT call if it's safe to do so.

Operators will not:

- Delay or interrupt service unless a customer's behavior is causing a safety concern or affecting another customer.
- Touch customers without their permission.

4.02 Public Service Announcements

Operators are encouraged to use Metro's Public Service Announcements (PSA), which cover various transit-related matters. You access them from the Driver Display Unit (DDU).

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4.03 Information

You should be familiar with transit operating instructions and the general area(s) you operate in so you can help customers who ask for information. If you do not know the answer to a question, refer the customer to:

- Metro Customer Information at **206-553-3000** or
- The King County Metro website: kcmetrobus.info/customer

4.04 Customers and Personal Information

While on duty or in uniform, operators cannot:

- Ask customers for dates or their addresses and telephone numbers.
- Provide their personal contact information to customers.

4.05 Conversation

Don't talk with customers while the coach is moving unless it's necessary. Give short, polite answers without turning your attention from the road. Treat and answer each question as if you're hearing it for the first time, no matter how many times you've heard it.

4.06 Complaints

Address a customer's complaint if you can. If you can't, refer them to Metro Customer Information at **206-553-3000**. Please give them your coach number; they'll need it when they call.

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 and questions courteously and factually.
- Do everything you can to resolve customer concerns.
- Don't argue with customers.
- Don't take comments personally.
- If a dispute between customers is becoming physical, press the EA. Don't get physically involved in arguments or physical fights between customers.
- Stop and secure the coach, open the doors and call the coordinator to ensure your and your customer's safety.

4.08 Refusing Transportation

In extreme circumstances, you may refuse transportation to a customer or group of customers. You can only do this if their behavior or inability to care for themselves could jeopardize your safety, ability to drive the coach, or your customers' safety and security. Examples of extreme circumstances are when customers:

- Pose a security problem.
- Are severely ill.

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- Are extremely intoxicated or impaired.
- Have personal hygiene problems.

If you must refuse transportation:

- Do it politely and discreetly.
- Be extremely careful when pulling away.
- Call the coordinator immediately and submit an SIR when you return to the base.
- If possible, include names and contact information of witnesses and other relevant information.

4.09 Reminding Customers of the Rules

When responding to rule violations, you must put your and your customers' safety first.

Procedure

- Remind customers once of rules such as no smoking or eating on the coach.
 - Play the appropriate PSA to deliver a neutral message (See section **4.02 Public Service Announcements**).
 - Use the PA system if the automated announcements aren't working. Identify the rule as Metro's; for example, "*Metro does not allow...*"
- If necessary to ensure your and your customer's safety:
 - Stop and secure the coach in a safe location, open the doors, and call the coordinator.

Customer Rules

Metro's "Ride Right" Code of Conduct has the rules customers must follow on the bus. They include:

- Pay the correct fare
- Respect other customers' privacy
- Use headphones
- Respect transit property
- Use Metro services and facilities only for transportation
- Do not
 - Cause safety problems
 - Eat, smoke or litter
 - Drink alcoholic beverages
 - Harass the operator or other riders
 - Lie down on the seats
 - Bring prohibited items on the bus

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4.10 Smoking

It is against Washington State law to smoke in or near a bus shelter or on a Metro Transit bus. If a customer tries to board a coach with a lit cigarette, cigar or pipe, ask them politely to put it out before boarding. If the customer refuses, call the coordinator.

4.11 Electronic Cigarettes and Other Smoking Devices

These are electronic or battery-operated smoking devices that deliver nicotine or other substances. They include but aren't limited to, electronic cigarettes, electronic cigars, electronic cigarillos, electronic pipes and electronic hookahs.

The King County Code prohibits the use of these devices in public places, including parts of buildings, Metro Transit coaches and other vehicles used by and open to the public. If a customer uses one of these devices on your coach, politely remind them of the rule. If they don't stop, call the coordinator for help.

4.12 Radios and Electronic Audio Devices

Customers may play devices connected to earphones when the volume is low so others don't hear. If a customer refuses to use earphones or lower the volume when using headphones, play the DDU message that says "turn volume on electronic devices down" once (if it's on the DDU). If the customer refuses, call the coordinator for help.

4.13 Food and Beverages

Customers may not have food or beverages in open containers on the bus. Ask them politely to dispose of these items before boarding. While they can't eat on the bus, they can drink non-alcoholic beverages from containers designed to prevent spills.

4.14 Drugs and Alcohol

Customers can't consume illegal drugs or alcohol while on the bus. Ask the coordinator for help with intoxicated customers.

4.15 Items Allowed on the Coach

The following rules may not apply to mobility aids that people with disabilities need to access transit. These are things like canes, walkers, wheelchairs, mobility scooters. See Section 5.

Customer safety, convenience and comfort dictate what articles are allowed on the coach. Use good judgment when you face a situation not covered by this rule. Consider how crowded the coach is and if the item will put customers in danger or cause discomfort. For you and your customers' safety, items:

- Must not block the aisle or doorways.
- Must always be in the owners' control.
- May be kept in the priority seating area if space is available. (Customers with disabilities and seniors have priority for these areas).

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Items allowed (partial list)

- A respirator or portable medical oxygen supply needed by a person with a disability.
- Any assisted device powered by a sealed battery.
- Baby strollers (see more information below).
- Mobility aids for customers with disabilities.
- Small personal-sized shopping carts. Empty carts should be collapsed. If asked, deploy the ramp to help people board with carts.
- Folding bicycles and folding scooters if they can be safely stowed out of the aisle. The customer also must ensure that wheels, pedals or other parts don't stick out from the frame and pose a danger to customers.
- Foldable, detachable bike trailers, provided they can be safely stowed out of the aisle.
- Skis and ski poles

Baby Strollers

The following rules apply to non-accessible strollers. See section 5 for information on accessible strollers.

Strollers are allowed under these rules:

- Empty strollers should be treated like small personal-size carts. (See **Items Allowed**.)
- Customers may board the coach with a child in a stroller. Upon request, deploy the lift or ramp for them.
- Once on board, a child may stay in the stroller if they're strapped in and secured with a minimum of three securements in the designated area. If the area isn't available, the child must be taken out and held on the adult's lap or put in the seat next to the adult.
- Folding strollers must be folded and placed under or between seats. It must be secured if a child is in it, or it's too full to fold.
- Non-folding strollers:
 - Must not block the aisle or doorways
 - Must always be controlled by the owner
 - May be parked with the brake set in the priority seating area if there's room. (Customers with disabilities and seniors have priority use of this area.)

Items Not Allowed (partial list)

- Gasoline powered equipment or machines
- Gasoline or other flammables
- Gasoline cans or containers (even if empty)
- Explosives (including fireworks) or acids
- Uncovered glass or sharp objects
- Auto batteries
- Commercial grocery/shopping carts or wagons
- Articles taller than the distance between the coach's floor and ceiling

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- Religious or political materials handed out or left to be taken. Operators must remove and dispose of them.
- Non-Foldable Scooter Share scooters
- Skates with blades or rollerblades, while worn by customers
- Skateboards for use on the bus. Customers can carry them on.

4.16 Animals

*The following does not apply to service animals for persons with disabilities. (See section **5.02 Accommodating Mobility Aids** for policies on service animals.)*

Dogs are allowed when they:

- Are on a leash
- Don't occupy seats
- Stay on the floor or the owner's lap

See section **12.14 Non-Service Animals** for fare policy for animals.

You may refuse to transport a dog only when:

- The dog is creating a hazard or disturbance.
- Another dog is already on board, and you're concerned about your safety or the safety of your customers.

Animals other than dogs must be in a container or carrier. You must collect a fare if the container or carrier occupies a seat.

4.17 Sleeping/Non-Responsive Customers

When you reach the base, all customers should be off the bus. Be careful if you find a sleeping customer. Please don't touch them because some people become violent or lash out when awakened.

At the terminal, open all doors before approaching the customer. Stay on the side closest to an open door to get out if needed. If they don't respond to your voice, tap on metal or a window to make a loud sound. Always do your best to assess a sleeping rider. Ask yourself:

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

These details will help if you call the coordinator. Make the call if you can't wake the rider after one try.

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4.18 Customers Boarding at Terminals

You must open all doors two minutes before leaving the terminal so customers can board. If you leave the bus, secure it. (See section **10.61 Unattended Coaches** for Metro's unattended coach procedure.)

4.19 "Closed Door" Policy

You choose when to apply this policy. When you reach the end of the line or arrive at the terminal from a deadhead, you may ask all customers to get off the bus and close the doors. However, you must tell them you'll reopen the doors two minutes before the scheduled leave time.

If you decide to open the doors at terminals, be consistent. Allow all customers to board to avoid the appearance of discrimination. This policy doesn't apply:

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

Loop routes

A customer whose stop is on the loop portion of a loop route may stay on board the coach to reach their destination. The Route 21X Arbor Heights loop is an example.

Customers who don't cooperate

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 submit an SIR.

4.20 Metro's Code of Conduct for Passengers- "Ride Right"

To help ensure the safety, security, comfort and convenience of all who use our services, the King County Council passed an ordinance to regulate conduct on Metro Transit property. In simple terms, it is the way to "ride right."

Read the complete set of rules at kcmetrobus.info/metrorideright.



Procedure

The operator's primary job is to operate the bus safely. If problems arise, you should first decide if a passenger's safety or security is at risk. Determine how bad the problem is and what resources you have before responding. You can:

- Talk to the passenger.
- Call for help.
- Submit an incident report at the end of your shift.
- Take no action right away.

If the problem is minor, stay on your route so you don't delay or inconvenience other riders. You are a peacekeeper, not an enforcer. Metro Transit has people you can call for help when you need it. Transit Police enforce Ride Right and local and state laws.

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 a federal civil rights law that prohibits discrimination of people with disabilities and ensures equal opportunities of people with disabilities to the whole community (CFR, Title 49, Subtitle A, Part 37). Washington State laws provide similar protections. Discrimination means the unfair or unequal treatment of individuals or groups of people based on characteristics like race, gender, religion, or disability.

Metro's ADA and Universal Access Program, a part of the General Manager's Civil Rights Office, works closely with Base Operations staff to help operators follow the laws while serving customers with disabilities fairly.

5.01 Serving Customers with Disabilities

Disabilities can be visible and obvious or not visible. No matter if a person's disability is obvious or not, all people should be treated fairly and deserve equal access to transit under the law. You cannot ask a customer if they have a disability.

All disability types are protected equally. Refusing service to a customer based on their disability is discrimination. People with disabilities are subject to the Metro Code of Conduct. If a passenger with a disability violates the Metro Code of Conduct, or if there is any incident of denial of service, completion of a NSRIR is required.

Operators must:

- Serve people with disabilities with respect, courtesy, and attention to individual differences.
- Operate accessibility equipment safely and as intended.
- Make reasonable accommodations to customers with disabilities when requested.

Providing Reasonable Accommodations for People with Disabilities

When a person with a disability needs an accommodation or special consideration to have fair access to Metro services, operators shall provide it when they can. This means that an operator can make an exception to a policy if requested by a person with a disability or it is needed for them to access the bus fairly and safely. The only reason an operator should not provide an accommodation is if it poses a direct safety threat to the operator, other passengers, or fundamentally alters service. If you are unsure, call TCC for guidance.

Examples of reasonable modifications:

- Giving customers extra time to board and deboard the coach
- Providing verbal or physical cues at rider stops when they have visual or hearing disabilities

If you cannot provide an accommodation to a customer, fill out an incident report. If the situation escalates, contact the coordinator with a PRTT. Do not leave the bus zone and continue service until you have spoken to the TCC and received directions and informed the customer.

5.02 Accommodating Mobility Aids

Mobility aids can be a device, a person, or an animal that can provide independence to customers with disabilities or assist them in accessing coaches or provide a service on the coach. For many people with disabilities, these aids are an extension of themselves, and you should not touch them without permission. This includes not petting service animals. If a person is traveling with a personal care attendant (PCA), refer to the customer with a disability directly and do not only speak to their PCA.

Operators may ask if:

- a device is used for mobility.
- the person with the rider is a PCA.
 - PCA's may ride free along with a Regional Reduced Fare Permit (RRFP) ORCA cardholding rider with a PCA sticker on their card. (See section **12.00 About This Section** for more information about fares.)
- If an animal is a service animal
 - Don't ask for papers or documentation for a service animal.
 - Service animals may ride on the customer's lap, in a seat, or on the floor.
 - Service animals can ride at no cost.

Coach Identifier Kits and Accessible Communication

The Coach Identifier Kits, accessibility aids, and accessible communication tools can help a customer be more independent and help everyone communicate better.

Customers may choose, but aren't required to use, the Coach Identifier Kit or a Special Assistance Card to communicate their destination, stop location, and route number. The Coach 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:** blind or low vision with no hearing difficulties
- **Pink:** verbal communication difficulties
- **Orange:** Limited English Proficiency (LEP)

5.03 Boarding

It is the operator's responsibility to board all customers with disabilities. Make your stop at the head of the zone for all waiting customers. Once at the head of the zone, look for customers who may need assistance boarding. Customers with any type of disability who require priority seating should be allowed to board in the front door. Don't force a rider to board in a rear door if they ask to board in the front, even if they don't have a disability that you can see. Don't kneel the coach while passengers are in the process of boarding or leaving.

Make sure the automated message for ramp deployment is activated or use the PA system to announce *"Wait for the ramp to move into place before you get off the bus. Please use the back doors if possible"*.

Section 5: Services for Customers with Disabilities

Deploy the ramp or kneeling feature:

- For a customer with a mobility device.
- At the customer's request.
- With caution to ensure customers' safety.

As customers with disabilities board, ask if they want assistance. If they don't respond, it may be because of a hearing or cognitive disability. They may suggest ways to be better understood or use a phone or mobile device to communicate. Take your cue from the customer. Speak directly to them so they can see you talking. Speak clearly, use a regular tone, and use plain language and simple statements.

When waiting to board or boarding:

- Confirm the route number for those using the Coach Identifier Kits or who ask for assistance.
- Take Assistance Cards and confirm the route number. Note the customer's stop and transfer instructions and place the card in the transfer cutter. If a relief operator takes over before the requested stop, tell them about the cards, the stop, and any additional instructions.
- If a customer is deaf and blind, help them board using the Print-on-Palm method:
 - Set the parking brake, exit the coach and meet the customer in the bus zone.
 - Gently tap their forearm to get their attention.
 - Carefully open the palm of the customer's hand and write the route number on their palm with your finger.
 - Place the customer's hand in the crook of your arm and guide them onto the coach and to a seat if they have confirmed they are ready to board.

When asked, operators must help customers with mobility disabilities access the ramp unless:

- Wheelchairs are too large to fit the entrance of the bus.
- The wheelchair tie down areas are being used by other customers with mobility devices and there are no available tie down areas (try to clear the area for people who do not use mobility devices if you can).
- Customers have human waste or other hazardous material visible on their clothing, body, or chair. This does not include medical equipment such as urostomy or colostomy bags.
- The operator is physically unable to assist due to a safety issue.

If the above circumstances prevent you from being able to board the customer:

- Tell the customer why.
- Make a PRTT call to the coordinator.
- Continue your route if another coach will serve the zone within 30 minutes or;
- Wait for instructions from the TCC.

5.04 Helping Customers Get Seated

Customer safety on board is important. Before you leave the bus zone, allow time for customers who appear unstable or can't hold onto a seat or hold a stanchion, handrail or strap behind the safety line. Wait until they are seated if they ask you to.

Customers with disabilities and seniors have priority in the side-facing front seats and the first full row of forward-facing seats. You must help priority users find seating in these areas if needed. This means that if there are customers who do not require priority seating because of a disability or who are elderly and have mobility difficulties, they must find a seat elsewhere if they are able. You can announce “if you do not need priority seating, please find another seat” and refer to the priority seating signage in that area of the bus.

5.05 Securing Mobility Aids

There are two tie down areas located in Priority Seating areas in the front of every coach. Operators must:

- Know how to operate the tie down systems.
- Follow training to identify tie down points that allow a 45-degree angle from the floor to secure their mobility aid using these techniques:
 - Make sure seat belts aren't twisted before attaching them to the mobility aid.
 - Don't touch the mobility aid unless the customer gives you permission.
 - Make sure the customer doesn't have anything that interferes with securing the mobility aid.
 - Ask customers to move items that interfere.
 - If their mobility aid can't be secured according to safety procedures taught during training, ask if they want to wait for the next coach.

Pre-check the mobility tie down devices before departing the base (see section **10.11 Coach Preparation Procedure**). If a mobility tie down device is broken or malfunctioning, do not drive the coach off the yard. Place a PRRT call to the TCC and notify that the equipment is broken and not safe for transit.

Passengers can't use the seat of a walker when the coach is in motion and walkers can't be secured in the securement area with a person sitting on the walker.

Securing mobility aids in forward-facing tie down areas

- Occupied mobility aids face forward.
- Attach the tie down belts to the aid at a 45-degree angle to the floor when possible.
- Secure a scooter along its lower body if it has a single post-mounted seat.
- Use a minimum of 3 tie downs to reduce lateral swing on mobility aids and three- and four-wheeled scooters.
- Use the fourth (loose) belt (on newer coaches) for maximum security, especially for very large power devices.

Section 5: Services for Customers with Disabilities

Securing mobility aids in passive restraining tie down areas on RapidRide coaches

- Wheelchairs must face toward the rear of the coach.
- Unoccupied mobility aids must be secured.
- Belts aren't needed when occupied, but you must accommodate customers who want to use the belts, including shoulder tie downs.

Securing mobility aids in Quantum systems

1. Always use the system's automated tie down arms, whether occupied or unoccupied.
2. Ensure that the parking brake is set.
3. Make sure the tie down station is clear of obstructions.
4. Turn the Quantum Power Switch on at the dash.
5. Make sure the customer doesn't have items obstructing the anchor points.
6. Have the customer position their mobility aid.
7. If they have a power device, power must be off. If the device isn't powered, they must set their brakes.
8. The customer presses the Secure/Release button.
9. Watch the process to be sure nothing gets in the way of Quantum's moving parts (the preliminary squeeze is 25 lbs).
10. Press the Secure Button on the dash when the machine arm blinks.
11. The process is done when the machine makes the final 50-pound squeeze and stops blinking.
12. Turn the Quantum Power Switch off.

If anything gets in the way, the machine will try the secure cycle three times before it stops and flashes. If you can't fix the problem, offer optional seat belts.

5.06 Ensuring Audio Stop and Route Announcements

Operators must use the On Board System (OBS) to announce all stops, and all route numbers and destinations in zones used by two or more routes. If OBS isn't working, use the public address system. Be sure you are loud enough to be heard, accurate and consistent.

Announcements must be made whenever customers are on board or at a zone. This includes people who may appear to have a disability and all others. If the OBS announcements aren't working, are wrong, or too low to hear, use the OSFR form to report the problem at the end of your shift.

5.07 Deboarding

- If a customer gives you an Assistance Card when they board, announce their stop and return the card. Help them if they ask for it or the card is yellow. The color means they're deaf and blind, and you'll need to tap on their forearm when you reach their stop. Help them off the bus if they ask.

Section 5: Services for Customers with Disabilities

- Gently release the mobility restraints and replace the restraints and hooks in their designated stowage to prevent tripping of other customers.
- Ask the customer to press the Quantum button to release or assist customer if asked.

Bus zone designations

There are three designations:

1. **Fully accessible zone:** These have room for a ramp and enough area for the customer to maneuver once they get off the ramp. The ramp must be available for all who request it.
2. **Limited space zone:** These have room for a ramp, but there might not be enough room to move around at the end of it. If the customer requests the ramp and says they can safely navigate, deploy it and place a PRTT call to the coordinator. Or work with the customer and coordinator to find another solution.
3. **No lift/ramp zones:** The ramp can't be used here because the lift control can't be fully deployed without damage. Place a PRTT call and work with the customer and coordinator to discuss and decide on another zone.

Let customers who need the ramp know if it's not available in their zone or if the use is limited. If that is the case, give them the option to deboard at the next accessible stop where the ramp can be deployed.

5.08 Helping During Coach Changes or Evacuation

Operators should pay attention to customers with mobility aids and those who don't respond to announcements during coach changes or evacuations. Before helping them, operators should let customers know what's happening and choose the best way to communicate.

If a customer doesn't respond, it may be because of a hearing or cognitive disability. Speak directly to them so they can see you talking. Speak clearly and with simple statements.

If the customer is deaf and blind:

- Draw a large X on their palm with your finger. This tells them to evacuate.
- Gently tap their forearm and guide them off the bus and onto the replacement coach if there is one.

Give the new operator the customer's Assistance Card and any other instructions needed.

5.09 Passing Customer with Disabilities Requested Stop

If you accidentally pass a customer's requested stop, do not drop them off at the wrong location. Ask if they can deboard at the next stop. If the customer is deaf and blind, communicate with the customer using Print-on-Palm, call the coordinator with a PRTT, and wait for the coordinator's instructions.

5.10 Service Denial Due to Rider Conduct

Denying service to a person because they have a disability is discrimination. You must do your best to meet the needs of the person if they are safe and do not fundamentally alter the service. People with disabilities are required to follow the Metro Code of Conduct just like all other customers. The following reasons are the examples of when you can fairly deny service:

- The person is violating the Metro Code of Conduct.
- The person is traveling with a PCA who breaks the Metro Code of Conduct.
 - If a PCA breaks the Metro Code of Conduct and is denied service, the customer with a disability should be given the option to continue their trip without the PCA.
- The service animal is overly disruptive or puts the operator or other customers in danger and the customer doesn't have physical or verbal control of the animal.

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6.00 Late Reports, Unexcused Absences and Absences

Time missed from your scheduled service falls into several categories:

- **Late report:** When full-time operators report for work up to 1 hour after their designated report time. Part-time operators aren't eligible for late report.
- **Unexcused absence:** When operators take an unverified full or partial sick day or fail to accept a late report. Also, when part-time operators don't report within 1 hour of their designated report time.
- **Absence:** When operators have an allowed and verifiable reason for not being at work as scheduled.

Under certain circumstances, the type of absence can be changed. You can ask for an unexcused absence to be changed to an absence if:

- You submit a request in writing to your chief within 5 work days of the occurrence. If no chief is available, you can submit the written request to the window dispatcher. Make sure it is date-stamped and placed in your chief's mailbox.
- You are a full-time operator and you provide the written request the same day as the absence. If granted, you're placed at the bottom of the report list or you'll be sent home.

Part-time operators receive absences if they:

- Contact the base within 30 minutes after their report time, or,
- They report in person up to 1 hour after the report time.

6.01 Reporting Out Sick

Operators who can't work due to illness or injury must notify Metro at least 30 minutes before their scheduled report time. Failure to provide this minimum notice will result in an unexcused absence.

Unexcused absences won't be changed to sick leave unless you submit verification from a medical doctor or licensed practitioner. The form must state that your absence was medically necessary and that you couldn't report the absence as required.

Procedure

Operators must:

1. State whether the absence is an illness or an injury. If reporting an injury, you'll be asked whether it is an off-the-job or on-the-job injury.
2. State whether the illness or injury will keep you out just 1 day or more.
3. Call the TCC at **206-684-1111** if you must report an illness or injury during hours when your base is closed or when telephone service is interrupted. Provide your:
 - a. Base
 - b. Name
 - c. Badge number
 - d. Assignment

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- e. Report time
- f. 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 isn’t available.

6.02 Emergency Absence Contact Procedure

There are times when you can’t report to work or report the absence due to an emergency.

Procedure

1. Have someone else call the base or report the absence to TCC for you.
2. They must provide at least your:
 - a. Full name
 - b. Employee badge number
 - c. Assigned base
 - d. 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., they may retain their 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 their 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 a medical verification when an employee:

- Is absent for more than 5 consecutive scheduled full or partial days for a condition that isn’t covered by the Family Medical Leave Act (FMLA) or King County Family Medical Leave (KCFML).
- Hasn’t earned enough sick leave to cover an absence for a reason allowed by the Collective Bargaining Agreement (CBA), and they ask to use AC time, vacation or unpaid leave.
- Has not provided the verification to meet federal or state leave laws or fitness for duty requirements.

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Procedure

1. You are encouraged to see a doctor on the first day of an injury or illness occurring off the job.
2. When medical verification is required, it must be on a medical report acceptable to Metro and completed by a licensed practitioner. We accept forms provided directly by a medical provider or the Metro Sick Leave Verification Form.
3. If using the Metro Sick Leave Verification form:
 - a. You must complete Part A. Your medical provider completes Part B.
 - b. 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 10 calendar days from the first day of paid sick leave.
 - c. Illnesses that require medical verification but aren't verified within 10 days from the first day of paid sick leave will result in unexcused absences for each unverified day.

6.06 Medical Verification – Probationary Operators

Probationary operators must submit a Metro Sick Leave Verification form for each full and/or partial day they miss after the first 6 days of an illness. The exception is for time missed because of pre-scheduled medical appointments.

6.07 Sick Family Member Leave

Operators may use accrued sick leave to care for family members whose serious health condition or emergency requires the employee's personal supervision and absence from work. Family members include:

- Children and grandchildren, regardless of age or dependency status
- Spouses and domestic partners
- Parents or a spouse's/domestic partner's parent, or a person who stood in as a parent during childhood
- Grandparents
- Siblings

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 also apply to sick family member leave.

6.08 Bereavement Leave

Should you lose an immediate family member, you're entitled to Bereavement Leave. Employees eligible for comprehensive leave benefits shall be granted up to 5 days, maximum 40 hours (pro-rata for part-time) bereavement leave per qualifying death of a member of the operator's immediate family. Leave must be taken within 18 months from the date of the death.

Immediate family members shall be defined as:

1. Spouse or domestic partner,

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2. Legal guardian, ward, or any person whom the Employee has legal custody,
3. The following family members of the Employee, the Employee's spouse, or the Employee's domestic partner
 - a. A child,
 - b. A parent, (biological, adoptive, foster, stepparent, legal guardian, or a person who stood or stands in loco parentis),
 - c. A grandparent,
 - d. A child-in-law,
 - e. A grandchild, or
 - f. A sibling.

Procedure

1. Apply for Bereavement Leave by submitting a Bereavement Leave Request form to a chief.
2. If you don't qualify for bereavement leave, contact your chief to see if you're eligible for another type of leave.

6.09 Doctor Appointments

Try to schedule medical and dental appointments at times when you aren't scheduled to work. If you can't, you may use sick leave for a personal appointment with a licensed healthcare provider – or for your covered child's or eligible adult family member's appointment.

Employees must provide reasonable notice of an absence from work that qualifies for paid sick leave. If the need for sick leave is foreseeable, employees must provide at least 10 calendar days' notice, or as soon as possible, to their chief, prior to taking sick leave. For unforeseeable absences employees must contact their chief by 10 a.m. of the start of their shift. If circumstances allow, employees should provide notice as soon as they learn of the need to take leave. Where possible, notifications should include the expected duration of the employee's absence. Any absence greater than five days, may qualify for FMLA.

Procedure

1. Complete a Scheduled Medical Appointment form to request time off for non-industrial doctor appointments, either personal or for a covered child or adult family member. Industrial appointments are for work-related medical issues.
2. Submit it to the base dispatcher before 10 a.m. on the day before the scheduled appointment.

If the dispatcher receives the form after 10 a.m., you must follow the procedure in section **6.05 Sick Leave Medical Verification Requirements** to verify the medical appointment.

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6.10 FMLA and KCFML

FMLA provides employees with time off and protects their jobs in eligible situations. It offers up to 12 weeks of job-protected leave during a rolling 12-month period. FMLA is 26 weeks when it's for FMLA Military Leave.

The KCFML ordinance provides up to 18 weeks of job-protected unpaid leave for each rolling 12-month period. FMLA and KCFML may be continuous or intermittent. FMLA and KCFML run concurrently. Leave related to a workplace injury or workers' compensation may also qualify for FMLA/KCFML protected leave. Workers' compensation does not provide job protection, and FMLA/KCFML runs concurrently as long as employees have entitlement balances.

Eligibility

Employees who have worked:

- For King County for at least 12 months, and
- At least 1,040 hours (full-time) or 510 hours (part-time) during those months.

Qualifying Reasons

You may qualify for FMLA and/or KCFML if:

- You have a serious health condition.
- One of these family members has a serious health condition:
 - Spouse
 - Child, including biological, adopted, foster and stepchildren; and legal wards or the child of a person standing in as the parent
 - Parent, or a person who stood in as the parent when the employee was a child.
- Birth, adoption or placement of a foster child.
- Any “qualifying exigency” arising because the spouse, child (of any age) or parent of the employee is on active duty or has been notified of an impending Federal call to active duty. These activities include but aren't limited to:
 - Managing the active-duty person's affairs.
 - Arranging for childcare.
 - Attending official military events related to their duty.
 - Care for a covered service member or veteran who is recovering from a serious illness or injury sustained 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 for a parent of the domestic partner).

Procedure

To request a leave, you must:

1. Notify your chief 30 days before the known leave if possible.
2. Provide leave notice as soon as possible from the leave's start date if the FMLA/KCFML is due to a medical emergency or an unforeseen event.

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3. Email *King County Protected Family and Medical Leave Request* form to TransitFMLA@kingcounty.gov. Download *Leave Request* forms from the [Taking Leave](https://www.kcmetrobus.info/TakingLeave) website [kcmetrobus.info/TakingLeave](https://www.kcmetrobus.info/TakingLeave).



4. Submit a *Department of Labor Medical Certification* form to TransitFMLA@kingcounty.gov. *Medical Certification* forms must be completed by a healthcare provider and submitted to the Metro Leaves Team within 15 calendar days of the *Leave Request* form submittal.

Benefits

Under FMLA/KCFML you may receive the same county-paid health benefits (medical, dental and vision) that you had while working prior to the start of your protected leave. King County Benefits staff will contact you about your benefit status.

If you:

- Are on paid leave and you normally pay part of your monthly health benefit premiums (including enhancements), they will talk to you about self-paying to continue your health coverage.
- Go on unpaid FMLA/KCFML, King County Benefits will talk to you about self-paying to continue any life, accidental death and dismemberment or long-term disability insurance coverage you have.
- Qualify for COBRA, King County Benefits will tell you how to self-pay to continue health coverage when your FMLA/KCFML ends. COBRA is a government program that allows you to continue your coverage when Metro stops paying your premium.

6.11 Military Leave of Absence

Any employee who is called into or enlists in the Armed Forces of the United States or its allies, shall be given unpaid leave of absence in accordance with applicable laws affecting military leave. Employees shall notify their chief, prior to taking leave.

Eligible employees may request leave for qualifying exigency leave, defined as leave for certain reasons related to a family member's foreign deployment; and military caregiver leave, defined as leave when a family member is a current service member or recent veteran with a serious injury or illness. Employees who need to take leave must notify their chief as soon as they are made aware leave is foreseen.

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6.12 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.

6.13 Industrial Doctor Appointments Injury

- 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.
- 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 they are physically able to do so.
- Within 24 hours of the injury or as soon as they are 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.
- 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.
- The PIR, SIF-2 and Metro Investigation Report must be received by Metro's Workers' Compensation Office before any compensation is paid.
- Industrial injury leave shall run concurrently with FMLA/KCFML to the extent permitted by law (see section **6.10 FMLA and KCFMLA**).

6.14 Clearing from Industrial Injury or Illness

All operators 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 enough time for you to clear your return with the base chief and complete a return-to-work ride check.

Other conditions requiring clearance from 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 of 30 days or more due to illness.
- Illnesses such as heart conditions, diabetes, multiple sclerosis, nervous and psychiatric conditions, or any condition affecting vision or hearing.

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6.15 Return to Work Ride Check

An operator required to clear their return to work with the base chief must successfully complete a return to work ride check. Base chiefs coordinate these checks with Training Operations. If you're scheduled for a return-to-work ride check, you must report to the designated training office in regulation uniform and with you:

1. Return-to-Work Ride Check Authorization form
2. CDL
3. Current medical certificate

6.16 Jury Duty

Upon receiving notification to report to serve on jury duty, the employee must notify their chief as soon as they receive their notice.

Employees selected for jury duty must submit proof of report and shall receive time off with pay at their regular rate of pay for their regular assignment, not to exceed eight hours per day for each day served.

Full-time Operators

FTOs excused from jury duty less than four hours after their jury duty reporting time, shall promptly notify their immediate supervisor and may be required to report back to work. An FTO may be required to report back to work a p.m. tripper. No FTO shall be required to report back to work but may accept work if work is available.

Part-time Operators

When a PTO is released from jury duty, they must notify their chief and may be placed on their regular assignment that day or any following day.

6.17 Domestic Violence Leave

Employees who are experiencing domestic violence or whose family members are experiencing domestic violence, sexual assault or stalking may take a reasonable period of leave, intermittent leave, or leave on a reduced leave schedule to seek legal or law enforcement assistance, prepare for or attend legal proceedings, receive medical treatment, relocate or address safety concerns.

An employee who needs leave due to domestic violence, sexual assault or stalking must provide advance notice consistent with the work unit's usual leave request process. Where advance notice cannot be given because of an emergency or unforeseen circumstance, the employee or the employee's designee must notify the employer before the end of the first day of leave. Please contact your chief.

6.18 Witness Leave

Employees called as a witness on behalf of Metro during an investigation, hearing, arbitration, or trial shall receive regular compensation and must notify their chief as soon as they receive notice. No employee called as a witness in a Metro related case by another employee, shall be compensated.

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6.19 Day Off Books

The contract between Metro and the operator's union establishes the minimum guarantee for the number of operators scheduled to work in different locations for specific days and time. Based on the workforce available for particular days and times, additional operators may be excused.

The Day Off Book is a fair and convenient way for operators to request time off. You can access it by phone, but **only to reserve time off at least 30 days in advance**. Other requests must be made in person.

Procedure

1. When requesting time off at least 30 days in advance, dial the Day Off Book Phone System at **801-938-8550** and follow the prompts. The system is open from:
 - a. **Midnight until 3:30 a.m.** for day and night operators whose assignments end before 11:45 p.m.
 - b. **Noon until 12:30 p.m.** for operators scheduled to work at 11:45 p.m. or later.
2. See the base dispatcher/planner to have your name added to or removed from the book.
3. Requests for more than five consecutive days must be discussed with the base chief.
4. Part-time operators placing their name in the Day Off Book may request payment from their available vacation balance.
5. A request can be placed in the Day Off Book one calendar month (over the phone) or less (in person) 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.
6. 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.
7. 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. For example, an operator in the Day Off Book for more than one Saturday in a four-week period gets excused the first Saturday. Their name moves to the bottom of the list for the remaining Saturdays in the four-week period.
8. You won't know if you've gotten the day off until 2 p.m. the day before when a list of excused operators is posted with the extra board.

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9. 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 their name in the book of the base where the operator will be working.
10. 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.
11. 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.

6.20 System Extra Board (SEB) Day Off Book

SEB operators wishing to add their name to the Day Off Book (one month in advance) also use the phone system described in Section 6.18. As with other operators, the phone-in system opens at:

- Midnight and closes at 3:30 a.m. for day operators and night operators whose assignments are scheduled to end before midnight.
- Noon and closes at 12:30 p.m. for operators whose assignments schedule them to work from 11:45 p.m. or later.

Procedure

1. Dial the Day Off Book Phone System at **801-938-8550** and follow the prompts.
2. When prompted to select Base, choose the System Board option (9#).
3. If you want your name removed from the SEB Day Off Book, you must make the request in person to the base dispatcher or planner.
4. Dispatchers at bases other than your home base will relay the operator's name, badge number and requested date to the SEB home base dispatcher for entry into or removal from the SEB Day Off Book.
5. The SEB Day Off Book waiting list is posted at the SEB home base window.

6.21 Christmas Day Draw

Day Off Book procedures apply for the entire year except for Christmas, when Metro holds a drawing for time off. The Christmas Day Draw determines the order of names on the day-off request list.

The draw doesn't guarantee that everyone participating will get the day off. Metro still needs to meet coverage guarantees. For example, when a Sunday schedule is in effect, the number of operators with the day off is based on the Sunday guarantee at each base.

Procedure

1. The draw date for Christmas Day is set for all bases and posted along with procedures in the Operations Bulletin.
2. Any full-time operator requesting Christmas Day off must have their name in the Day Off book by 9 a.m. on the day of the draw.

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3. SEB 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 assigned base for inclusion in the regular draw.
4. 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 are excused is posted at each site.

Section 7: Operator Code of Conduct

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7.00 About This Section

This section contains specific rules governing the conduct of all operators under reasonable conditions. Metro expects them to treat customers and coworkers with courtesy and respect when executing their duties and responsibilities.

Hostile words or acts towards customers and/or King County Metro employees are not tolerated. You must use good judgment when dealing with customers and other Metro employees. This includes:

- Protecting yourself and customers first
- Protecting property next
- Seeking to de-escalate and manage situations when necessary

Violating any part of these rules and/or failing 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 threatening language is prohibited, as are actions and verbal or written statements meant to offend others.

Harassment isn't tolerated, including but not limited to the use of slurs or derogatory statements involving:

- Race or color
- Age
- Marital status
- Sex or sexual orientation
- Religion
- Ancestry or national origin
- Veteran status
- Disability

Operators are prohibited from making derogatory comments about 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 includes fighting or engaging in verbal altercations with other Metro employees. You must do everything reasonable to de-escalate heated situations. Always use good judgment and appropriate language when dealing with others.

7.03 Employee Weapons

Using, threatening to use, or possessing a weapon – concealed, licensed or otherwise – is prohibited and will result in termination. This applies while you're on Metro property, performing your official duties or off duty when in uniform.

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A weapon is defined as any object, instrument or chemical designed to harm or injure another person or used to threaten or injure another person. Weapons include but aren't limited to:

- Guns and knives
- Mace and tear gas
- Chako sticks and blackjacks

7.04 Safeguarding Metro Property

Operators must exercise care with Metro property and equipment. Never purposely operate equipment or use property in a way that causes malfunction and/or damage. You must not:

- Willfully vandalize, destroy or damage Metro property.
- Attempt to obstruct, adjust, alter or tamper with the position or normal operation of any Metro equipment. This includes but isn't limited to ramps, fare boxes, door mechanisms, radios, emergency alarms or camera systems.
- Obscure the view of cameras in any way with any item.

7.05 Comfort Stations

Comfort stations (restrooms) for operators are provided by Metro or in partnership with local businesses and organizations. When using them, you must:

- Make every effort to keep them clean.
- Not vandalize or leave litter in or around them.
- Ensure that doors are closed and locked when leaving a restroom with T-Key access.

You may drive your coach to a nearby comfort station if it's identified in the Route Book as an option for your assigned route. Notify the coordinator of your location. If you cannot notify them immediately, contact the coordinator as soon as possible.

If you arrive at a comfort station at the end of a trip, and you're already beyond the scheduled recovery time, you can use it if needed. This isn't considered an "unnecessary delay." (See sections **8.16 Running Late** and **8.17 Unnecessary Delays** for more information about delays.)

Use only designated restrooms for personal relief. Don't use any part of a building, coach or another area not intended for that purpose. Some businesses have quit the comfort station program because operators used areas and restrooms meant for business customers.

Report any issues/problems with comfort station access or conditions to the comfort station coordinator via:

- Forms available at your base
- Phone at **206-571-6952**
- E-mail at station.comfort@kingcounty.gov

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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 their system.
- Prohibited from consumption of alcohol within four hours of the employee's scheduled time 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.
- Prohibited from tampering or attempting to tamper with a required alcohol and/or drug test.
- Required to notify their base chief, within five calendar days of any conviction, that they have been convicted of a drug crime occurring in the workplace.
- Responsible for informing their physician when being prescribed medication(s) that they are 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.
- Required to promptly report to their base chief whenever they observe or have 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

Operators are not allowed to bring family members or friends on the base when reporting for duty. They also can't ride with you when you're operating a Metro car or coach – unless they're a fare-paying customer on a scheduled revenue trip.

7.10 Employee Parking

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

Section 7: Operator Code of Conduct

Authorized Use

- King County Metro Transit employees who are working out of the base, but only on the day and during the time of their shift
- King County vehicles being used for business at the facility on that day.
- Visitors who have King County business at the facility on a particular day and time.

Unauthorized Use

- Employees using the employee parking facilities before or after their shift.
- Metro Transit employees who work at other county work sites, unless on business at the facility and qualifying as a visitor.
- Parking at the base for non-work-related special events, even if the employee is working at the base on that day.
- Parking more than one vehicle owned by the same employee at the same time.
- 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 not used on a regular basis.
- Any other vehicle not defined as an authorized use.

7.11 Lockers

Lockers are provided at each base as a convenience to operators. However:

- Metro owns the lockers and has the right to enter one if there's sufficient cause.
- You must vacate your lockers by the last day of a shakeup if you're changing bases.
- Metro may dispose of unclaimed items if you don't clean out your locker.
- We're not responsible for items lost due to theft, fire or other loss.

7.12 Computers and Internet

Metro provides use of computers, the internet, intranet, computer systems and networks for the purpose of promoting King County's legitimate business interests. Computers or other electronic equipment are our property. So is software, information, materials, and data stored on them permanently or temporarily.

Any software, information, materials, and data you store on or access via Metro's computers and information systems aren't private, including internet sites. We have the right to access and monitor all information and, where appropriate, to read and retrieve it to the fullest extent allowed by law. This may occur at any time while you're on or off duty, without notice or your advance knowledge or consent.

7.13 Acceptable Use of Computers

Operators may use designated King County computer systems and resources, such as computers, networks, internet, intranet, etc. for recreational use.

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Recreational use is use that:

- Doesn't interfere with or impair the operator's ability to do their work
- Doesn't interfere with or impair official county business
- Results in negligible or no expense to King County
- Isn't prohibited by King County policy

Prohibited Use

Operators are prohibited from using King County computer systems and resources for prohibited uses at any time – including during breaks and outside of regular working hours. You must not use King County computers to:

- Conduct private or personal for-profit or unauthorized not-for-profit activities. This includes private business transactions, advertising of products or services, and any activity for personal gain.
- Conduct any political activity.
- Solicit 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. Peripherals are external storage, keyboards and other things that work with but aren't part of the computer.
- 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.

Go to kemetrobus.info/it-policy for more information or to read the County's full policy (ITG-P-08-02) on acceptable use of IT assets.

7.14 Contact Information

Each operator must keep Metro informed of their current address, phone number and emergency contact information. You can update your information on PeopleSoft or speak to your chief. You also must submit a change of address form to the Washington State Department of Licensing (DOL) within 10 calendar days of a new address. DOL supplies the form.

Section 7: Operator Code of Conduct

7.15 Informational Materials Distribution

The Washington State Public Disclosure Commission (PDC) prohibits County employees from participating in political campaigns, including ballot propositions such as those on transit funding issues or county property.

You may:

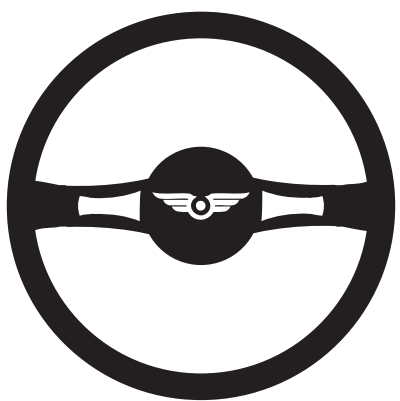
- Engage in campaign activity to support a ballot measure if it's done on non-work hours and without using public resources
- Have window signs or bumper stickers on your personal cars, even if they are parked on county property during work hours
- Inform other employees, during non-work hours and without using public facilities, of opportunities to participate in campaign activities
- Make campaign materials available to employees in lunchrooms and break rooms that are used only by other authorized individuals during non-work hours

You may not:

- Distribute campaign materials while wearing Metro uniform items with a Metro logo, such as hats, shirts and jackets
- Pressure or coerce other employees to participate in campaign activities
- Distribute materials in a manner that disrupts an orderly work environment

Materials concerning internal union politics or views on labor negotiations may be distributed to off-duty employees on transit property, including bases and other areas. They may not be distributed to employees who are on duty or reporting for work.

These materials may be posted on employee bulletin boards after being stamped by a chief (in the same manner as “for sale” ads). The stamp doesn’t indicate approval of an item. It simply establishes the date on which it was posted.



Section 8: Operator Procedures

Section 8: Operator Procedures

8.00 About This Section

This section covers the basic rules that govern operators' daily duties and responsibilities under usual conditions.

8.01 Reporting for Assignment

Operators must report (tap in) dressed in regulation uniform. They must be at their bases by the report times for their scheduled routes. After tapping in, they should check for mail and read the following:

1. Reroute Board
2. Operations Policy Bulletins
3. Individual Base Bulletins
4. Bus Operations Bulletin (new edition posted every Friday)
5. Manual Update Bulletin

8.02 Required Equipment While Operating

You must have these with you whenever you are operating a Metro coach:

1. Valid Washington State Commercial Drivers License (CDL) Class B or A, with a Passenger Endorsement and the Air Brake Restriction removed.
2. Current CDL medical examiner's card with a medical waiver if appropriate.
3. County-issued photo ID card
4. Regulation uniform
5. Metro-issued ANSI Class 2 or higher safety vest
6. Approved timepiece
7. *The Route Book*
8. *The Manual*
9. Accident Report Kit
10. Run card
11. Announcement Reference Guide for the route(s) operated
12. Transfers
13. Appropriate customer information, such as timetables, Rider Alerts, etc.
14. Coach Inspection Reports
15. Found Tags and Found Bicycle Tags
16. Flashlight
17. Multi-factor Authentication (MFA) fob
18. T-Key

8.03 MFA Fob and Passwords

Fobs provide Multi-factor Authentication (MFA). These are different ways to verify who you are when you reset King County passwords. To reset a password:

Section 8: Operator Procedures

1. Navigate to passwordreset.microsoftonline.com.
2. Follow the instructions on the screen.
3. Select “Enter a code from my authenticator app”.
4. On the fob, press the red power button to generate a six-digit number.
5. Type in the six-digit number.
6. Create a new password.

Contact your chief if you need a new fob.

8.04 Approved Watches

Watches must:

- Have a face the size of a quarter or bigger
- Must be divided into minutes and have a second hand

Digital watches, if used, must have a constant readout of hours, minutes and seconds. Smart watches, if used, must disable cellular data and WIFI when on duty.

8.05 Time Check

Operators must set their watches according to the official window clock at the base and any time checks from the TCC. They should not use the radio display to check the time or set their watches.

8.06 Road Reliefs

Operators must be at their relief points by the relief time indicated on the run card. The operator must call the coordinator if the relief operator doesn’t arrive when they should. An operator must never leave an in-service coach before being relieved. They must stay on the bus to oversee boarding and exiting customers.

These rules apply when relief doesn’t arrive, and you don’t want to keep working. If your coach:

- Is inbound to the Seattle Central Business District (CBD): continue to Pine Street going northbound, to Main Street going southbound, or to Third Avenue going west, and then return to the base.
- Is outbound with customers; continue to the outbound terminal if the round-trip back to the relief point is less than one and one-half hours. If the trip is more than that, Metro will dispatch a relief operator and give you a ride back to base.
- Does not operate through the CBD; the one-and-one-half-hour rule applies.

8.07 Travel Time Allowances

Travel time allowances are standard for each route. If you use a bus or Link Light Rail service to travel from the base to the relief point, you must check the timetables for those services, so you aren’t late.

Section 8: Operator Procedures

8.08 Road Relief Made Late

Relief operators must call the coordinator if they are delayed. Operators using base cars to make their road relief must call the coordinator if the coach being relieved is more than 10 minutes late.

8.09 Base Relief Cars

Operators must only use base cars when relieving another operator, when they have been relieved, or when they have been assigned to use a base car by a chief. These cars are for official use only; unauthorized people, like family and friends, cannot ride in base cars.

If you use a base relief car and you're paid for travel time to and from relief points, you will receive the standard amount for travel time. Operators may not use their vehicles while on Metro's payroll and traveling between the base and a relief point.

Operators must sign out base cars with their name, badge number and time of day before leaving the base. You must sign them in again when you return. Look for designated sheets at the base for regularly scheduled or unscheduled road reliefs. Please be sure to print neatly so your information is easy to read.

A base car with a single driver is prohibited to be in an HOV (High Occupancy Vehicle) lane, unlike a bus which is always allowed in an HOV lane, even with no passengers. Base relief cars are not permitted to use HOT (High Occupancy Toll) lanes, such as those on I-405 and SR 167.

Please check and report any concerns regarding base relief cars to the window as soon as you know about them. These may include low fuel, faulty charging on electric vehicles, tire pressure warning, etc.

Electric vehicles should be charged after each use. Do not use if there is low charge (less than 30 miles of range) or other warning indicators are active.

Remove any personal trash from base cars.

8.10 Base Car Idling

Turn off the base car engine when you arrive at the road relief point. If the car has a two-way radio, turn the key to auxiliary power to enable radio communication with the TCC. Operators must take the keys with them when leaving the vehicle.

8.11 Road Reliefs – Exchange of Information

When you're relieved on the road, you must give the relief operator relevant information about the trip. This includes but isn't limited to:

- Blocked route or reroutes
- Any coach defects
- Found items
- Stop requests and other customer special needs requests.

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8.12 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.

8.13 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 coach can be both safely and legally parked. See section **7.05 Comfort Stations** for information regarding comfort stations.

8.14 Schedules and Timepoints

Timepoints help operators maintain a schedule. Operators must adhere to scheduled timepoints unless otherwise directed by estimated timepoints (ETs) or headway timepoints (HTs). Timepoints at the beginning of a trip are leave times. All other timepoints are arrival times.

Headway timepoints are jointly managed by the Transit Control Center (TCC) Coordinators and Service Quality Supervisors. Both roles are responsible for monitoring service performance, directing operators to adjust for spacing, and addressing delays or bunching. Either may instruct operators to adjust speed, hold at designated points, or modify departure from timepoints to maintain reliable service. Operators are to carry out the instructions of either the coordinator or the Service Quality Supervisor, as both roles are responsible for active service management.

Early arrival at a terminal at the end of a trip is permitted, provided the last timepoint prior to the terminal was not passed early.

On-time performance is defined as:

- **Early:** arriving more than 121 seconds ahead of schedule is considered early.
- **On-Time:** arriving between 2 minutes (120 seconds) ahead of and 5 1/2 minutes past posted schedule.
- **Late:** arriving more than 15 minutes past schedule.

Scheduled Timepoints

Base pullout and layover departure time as indicated on the run card.

Estimated Timepoints (ET)

- Routes serving park & rides, operating express routing or operating on freeways may have timepoints marked as “estimated”, typically with an “ET” indicate. An estimated timepoint or “ET” allows the operator to operate early through that timepoint.

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- Operators may arrive early at transit centers and park & ride lots to facilitate transferring customers. Wait in the appropriate bay and do not leave before the time noted on the run card.

Headway Timepoints (HT)

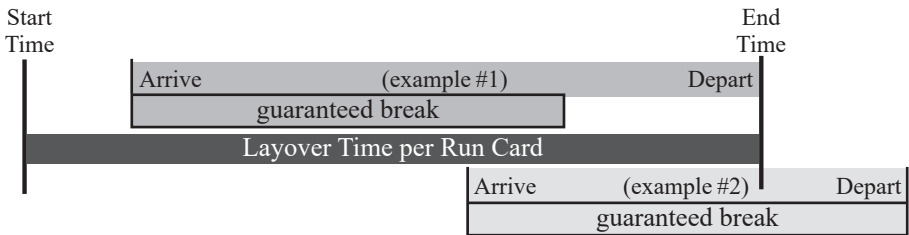
- Headway timepoints, or “HT” indicates are used on some RapidRide and other frequent service schedules. Unless otherwise directed by the coordinator or Service Quality Supervisor, operators may arrive and leave up to 2 minutes early at headway timepoints and checkpoints.
- Designated headway checkpoints may be marked at specific bus stops. These checkpoints are clearly identified and used for operators to stop, verify, and adjust headway spacing.
- Operators should use their Driver Display Unit (DDU) headway value to confirm spacing and hold for time at the designated headway checkpoint along the route if the DDU shows a value greater than 2 minutes.
- See section **15.01 Advanced Service Management (ASM)** for more information regarding RapidRide service.

Stay safe, don’t run early and keep to your schedule. Complete an OSFR for schedule-related issues.

8.15 Guaranteed Breaks

Metro wants operators rested and ready for the next trip, so their routes have guaranteed break times. The breaks are listed on the run cards for each assignment. A few rules to note:

1. You are guaranteed an 8-minute break or 12% of the scheduled trip time, whichever is greater on each trip, except when:
 - The trip is less than fifteen minutes long.
 - It is the last trip before the coach returns to the base.
 - The trip is live-looped or through-routed, in which case the guaranteed break shall not be less than 8 minutes or 12% of the previous two trips, whichever is greater 12% of the previous two trips.



2. When circumstances beyond your control result in less than a seven minute layover in the previous two hours, you are guaranteed a 13-minute break at the next outer terminal, except on your last trip, provided you notify your coordinator.

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3. If your work assignment is over eight hours, you get two 15-minute or one 30-minute break.
4. If your work assignment is over five hours, you get at least one 15-minute break.
5. If you are late, your recovery time doesn't make up for it, or you haven't had your break, notify your coordinator.

8.16 Running Late

If you are arriving at a timepoint and not on your last trip, notify the coordinator with a DDU text message. You don't need to do this if your recovery time lets you be less than five minutes late starting the next trip.

8.17 Unnecessary Delays

Operators must not delay service for any unauthorized or unnecessary reason. When outbound with no customers on board, you may make brief stops for food or beverages before getting to the terminal. Do not spend more than five minutes in any establishment. Unnecessary stops that interfere with the schedule are not authorized. See section **7.05 Comfort Stations** for information about these stops.

8.18 Calling Stops – Inside Announcements

Operators must know how to use the Onboard Systems (OBS). This includes manual positioning and repeat announcement functions to ensure that stops are announced accurately and consistently along each route. If the automatic system isn't working, make the announcements using the Public Address (PA) system, if available.

ADA regulations require you to announce all transfer points, major intersections, destination points and stop requests. You must also make announcements at sufficient intervals along a route, so customers are aware of their location. (See also section **5.06 Ensuring Audio Stop and Route Announcements.**)

8.19 Calling Stops – Outside Announcements

OBS external announcements give your coach's route number and destination in the bus zone. They also provide helpful information to customers waiting to board, especially those with disabilities.

If OBS is not working, use the PA's exterior speaker to announce your route number and destination. (See also section **5.06 Ensuring Audio Stop and Route Announcements.**)

8.20 Announcing Express and Limited Stop Service

Follow the express service instructions when operating freeway and limited access roadway trips. Announce at the last stop where the limited stop or express portion begins and ends. Customers may not get off the coach in the limited stop or express parts of a route. If they boarded by mistake, take them to the first scheduled stop with return service. Be polite when explaining the difference between limited-stop or express and local service, collect the appropriate fare and issue a transfer.

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8.21 Telling Customers About Delays

If you encounter extended service delays, inform your customers of any circumstances affecting the trip schedule or routing.

8.22 Lost Articles

Operators must turn in items found in a Metro vehicle or on Metro property to Lost and Found the same day they find them. They must also report valuable or important items to the coordinator on the same day. These are items like medications, laptops, cell phones, purses, wallets, etc.

Other Requirements

- Do not give money amounts over the air.
- Never turn in food items that can go bad. Write “disposed of food” on the found tag.
- Keep an adequate supply of Bicycles Only and Metro Lost and Found Office tags with you. Complete a found tag in writing that people can read and attach it to the article. If a customer finds an item, include their name and address on the found tag.
- If you find a bicycle, attach a Bicycles Only lost and found tag (Figure 8). Secure the bicycle for safe transport on the rack if possible or in the coach if there isn't any rack space. When you get to the base, put the bicycle in the designated area.
- If you have a relief operator and don't have to return to the base, tag the found item and give it to the relief operator.

Figure 8 - Bicycles Only tag

- If you return to base, enter the items in the Lost and Found Log and turn them in at the dispatch window. Place found items in the base drop box when the base is closed. Log valuable items and articles that are too large for the drop box and bring them to the vehicle maintenance chief.
- Do not tell a customer you found their item. You may tell them you found an item that might be theirs, but have them call Customer Information at 206-553-3000.
- If you haven't turned in an item, you may return it to the owner if it is of moderate value or less. Have the person show proper identification and ask them to sign the found tag. Turn in the tag to the base dispatcher.

Special Precautions

- Hazardous toxic substances such as bleach or motor oil:
 - Turn them in to Vehicle Maintenance.
 - If you find them while on the road, call the coordinator for help.
 - Do not turn hazardous materials in at the base window.
- Purses and bags:

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- Dump the contents onto a surface. Be careful when inspecting the contents of a lost purse or bag. You could get hurt with sharp or hazardous items if you dig through the bag.
- Purse or wallet claimed by a customer on the road:
 - When turning a purse or wallet over to a claimant, count the money in front of the finder and or a witness.
 - List the amount of money and valuables on the found tag.
- Marijuana. If:
 - The amount 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.
 - It is clearly more than one ounce, call the coordinator and ask for help from Metro Transit Police. They will meet you and take it.
 - You don't know how much is there, call the coordinator.
- Illegal drugs. If you find what appears to be illegal drugs such as cocaine or heroin, call the coordinator to have it picked up. Complete a found tag and note which agency took it. If the officer who collected it gave you a card, attach it to the found tag before turning it in.
- Cell phones. Turn the power off so they don't ring. Don't answer any calls or call customers to let them know you have their phone.

8.23 Unscheduled Overtime

Log this overtime in TITO on the same day. Log it in the Sundry sheet if TITO is down or you're logging the unscheduled overtime the next day.

8.24 Helping Student Operators

One of your responsibilities as a Metro operator is to help train new coach operators. You may be assigned student operators as training needs dictate. Let the student operator perform as many driving and non-driving duties as possible. Students must drive the coach while assigned to you except when:

- They aren't operating the coach safely.
- It is obvious that they are under considerable stress.
- You need to demonstrate a particular maneuver.

Call the coordinator for help if a student operator makes the bus late, past the scheduled guaranteed break and recovery time. Report concerns and comments related to the student's performance on the student evaluation form.

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8.25 Qualification Requirements

Extra Board Operators

- Must be qualified on six major routes at their base by 10 a.m., the Friday prior to the effective date of shakeup
- Must qualify on all remaining major routes at their base within 30 days of the effective date of shakeup. A major route is one or more routes requiring 40 or more weekday hours of scheduled platform time at a specific base.
- Also, may qualify on any minor routes scheduled out of their picked base. Metro may assign operators to qualify on minor routes. A minor route is a route or route group with fewer than 40 weekday hours of scheduled platform time.

System Board Operators

- Must be qualified on three major routes, determined by Metro, at each picked base by the effective date of shakeup.
- Must be qualified on all other major routes within 60 days after the effective date of shakeup.
- May qualify on any minor routes scheduled out of their picked base(s). Metro may assign operators to qualify on minor routes.

Report Operators

- Must be qualified on 75% of all routes from that base, before 10 a.m., the Friday prior to the first day of shakeup.
- Must be qualified on all routes 30 days after the effective date of the shakeup.

Regular Operators

- Must be qualified on all routes they pick before the first day of the shakeup.
- Must be qualified on the route back to the terminal after they're relieved during a regular trip.

Part-time Operators

Must qualify on the entire route of:

- Picked work (from pick or move-up).
- Assigned annual leave and/or vacation reliefs.
- Available Additional Tripper List (ATL) routes.

Equipment

Management can and may change the type of coach on any route when needed. Operators with medical restrictions may not pick assignments on restricted equipment.

8.26 Route Qualification Procedure

Operators may qualify on a route by using the Electronic Route Qualification (ERQ) System or they can ride:

- An in-service coach over the route.
- Over the route in a base car with a qualified operator.
- A route qualification coach led by a transit instructor.

Section 8: Operator Procedures

- A route qualification coach.

More qualifications

- You cannot qualify for a route by driving or riding over it in a private vehicle.
- If you will be driving a trolley coach, you must qualify in a trolley or by using ERQ.
- If you are riding on in-service coaches or in a base car with a qualified operator, you must present a completed Route Qualification Card. Submit to training 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, or on more routes if “Assigned to Qualify.” Ask your chief for more information.
- They may only qualify on a day they work or on an RDO. They cannot qualify when they are on vacation, sick or on FMLA or KCMLA leave.
- Their pay cannot exceed 16 hours in a 24-hour period of combined on-duty and qualification pay.

8.27 Route Changes and Disqualification

It is the operator’s responsibility to be familiar with all minor changes affecting routes on which they qualified. Operators should check the *Route Book* prior to the start of each shakeup 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 their employment, unless the route, or a portion of it, has undergone a major change as determined by Training.

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

8.28 Eligibility for Route Qualification Pay

Full-time operators will only be paid for qualifying on routes they can work from their base. The exception is an Inter-base operator who may qualify on any major route in the system.

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

- Picked work at shakeup or through a move-up.
- Assigned annual leave and vacation relief.
- On the ATL at least three days a week and the route is within their ATL spread time.
- An ATL operator who:
 - Is qualifying on a route that has associated equipment, facility or procedural qualification requirements, such as trolley, Sound Transit, RapidRide, etc.
 - Already has a qualification record for the associated equipment, facility or procedure.

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8.29 Operator Requirements While in Training

The following rules apply to operators attending training:

- **Attendance:** Operators reporting late for a training assignment will receive a “miss” and may not be admitted into class.
- **Uniform:** You must wear a Metro uniform during training assignments that require you to drive Metro coaches. Operators reporting for non-driving training may wear appropriate business casual clothing.
- **Performance:** Operators who fail the performance requirements of a given vehicle, equipment or facility training do not qualify for the associated vehicle, equipment or facility. Operators who fail post-accident retraining are returned to the base.
- **Conduct:** Operators always must conduct themselves in a safe, courteous, professional and cooperative manner. 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):** PEDs aren’t allowed during training. You cannot look at the screen, listen to, speak into, or use the PED controls for texting or other tasks. PEDs must be turned off and out of sight during training. Earpieces also aren’t allowed during training, but you may use a PED during scheduled rest and meal breaks.

Section 9: Uniform

Section 9: Uniform

9.00 Uniform

Operators must wear an authorized, regulation uniform:

- When reporting for duty.
- While operating any Metro revenue vehicle.
- During training assignments that require the operation of Metro coaches.

If you're reporting for nondriving training or duties, you may wear casual clothing, appropriate for the workplace.

If you report for work or are seen out of uniform while on duty, you will be issued a Performance Report – unless you have written authorization for being out of uniform. (See section **9.03 Out of Uniform**.) If being out of uniform poses a safety hazard, you will be relieved of duty.

When in uniform, you must not engage in unauthorized activities or be seen in inappropriate locations. These include but aren't limited to taverns and bars, etc. You also must not give uniform item(s) to unauthorized personnel.

9.01 Uniform Condition

All clothing must fit well, be clean, wrinkle-free, and in good repair. Your uniform and optional garments must be free of stains, rips, tears, blemishes, excessive wear, and any other condition that detracts from the neat, clean appearance expected of Metro employees.

Uniform items may only be altered only to fit properly, and Metro must approve the alterations. Uniform items with a King County Metro logo must display the current authorized logo.

9.02 Grooming

Operators are expected to be well-groomed professionals, demonstrating self-respect and pride in their personal appearance. You must maintain a neat, clean and well-groomed appearance. This includes keeping your hair clean and styled in a way that doesn't interfere with safe coach operation.

9.03 Out of Uniform

Operators reporting to work must comply with uniform standards prior to duty. Superintendents, base chiefs and first-line staff will notify you when you're out of compliance – unless you have an Out-of-Uniform Slip that authorizes you to drive a transit coach without wearing the authorized uniform. For example, a slip may be issued to a newly hired operator who hasn't received their uniform.

A copy of the Out-of-Uniform slip will be sent to a chief at your assigned base. When you have permission to be out of uniform, don't wear jeans, T-shirts, sweatshirts, sweatpants, shoes or other items that don't comply with uniform standards.

Section 9: Uniform

9.04 Uniform Apparel

Operators may use a uniform voucher to buy uniform items from a specific vendor designated by King County Metro. You may buy one pair of personal work shoes per calendar year with your available uniform balance. The cost of the shoes, including tax, can't be more than 50% of your annual uniform allowance.

The authorized operator wardrobe consists of the following regulation clothing:

- Blue or green parka
- 15- or 25-year safety award jacket (red, blue or green)
- Navy blue pants (altered only as required to fit as designed and having no logos that aren't Metro approved)
- Navy blue shorts (altered only as required to fit as designed and having no logos that aren't Metro approved)
- Navy blue long-sleeved or short-sleeved dress shirt
- Forest green or navy blue cardigan sweater
- Navy blue V-neck long-sleeved pullover sweater
- Forest green knit polo shirt
- Navy blue long-sleeved turtleneck
- Navy blue fleece jacket/vest

Additional uniform items include:

- Brown or black belt, required for pants or shorts with belt loops
- Approved footwear
- Authorized headwear
- Approved neckties and suspenders
- Metro-issued ANSI Class 2 or higher safety vest

See more about the above requirements in the sections that follow.

9.05 Authorized Headwear

Wear only authorized headwear with logos (if applicable) facing forward:

- Black safari hats with a reinforced brim and matching cloth trim.
- Black fedoras
- Sun visors with the King County Metro logo
- Navy blue baseball style cap, watch cap, or beret with King County Metro logo.
- Regulation baseball-style caps:
 - With base or other specialized logos, authorized by the supervisor superintendent at a particular base.
 - Recognizing a specific event, such as the annual Base Safety Contest. You can wear these for up to one year from the event date unless otherwise specified.

Other authorized headwear includes:

- RapidRide baseball-style hats.
- Roadeo caps issued for participants of the most recent Roadeo only.

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- ATU Local 587 steward baseball-style hats, worn only when the public is not likely to see you. This may include but isn't limited to being in:
 - A non-customer facing position.
 - Areas generally inaccessible to the public, such as Vehicle Maintenance or other non-public work locations at a given base. You may not wear the union steward baseball hats in revenue vehicles at work providing services to the public or performing work in areas accessible to the public.
- Authorized ATU logo (COPE) hats approved by King County Metro.
- Religious head covers, with accommodation. (Speak with your chief regarding the accommodation process).

9.06 Safety Vests

Operators must always have a Metro-issued ANSI class 2 or higher safety vest with them while at a Metro facility. You must wear the vest when walking to and from your coach and any time you leave the coach for any reason during service.

The Metro-issued ANSI 2 safety vest must be worn as an outer garment. Don't drape it over an arm or shoulder or attach it to a backpack or other accessory. You do not need to wear the vest when operating the coach.

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

Regulation cardigans, V-neck sweaters, sweater vests, and fleece jacket liners – if worn – must be worn over a uniform shirt or turtleneck.

9.08 Turtlenecks

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

9.09 Belts/Suspenders

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

9.10 Ties

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

9.11 T-Shirts

If you wear an open collar shirt 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.

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9.12 Undergarment Long Sleeve Shirts and T-Shirts

These are intended to accentuate a long sleeve 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 your pants.

9.14 Shoes

All shoes must:

- meet Metro approval.
- be dark brown or black (including the sole, tongue, laces, Velcro closure, etc.).
- have non-skid soles.
- be polished leather or have a leather-like appearance.
- cover the whole foot.
- not have prominent or excessive buckles or straps.

You can wear:

- athletic-type shoes provided they meet the above criteria.
- shoes with coils in the heels if the coils are enclosed.
- snow boots in snowy or icy conditions if they don't interfere with the safe coach operation.

Not allowed are:

- High heels or platform shoes with heels more than 2 inches high and/or soles thicker than 1 inch.
- Open toes and sandals.
- Clogs and shoes with non-approved logos.

9.15 Socks

Socks must be worn. They can be black, blue or white to go with the uniform.

9.16 Badges, Patches, and Pins

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

- Patches
 - Metro Transit
 - Latest Safe Driving patch (centered on the right shoulder seam of the jacket or sweater)
 - Trolley and other base-issued and authorized patches (also centered on the right shoulder seam of the jacket or sweater)
 - Operator of the Month/Year

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- Pins
 - Safety Award
 - George Turner Award
 - Metro Safety Representative pin

Metro-authorized 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. It can be purchased with a uniform voucher from the uniform vendor.

9.18 Sports Apparel

Team jerseys are the only sports apparel allowed. They must be worn over your uniform and may only be worn on playoff days. Allowed jerseys from the following local teams only:

- Seahawks
- Mariners
- Reign
- Sounders
- Storm
- Kraken
- Torrent
- Seawolves
- Only team jerseys may be worn. Jerseys must be worn over your uniform.
- No team hats, beanies, jackets, scarves, t-shirts, gloves, etc. may be worn.

9.19 Wearing of ID Badges

Employees must wear easily visible, county-issued identification when inside Metro Transit buildings or other Transit property generally not open to the public. If you're in a county-issued uniform, your ID badge generally doesn't need to be visible, but you must produce it on request.

9.20 Disposing of Worn Uniform Items

Worn uniforms can be:

- donated to other operators
- donated to charity and resale organizations if all logos are removed.

Section 10: Vehicle Operations

Section 10: Vehicle Operations

10.00 About This Section

This section contains specific rules governing the safe operation of Metro vehicles and equipment under reasonable conditions. In addition to the rules outlined here, operators must read and follow all route-specific directives. Examples are the slow orders and safety stops described in the *Route Book*.

10.01 RCW 46.61 – Rules of the Road

All drivers of county vehicles must follow the Revised Code of Washington, Chapter 46.61, Rules of the Road. The state and city laws and regulations in it are part of the safety rules described in this manual.

10.02 Defensive Driving

As a professional operator, you must practice defensive driving. Defensive driving is more than mastering the rules and basic mechanics of driving. Driving defensively means applying concepts and techniques to prevent collisions, despite adverse driving conditions or the actions of others.

10.03 Horn Use

The coach horn is a safety tool. Use it properly. Tap your horn:

- To alert pedestrians if you're driving in a fire lane at the base against the flow of traffic.
- Twice when passing a stopped Metro coach.
- Twice before backing your coach (see section **10.43 Backing a Coach**).

Otherwise, use the horn only to alert other road users of imminent danger. Don't use it to show anger or frustration.

10.04 Attention While Driving

When operating any Metro vehicle, operators must devote full attention to driving and traffic conditions:

- Don't engage in any unnecessary conversation when operating a coach.
- Keep your conversation to answering questions and giving directions.
- Don't do anything that requires taking both hands off the wheel while the coach is moving.

10.05 Authorized Operators

The only people authorized to operate Metro vehicles are:

- Assigned on-duty operators
- Student operators assigned for instruction
- Metro mechanics (VM)
- First-line Supervisors (FLS)

10.06 Personal Electronic Devices (PEDs)

A “Personal Electronic Device” (PED) is any device that electronically communicates, sends, receives, stores, reproduces or displays voice and/or text communication or data. They include, but aren’t limited to:

- Cellular phones and smartphones
- Pagers
- Music and media players
- Gaming devices
- Tablets and laptop computers
- Smartwatches (see section **8.04 Approved Timepiece**)
- Personal digital assistants
- Smart Glasses

You can use a PED while in the driver’s compartment only at a terminal or layover when the coach is parked and secured. Otherwise, it must be stowed out of sight and in silent mode in a pocket, backpack or other luggage while operating a coach.

PEDs must not be used:

- When operating a coach or walking in the base yard. This includes listening to, speaking into, texting or otherwise manipulating PED controls.
- While assisting a student operator, as the instructor while the student drives (see exception below).
- For non-county business while operating a non-revenue vehicle (NRV).

You may have limited use of an agency-authorized cell phone in hands-free mode or a two-way radio only for county business while operating an NRV. You must keep conversations to an absolute minimum. For lengthy conversations, stop the vehicle in a safe location.

Don’t wear an earpiece while operating a revenue coach or walking in the base yard. This means you can’t have a Bluetooth device, earbuds, or headphones in or over your ear, even if they’re turned off.

Exceptions for emergencies

You can use a PED to call 911 directly if:

- There’s an imminent threat to life or bodily harm,
- The coach radio isn’t working or you can’t get to it safely, and
- The coach is stopped in a safe place.
- You call the coordinator immediately after the 911 call.

If you’re instructing a student operator and there’s a natural disaster (snow, earthquake, flood, etc.) or homeland security emergency, you can stop the coach at a safe location and use your cell phone or monitor radio broadcasts.

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10.07 Reading Written Material

Operators must not read newspapers, books or other written material while operating any Metro vehicle. Reading required to perform your operator duties (run cards, DDU text messages, etc.) is allowed, but only when the coach is stopped.

10.08 Pedestrian Awareness

Operators have the duty to drive with regard for pedestrian safety. Be especially alert for pedestrian traffic at intersections and in and around bus zones. To prevent accidents:

- Scan your mirrors every 5 to 8 seconds.
- Keep your eyes moving to scan your entire driving environment, even when stopped.
- Stop 3 to 5 feet behind stop bars and crosswalks for a better view of the intersection.
- Track vehicles and pedestrians to know where they are.
- “Rock and roll” in your seat to minimize blind spots.
- Scan mirrors and pause 2 seconds before moving from a stop.
- Make turns at no more than 5 mph and complete the turn in the curb lane.
- Pull up to the center line before starting left turns.
- Square off left turns.
- Do not proceed on the Ped Jump crosswalk signal. (See section **10.36 Turns on Red.**)

10.09 Tampering with Equipment

Operators must not obstruct, adjust, alter or tamper with the position or normal operation of any Metro equipment. This includes but isn’t limited to:

- Ramps
- Fare boxes
- Door mechanisms
- Radios
- Emergency alarms
- Camera systems
- Operator Safety Partitions (OSP)

Never obscure camera views in any way with any item.

10.10 Eating and Drinking on the Coach

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

10.11 Coach Preparation Procedure

You must start your coach preparation procedures immediately after tapping in, checking for mail, reading the required bulletins, and reviewing the reroute board per section **1.03 Operator Mail, Bulletins, and Reroutes.**

Section 10: Vehicle Operations

Approaching the Coach

- **Situational awareness, people, leaks and damage**
 - When walking to your coach, always wear your safety vest.
 - Be aware of your surroundings, moving coaches and people.
 - Look and note leaks from and damage to any coach.
- **Day run, fast idle, four-ways, night run**
 - Start your coach in Day Run.
 - Turn on the four-ways and fast idle.
 - Switch to Night Run, making sure all the lights and functions work.
 - Pay attention to the sound of the engine.

Starting the coach

- Before starting the coach, make sure the parking brake is on and the gear selector is in neutral.
- Start the engine or motor and check the gauges.
- Use the fast idle switch, if available, to bring the coach air pressure to operating level.
- Don't allow the coach to idle in the yard for more than 5 minutes. If the air pressure reaches a normal level several minutes before you're ready to leave the base, shut the engine off and restart it just before leaving. If air pressure doesn't reach a normal level, shut down the coach and call the coordinator.

Interior check

- **Walkthrough**
 - Walk from the front to back of the coach.
 - Check the windows, emergency handles, exits and seats.
 - Look for damage or missing bolts.
 - Check for anything that looks out of place or unusual.
- **Securement straps**
 - Check mobility aid securement straps to make sure they're secured to the coach.
 - Be sure they're not frayed, torn, broken, or missing.
- **Safety equipment**
 - Make sure all safety equipment is in place, intact and functional.
 - Check for one fire extinguisher, two wheel blocks and three hazard triangles.

Walk around

- **Lights, turn signals, head, clearance, tail and brake lights**
 - Make sure all bulbs work.
 - Check for broken bulbs.
- **Tires, lug nuts, indicators**
 - Make sure tires aren't torn, gouged or punctured and the tread is intact.
 - Check for loose or damaged lug nuts and be sure the lug nut indicators are all facing the same direction.

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- **Leaks** - Check around the entire coach to make sure there are no leaks.
- **Damage** - Look for any damage, such as dents and punctures, missing bolts, screws or loose parts.
- **Trolley poles and shunt wires**
 - Check for bent, cracked or dented poles.
 - Make sure the shunt wires aren't frayed or broken.
- **Mirrors** - Make sure they're adjustable, tucked in tight to the coach, unbroken and secured.
- **Bike rack** - Make sure it operates properly, is secured and undamaged.
- **Driver's compartment**
 - Make sure all doors operate properly and aren't damaged.
 - Test the wipers to see if they work and don't streak, and that the blades aren't cracked.
 - Check the interior lighting to ensure it works, is steady and not flickering.
 - Test to make sure the horn works and doesn't jam.
 - Adjust the seat so you're positioned properly and comfortably. Your knees should be level with your hips, and your pivot points should be at 90-degree angles to prevent joint pain or fatigue. (To remain comfortable, we recommend you re-adjust your seating position at various stages of your assignment.)
 - Adjust the seat and pedal controls so your right foot can completely cover the accelerator or brake pedal and your left foot can rest comfortably between the floor-mounted turn signal buttons.
 - Check the mirrors to make sure you can adjust them to your seat settings. This is important so you're not straining your neck for the correct view, and you can always see the side of the coach to judge clearance and position.
 - When you set up all mirrors correctly:
 - They look straight back along the side of the coach.
 - One inch at the top of the mirror shows the horizon line.
 - The side of the coach occupies about one inch of the mirror's inside margin.
 - You'll have a clear view of the coach's pivot point and traffic overtaking the coach.
 - Clouds, tops of skyscrapers and trees should not be visible in the mirror.

Before leaving the yard

- Log into OBS and make sure your settings, screen and buttons operate properly.
- Test the interior/exterior PA system using the mic and announcements. Open the door and see if you can hear the message outside.
- Log into farebox and prepare to receive fares.
- Review and check all gauges and indicators to make sure they're at the proper levels and settings.
- 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.

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10.12 Coach Inspection Report

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

10.13 Base Departure Times

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

10.14 Prevent Base Delays

Leaving the base on time is critical for reliable customer service. Double-check to ensure you're taking the coach assigned to you. Should any of these things occur, use a PRTT to call the coordinator immediately:

- You can't 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.
- Required equipment in the coach is missing or damaged, see section **10.11 Coach Preparation Procedure**.
- You know you won't be leaving the base at your scheduled leave time.

Call the coordinator again when the issue is addressed and you're ready to leave the base.

10.15 Operation Within the Base Yard

Motorcoach and vehicle speed in and around the base yard is not to exceed 10 mph. The maximum speed for trolley coaches in and around the base is 5 mph.

You 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 darkness.
- Use designated crosswalks and pedestrian walkways.
- Look in all directions before exiting a vehicle or walking between vehicles.
- Walk down a lane line until you reach the end of the lane or crosswalk.
- Walk cautiously, don't run, keep your head up and watch where you're going.

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- Don't use any personal or agency-authorized PED while walking in the yard. If you need to communicate, wait until you can stop in a safe place such as a safe path, a bus lane, or inside a parked coach. Stay there until you're done.

10.16 Safety Belts

The Washington State Safety Belt law requires all people operating a motor vehicle on public roads 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. You must use both lap belts and shoulder harnesses in transit coaches.

If you have a physical or medical condition preventing you from wearing a seat belt or shoulder harness, you must have 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 gauges and indicator lights frequently to ensure that all systems are working properly. For example, check the air pressure gauge to be sure there's enough air pressure to properly operate the brakes. Never obstruct the view of gauges and indicator lights.

10.18 Coach Lighting

Headlights, clearance lights and taillights must be on during dusk, darkness and low visibility periods unless you're directed otherwise by a service supervisor or the coordinator. Always keep the headlights on when operating in the High Occupancy Vehicle (HOV) lane on SR-520.

Headlights may be used during daylight hours if dark or stormy weather significantly reduces visibility. Interior lights must stay on, except:

- At terminals. (Keep clearance lights on.)
- In an unlit area where windshield glare may pose a safety hazard. In this case, tell customers why the lights are off. Turn them back on for customers boarding and exiting your coach.

You may lower the operator's curtain at your discretion. It's especially useful in easing eye strain when it's dark.

10.19 Coach Climate Control

Periodically check the interior temperature in the customer area of your coach. Coaches have thermostatically regulated customer climate control compartments with temperature ranges preset by Vehicle Maintenance. When they're equipped with an adjustable temperature control, you can adjust it to a comfortable setting for customers if:

- Their seating areas are too cold or too hot for the season or how most customers are dressed.
- You receive complaints.

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Before opening rooftop vents, be sure the open vents won't make customers uncomfortable. If customers open windows, politely ask that they close them. If necessary, explain that open windows interfere with the coach's air conditioning system.

If you can't control the temperature, complete a Work Request for BO Coach when you return to the base.

10.20 Destination Signs

Operators are responsible for properly displaying all signs on the coach. You'll find destination sign codes for each numbered route listed on individual route pages in the *Route Book*. Codes for signs not associated with a particular route are in the signage section of the *Route Book*.

- 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.
- Don't change signage indicating "TO TERMINAL" until completing inbound routing to the Central Business District (CBD).
- 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 where you would normally change signs for an outbound trip.
- Don't use the OUT OF SERVICE sign unless instructed to by the coordinator or service supervisor.
- Use "blank" signs only when the coordinator or service supervisor tells you to, or when making a coach change.
- When OBS fails to display the right sign, use (delta graphic) ABC on the DDU or use the destination sign keypad and:
 1. Choose either Dest A or Dest B if the trip requires more than one code.
 2. Enter the corresponding routing code from the *Route Book*.
 3. Press "Enter."
- If a sign doesn't display, call the coordinator for help.

10.21 Operating Speed

Don't exceed posted speed limits at any time. The maximum speed for coaches on interstates is 60 mph. Reduce your speed to ensure customer safety and comfort when making turns, approaching intersections, entering bus zones, and operating through curves and dips. As always, speed should be adjusted for driving conditions.

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10.22 Transit Center/Park-and-Ride Speed Limit

The coach speed limit in all transit centers and park-and-ride lots is 10 mph.

10.23 SODO Busway Speed Limit

The speed limit for both directions on the SODO Busway between S Royal Brougham Way and S Holgate St is 25 mph.

10.24 Following Distance Rule – I-5 Express Lanes

The following distance on the I-5 express lanes, from the NE 42nd Street on-ramp to the Cherry Street exit, is 6 seconds. This applies to all coach types in both the northbound and southbound directions.

10.25 Intersections

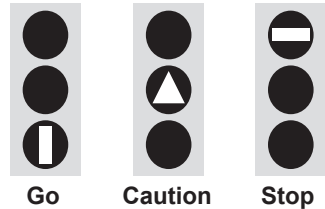
Safety is particularly important at intersections.

- Enter an intersection only if there's enough room on the far side to allow you to completely clear it and any marked crosswalk without stopping.
- Enter a bus zone only if there is enough space to accommodate the entire coach without blocking the intersection, crosswalk or driveways.
- Don't block driveways to public safety facilities such as fire or police stations.

10.26 Traffic Signals

Only enter intersections when it's 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 yellow. Be alert for pedestrians and other vehicles in the intersection.

Transit Only - Jump Light



10.27 Directional Signals

Operators must use proper directional signals to indicate you intend to change direction, such as when:

- Turning
- Leaving a bus zone
- Changing lanes

Don't use a turn signal when entering a bus zone.

10.28 Four-Way Flashers

Use four-way flashers in these situations:

- Coach preparation to be sure the lights work properly.
- Road reliefs when the coach blocks a lane of moving traffic.
- Customer stops where the coach blocks a lane of moving traffic, except in the CBD.
- Customer stops in coach and carpool lanes outside the CBD.

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- Deploying the lift or ramp.
- Preparing to stop at or crossing a railroad crossing.
- Backing up a coach.
- A trolley has lost their poles.
- An inbound Route 116 (scheduled from Fauntleroy Ferry), Route 118 or Route 119 coach is unloading customers in the CBD.
- A coach is disabled or delayed due to an emergency:
 - In a bus zone, bay or tunnel station.
 - On a state roadway or on a freeway on- or exit ramp.
 - While blocking a lane of moving traffic.
 - In a tunnel (also use 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 5 mph or less. Complete the turn in the curbside 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 keep other vehicles from cutting in on the right side.
- Don't ride over the curb when making the turn.
- When making a left turn, pull up to the center line and square off the maneuver instead of making a shallow turn. This gives you a better view of the far side crosswalk.
- Scan the exterior mirrors before, during and after all turns.

10.30 Door Operation

Don't move the coach with the front door open.

10.31 Keeping Coaches in Place

Don't use the accelerator pedal or the rear door interlock to keep a coach from moving. Keep the service brake applied while customers are boarding or exiting, or whenever the coach is standing without the parking brake applied.

10.32 Rear Door Interlock

The rear door interlock is a safety feature you must never use in place of the parking or service brakes. Keep the brake pedal down 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.

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Downhill Operation

Before going down a steep grade, check the air pressure gauge for sufficient air pressure. Don't go down a steep hill with less than 90 pounds of air pressure.

The rule for going downhill, in general and under ideal weather conditions with light loads, is not to go down any faster than you could go up the same hill safely. When operating downhill with a full standing load, reduce your speed.

10.34 Safety Stops

You must follow the safety stop instructions listed in the *Route Book* and on individual route pages and service adjustments. Safety stops apply to these routes:

- Base
- Deadhead
- Special
- Regular

You must determine if any part of your route is affected by a safety stop. At locations where 90 pounds of air pressure is required, make a complete stop and check your air pressure gauges. If you have less than 90 pounds of pressure, don't continue. Call the coordinator.

10.35 Spacing Restrictions on Hills

Special restrictions apply in the following areas.

Queen Anne Counterbalance

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

James, Madison and Marion Streets

Only one coach is allowed in any block on James, Madison and Marion Streets between First and Ninth Avenues due to reduced visibility.

10.36 Turns on Red

Left turns on red are prohibited system-wide, unless there are signs stating otherwise. Don't make right turns on red:

- In the CBD, except for northbound Sixth Avenue to eastbound Madison Street. (The CBD is bordered by South Jackson Street, the Waterfront, Denny Way and I-5.)
- For turns on and off the SODO Busway.
- When entering or exiting the Northgate Layover Facility.

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Right turns on red, where allowed, are optional. You don't have to make them, but if you do, make sure you can make them safely. Leading Pedestrian Interval (LPI) signals, also known as Pedestrian Jump Lights, are installed at many crosswalks within the Metro Service Area. The LPI system provides a "WALK" signal to pedestrians entering the crosswalk up to five seconds before adjacent vehicles are given a green light traffic signal. Operators must not proceed on the LPI signal but wait for the green light traffic signal for vehicles.

10.37 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, follow at least 4 seconds behind the vehicle in front of you.
- Under ideal conditions, when operating an articulated coach, follow at least 6 seconds behind the vehicle in front of you.
- Under adverse conditions, add seconds to your following distance as appropriate.
- When stopped in traffic, leave 10 feet between your coach and the vehicle ahead.
- Pause 2 seconds before moving the coach forward from a stop to re-establish a safe following distance.

10.38 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 this happens, follow the routing for regular lanes.
- Don't 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 an RTT, depending on the circumstances.

Operators violating express lane closures are subject to traffic citations and disciplinary action. Should you enter the express lanes going the wrong way, stop immediately off the roadway. Turn on the four-way flashers, activate the EA followed by a PRTT, and stay there until help arrives.

10.39 Freeway Operation

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 and exits requiring left lane operation
- Lane blockages

See the *Route Book* for specific information on special lane operations.

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General rules

- On all two-lane freeways, coaches must travel in the right lane.
- On freeways with more than two lanes, you must travel in the two right lanes only.
- Don't operate side-by-side in adjacent lanes with a Metro coach or large vehicles. (Both operators are responsible for this rule.)
- If a large vehicle is keeping pace with your coach, take your foot off the accelerator so the other vehicle can get ahead.

Rules for the I-5 Express Lanes

Due to limited sight distances in these lanes, you must keep a:

- Six second following distance in both directions, from the NE 42 St on-ramp to the Cherry Street exit.
- Maximum speed of 40 mph when you're southbound in the leftmost HOV lane, from the Mercer Street exit until you exit the freeway. Be on high alert for sudden stops or slowing traffic.
- Speed of less than 20 mph when traveling northbound and exiting at NE 42 St. Start to slow down at the crest of the I-5 freeway bridge and be sure your speed is 20 mph or less by the time the front of your coach passes the speed limit sign.

10.40 Bus Passing Rules

Passing another coach is permitted only:

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

When you pass another coach, tap the horn twice to alert the other operator. (See also section **11.11 Skip Stop Operation** in the CBD.)

10.41 Slow Orders

Operators must follow the slow order instructions in the *Route Book*, on individual route pages, on service adjustments or as directed by Metro personnel. Slow orders apply to base, deadhead, regular and special routes. You must determine if any portion of your route is affected by a slow order and operate accordingly.

10.42 Restricted Clearance

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

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10.43 Backing a Coach

You're responsible for all backing maneuvers. Don't back a coach unless absolutely necessary and then only after you're sure you can back up without endangering pedestrians, other vehicles or stationary objects. Use a Metro supervisor, police officer, hostler, or another transit operator or responsible person as your guide.

Procedure

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

If involved in an emergency where you must back your coach to avoid danger, follow as many of these steps as possible.

10.44 Pushing a Coach

Pushing or towing a Metro coach by another coach or vehicle is strictly prohibited unless approved by a Metro supervisor or vehicle maintenance employee on the scene. The Washington State Patrol (WSP) may push a stalled coach off the interstate if needed.

10.45 Construction Zones

When operating a coach through or near construction, reduce speed and exercise caution to protect the safety of construction workers 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 deeper than 12 inches or higher than the first step of high-floor coaches or the 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 approaching an emergency or police vehicle with lights and sirens activated:

- Yield the right of way.
- Immediately move the coach to a position parallel and as close as possible to the right edge or curb of the roadway clear of any intersection.
- Stop and stay there until the emergency vehicle has passed unless a police officer directs you otherwise.

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10.48 Approaching Emergency Zones

An emergency zone is defined as the adjacent lanes of the roadway 200 feet before and after the location where emergency, authorized roadside assistance or police vehicles are stopped and using audible and/or visual signals, warnings or flashing lights.

If you're on a road with fewer than 4 lanes, reduce your speed and yield the right of way by passing to the left at a safe distance – if it's safe to do so given traffic conditions.

10.49 Fire Hoses

Don't drive any Metro vehicle over a fire hose unless directed to by on-scene fire department personnel.

10.50 Crossing Freshly Painted Street Surfaces

It's against the law to drive a coach over freshly painted lane lines and crosswalk markings, or to knock over traffic cones. If workers are in the area, honk your horn and request that they make the necessary clearance. If you can't proceed, call the coordinator for instructions.

10.51 Cyclists

By law, cyclists have the same rights as operators of other vehicles. However, they're at a distinct safety disadvantage because of their size. When operating near cyclists, increase your safety cushion by:

- Providing more than the legally required 3-feet of space when passing cyclists on the left to reduce the draft created by a moving coach. Use care when crossing a solid yellow line in your lane to avoid a collision with oncoming traffic.
- Increase following distance when following behind a cyclist to give yourself more time to avoid a collision or obstruction.

Cyclists interfering with the safe operation of the coach should be reported to the TCC. Don't confront them or get into a verbal or physical confrontation.

As a reminder, cyclists:

- May treat stop signs as yield signs when no other traffic is approaching.
- Have the right of way when traveling through an uncontrolled intersection.
- May ride side-by-side or single file.

10.52 Railroad Crossings

Railroad grade crossings are potential dangers. Use the utmost care when approaching and crossing them.

Procedure

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

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5. Stop at all active railroad crossings except when:
 - a. The Washington Utilities and Transportation Commission (WUTC) has approved the installation of an “exempt” sign, indicating that stopping isn’t required.
 - b. Traffic is controlled by a police officer or an authorized flagger.
 - c. The tracks are used exclusively for a streetcar.
 - d. The crossing is abandoned and marked with an out-of-service sign.
6. Should your coach stall while crossing active railroad tracks:
 - a. Immediately direct customers to exit the coach and move to a safe place. Help them if needed.
 - b. Contact the railroad control center at the emergency number displayed on the crossing signage, if available. Identify the crossing (X-ING) number or the crossing location (if there’s no number).
 - c. Use a phone and not the coach radio to call the Metro coordinator.



10.53 Stopping for School Buses

Stopping for school buses is required by law and it’s essential for the safety of the students onboard.

On two-lane roads (with one lane in either direction)

Operators traveling in either direction on these roads must stop. Never pass a school bus displaying alternating red flashing lights and the stop sign. Stop at least 20 feet from the school bus and don’t move until it moves forward, or the visual signals are turned off.

On multiple-lane roads

Vehicles following the school bus must stop when it displays the red flashing lights and stop sign. You don’t have to stop when traveling in the opposite direction of the school bus on multiple-lane roads.

10.54 School Zones

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

10.55 Yield to Buses Law

State law requires drivers to yield the right of way to a transit vehicle signaling to leave a bus zone and re-enter the traffic flow. Even so, you must drive with regard for the safety of everyone using the road. The “Yield” sign on the rear of the coach is for informational purposes only.

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10.56 Animal Collisions

Never swerve or stop suddenly to avoid striking an animal. It may injure your customers. If you hit a dog, cat or other animal, notify the coordinator and complete a Vehicle Collision Report (in SSaM) when you return to the base.

10.57 Coach Engine Idling at Terminals

Operators must shut the coach engine off immediately upon arrival at a terminal or layover point. Don't let the engine idle if the coach is out of service and stopped at a location other than a terminal or layover, for example, at a comfort station.

The exceptions are as follows:

- A service supervisor or coordinator tells you to keep the engines running.
- A.M. Route 116 coaches on the ferry dock.
- When delayed by traffic, trains or bridge openings, etc.

10.58 Vehicle Cleanliness

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

10.59 Coach Parking at Terminals

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

10.60 Unattended Coaches

When leaving a coach unattended, secure it as follows:

- Curb the wheels (turn them into the curb downhill or away from the curb uphill).
- Put the gear selector in neutral.
- Set the parking brake and test it by releasing the foot brake and allowing the coach to drift against the parking brake.
- Turn the engine off.
- Remove all valuables, transfers and passes from the coach.
- Block the rear drive wheels on the downhill side with a wheel block. If you're not sure which is the downhill side, block both sides of the rear drive wheel.

Secure the front door as follows:

- At transit center platforms, leave the front door open.
- Release 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.

Section 10: Vehicle Operations

10.61 Unattended Transit Vehicle Procedure

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

1. Put the vehicle in “Park.”
2. Turn the motor off.
3. Set the parking brake.
4. Remove the key from the ignition.
5. Lock the vehicle.

10.62 Coach Trouble

Bring the coach to a stop at the nearest safe location if it develops mechanical or tire trouble. Secure it and investigate the problem. Call the coordinator for help.

10.63 Flat Dual-Tire Procedure

By law (49 CFR 393.75 a 3), you can't drive a commercial vehicle with a flat tire or a tire with an air leak. It must be placed out-of-service until the tire is repaired or replaced. If you get a flat tire on the center or rear axle, follow the steps below.

Procedure

1. Notify the TCC about the flat tire.
2. Inspect the tire's condition before moving the coach. Determine if it's intact with an unbroken bead around the rim.
3. If you are unsure if the flat tire is intact around the rim, call the TCC and ask for a service supervisor or vehicle maintenance employee to come and inspect the tire.
4. If you've stopped in a dangerous location, (i.e., on a freeway or you're blocking a lane), you may drive the coach to a safe location. You must keep the speed at 25 mph or less and have the 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 TCC.
6. Park and secure the coach, leaving 3 feet of clearance around the wheel with the flat tire. Call the TCC and wait for the shop truck.

10.64 Defective Vehicles

Operators must call the coordinator immediately to report a defect that may endanger customer safety or cause further damage to the vehicle. Report non-emergency coach defects to the hostler when you pull into the base. Park in the assigned lane and complete a Work Request for BO Coach.

If you're being relieved, inform the relieving operator of any defects. The relief operator is then responsible for reporting the defect(s).

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10.65 Mechanic Road Call

When a mechanic arrives to work on an in-service coach:

1. Put the gear selector in neutral.
2. Set the parking brake.
3. Turn off the coach if requested.
4. Step out of the driver's seat.

Stay out of the driver's seat until the mechanic tells you their work is done, or they give you other instructions. This procedure also applies when vehicle maintenance employees are installing or removing tire chains. Call the coordinator with an RTT when the mechanic is done and you're ready to proceed.

10.66 Work Request for BO Coaches

Operators must complete a Work Request for a BO Coach 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

Complete and submit an OBS Feedback form at the base to report any problems with:

- On-board systems
- ORCA
- DDU
- The card reader
- Automatic announcements
- Signs
- Roadside equipment on RapidRide routes

10.68 Coach Changes

Operators must call the coordinator before leaving the base to make a coach change. Call them with an RTT after getting the new coach.

10.69 Coach Check Before Pull-in

Before returning to the base yard, check your coach for sleeping or intoxicated customers. If you find anyone, use your best judgment when trying to wake them. If you don't feel it's safe to wake them, call the coordinator. Don't bring a sleeping customer into the base yard. (See also section **4.17 Sleeping/Non-Responsive Customers**).

10.70 Tags for Coaches

When returning your coach to the base, check the tag reader at the hostler shack. The reader displays the Coach ID and the Operator ID of the person logged in. If one or both don't display properly, complete a Work Order. Note the incorrect data field(s).

10.71 Coach Parking Procedure at the Base

It's important to park with adequate distance between coaches and to keep pedestrian walkways in the yard open.

Procedure

1. Park a motor coach 2 feet behind the coach ahead and park a trolley coach 5 feet behind the trolley ahead.
2. Stay within the lane lines.
3. Position the coach next to the painted line on the left of the lane to maintain uniform and adequate clearance.
4. Make sure mirrors are within the lane lines.
5. Place the coach in neutral, set the parking brake and turn off the engine and all switches. Be sure to log off the DDU.
6. Close all windows and vents and check for lost items.
7. Remove all supplies, except express signs, and place them in the proper receptacles at the base.
8. Close the front door using the outside door switch when you leave the coach.
9. Use wheel blocks to secure a coach parked on a grade.
10. Pull and secure trolley poles.

10.72 Bus Bridge Information

When Link light rail service disruptions are expected to be 60 minutes or more, Link Control will request bus service from Metro. This service is called a "Bus Bridge" because the buses "bridge" service between affected rail stations or rail line segments.

Coaches used for this service come primarily from the East, South, Atlantic and Central Bases. Extra service and out-of-service coaches are used first. As a last resort, regular bus service trips may be cancelled to free up coaches for Bus Bridge service. Coaches are identified from a pre-determined cut list managed by the Scheduling Section. If:

- Your regular work is canceled to free up coaches for Bus Bridge service, you won't lose paid time.
- You're assigned to operate Bus Bridge service, you:
 - Receive specific routing and turn-back instructions from the base dispatcher and/or coordinator.
 - Can find maps for Route 97 (1 Line Link) and Route 92 (2 Line Link) in the Route Book.
 - Won't collect fares or issue transfers because Bus Bridge service is free to customers.

10.73 Operator Safety Partitions (OSP)

Operator Safety Partitions (OSP) are installed to protect you. They're installed between the operator seat and the passenger compartment in all coaches. There are

Section 10: Vehicle Operations

two different types of OSPs; those that open and close automatically and those that operate manually.

You must qualify on OSP use before operating any coach. Contact Training at your base for more information.

To comply with section **10.09 Tampering with Equipment**, don't change or adjust the OSP or its components.

If the OSP is damaged during a security-related incident, complete a security incident report in the SSaM system.

Operating the Automatic OSP

- This type of OSP is designed to automatically open (move away from you) when the coach's front door closes. It closes (moves towards you) when the coach's front door opens.
- Don't move the coach with the OSP closed and the operator compartment closed in.
- Keep the OSP closed while passengers are boarding and leaving. Make sure they're clear of doors before opening the OSP and moving ahead.
- Keep the OSP open while driving to block the aisle to the passenger compartment. (The small round mirror provides another view of the passenger area.)
- To avoid damage to the OSP automated system, release the air from the shield before leaving your seat for any reason. Moving the OSP with the air on causes damage to the automated system. To turn off the air, lift the red toggle cover labeled "Shield Air" on the left control panel and flip the lever.
- Removing your safety vest while driving may reduce some glare. Using the main windshield shade may also help reduce glare.
- If the OSP isn't working check to see that the air switch is on. If the switch is on, don't force the OSP because you'll damage the mechanism. Call the coordinator and fill out a Work Order when you return to the base.
- If you need the OSP and coach door open at the same time, use the OSP override button.

Operating the Manual OSP

This type of OSP is manual and is always closed while the operator is in the driving compartment. The panel has a gate latch on the inside for the operator to exit the compartment. The operator **must have a T-Key** to open the safety partition from the outside. Directly under the key lock there is a hidden handle inside the molding. Insert the T Key and turn to unlock, then reach into the hidden opening to pull the handle towards you, unlatching the OSP. While in service, be aware of customers near the OSP while opening and closing.

This type of OSP has a clear sliding panel that the operator can adjust as needed while in service. However, it is recommended that the sliding panel remain closed at all times.

Please don't get the clear panel edges wet.

10.74 Sound Transit (ST) Express Service

All existing Metro Transit rules and policies apply to Metro's ST service. These additional rules apply to ST:

- Front door boarding only.
- 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 in the *Route Book*. Check the fare/pass information in the *Route Book* for specifics on ST fares.

10.75 Ramp Operation

If requested, help riders with manual mobility aids up the ramp. You're not required to offer physical assistance to customers with powered mobility aids, but you can give them verbal instructions as appropriate.

To minimize the chance of injury to you or those boarding with mobility aids, only provide as much help as is needed. If you choose to help, don't try to lift the mobility aid.

When a customer is leaving the coach, it's safer for them (and you if you're helping) to back down the ramp. This is especially true when their footrests are near the ground. As you start down the ramp, make sure the rear wheels and casters are on the ramp.

If you can't board or disembark a customer using the ramp for any reason, call the coordinator with a PRTT. Stay in the zone until they tell you what action will be taken. You can then tell the customer.

Ramp Boarding Procedures

1. Activate the four-way flashers.
2. Kneel the coach in most situations unless there is a very high curb.
3. Set the parking brake.
4. Put the coach in neutral.
5. Deploy the ramp.
6. If requested, help riders with manual mobility aids. Leave the coach and help them onto the coach as described above.
7. Make announcements to passengers and suggest they can disembark by the back door when the ramp is in use.

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Troubleshooting

If the ramp fails to deploy or stow, you can operate it manually. Simply lift the ramp with the tab attached to the corner. (Remember to bend from the knees to reduce any strain on your back.) Let go when the ramp goes just past its vertical point. It will “float” the rest of the way by itself.

Orion Coaches

Use your T-Key to open the smaller storage compartment over the right front wheel well. Find the large metal ramp key attached by a cable and Velcro.

Use the ramp key to lift the silver metal release bar in the ramp’s left corner (the corner nearest the passenger area). Place the hook in the slot and release the latch. Follow the instructions above to manually deploy the ramp.

Xcelsior and Proterra Coaches

Press on the rivet closest to the door on the piece where it looks like you put the key. It will pop up and you’ll see a ring. Put your finger through the ring and pull the ramp up.

Section 11: Stopping for Customers

Section 11: Stopping for Customers

11.00 About This Section

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

11.01 Stopping for Customers

Normally, you load and unload customers at designated, marked coach stops along your assigned route. Stops outside a bus zone can include night stops for passengers leaving the bus, flag stops, reroutes/base routes, coach breakdowns and emergency medical or security situations. When boarding and discharging riders outside of a bus zone, use good judgment and put safety first.

11.02 Customer Boarding and Exiting

Operate the coach smoothly. Accelerate and slow gradually, especially when coming to a stop or pulling in or out of a bus zone. Smooth operation helps customers avoid falls, especially when they're standing or moving about the coach.

Use appropriate interior and exterior mirrors to monitor customer boarding and exiting. Give customers time to take a seat or grab a stanchion, handrail or strap behind the yellow safety line before moving the coach.

Give extra time to seniors, riders with disabilities and customers who may be unstable because their hands are occupied while handling children, carrying packages, etc. You must comply if a customer asks you not to move the coach until they're seated.

11.03 Stopping Near the Curb

When loading or unloading customers, position the coach at a distance from the curb so customers can step off the coach and onto the curb. If you can't position the coach near the curb, stop far enough from it so a customer can step onto the street when boarding or exiting.

Where there are no curbs, pull the coach completely off the roadway when possible. Otherwise, make the stop in the traffic lane for the shortest time possible.

11.04 Coach Kneeling

Operators must use the coach kneeling feature in situations when:

- A customer asks you to.
- Deploying the ramp, unless the curb is high or the coach has a low profile.
- You're stopped on a hill or there's no curb to make customer boarding and exiting easier and help prevent falls.

Don't kneel the coach while customers are boarding or leaving.

Section 11: Stopping for Customers

11.05 Coach Stops

Stops and Bus Zones

Operators must make all designated stops in the Central Business District (CBD) from 6 a.m. to 7 p.m. Outside the CBD, stop at each designated coach stop when customers ask you to or when they're waiting to board.

You must know which zones along a route are intended for use by that route. Don't use the route number on the bus zone sign as an indication that the zone is or isn't intended for use by that route. Many signs have no numbers on them, and others may not be up to date.

Boarding and Exiting Customers

In most cases, stop your coach as close to the head of the zone as safely possible. You must pick up customers even 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 it and the coach.

Customers may board and exit at terminals and layovers even if there's no bus zone marker. The 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
- Route 224 terminal in Duvall at Brown/Richardson (exiting customers only)
- Routes 43 and 49 layovers eastbound on Pike Street near the Third Avenue side
- Base yards

11.06 Customer Loading Procedures (Door Operation)

Metro coaches operate on a pay-on-entry system.

- Use all doors for loading customers.
- Use of the front door for loading customers with disabilities and seniors so that they can safely board is required.
- 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 disembarking.

Rear Door Procedure

- Check for safety hazards around the rear door when pulling into the zone. Operators have the discretion to keep the rear door closed and require boarding using the front door if impediments or traffic conditions exist that make using the rear doors unsafe.

Section 11: Stopping for Customers

- Carefully monitor the interior customer mirror for customers moving toward the rear to disembark. Open the rear door to allow them to exit. This applies to both day and night service. (Note: The Night Stop Program uses front door only operation for stops made outside of posted bus zones.)
- Check the interior 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.
- Check exterior mirrors before leaving, while pulling forward, and as you are clearing the zone.
- When boarding and discharging riders, use good judgement and make safety your priority.

11.07 Using Directional Signals and Four-Way Flashers in Bus Zones

Use directional signals and flashers properly for safety in bus zones and to communicate your intent to other motorists.

To avoid confusion:

- Don't use a directional signal when entering a bus zone.
- Use a left directional signal when leaving it.
- Use four-way flashers:
 - On state and all other roads outside the CBD when your coach blocks a lane of moving traffic.
 - When preparing to stop and for as long as you're stopped.
- Don't use four-way flashers in CDB bus zones unless:
 - You're deploying the ramp.
 - Your coach is disabled.
 - You're delayed in the zone for a reason such as road relief or discharging passengers at Route 116.

11.08 Stopping on State Roadways

You must pull completely off the road when stopping at zones along state roads. The exception is when an in-lane stop has been approved and is included in the route description. Refer to the route description pages in the *Route Book* for specific stopping instructions on state roadways.

11.09 Extended Zones/Blocking

Be careful when entering a zone already occupied by other coaches. You must not block intersections or driveways, especially public safety driveways such as fire or police stations.

Whenever possible, pull all the way to the head of an extended zone to allow room for other coaches. The exception is the 3/Pine S/B zone. When stopping there between 9 a.m. – 3 p.m., pull up to the coach kiosk. Do not pull forward into the solid, red-painted curb during these hours.

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11.10 Second Stop in a Zone

If your coach:

- Is third (or more) in line, you must make another stop at the head of the zone to let more customers on.
- Stops west of the alley in the bus zone at Pike Street between Third Avenue and Fourth Avenue, you must make a second stop at the nearside of Fourth Avenue.

(See the last bullet in section **5.01 Serving Customers with Disabilities**, and section **5.06 Ensuring Audio and Stop and Route Announcements**, for related ADA requirements.)

11.11 Skip Stop Operation in the CBD

These rules govern skip stop operation on Second, Third and Fourth Avenues in the CBD:

- When not traveling in the curb lane, you may pass a coach servicing a zone you're not using.
- When passing, tap the horn twice to alert the other driver.
- If you're not traveling in the curb lane, you must yield to coaches pulling out of a zone so they can re-enter traffic safely.
- You may then pull into the bus lane and continue to the zone.
- If there's a coach in each lane of traffic at a red light, the coach in the lane farthest from the curb must yield to the coach in the curb lane when the light turns green.
- On Third Avenue, don't pass a trolley that's slowing down 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 aren't posted. Also, Routes 118 and 119, and certain suburban shuttle routes (former van routes), aren't posted with bus zone signs. Stops in these areas are called "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 roads, stop at a location with an unobstructed view to allow others to safely react and avoid you.

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 aren't posted, make customer stops at the far side of intersections when possible.

Section 11: Stopping for Customers

11.14 Reroutes

When instructed to reroute your coach:

- You must pick up and discharge customers along the reroute unless otherwise directed.
- If the reroute operates on streets without posted bus zones, make customer stops at the far side of intersections when possible.
- Except for SR-520, stops aren't required on reroutes operating on freeways.

11.15 Missed Stop

When customers:

- Accidentally miss a stop, let them exit at the next stop and offer them a transfer back to their desired destination.
- Mistakenly board an express coach, let them exit at the next express stop. Politely explain the difference between express and local service and offer them a transfer.

11.16 Passing Up Customers

Operators can refuse service to customers in certain circumstances. (See sections **4.08 Refusing Transportation** and **5.03 Boarding**.) Otherwise, you must not pass up customers in bus zones when operating regular service or when you're travelling to or from a base or terminal.

The exceptions are when:

- A supervisor or coordinator directs you to pass up customers.
- Your coach is at capacity and there's no room for additional riders.
- You're running late, you can see your follower and you're both headed in the same destination with the same stop pattern. In this situation, you may pass up every other stop where customers are waiting to board, unless someone asks to get off the coach.

If you must leave ADA-protected customers behind because your coach is full, call the coordinator while you're stopped. Give them your route/run, location, direction, the number of customers waiting and how many have disabilities.

Before leaving, tell the customers your coach is full and that you've informed the control center. For non-ADA customers, use the canned "Overload & Passing" text on the DDU to notify the TCC and proceed on your route.

Once passengers have left and there's room for new ones to board, return to regular operation and service stops per route instructions.

11.17 Standees

Standees must stay behind the yellow line. They must not sit or stand in stairwells while the coach is moving. If customers block the area between the yellow line and the front door, politely ask them to move.

Section 11: Stopping for Customers

11.18 Transfer Points

When arriving at transfer points shown on the run card, you must make every reasonable attempt to accommodate transferring customers. Run card instructions may describe a brief wait to allow for transfer connections, a call to the coordinator or some other action you must take. Always follow the instructions.

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

11.19 Metro's Night Stop Program

The Night Stop Program lets riders exit at any safe location from 8 p.m. to 5 a.m. nightly, except within the CBD or on limited access highways or freeways. Limited Access Highways are considered to be roads/sections of roads with on/off ramps as opposed to intersections and do not provide access to businesses/driveways. Pedestrian travel is generally prohibited. Examples would be along I-5, SR 520 (in Bellevue and Seattle) and SR 99 (in the tunnel, however not along Aurora Ave North or Pacific Highway portions).

This Night Stop program:

- Doesn't apply to Sound Transit (ST) express coach service. For more information, see section **11.20 Sound Transit Limited Night Stop Program**.
- Doesn't apply to boarding customers.
- Requires that customers with mobility aids be discharged only at accessible stops.

Rules for Stopping

- Use the front door only.
- Don't stop within one block of a left turn.
- Don't stop on the near side of an intersection or in the middle of an intersection.

Always make safety the top priority when discharging customers at locations other than established coach stops. Consider the line of sight (for other traffic), evenness of the road surface, lighting, traffic flow and curbing.

Use your professional judgment to determine if a stop is safe

11.20 Sound Transit Limited Night Stop Program

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

Section 11: Stopping for Customers

11.21 Bike & Ride Service

Bike & Ride service requires no additional fare for the bike. It is provided at all stops on all routes when space is available. To fit on the coach's bike rack, bikes must have:

- Wheel sizes of 16 to 29 inches in diameter
- Wheelbases up to a 46-inch wheelbase
- Tire widths up to 3 inches
- A weight less than 55 pounds (including the bike and accessories)

Conventional bicycles aren't allowed inside the coach. Folding bicycles and scooters are, if the wheels and frame fold into one compact form and don't pose a danger to customers. Foldable, detachable bicycle trailers also may be brought on the coach if they can be safely stowed out of the aisle.

Two-wheeled electric and battery-powered e-assist bikes are accepted as long as the bike and its attachments fit on the rack and don't exceed the weight limit. Removable batteries may be brought inside the coach.

Customers must load and unload their bikes but you can offer verbal assistance when they need it. If the bike rack is full, ask the customer to wait for the next coach. Do not call the coordinator.

Not Allowed

- Tandem, recumbent, three-wheeled, solid-wheeled, and gas-powered bikes.
- Bike share bikes. The types of these bikes offered in our region don't fit the racks properly or they exceed the weight limit.
- Non-foldable Scooter Share scooters.
- Operator's own bikes. The racks are for customer use only.

Safety Procedures

- Be aware of riders with bicycles in front of the coach.
- Set the parking brake before they load or unload their bike.
- Before leaving the zone, visually verify that the customer has properly secured the bike in the rack.
- Politely ask customers with bikes to exit through 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.

Spacing for Bike Rack Use

Standard operating procedure is to pull your coach nose to tail in zones and bays to accommodate multiple coaches. However, if you see a customer with a bike for the bike rack, leave enough room between your coach and the one in front of so they can deploy the rack and load their bike. If you are the:

- Second coach in the zone or bay, stay in position and let the bicycle customer come to you.
- 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 About This Section

This section contains specific rules governing the collection of fares under reasonable conditions. Customers can use exact cash fare, a valid paper transfer or a ticket, contactless credit card or debit card with a Wi-Fi symbol, or they can tap an ORCA card loaded with value for fare.

Customers with a Regional Reduced Fare Permit (RRFP) printed on an ORCA or non-ORCA card can present the permit and pay the reduced fare in cash without tapping. 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 the:

- Fare box has no power
- Coin dump or coin mechanism isn't working.
- Bypass lever is down

12.02 DDU Log On

After starting the coach in the yard, wait 2 to 3 minutes before beginning DDU log-on procedures so the system can download customer purchases. Call the coordinator if you can't log on to the DDU, or you experience problems with the ORCA card reader during initial log on.

12.03 Depositing Fares

Operators must not 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 you must deposit a fare for a customer and complete an Incident Report when you return to the base.

12.04 Inoperable Fare Box or ORCA Card Reader

Call the coordinator if either the bill or the coin mechanism on the fare box or ORCA card reader stops working. Don't collect fares by hand.

RapidRide service operators must report inoperable station equipment (ORCA card readers, RTIS signs) to the coordinator with an RTT call. Also, complete an OBS Feedback form when you return to the base.

12.05 Tampering with Fare Box

Operators are strictly prohibited from tampering with the fare box. If:

- The coin mechanism jams and you can't clear it using the de-jam button and "0" key, put the fare box in bypass mode (the bypass lever is down) and call the coordinator with an RTT.

Section 12: Fares

- You must disable the bill transport because it's jammed, turn the Bill Transport On/Off [*] key and call the coordinator for instructions. Turning the key off will temporarily disable the transport so customers can't place a folded bill or other object into it.

12.06 Log Off Instructions When Making a Road Relief

When you're being relieved by another operator, the last thing for you to do is log off the radio/OBS. This lets your relief take over and log on quickly. If the next operator logs on within 30 seconds, no downloads should occur, and they can begin their road relief quickly. They will avoid problems that occur if they leave a wireless download area while a download is in progress. Download areas include locations near Metro bases and RapidRide lines.

12.07 Non-Payment

Youth (ages 18 and under) ride free. If others fail to pay, don't get into disputes regarding fares and passes.

1. State the fare amount once if you feel safe doing so.
2. To avoid confrontation, issue a transfer if requested.
3. Submit an SIR for situations of chronic non-payment of fare.

12.08 Fare Evasion Focus and Fare Enforcement

Fare enforcement officers (FEOs) promote safety and equity on and around Metro coaches. They:

- Uphold Metro's Code of Conduct.
- Empower riders to ride right and adhere to Metro's fare payment policies.
- Provide helpful information to customers about how to get help with fare payment.
- Are not aboard coaches to observe an operator's fare collection procedures.

When FEOs are on the coach conducting fare-related duties, welcome them aboard and let them conduct do their job. Don't announce their presence to customers.

12.09 Invalid Passes and Permits

Don't confiscate passes or permits if you believe they're invalid. 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 or **206-553-3000** for a refund. They will need the:

- Coach number
- Route number
- Date and time of travel

Section 12: Fares

If you have an overpayment, contact the coordinator with an RTT and note the amount overpaid if you know it. The coordinator will record the overpayment by filling out a Coordinator Service Record.

12.11 Care of Fare Media

- Handle fare media as required.
- Punch transfers only as needed.
- Don't leave fare media on an unattended coach.
- Turn non-punched transfers in at the base window to be reused in another cycle.
- Don't discard non-punched transfers as they have monetary value.
- Tear extra punched transfers in half before discarding them in a Metro recycling bin or box.

12.12 Transfers

A transfer lets a customer change to another regular Metro route. It isn't transferable to other customers. The transfers are identified by the letter and color of the day and valid only on the day of issue. All operators tapping in must use the transfer for that day.

Issue a paper transfer to all customers paying with cash or tickets, as their proof of payment. A rider who pays with cash or ticket who doesn't possess a transfer could be cited by Fare Enforcement.

Time Allowed

A transfer must be valid for a customer to use it to board the coach. However, it can expire before they reach their stop. When issuing a transfer, you must allow for up to 3 hours for the customer to make the transfer. This includes the headway time (time between coaches on the route) and the expiration time on the transfer for all routes.

- **Inbound:** cut the transfer to expire for one hour and thirty (1:30) to one hour and fifty-nine (1:59) minutes from the scheduled arrival time at Pike, Pine or Union streets.
- **Outbound:** cut it to expire for one hour and thirty (1:30) to one hour and fifty-nine (1:59) minutes from the scheduled arrival time at the outbound terminal.
- **Non-CBD routes:** cut it expire for one hour and thirty (1:30) to one hour and fifty-nine (1:59) minutes from the scheduled arrival time at the terminal.
- **Shuttle Routes:** cut it according to the inbound or outbound instructions. This applies to routes that normally provide service to downtown Seattle but at night are shuttles. Use the "Non-CBD routes" instructions for other shuttle routes.

AM and PM Sections on a Transfer

Transfers that expire from the start of the service day until noon are cut in the "A.M." portion. Transfers expiring at noon and through 10:30 p.m. are cut in the "P.M." portion. When cutting a transfer to indicate the expiration time, do not cross over either of the two bold lines. Any transfer that is cut over the line is not valid.

Owl Punch

Section 12: Fares

Transfers that expire after 10:30 p.m. are issued whole with the word OWL punched. A transfer punched OWL is valid on the first trip over a route in either direction at the beginning of the next service day. On Custom Coach service, an OWL-punched transfer is good only on the first trip of the day.

ORCA Cards and Owl Transfers

ORCA users are entitled to Owl transfers on trips where cash customers are entitled to these transfers. Owl transfers are good for all Owl service and the first trip on any route the next day.

An ORCA transfer window is 2 hours. When you give ORCA card users an Owl transfer, remind them not to tap the card reader again that night. If they do, they'll be charged another fare after the 2-hour ORCA transfer window expires.

12.13 Fare Box/DDU Log Off

Operators must log off both the fare box and DDU when being relieved on the road or when returning to the base.

12.14 Non-Service Animals

Non-service animals:

- in containers or carriers that occupy a seat, pay full fare and get a transfer.
- that sit on the customer's lap, ride free.
- of a rider with a Regional Reduced Fare Permit (RRFP) pay a reduced fare.

Transfers for pets must be issued on request and accepted as fare. (See section **5.02 Accommodating Mobility Aids** for policies on service animals for riders with disabilities and section **4.16 Animals** for more instructions about animals on the coach.)

Sound Transit Express Service (ST Express)

All existing Metro Transit policies regarding animals apply to Sound Transit Express service operated by Metro. The exception is animals boarding an ST Express coach. Non-service animals must be in a container and they aren't charged a fare. If a customer boards with an animal not in a container, let them ride, but inform them of the policy. Document habitual non-compliance on an SIR.

12.15 Fare Collection and Loading

Metro coaches operate on a proof of payment system.

ORCA card readers are located at the front and the rear doors of the coach for riders to make electronic fare payments as they enter. The farebox is located at the front door.

- Open all doors at stops to let riders exit and board, unless there is a specific safety reason not to do so. (See **11.06 Door Operation** for more information.)

Section 12: Fares

- Issue a paper transfer as proof of payment to all customers paying with cash or tickets.
- Don't get into fare disputes with customers.

12.16 Fare Inspection Security

Fare inspection is part of the proof-of-payment system. It's required by the Revised Code of Washington and King County Code and further guided by Metro Transit policies. Inspections are carried out by contracted fare enforcement officers (FEOs). FEOs are unarmed and typically work in teams of two or three.

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 TCC to explain the situation.

Procedure

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

When FEOs are on or around the coach checking fares, try to keep an eye out for any security issues that may endanger them. As the eyes and ears on the scene, you're an important part of the team that ensures safety and security in and around your coach.

12.17 Handling Partial and Non-Payment of Cash Fares

If a customer refuses to pay all or part of the fare and there are no FEOs on the coach:

- State the fare once if it's safe to.
- To avoid a confrontation, issue a transfer if requested.

Don't get into disputes over nonpayment. Submit a Security Incident Report (SIR) on consistent non-payers so appropriate follow-up action can be taken.

Section 13: Radio Communications

Section 13: Radio Communications

13.00 About This Section

This section covers specific rules and procedures for safe and efficient radio communications between operators and the Transit Control Center (TCC) under usual conditions.

13.01 Log On and Off Requirement

Operators must log on to the Driver Display Unit (DDU) before pulling a coach out of the base yard, when they accept a coach change or make a road relief. They must log off the DDU when they're relieved on the road, make a coach change, or pull 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

The Federal Communications Commission (FCC) directs and regulates Metro's two-way radio system. The FCC prohibits:

- Use of obscene or profane language.
- Unauthorized use of messages.
- Excessive, false, or deceptive signals or communications.
- Unauthorized call signs.
- Tampering with radio equipment.

Operators must project a positive image of Metro by transmitting clear, concise messages via the radio. Communications should be brief, courteous and professional. Unnecessary comments, slang terms and profanity are prohibited.

13.04 Radio Code

Use the radio code “ten-four” to let the coordinator know you received and understood their message.

13.05 Radio Use

Operators are to place all calls through the TCC. (See sections **2.02 Medical Emergencies** and sections **16.18**, **16.20**, and **16.21** in **Section 16: Adverse Weather** for exceptions.) For police and fire needs, use the EA followed by a PRTT. Operators are not to call 911 directly unless the coach radio isn't working.

13.06 Telephone Communications

Do not use a PED to contact the coordinator when you are operating a coach, except when:

- The coach radio is not working.
- You haven't received a response to an urgent (not emergency) PRTT call within five minutes.

Section 13: Radio Communications

Washington State law prohibits all drivers from operating a motor vehicle while holding a wireless device to their ears. 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 TCC on a telephone, provide this information:

- Route and run
- Coach number
- Location and direction
- Reason for the call

Do not give the public TCC phone numbers (206-684-1111, 206-684-1705).

13.07 Radio Call Restrictions

These calls are not accepted during peak-hour of operation:

- Schedule information requests for customers.
- Time check requests.
- Minor traffic delay reports.
- Questions about peak hour transfer connections.
- Reporting of minor coach defects that don't affect coach safety.

13.08 Call Priorities (Non-Emergency)

Use good judgment and start non-emergency calls in this order:

1. Text message
2. Request to Talk (RTT)
3. Priority Request to Talk (PRTT)

Calls can be escalated as conditions change. For example, you can elevate an RTT to a PRTT.

13.09 Text Messages

You can send pre-defined text messages to the coordinator only when the coach is stopped or at a terminal. Reasons to text include:

- 15 minutes behind schedule
- Passing customers, overload
- Passing ADA customers, overload

13.10 RTT Calls

Use the RTT button for routine, non-urgent and non-emergency calls. These calls are allowed only when the coach is stopped or at a terminal. Reasons for the calls include, but aren't limited to:

- Minor mechanical problems
- Report of non-Metro minor traffic accidents
- Vandalism to coach or bus shelters
- Customer information
- Lost and found assistance

Section 13: Radio Communications

- Fare information
- General routing information
- Off-peak transfer connections

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)
- Minor accidents involving the coach
- Coach fire (smoke only)
- 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 the EA, or to let the coordinator know you can talk after using the EA.
- Off route (Pull over and stop to make call.)

13.12 Emergencies

For situations in which voice communications would put you or your customers in physical danger, press the EA (emergency alarm) 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

Section 13: Radio Communications

- Clothing
- Whether or not they are intoxicated
- Any weapons seen or implied

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

Use of the 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.
- If it appears that FEOs need your help, or they ask for it, followed by a PRTT. (See section **12.16 Fare Inspection Security**).
- During a medical emergency, followed by a PRTT.
- In the event of major or severe accidents with injuries.
- In the event of a coach fire with flames.

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

13.13 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.

13.14 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.

13.15 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:

1. Pick up the handset and listen to make sure the channel is clear.
2. 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.

13.16 Base Car Radio Operation & Procedures

All base cars are equipped with Motorola two-way voice radios which allow operators to communicate with the Transit Control Center (TCC). Before leaving the base, make sure that the radio settings are correct. The correct settings are as follows:

- The volume control is the knob at the top left corner of the radio unit. Check to make sure that the white indicator line is vertical in a straight up-and-down position, which is 50%. Do not adjust the volume above or below 50%.
- Just to the right of the volume control knob in the middle of the column is the “home” button. Press and hold the “home” button until you hear two beeps. The display will read M-BasCar.
- The knob at the top right corner is the channel selection knob. This knob should not be turned as this will switch the channel to a non-base car channel.
- The red button, also at the top right corner, is the emergency alarm (EA). Should the EA be activated accidentally, please reset per the coordinator instructions. When asked to do so, hold down on the red button for 2 seconds, and then release. The coordinator will advise you that the radio has been reset.

If you are not sure the radio is functioning properly, please call the TCC for a radio check. Press the transmit button firmly on the palm handset and identify yourself as relief operator for “route/run in base car”. Wait 30 seconds for a coordinator to respond, and then try again. Be persistent if there is no answer since the Transit Control Center can get busy.

Section 14: Trolley Coach Operation

Section 14: Trolley Coach Operation

14.00 About This Section

Safe operation of trolley coaches requires special skill and attention to potential problems. This includes issues unique to Metro's overhead wire system, with its switches, crossovers and curved wire segments. This section details rules and procedures for trolley coach operation. But you must adhere to all other Metro rules in addition to those found in this section.

14.01 Safety First

Trolley coaches are powered by 700-volt direct current. The hazard of fire and/or shock is slight but it's always there. For your safety and the safety of your customers, always treat electricity with respect.

If there's a question of safety, secure the coach in a safe manner and immediately contact the coordinator. Always keep these important safety precautions in mind:

- Consider the poles and trolley shoes to be "hot" until you've 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 them around fingers, hands, arms or other extremities.

14.02 Safety Vest and Safety Glasses

Trolley operators must wear a safety vest when standing or working outside the coach on a public roadway or elsewhere. Safety glasses are required when you're replacing poles on the overhead.

14.03 Operating Speed Through Special Work

You must stay at or under 5 mph when operating a trolley coach through "special work." Special work is:

- Any location in the overhead where the wires split, join or cross from other trolley routes or streetcars.
- The trolley wire above the grated sections of the University and Montlake Bridges.

14.04 Operating Through Curved or Kinked Wire Segments

When operating through these wire segments, decrease speed appropriately to prevent overhead damage from the poles coming off the wire.

Section 14: Trolley Coach Operation

14.05 Stopping and Starting on Hills

Follow these steps to prevent coach rollback:

Procedure

1. Stop the coach completely using the service brake only.
2. After loading and unloading customers, close all doors and wait for the rear door interlock to release.
3. Keep the service brake down.
4. Press 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's a potential for delay in the yard, on the road or at the terminal, operators must work together to maintain service. If you're driving the delayed or blocking coach, you must pull and rack the poles to allow other coaches to stay in service. Delays may include:

- Yard delays
- Mechanical breakdowns
- Customer disruptions that require help.
- 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 them at regular service bus zones when:

- Holding for a timed layover or transfer.
- You're being relieved.
- A coach malfunctions or you're waiting for the shop truck.
- You know you'll be deploying the ramp.
- A coordinator or service supervisor tells you to use the siding wires.

14.08 Trolley Coach Backing

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

Section 14: Trolley Coach Operation

14.09 Pushing a Trolley Coach

Don't push, or let customers push, a trolley coach at any time. Should your ESS not be functioning use the following guidelines:

- If you're stuck on a dead spot, use an adjacent live trolley overhead wire for power.
- If you can't locate live wire, try turning the steering wheel back and forth. This action is sometimes enough to move a trolley off a dead spot.
- If these actions don't work, or you've run out from under the wire, call the coordinator for help.

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 these steps for putting the poles back on the wire:

Procedure

1. Turn on the four-way flashers.
2. Set the parking brake.
3. Turn off the master switch.
4. Put the F-N-R switch in neutral.
5. Put on your safety vest and check traffic before entering street.
6. Place a wheel block square to and in the center of the tire on the drive axle.
(See Figure 14.)
7. Put on safety glasses and reset the retrievers.
8. Place poles back on the wire while facing approaching traffic.
9. Check for damage to the overhead. If you find any, call the coordinator and don't proceed until they tell you to.
10. Call the Transit Control Center whenever you dewire under or alongside the Seattle Streetcar overhead wire system, even if you see no damage.



Figure 14

14.11 Checking Trolley Shoes and Poles

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

Procedure

1. Activate the four-way flashers.
2. Set the parking brake.
3. Turn off the master switch.
4. Put the F-N-R switch in neutral.

Section 14: Trolley Coach Operation

5. If both poles are off, don't put either back on the wire.
6. 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.
7. With the inspected pole racked, repeat the procedure with the other shoe.
8. With both poles racked, look to see that they're straight and even in length.
9. Notify the coordinator immediately if you find any damage to the trolley poles or shoes.

14.12 Operating Around a Trolley Line Crew

All coaches traveling past a line crew work zone should slow to 5 mph or less.

- Coaches traveling through the work zone in the opposing direction do not have to drop the poles but they should slow to a safe speed.
- All trolleys proceeding near a line crew work zone should slow to walking speed within 100 feet of the zone and not accelerate until 100 feet past the work zone to avoid bouncing the wires.
- When approaching a line crew working in the street, come to a complete stop at least a coach length away. Wait for a signal and/or instructions.
- If you must drop the coach poles and proceed in ESS around the work zone, one of the crew will signal you by motioning down with both arms (as if pulling the poles down).

Procedure for Dropping the Poles

1. Stop and center the coach under the wires at the place indicated by the crew member's extended arm.
2. Activate the four-way flashers and apply the parking brake.
3. Place the transmission in neutral.
4. Activate the Lower Poles switch and activate the ESS button.
5. Place the transmission in forward and release the parking brake.
6. The crew member will signal you to go by motioning you through the work zone. Proceed at 5 miles per hour.
7. Proceed around the work zone to the other side and center the coach under the wires.
8. Stop with the rear of the coach next to the second crew member or when they tap one time on the rear of the coach.
9. Apply the parking brake.
10. Place the transmission in neutral.
11. The crew member will tap the coach twice when the poles are back on the wire.
12. Place the transmission in forward and release the parking brake.
13. Cancel the four-way flashers.
14. Proceed when all is safe to do so.

Section 14: Trolley Coach Operation

Procedure for Leaving the Poles on the Wire

1. The crew member will signal you to leave your poles up and go with “walking speed” by moving both hands in an up and down motion alternatively.
2. Activate the four-way flashers.
3. When it is safe to, proceed around the work zone at a slow walking speed, making sure to avoid dewatering.
4. When at least 100 feet from the work zone, slowly accelerate to prevent bouncing the wires.
5. Cancel the four-way flashers.

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 waiting customers and follow this procedure:

For 4300 and 4500 series trolley coaches

1. Stop, turn on four-way flashers and set the parking brake.
2. Call the coordinator to report the situation.
3. Use the Lower Poles switch and drop the poles.
4. If the poles don’t drop using the Lower Poles switch, you must pull them with the ropes and rack them. To do this:
 - a. Advise customers to stay on the coach until the power is off.
 - b. Open the front door of the coach.
 - c. **Don’t touch the ground and the coach at the same time.** Without touching the coach, jump to the ground. 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.

The yellow check system light indicates a non-critical fault. If the light remains on for more than 30 seconds, pull over at a safe location and:

1. Apply the parking brake and shut down the coach.
2. Recycle the master switch.
3. Notify TCC if the light doesn’t clear.

14.14 Downed Wire

Consider all downed wire hazardous. You must:

- Stop the coach immediately and notify the coordinator.
- Don’t attempt to handle or touch the downed wire.
- Keep customers on the coach until the line crew arrives to remove the wires – unless there’s a fire.

Section 14: Trolley Coach Operation

- If there is a fire, jump clear of the coach. Don't touch it while doing that or after stepping onto the street.
- Verbally instruct the customers to jump off the coach without touching the ground and the coach at the same time.

14.15 Power Outages

Take these steps in the event of a power outage:

- Secure the coach.
- Turn off all heater and blower switches.
- Pull and rack the poles.
- Notify the coordinator.
- Don't resume operation until the coordinators tells you to.
- To reduce the chance of overloading and blowing the circuit, 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 ESS, use the battery backup system as a tool to maintain service when overhead power is down or unavailable. Always call the coordinator with a PRTT whenever you're blocked or find it necessary to operate off route.

If you're 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 it. You don't need to call the coordinator. Your coach will automatically return to overhead power when it passes through the dead spot.

When you're 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 is aware of the obstacle, and they can 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. But you must first be sure the poles are safely clear of the overhead and all other objects in your path.

14.17 Adverse Weather Operations

During adverse weather, any employee needing to adjust, remove or install chains must follow this procedure. You will eliminate the possibility of an electrical shock occurring should conditions change while you're working on the chains.

Any time you touch chains or do chain work on a trolley coach, you must:

1. Remove the poles from the overhead wire.
2. Put the master switch in the "stand by" position.
3. Put the coach in neutral.

Section 14: Trolley Coach Operation

4. Set the parking brake.
5. Be sure no one is sitting in the driver's seat.

The coach will remain out of service until Vehicle Maintenance has addressed the hot coach issue. If there's no evidence of a hot coach condition:

1. Drop the poles, secure the coach, and call the TCC.
2. If the coach is in an unsafe location, lower the poles and put the coach in ESS mode.
3. Move the coach to the nearest safe location, secure it and contact the TCC.

When the temperature and humidity levels reach a certain set point, the first coach out on every trolley route will be outfitted with steel shoes to clear ice from the trolley overhead. Depending on weather conditions, all coaches may be sent out with steel shoes. When the trolley overhead is icy, regardless of shoe type, you may experience:

- Bright flashing
- Reduced power or a loss of power
- No 700 Volt alarm and light
- The Stop System light
- Erratic (jerky) operation
- Noisy operation through special work

These are all normal when the trolley overhead has ice on it. As weather conditions improve, shop trucks may meet you in the field to remove the steel shoes.

If a constant No 700 Volt alarm and light are on due to ice on the trolley overhead, you may engage ESS, but the poles must stay up to clear ice from the trolley overhead.

Section 15: RapidRide

Section 15: RapidRide

15.00 About This Section

This section details the rules and procedures for RapidRide service. RapidRide is Metro's version of Coach Rapid Transit, a service that combines the efficiency and appeal of light rail with the flexibility and low cost of coaches.

Your top priorities in operating RapidRide service are:

- Safety
- Courteous and efficient customer service
- Cooperation with the support team managing RapidRide
- Adherence to all other Metro rules in addition to the ones found in this section

15.01 Advanced Service Management (ASM)

ASM is the process of managing RapidRide schedules, headways and operations. Under ASM, coordinators oversee and adjust in-service RapidRide trips to maintain even headway and service spacing. They may direct you to check the headway display on your DDU and adjust your speed accordingly to maintain evenly spaced service. You must do what the coordinators tell you to do.

15.02 Bus Passing

If your leader comes into view and it's safe to do so, pass the lead coach and begin skip stop operation. Call the coordinator with an RTT. Be prepared to give the coach number and location of the vehicle you pass.

15.03 Proof of Payment

RapidRide fares are consistent with conventional Metro coach service. The service operates on a proof-of-payment system. For RapidRide customers:

- Open all 3 doors at stops to let them board and exit.
- Riders with proof of payment (paper transfer, pass or pre-tapped ORCA card) may board at the back doors.
- Issue a paper transfer as proof of payment to all customers paying with cash or tickets.

15.04 Fare Inspection Security

Fare inspection is part of the proof-of-payment system. It's required by the Revised Code of Washington and King County Code and further guided by Metro Transit policies. As with other Metro service, RapidRide inspections are carried out by contracted fare enforcement officers (FEOs). FEOs are unarmed and typically work in teams of two or three.

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 TCC to explain the situation.

Section 15: RapidRide

Procedure

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

When FEOs are on or around the coach checking fares, try to keep an eye out for any security issues that may endanger them. As the eyes and ears on the scene, you're an important part of the team that ensures safety and security in and around your coach.

15.05 Rear-Facing Passive Restraint Area

Second generation RapidRide coaches have one rear-facing mobility aid area. These rear-facing positions offer passive restraint.

Working with the natural G-forces created by the coach's forward motion, the mobility aid and customer are pressed against an upholstered backboard.

Securement belts are generally not needed for this reason, except on routes with steep uphill grades, such as the inbound C Line on Columbia Street between Second and Third Avenues. Manual mobility aids in the rear-facing passive restraint area tend to move on steep grades, especially when the floor of the coach is wet. You must secure them 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 with a manual mobility aid, offer them a choice. The customer may prefer to face forward. Also accommodate any customer request for belt securement. This is ADA law.

Your responsibility as an operator is to be sure the customer is in the passive restraint area and has the mobility aid's brake on and power off before you move the coach. On C-Line coaches, lower the anti-tip bar to provide an extra measure of stability. The customer may opt to lower the anti-tip bar themselves, but you must ensure that the bar is down before you move the coach.

15.06 Inoperative Station Equipment

Call the operator with an RTT if a customer reports that a station ORCA card reader or Real Time Information Sign (RTIS) isn't working properly. Document the issue on an OBS Feedback form.

15.07 Fall Back (FB)

The fall back procedure applies when you see "FB" following the route/run number on the run card. 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.

Section 15: RapidRide

Procedure

1. At each fall back, you move to a different coach and route/run. “Fall Back Start” designates the planned start time of a break for the operator. “Fall Back End” indicates it’s time to relieve another operator on a different route/run.
2. A road relief not designated fall back involves the operator traveling to or from base following usual road relief procedures.
3. Log off and onto the radio at each road relief.

Radio procedure at each road relief

1. Use the normal road-relief log off/log on procedures to change the driver ID only.
2. Go to the home screen.
3. Press the Operator Log Off button. A confirmation screen is displayed.
4. Press Yes. This doesn’t log off route/run or radio.

Road relief base car keys

Use the T-Key to open the supervisor’s office and lock box.

Section 16: Adverse Weather

16.00 About This Section

Metro may alter transit routes and service in the event of adverse weather, such as snow, ice or heavy flooding. This section outlines operating procedures typically implemented for adverse weather. Always use good judgment when driving in adverse weather conditions. Remember your priorities. Protect yourself and customers first, then property.

16.01 Metro's Adverse Weather Response Stages

Stage	Triggers	Preparation, Possible Response	Public Message
1	• Chance of snow predicted (less than 50%)	WATCH • Adverse weather hotline activated • Staff on standby • Response resources ready	Expect some delays
2	• Chance of snow/ice is 50% or greater, and/or; • A trace accumulation of less than 1" predicted	ALERT • Staff hours extended • Snow routes unlikely • Minimal operational issues expected • Division Operations Center (DOC) and Emergency Operations Center (EOC) may convene	
3	• Snow accumulation greater than 1" predicted in certain areas and/or; • Snow falling in specific areas and temps are at or below 34 degrees	CONTRACTION Area-specific Impacts • Snow routes (by area) • Coaches chained by base or "pod" area • Some chained shuttles • Trip cuts by base • Articulated trolleys parked if snow is in Seattle • DOC may be partially or fully activated • EOC could convene	Expect local or system-wide reroutes

Section 16: Adverse Weather

Stage	Triggers	Preparation, Possible Response	Public Message
4	• Snow accumulation greater than 1" predicted county-wide and/or; • Heavy snow is falling county-wide and temps are less than 34 degrees and/or; • Snow is on the ground county-wide.	DRAWDOWN System-Wide Impact • Entire system affected • Entire fleet is chained • Entire system on snow reroutes • Chained shuttles operating • Articulated trolleys parked • Trips cut • Route cancellations possible • DOC and EOC activated	Expect reroutes (local or system-wide)
5	• Snow is on the ground county-wide with accumulations greater than 4"and temps less than 34 degrees and the forecast calls for multiple days of snow on the ground; • Continued or additional snowfall with accumulations predicted and/or; • Coach resources are severely limited.	EMERGENCY SNOW NETWORK (ESN) • ESN implemented • ESN operation announced to the public the day before • Operators placed on ESN assignments	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.

Adverse weather conditions can cause coaches to become significantly delayed or even stuck. It's 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 dispatch window. The board lists coach reroutes in effect and displays other information about snow operation.

Pick up a copy of your snow reroute(s) near the dispatch 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 their instructions and return to the regular route when directed.

16.04 Snow Route Coach Signage

Follow these steps to add "Snow Route" to the coach signage if you're on an adverse weather reroute:

1. Sign your coach per the *Route Book*.
2. Press P/R on the transign control panel.
3. Press "1."
4. Press "Enter."

To cancel the snow route sign, press "P/R" on the transign control panel first. Next press "0" and then "Enter."

16.05 Emergency Snow Network (ESN)

The ESN may be put into service when there's 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 at **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 signing up for text message alerts on the Metro Transit Alerts website at kcmetrobus.info/transit-alerts

16.07 Radio Communications

During adverse weather, radio traffic increases dramatically. You must use good judgment and avoid calling the coordinator during adverse weather stages 3, 4 and 5 for routine matters, such as late operation.

To report a late road relief, stuck or abandoned coach, follow procedures described in sections **16.18**, **16.20** and **16.21**. While in service, you may use your cell phone only after you've 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 driving too fast for the conditions. On snow- and ice-packed streets, the coach may have only 20% of the road grip. This increases your normal stopping distance by up to 10 times. When driving in snow and ice:

- Reduce your speed – up to 3/4 or more in icy conditions.
- Increase your following distance.
- Use smooth and gradual steering, turning, acceleration and braking maneuvers to 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.

Remember, 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 improve 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 5 times per second when brake application could lock the wheels.

To stop the coach:

- Apply the brakes with normal pressure. Consider the increased stopping distance required on ice and snow.
- Maintain brake pressure when the ABS starts working, as indicated by the pulsating brake pedal.
- Don't release the brakes until you regain full control.

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 when driving an articulated coach.

16.12 Brake Drag and Fire Danger Alert

Temperatures below freezing can cause water condensation to freeze in the coach's air lines, resulting in brake drag. When this occurs, brakes can heat up and even catch fire.

If you experience brake dragging, fading or pulling:

1. Stop in a safe location.
2. Secure the coach.
3. Check the wheel hubs for heat. Hold your hand near the hub, but **do not** touch it or the wheel.
4. 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 described in section **2.07 Fire Extinguisher Use**.

16.13 Stopping for Customers

Follow these guidelines when stopping for customers in icy or snowy conditions:

- It's generally safer to position the coach away from the curb and stop in the traveled portion of the roadway so customers can board from the street.
- Don't pull to the curb at bus zones that haven't been cleared of ice and snow.
- Don't make stops on hills to pick up or discharge customers.
- Make stops on level ground or at the bottom of a 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 3 hours from your CBD time point.
- **Outbound:** Issue transfers for 3 hours from the scheduled arrival time at the outbound terminal.
- **Shuttle/non-CBD routes:** Issue transfers valid for 3 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 cable or Z link chains:

- Start slowly to prevent wheel spin. Wheel spin causes excessive wear or throws the chains off.
- Don't exceed 30 mph while driving on dry pavement or snow and ice.
- Brake smoothly to prevent excessive wear on the chains.
- Avoid curbing the wheels to prevent chain and tire damage.
- Keep cables and chains snug. Check frequently and tighten as needed.
- Don't remove the chains unless a service operator tells you to.

16.16 Damaged or Broken Chains

If the rubber cord providing tension on your Z chains breaks, don't continue to operate the coach. Call the coordinator with a PRTT. If there's no response within 20 minutes, call the DOC Stuck Coach Hotline at **206-205-8199**.

16.17 Chain Installation/Removal on the Road

When a mechanic arrives at your coach to install or remove chains, they will ask you to place the gear selector in neutral, set the parking brake and step out of the driver's compartment. Stay out of the driver's compartment until they tell you their work is done. Call the coordinator when you are cleared to proceed.

16.18 Adverse Weather Road Reliefs

During adverse weather stages 3, 4 and 5, the base will provide you with an instruction sheet for road reliefs. This sheet includes a base phone number to call if you must wait more than a specified amount of time for your coach to arrive or you're running late for your road relief. When you report to work, the base chief managing road reliefs may also ask you for a cell phone contact number.

Road reliefs may occur at different locations than usual during adverse weather. You may be instructed to take a coach from the base or return it back to the base instead of making a road relief or being relieved on the road. For your safety and wellbeing, follow the instructions of base personnel and/or the TCC.

16.19 CBD Warming Coaches

During adverse weather stages 3, 4 and 5, many Atlantic, Central and Ryerson Base CBD and SODO relief points may be consolidated into 3 relief locations. Warming coaches are 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

Section 16: Adverse Weather

- **SODO Busway and S Royal Brougham Way:** Inside the Ryerson Base yard, northeast corner, just off the southwest corner of intersection of SODO Busway and S Royal Brougham Way

Warming coaches provide a safe, heated area for operators waiting to make road reliefs in the CBD. Those 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 the road reliefs.

16.20 Stuck Coach

If your coach becomes stuck or otherwise disabled in snow and ice:

- Call the coordinator with a PRTT.
- If the Department Operations Center (DOC) is activated and your PRTT call hasn't 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. For example: say 15th Avenue NE and NE 65th Street northbound, instead of just 15th and 65th. This information will help Metro personnel find your coach faster.

While waiting for help, use your best judgment to ensure your own and your customers' safety and wellbeing. Decide how often and for how long to run the engine to provide heat to the coach.

To keep the coach running, you must turn the fast idle switch ON. Otherwise, the engine will shut down after about 5 minutes. If you turn the coach engine off for any length of time, turn off lights and heater fans to avoid draining the battery.

16.21 Abandoning Your Coach

If you must abandon your coach, contact the TCC with a PRTT or call the stuck coach hotline if it's active. Use the emergency alarm to contact the TCC as a last resort.

Before leaving the coach, write a note with your location and place it in the transfer cutter or on the operator's seat. Secure the coach as follows:

1. Set the parking brake.
2. Turn off the interior lights.
3. Shut off the engine.
4. Close all windows and doors.
5. If you plan to return to the coach soon, leave a note with your specific location.
6. Place wheel blocks under the coach's front and rear wheels.

Addendum A

Security Tips for Operators

Earthquake Guidance

Transit Facility Yard Speed Safety Policy



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.

If you, or others, are in danger and feel it is unsafe to speak on the radio, use the EA and do not answer the radio. The TCC will assume you can't speak and will dispatch help as though the coach has a security incident.

MINOR LEVEL SECURITY INCIDENTS

If it is safe to do so, stop the coach in a safe location and open all doors. Examples include, but are not limited to, the following situations.

Intoxicated Sleeper

Situation: An intoxicated customer is asleep on the coach who requires assistance disembarking, 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). Stay a few steps away and look to see if their chest is rising and falling. 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.

INTERMEDIATE LEVEL SECURITY INCIDENTS

If it is safe to do so, stop the coach in a safe location and open all doors. 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.

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 people board 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 coach moving for a police rolling intercept based on the totality of the circumstances.

HIGH LEVEL SECURITY INCIDENTS

If it is safe to do so, stop the coach in a safe location and open all doors. 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 to 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 people are 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. It could be much more serious such as a robbery or gang initiation type incident.

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 coach 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

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.

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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.

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- 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.

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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.

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 coach) 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 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 designee, the King County Human Resources Director or 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.



Michelle Allison
General Manager, King County Metro Transit (Metro)

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:

Christopher Bhang

King County Metro Transit (Metro) EEO Officer

Email: MetroEEO@kingcounty.gov

Phone: 206-477-9454

KSC-TR-0415

201 S. Jackson Street, Suite 415

Seattle, WA 98104

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.

January 20, 2023

Date

To request this information in your native language, please email metro.equity@kingcounty.gov or call 206-205-8000.

Spanish - Para solicitar esta información en Español, sírvase llamar al 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 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 hoặc gửi điện thư đến 206-205-8000.

Somali - Si aad u weyddiiisato inaad ku hesho macluumaadkan Af-Soomaali, fadlan wac metro.equity@kingcounty.gov ama iimayl u dir 206-205-8000.



Nondiscrimination, Anti-Harassment & Inappropriate Conduct Policy & Reporting Procedures

Policy Number: 2021-0012
Issue Date: 07-02-2021
Replaces: 2018-0001

POLICY

King County is committed to maintaining a respectful, productive, inclusive, and equitable workplace. Therefore, all elected officials and employees are expected to act with fairness, civility, integrity and to treat all coworkers equitably. Discrimination, harassment, retaliation, and inappropriate conduct based on a protected status undermines the integrity of the employment relationship and is 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 addressed. King County will determine the appropriate response to all complaints, which may include a formal investigation. Substantiated complaints will result in prompt, corrective action, up to and including termination of any employee violating this policy.

King County prohibits discrimination or harassment that is related to an individual'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, domestic violence victimization, and any other status protected by federal, state, or local law. Additionally, King County prohibits retaliation of any kind against employees who engage in related protected activity, such as good faith reporting of harassment, discrimination, inappropriate conduct, or retaliation, or assisting in the investigation of such complaints.

DEFINITIONS

"Disability" means 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.

"Discrete Adverse Employment Action", in the case of discrimination, means any 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.

"Discrimination" means 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.

"Harassment" means 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, offensive gestures or touching, and deliberately misgendering someone. 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.

“Inappropriate Conduct” means conduct that, while not rising to the level of unlawful discrimination, harassment, sexual harassment, or retaliation, communicates a hostile, derogatory, unwelcome, or negative message about persons based on a protected status. Inappropriate conduct can be either verbal or nonverbal and includes slights, insults, and other conduct that a reasonable person would find offensive.

“Protected Status” means 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, domestic violence victimization, engaging in protected activity and any other status protected by federal, state, or local law.

“Retaliation” means when a supervisor or manager takes a discrete adverse employment action against an employee because the employee engaged in protected activity, such as good faith reporting of harassment, discrimination, inappropriate conduct, or retaliation, or assisting in the investigation of such complaints. It also occurs when a co-worker engages in retaliatory harassment, if the conduct is sufficiently severe or pervasive.

“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.

REPORTING PROCEDURES

Reporting Discrimination, Harassment, Retaliation, or Inappropriate Conduct

If an employee believes that they have been the subject of inappropriate, discriminatory, or harassing conduct based on a protected status, or they have been subjected to retaliation for reporting such conduct, they should report the conduct either verbally or in writing to one of the County’s Human Resources (HR) Managers, the Workforce Equity Manager, or the Equal Employment Opportunity (EEO) Officer for Metro Transit. A report can be made to anyone on the list below; it does not have to be the employee’s department HR Manager.

[List of the current HR Managers, Workforce Equity Manager, and EEO Officer for Metro Transit](#)

Allegations of conduct which violate this policy made against the King County Executive, Assessor or the Director of Elections should be reported to the Department of Human Resources Director.

If an employee feels that their complaint is not being adequately addressed by the managers listed above, please contact the Department of Human Resources Director.

If an employee is concerned that they or another King County employee has been subjected to treatment in violation of this policy and the employee wants to have a confidential discussion about their concerns, please contact the Employee Assistance Program at 206-263-8733, 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.

Confidentiality and Public Disclosure

All information will be maintained on a confidential basis to the greatest extent possible. However, such information may be 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 to carry out the purpose and intent of this policy.

Pursuant to RCW 42.56.250(6), investigative records that involve discrimination, harassment, or related retaliation claims are exempt from public disclosure while an investigation is active and ongoing. Once the investigation has been concluded and the complainant has been notified of the outcome, the records may be disclosed, provided that the names of the following are redacted, unless the following consent to the disclosure of their name:

- the complainant;
- other accusers; and
- witnesses.

RESPONSIBILITIES

Responsibilities of All King County Executive Branch Employees and Elected Officials

All employees and elected officials in executive branch departments, offices, and divisions, including the Assessor's Office, Elections, and the Sheriff'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 based on a protected status that they experience or observe. 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 based on a protected status, the employee will be subject to appropriate corrective action, up to and including termination.

Responsibilities of the Human Resources Managers, the Workforce Equity Manager, and the Equal Employment Opportunity Officer for Metro Transit

The HR Managers in executive branch departments, offices, and divisions, the Workforce Equity Manager and the EEO Officer for Metro Transit shall be responsible for:

- Receiving allegations of discriminatory, harassing, retaliatory or inappropriate conduct based on a protected status;
- Advising supervisors and managers on appropriate actions to address alleged or substantiated conduct that violates this policy (e.g., investigation, counseling, education, corrective action);
- As appropriate, promptly conducting or overseeing fair and impartial investigations into allegations of discriminatory, harassing, retaliatory or inappropriate conduct based on a protected status;

- Advising supervisors and managers on interim actions, as needed, to ensure retaliation or other misconduct does not occur pending the outcome of an investigation;
- Communicating with the complaining party about the status of the investigation, what the complainant should do if they feel that they are being retaliated against for making a complaint under this policy, 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 based on a protected status and the resolution of those allegations under this policy;
- Providing the Department of Human Resources Director, the Department Director, and the Division/Office Director with quarterly reports on complaints filed under this policy and the outcome of 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, and divisions, including the Assessor's Office, Elections, and the Sheriff's Office, shall be responsible for:

- Receiving allegations of discrimination, harassment, retaliation or inappropriate conduct based on a protected status and handling complaints promptly and appropriately;
- Acting promptly and appropriately to prevent discrimination, harassment, retaliation, or inappropriate conduct in the workplace. This includes using sound judgment in determining the appropriate corrective actions. In some situations, the appropriate corrective action may be immediate supervisory actions, such as counseling the offending employee. If unsure the supervisor should consult with their HR Manager.
- Consulting with their HR Manager if there are concerns or questions about whether a particular situation rises to the level of a policy violation;
- Reporting to their HR Manager, the Workforce Equity Manager, or the EEO Officer for Metro Transit any alleged incident of discrimination, harassment, retaliation or inappropriate conduct based on a protected status, that they witness or is otherwise brought to their attention;
- In consultation with the HR Manager, Workforce Equity Manager or EEO Officer for Metro Transit, providing interim actions, as needed, to ensure that retaliation or other misconduct does not occur pending the outcome of an investigation;
- In consultation with the HR Manager, Workforce Equity Manager or EEO Officer for Metro Transit, 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 based on a protected status or who have not carried out their responsibilities under this policy; and
- Actively monitoring the workplace to ensure compliance with this policy. A supervisor or manager who knew or should have known about harassment, discrimination, retaliation, or other inappropriate behavior in the workgroup and failed to report it to their department's HR Manager, may be subject to corrective action, up to and including termination.

Responsibilities of Division and Department Directors

All directors in executive branch divisions and departments, including the Assessor's Office, Elections, and the Sheriff's Office, shall be responsible for:

- Acting promptly and appropriately to prevent and address discrimination, harassment, retaliation or inappropriate conduct in the workplace;
- In consultation with the HR Manager, Workforce Equity Manager or EEO Officer for Metro Transit, ensuring that interim action is provided, as needed, to ensure that retaliation or other misconduct does not occur pending the outcome of an investigation; and
- In consultation with the HR Manager, Workforce Equity Manager or EEO Officer for Metro Transit, 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 based on a protected status or who have not carried out their responsibilities under this policy.

Consequences of Non-Compliance

Any employee, manager, supervisor, HR Manager, Workforce Equity Manager, EEO Officer, 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, Racial 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 factfinders 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/>



Domestic Violence in the Workplace

Policy Number:	2021-0016
Issue Date:	09/28/2020
Revision Date:	10/12/2021
Replaces:	2020-0001

POLICY

King County will not tolerate domestic violence in the workplace. King County may not be aware of circumstances of domestic violence that an employee has experienced. The intent of this policy is to encourage employees who have experienced domestic violence or who are at risk of experiencing domestic violence to notify their supervisor or human resources representative so that the County may support the employee and assist the employee with obtaining needed resources.

When circumstances of domestic violence are known to human resources or an employee's supervisor or manager, the County will make reasonable efforts to:

- Encourage the employee who has experienced domestic violence to seek assistance via King County's Employee Assistance Program (EAP);
- Have EAP coordinate creating a workplace safety plan in collaboration with the employee's department, when appropriate;
- Have EAP provide referrals, as appropriate; or
- Take other reasonable measures, as needed.

The County shall take corrective or disciplinary action, up to and including termination, against an employee where it is determined that the employee:

- Used County resources to perpetrate domestic violence;
- Threatened, or committed an act of domestic violence in the workplace; or
- Perpetrated off-duty domestic violence that affects job performance or has an employment-related nexus.

This policy applies to all executive branch departments, offices, divisions and agencies, including the Assessor's Office, King County Elections, and the Sheriff's Office.

DEFINITIONS

Domestic Violence means:

- Physical harm, bodily injury, assault, or the infliction of fear or imminent physical harm, bodily injury or assault, between family or household members;
- Sexual assault of one family or household member by another;
- A pattern of behavior in which a family or household member, or someone in a dating relationship uses physical violence, coercion, threats, intimidation, isolation and emotional, sexual or economic abuse to control and change the behavior of another family or household member, or other person in a dating relationship; or
- Stalking as defined in RCW 9A.46.110 of one family or household member by another family or household member.

Family or Household Members means:

- Spouses or former spouses;
- Partners or former partners;
- 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.

Dating Relationship means a social relationship of a romantic nature. Factors that may be considered in making this determination include:

- The length of time the relationship has existed;
- The nature of the relationship; and
- The frequency of interaction between the parties.

Workplace is defined as county facilities, county vehicles, county premises, employer-sponsored events, or while conducting county business.

PROCEDURES FOR DEALING WITH DOMESTIC VIOLENCE ISSUES

If imminent danger exists, consider all safety options. A call to 911 may be necessary for police intervention. Otherwise, employees, supervisors, managers and human resources (HR) professionals must contact the **Employee Assistance Program (EAP)** when dealing with domestic violence issues. EAP is a free county resource that provides all county employees with counseling and coaching, including for instances of domestic violence. Our EAP providers have master's degrees in counseling and are credentialed mental health counselors. The EAP providers will coordinate creating a workplace safety plan in collaboration with the employee's department, if needed, in addition to any additional resources the employee may need.

As trained and credentialed counselors, the EAP providers know that each domestic violence situation is different and that the individual facts should be considered to best assist an employee with what is needed in an employee's particular situation. In addition to facilitating a workplace safety plan for the employee, if needed, EAP can:

- Discuss how the employee can obtain a protection order and how that might impact the employee's life;
- Counsel the employee on what to do with the protection order once the employee receives it;
- Discuss whether the employee should go to a shelter, and if so, assist the employee with locating and getting into a shelter;
- Guide the employee on how to look at the different aspects of their daily life and routine and how to create a safety plan around those activities; and
- Recommend that the employee seek counseling either through [Making Life Easier](#) (another free benefit for employees) or through a provider of the employee's choice and support the employee through the process.

To contact EAP, call 206-263-8733 or email HRDEAP@kingcounty.gov.

Employees who are experiencing domestic violence are encouraged, as appropriate, to take the following steps:

1. If imminent danger exists, consider all safety options. A call to 911 may be necessary for police intervention.
2. Ask for assistance from a supervisor, manager, human resources professional, or EAP.
3. Notify a supervisor, manager, human resources professional or EAP of any safety or security concerns related to your employment, including your work assignment or work location.
4. Request leave, if needed, under the [Leave for Domestic Violence, Sexual Assault or Stalking](#) policy.

Domestic Violence Resources can be found at <https://kingcounty.gov/audience/employees/safety-claims/MLE-EAP/resources.aspx>

Confidentiality and Anti-Retaliation Policy

The county must keep the matter confidential, including if an employee requests Domestic Violence leave.

The county may not refuse to hire an otherwise qualified individual or discharge, threaten to discharge, demote, deny a promotion to, sanction, discipline, retaliate against, harass, or otherwise discriminate against an employee with regard to compensation, or other terms, conditions, or privileges of employment because the employee is actually experiencing or perceived to have experienced domestic violence, sexual assault, or stalking, or because the employee took domestic violence leave.

QUESTIONS

Refer all questions or comments to your department's [Human Resources Manager](#) or to the Department of Human Resources.

Workplace Violence Prevention

Policy Number: 2021-0008
Issue Date: 01-12-2021
Revision Date: 5-1-2024

PURPOSE

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.

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.

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.

POLICY APPLICABILITY

This policy applies to all executive branch departments, offices, divisions, and agencies including the Department of Assessments and the Department of Elections. This policy covers all executive branch officers and employees.

DEFINITIONS

"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, co-workers, personal relations, or other non-employees doing business for or with King County. It includes, but is not limited to:

- *Verbal violence* – Any verbal threat towards persons or property such as being sworn at or shouted at; obscene phone calls; and
- *Physical violence* – Any physical act such as threatening gestures, spitting, hitting, pushing, kicking, holding, impeding, or blocking the movement of another person, beatings, stabbings, suicides, shootings, rapes, an intimidating presence, and stalking.

"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 shots;
- Metal knuckles;
- Spring blade knife; and
- Any knife which opens or is ejected open by an outward, downward thrust or movement.

"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”.

POLICY

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 Director of the Department Human Resources (DHR).

Violence, threats, harassment, intimidation, and other disruptive behavior in our workplace perpetrated by strangers, customers, co-workers, 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.

Examples of Prohibited Workplace Violence

General examples of prohibited workplace violence include, but are not limited to, the following:

- All threats or acts of violence occurring on county property that adversely affect the business interests and goals of the county;
- 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;
- 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; and
- 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 provision relating to threats or acts of violence that adversely affect the legitimate interests and goals of the county.

Examples of Threatening or Violent 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:

- Hitting, grabbing, or shoving an individual;
- Threatening to harm an individual, their family, friends, associates, or their property;
- The destruction, threat of destruction, or vandalism of property owned, operated, or controlled by the county;
- Making or participating in harassing or threatening telephone calls, letters, or other forms of written or electronic communication;

- Intimidating or attempting to coerce an employee to do wrongful acts that would affect the business interests of the county; and
- Stalking.

Prohibited Weapons in the Workplace

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.

Exemptions

This policy does not apply to:

- Law Enforcement personnel engaged in official duties;
- Security personnel engaged in official duties; and
- Persons engaged in military activities sponsored by the federal or state government, while engaged in official duties.

RESPONSIBILITIES

Employee Responsibilities

Each employee of the county is required to report incidents of threats or acts of physical violence of which they are aware.

Employees should also report any behavior they have witnessed which they regard as threatening or violent when that behavior is job related, 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 notify their division/department management and the department's Human Resources Manager. The department's Human Resources Manager should then notify the Department of Human Resources Central Employees Services Division Director or designee. Any workplace violence or threat should be electronically reported at the [King County Incident Reporting Website](#). Managers may also seek assistance from the Employee Assistance Program (EAP) and the Safety and Health professional assigned to their department.

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.

Department Responsibilities

King County Departments shall:

- Take reasonable steps to protect employees and others from acts of violence in county facilities or related to county business;
- Respond to reports of or knowledge of violence;

- Initiate the violence investigation process when necessary;
- 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.
- Keep records of all violence incident reports.
- Consider using the Alternative Dispute Resolution (ADR) Program as a resource to mediate disputes in the workplace.
- Develop and make available training on the issues of workplace violence for managers and employees. Training may include:
 - Thorough hiring practices to include background checks 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 customers and perceived threats;
 - Identification of warning signs;
 - Personal safety training- how to prepare for and survive acts of workplace violence; and
 - Stress reduction programs.

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:

- Calling 911 to report the incident to the local police department and support law enforcement activities (e.g., crime scene investigation, interviewing witnesses, victims, and others);
- Assisting the victim(s);
- Securing the work area(s) where the incident occurred; and
- Accounting for all employees and others, including those who may remain in the area where the incident occurred.

Additional attention to victims' medical and psychological needs should be considered.

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 reoccurrence. Basic information that should be gathered during an investigation includes but is not limited to:

- Who was threatened;
- Who made the threat;
- Witness statements;
- Any previous incidents involving the victim and person making the threat;
- What is the relationship between the victim and the threat maker;
- What was the threat;
- What were the circumstances surrounding the threat, including events leading up to the threat;
- When, where, and how was the threat made;
- When, where and how was the threat to be carried out;
- Information solicited from the person who made the threat; and

- An overall review of the incident 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.

QUESTIONS

Refer questions or comments to your agency's [Human Resources Manager](#) or the Department of Human Resources.

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