

The Manual

Formerly *The Book*

Transit Operator Manual of Rules & Procedures

CELEBRATING
50 YEARS



King County
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September 2, 2023 –
August 30, 2024

Preface

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

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

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

In the interest of safety and customer service, operators are responsible for having a complete copy of *The Manual* (formerly *The Book*), becoming thoroughly familiar with the rules and procedures and following the rules. When necessary, seek clarification from supervisory personnel.

Summary of Changes

1.11 Drivers License

Added methods on how to check validity of CDL and medical examiner's certificate.

2.01 Emergencies - 911 Procedure

Updated EA confirmation on the DDU to reflect new display.

2.10 Replacement Coach for Disabled Coach on Freeway

Updated procedure to follow instructions of the coordinator.

2.16 Unattended Suspicious Package or Objects

Removed mentions of using land line to notify the coordinator.

3.14 Student Misconduct

Updated security incident report procedure to reflect SSaM.

3.19 Stalking Information

Rewritten and edited for clarity in authority to contact.

4.04 Customers and Personal Information

Added contact to second bullet for clarification.

4.15 Articles on the Coach

Added Non-Foldable Scooter Share Scooters to articles prohibited list.

Removed mentions of ADA accessible strollers in having priority in securement area.

4.18 Intending Customers at Terminals

Updated wording for operators to open all doors at terminals for customers boarding.

5.03 Boarding

Changed from "chair" to "mobility aid".

5.05 Securing Mobility Devices

Added description to basic procedure on asking customer to relocation hanging materials when securing mobility devices.

5.09 Accidental Bypass of Disabled Customer's Stop

Updated language to provide clarity.

Summary of Changes

- 6.20 Christmas Day Draw**
Removed language of minimum guarantee for the day.
- 8.09 Base Relief Cars**
Added instructions to report concerns to windows including electric vehicle low charging level.
- 8.14. Schedules**
Updated last bullet on submitting OSFR for scheduling issues.
- 8.19 Calling Stops**
Removed mentions of muting external speakers, no longer a feature on the new DDU.
- 8.23 Unscheduled Overtime**
Added language of using TITO to log overtime.
- 8.26 Route Qualification Procedure**
Removed duplicated mention of riding a route qualification coach.
- 9.02 Grooming**
Removed wordings on outdated hair description.
- 10.03 Horn Use**
New Section on safe and appropriate usage of horn.
- 10.36 Turns on Red**
Updated wording from “Northgate Transit Center” to “Northgate Station”.
- 11.06 Customer Loading Procedures (Door Operation)**
Added language on boarding seniors and customer with disabilities through front door.
Added language on safely using rear door and mirror usage.
- 11.16 Passing Up Customers**
Added procedures for passing ADA customers and regular customers.

Summary of Changes

11.21 Bike & Ride Service

Added Non-Foldable Scooter Share Scooters to list of not allowed articles.

Addendum B Non-Discrimination Policy updated to version issued in 07/02/2021.

Changes Throughout **Term Changed**
“Expressway” change to “Freeway”.

Term Changed
“Wheelchairs” change to “Mobility Devices”.

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Security Tips for Operators

Earthquake Guidance

King County Policy

Abbreviations

ABS	Anti-lock Braking System
ADA	Americans with Disabilities Act
AD&D	Accidental Death & Dismemberment
ARG	Announcement Reference Guide
ASM	Active 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 Support Team
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)
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 Security Office
LTD	Long Term Disability
MTP	Metro Transit Police
N/B	Northbound
NRV	Non-Revenue Vehicle
OBS	On Board Systems
OBFTP	On Board Fare Transaction Processor

Abbreviations

OR	Operator Request (formerly BO)
OSFR	Operator Service and Facilities Report
PA	Public Address
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
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
TSP	Transit Signal Priority
W/B	Westbound
WSP	Washington State Patrol
WUTC	Washington Utilities and Transportation Commission

Section 1 Introduction

The Manual

Operator Rules & Procedures

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 and the Operations Bulletin. Operators must become thoroughly familiar with rules and procedures contained in these documents.

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

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

1.01 The 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 or Operations Policy Bulletin and supersede rules contained in *The Manual* until its next printing. Operators must obey rules and procedures published in the Operations Bulletin and Operations Policy Bulletin.

1.03 Operator Mail, Bulletins, Reroutes

Operators must check for mail and read the Operations Bulletin, the Operations Policy Bulletin and the reroute board each day immediately after 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.

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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.

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.

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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

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.



- 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,

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vehicular homicide, or negligent driving. This requirement is for the citation, not the conviction.

- Operators must immediately notify their base chief in writing whenever they are convicted of a traffic offense, other than a parking ticket, within five calendar days. Conviction includes a finding of guilt, a plea of guilty, voluntary payment of a fine, or a forfeiture of bond or collateral.
- Operators must immediately notify their base chief if they are unable to obtain medical certification or if medical certification has been revoked or suspended.
- Operators are prohibited from possessing more than one 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 notify their chief by submitting an incident report along with a legible copy of the citation within five (5) days of the event. The employee must also submit legible copies of any and all subsequent documentation related to the citation; examples include, but are not limited to, requesting and being granted a hearing to mitigate or challenge the citation, 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.

continued on next page

Section 1: Introduction

1.13 Reporting

All required oral and written 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 procedures.
Security Incident (SIR)	Same day	All security-related incidents such as physical assaults, threats of physical harm, disturbances, theft, robbery, drug activity, etc.
Incident	Within 24 hours	Unusual incidents on or off the 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)	Within 24 hours or as soon as you are physically able	Any time you are hurt on the job, whether or not you need medical treatment.

Section 2

Emergencies and Incidents

Section 2: Emergencies and Incidents

2.00 General Statement

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

2.01 Emergencies – 911 Procedure

- If you or your customers are in danger of bodily harm, activate the Emergency Alarm (EA). Press firmly down on the alarm button and release.
 - Don't leave your foot on the button.
 - Do not press the button more than once – it delays the response.
- When an EA is sent, the date indicator in the status bar will turn to red. When the signal is received and acknowledged, the time indicator in the status bar will turn red.
- Place a follow-up Priority Request To Talk (PRTT) call if it is safe to do so.
- If the EA is not followed with a PRTT, the coordinator will make one attempt to contact the coach while initiating police and supervisor response.
 - Do not pick up the handset if you do not feel that it is safe to do so.

2.02 Medical Emergency Procedure

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

2.03 Accident and Accident Report Procedures

Follow the procedures below whenever:

- 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.

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

Procedure

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

Section 2: Emergencies and Incidents

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

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

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

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

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

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

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

2.04 Accident Review Process

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

Section 2: Emergencies and Incidents

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

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

2.05 Responding to Requests for Information

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

2.06 Responding to Summons and Subpoenas (Work Related)

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

2.07 Coach Fire

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

Procedure

Follow these procedures in the event of coach fire:

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

Section 2: Emergencies and Incidents

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

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

4. Open all doors and lead customers upwind from the fire and away from moving traffic.
5. Block wheels. (Pull poles on trolley coaches if safe to do so.)
6. If safe to do so, locate the main battery switch and switch to the off position.
7. Notify the coordinator by radio; do not use the coach radio if you've evacuated the coach. In that case, notify the coordinator by phone (206-684-1111).
8. Reassure and assist customers; let them know that help is on the way.
9. Complete an Incident Report upon return to the base.

2.08 Fire Extinguisher Use

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

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

Procedure

Follow the method described below:

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

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

2.09 Freeway Emergencies

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

Procedure

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

Section 2: Emergencies and Incidents

6. Except in case of fire, customers must remain on the coach until Washington State Patrol and/or a Metro supervisor can coordinate the customer transfer.
7. Place the three reflective triangles. Do not walk in the traffic lane. See Section 2.11 for instructions.

2.10 Replacement Coach for Disabled Coach on Freeway

Do not stop to assist unless directed to do so by the TCC or flagged down by emergency responders on scene. If stopping your non-disabled coach on a freeway to render assistance, you must do so in a safe manner and only under the direction of the coordinator. Customer transfers must not take place until there is assistance provided by Washington State Patrol, or if not available, a service supervisor.

Procedure

- Stop the replacement coach ahead of the disabled coach, off the traveled portion of the freeway, so customers will not have to walk in the roadway to board.
- If the disabled coach is on the left side of the freeway, stop the replacement coach ahead of the disabled coach at an angle, so the rear of the new coach protects its front door from passing traffic.

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

2.11 Placement of Reflective Triangles

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

- Freeway or 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: A triangle may be placed from 100 to 500 feet behind the disabled coach.

2.12 Emergency Blockages

When your path is blocked by a police/fire/aid response or by a large or disruptive public gathering, maintain a minimum of one block of distance, stopping nearside of the intersection. Then place a PRTT to the TCC for further instructions.

When blocked by a moving protest or march, hold in place until a minimum of a one-block distance between the coach and marchers is achieved. Stop nearside of each intersection, and maintain a buffer of one block at all times.

Section 2: Emergencies and Incidents

2.13 Earthquakes

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

Procedure

- Stop the coach. If possible, stop the coach in a zone or in a position not blocking an intersection or roadway. Avoid elevated roadways, underpasses, bridges, tunnels and overhead power lines.
- The TCC will broadcast emergency instructions.
- Wait for instructions from the coordinator or service supervisor. To preserve air time, do not use the radio.
- Life-threatening emergencies should be reported to 911 using a phone. If a phone is not available, report the life-threatening emergency to the TCC.
- Do not exit the coach until the earthquake is over and you have checked that no power lines have fallen on or around the coach. Allow customers to exit the coach, provided no dangerous conditions exist.
- Obey all instructions from police and fire personnel.

2.14 Unsanitary Conditions on a Coach

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

Unsanitary Coach Procedures When in Service

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

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

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

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2.15 Blood Borne Pathogens

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

Procedure for Handling Hypodermic Needles

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

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

2.16 Unattended Suspicious Package or Object

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

H – Is the object ‘H’idden?

O – Is the object ‘O’bviously suspicious?

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

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

Procedure

- Do not touch the package, item or container.
- Stop and secure the coach. Shut off the engine.
- Evacuate the coach. Close the doors and lead everyone at least 300 feet away from the coach.
- Notify the coordinator, but do not use the coach radio or a cell phone within 300 feet of the item. Assess each situation based on item characteristics, location and circumstances of how the unattended object was left. If an unattended item makes you feel uncomfortable for any reason, but you do not suspect an explosive device, call the coordinator. Do not pick up the item or move it.

2.17 Responding to Suspicious Substance Situations

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

- Do not touch, smell or taste the substance! Do not open, bump, or shake any container that it may have been contained within. Responding supervisors need

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only to view the substance through closed coach windows if they wish to verify its location.

- Immediately pull over in a safe location and call the TCC with a PRTT. If no response within two minutes, upgrade to EA. Be prepared to describe the color, consistency, location of the substance as well as any suggestions as to what it might be (e.g., baby powder, sugar, flour). Follow the directions of the coordinator. If the coordinator asks you to evacuate the coach, move your customers at least 100 feet away upwind. Close the coach after all customers have evacuated.
- Ensure that persons who may have come in contact with the substance remain in the area to speak with fire department HAZMAT responders. They may have to be decontaminated before leaving the area.
- Remain with the coach until cleared to leave by fire department personnel. If fire department advises the coach needs to be decontaminated, notify TCC and do not move coach.
- If you have 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.
- Be prepared to provide as much information as possible to the fire and police responders. Clear communication of what happened is essential.

2.18 Responding to Coach Air Quality Concerns

If you experience concerns about air quality due to customer behavior or any other reason:

- Immediately pull over in a safe location and open all doors. If you judge the air to be severely contaminated, evacuate the coach.
- Call the TCC with a PRTT and follow the directions of the coordinator.
- Be prepared to describe any impacts of the air quality on you or your customers. Inform the coordinator if you or any customers request medical aid.
- On return to the base, fill out an Incident or Security Incident Report using SSaM. If making a security-related industrial injury claim, also complete a Security Incident Report using SSaM.

Section 3 Security

Section 3: Security

3.00 General Statement

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

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

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

3.01 Metro Transit Police (MTP) Precinct

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

Boarding Teams

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

Interaction With Members of MTP

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

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

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

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

3.02 Fare Inspection Security

Fare inspection, for those routes requiring it, is mandated by RCW and King County Code and further guided by Metro Transit policies, using contracted fare enforcement officers (FEOs). FEOs are unarmed and typically work in teams of two or three. FEOs are not members of MTP/KCSO.

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

Procedure

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

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

An FEO may inquire with you about a rider's fare payment when needed, but will not do so if it interferes with the safe operation of the coach.

3.03 Security Incident Report

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

- Physical assault on operators, supervisors or customers
- Operator witnesses an assault off the coach
- Harassment
- Threats of physical harm
- Disturbances that disrupt the peace of the coach or facility
- Intentional damage or vandalism to Metro property
- Theft of personal or customer property
- Robbery

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- Weapon displayed or implied
- Drug activity
- Sexual misconduct
- Child abuse
- Chronic fare evasion
- When police enforce the Code of Conduct or governing laws
- When someone is asked to leave the coach
- When an operator has refused service to a customer
- When requested by a supervisor, coordinator, base chief or MTP.

3.04 Handling Security Incidents

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

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

3.05 Assault Prevention

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

Section 3: Security

Procedures

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

3.06 Language and Conduct Toward Customers and the Public

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

3.07 Touching Customers

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

3.08 Physical Attacks/Self-Defense

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

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

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

Use of excess force is violation of Metro policy.

Section 3: Security

3.09 Detaining

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

3.10 Pursuing

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

3.11 Ejecting Customers

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

3.12 Fare Disputes

For more information on Fare Disputes, see Section 12.07

3.13 Invalid Passes and Permits

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

3.14 Student Misconduct

Students are expected to follow the Code of Conduct like all other customers. If there is a security problem onboard related to students, submit a security incident report in SSaM and check the checkbox labeled “student involved”. If an “in progress” crime is taking place, call the coordinator and request a response from MTP.

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

3.15 Sleeping/Lost Child or Student

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

- Stay with the child on the coach until a service supervisor meets you and takes the child either back to their original coach stop or home.

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- Do not let a lost child off at any stop other than the one they are scheduled to use.

3.16 Requesting Arrests

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

If an arrest is made:

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

3.17 Law Enforcement Agency Request for Assistance

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

3.18 Safe Place

King County Metro has joined a national network of transit systems and businesses providing a connection to shelter for youth, under the age of 18, in need. The program, called Safe Place, provides access to immediate help and safety for young people in crisis. As a collaborative community prevention initiative, Safe Place designates businesses and organizations as Safe Place locations, making help readily available to youth in communities across the country. Safe Place locations include: libraries, YMCAs, fire stations, buses, various businesses, and social service facilities. Designated Safe Place locations display the Safe Place sign, the universal symbol of youth safety.

Operator responsibilities

- If a youth boards your coach asking about the program, call the coordinator.
- Ask the young person if they are in immediate danger. Avoid asking questions about the individual's personal problems.
- If the youth indicates immediate danger, communicate this to the coordinator.
- The coordinator will arrange for pick-up of the youth and let you know where and when the meet will occur.
- Reassure the youth that help is on the way. If possible, have the youth sit in front of the coach, near you.
- The coordinator will let you know who will be meeting the coach. Please verify identification from the person who picks up the youth. After the meet has occurred, notify the coordinator.
- Complete an incident report any time you have a youth requesting a safe place on your coach.

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Additional information

- Youth boarding to find a safe place do not need to pay a fare.
- Please allow the youth requesting a safe place to remain on the coach during a layover.
- If a youth later leaves the coach before help has arrived, please notify the coordinator where this has occurred. Do not attempt to detain the youth.
- FEOs are also trained in Safe Place procedures and can assist youth, if needed.

3.19 Stalking Information

If you believe you are being stalked or followed while operating your coach, follow these steps:

- Notify the coordinator.
- Request that they call for the police immediately.
- If possible, keep a journal of each contact, recording any instances where you have feelings of fear or intimidation.

If you believe you are being stalked on your way to or from work, follow these steps:

- Document any contact with the stalker.
- Call the police each time and make a report.
- Be sure to get the police incident number.

If either case occurs:

- Whenever contact is made to, from, or at work, immediately report the incident to your supervisor.

3.20 Reporting Vandalism

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

3.21 Base Security Committees

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

3.22 Critical Incident Support Management Team

The Critical Incident Support Management (CISM) team was developed to respond to a wide range of events which Metro employees experience, such as assaults, accidents, threats and witnessing assault, accident or medical emergency. The CISM team is made up of your peers and Employee Assistance Program (EAP) coordinators.

The CISM team conducts critical incident debriefings. Debriefings give employees the opportunity to talk about the event privately, confidentially and without evaluation

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or second-guessing. It is a chance for you to discuss your experience and learn how to get past the event. If you experience a critical incident, you may arrange for a debriefing by talking to a chief, supervisor, one of the CISM team members or an EAP coordinator.

3.23 Sexual Misconduct

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

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

Section 4 Customer Relations

Section 4: Customer Relations

4.00 General Information

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

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

4.01 Customer Assistance and Communication

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

- Operate safely while providing a consistent level of customer service.
- Greet customers – acknowledge their patronage.
- Be positive, civil and respectful in language and demeanor.
- Provide fair and consistent treatment to all customers.
- Answer questions and provide information.
- Be prepared to assist customers with special needs.
- Maintain an awareness of customer activities.
- Do not delay or interrupt service if a customer’s behavior is not causing a safety concern or impacting another customer.
- Do not touch customers without their permission.
- Use the Emergency Alarm (EA) when there is a threat of physical injury, if you or a customer has been harmed, or if there is a medical emergency. Follow up with a Priority Request To Talk (PRTT) call if you feel it is safe.

4.02 Public Service Announcements

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

4.03 Information

You should be familiar with transit operating instructions and the general area(s) you are operating in so you can help customers who request information. If you 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 are prohibited from:

- Asking customers for dates or soliciting customer addresses and telephone numbers.
- Providing personal contact information to customers.

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4.05 Conversation

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

4.06 Complaints

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

4.07 Handling Disputes

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

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

4.08 Refusing Transportation

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

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

If you must refuse transportation, do it politely and discreetly. Use extreme care and caution when pulling away. Call the coordinator immediately and submit a Security Incident Report (SIR) upon your return to the base. If possible, supply 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 the safety of yourself and your customers first. You only need remind a customer once of a rule such as no smoking or

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eating on the coach. Play the appropriate PSA to deliver a neutral message (See Section 4.02). If the automated announcements are inoperable, use the Public Address (PA) system to make a third person statement (e.g., “*Metro does not allow...* ”).

Customer Rules

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

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

4.10 Smoking

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

4.11 Electronic Cigarette Smoking Devices

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

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

4.12 Radios and Electronic Audio Devices

Customers may play electronic audio devices connected to earphones. If a customer refuses to stop playing equipment that is not connected to earphones or refuses to lower the volume of the equipment that is connected to earphones, play the DDU message that says “turn volume on electronic devices down” (if on the DDU) once. If the customer does not comply, call the coordinator for assistance.

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4.13 Food and Beverages

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

4.14 Drugs and Alcohol

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

4.15 Articles on the Coach

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

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

Articles Allowed (Not an Exhaustive List)

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

Articles:

- Must not block the aisle or doorways.
- Must be under the control of the owner at all times.
- May be kept in the priority seating area if space is available. Note that customers with disabilities and seniors have priority use of this area.

Baby Strollers

The following rules apply to non-accessible strollers. For information on accessible

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strollers, see Section 5.

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

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

Articles Prohibited

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

Customers are not allowed to board or deboard wearing skates/blades and must not use skateboards once on board.

4.16 Animals on the Coach

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

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

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Dogs are allowed on the coach under these guidelines:

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

Dogs who sit on their owner's lap ride free. All other dogs are charged the same fare paid by the customer who accompanies the dog. A transfer is issued upon request.

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

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

4.17 Sleeping/Non-Responsive Customers

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

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

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

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

4.18 Intending Customers at Terminals

Two minutes prior to leaving the terminal, operators must open all doors so intending customers may board. If you leave the coach, secure it in accordance with Metro's unattended coach procedure (Section 10.60).

4.19 "Closed Door" Policy

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

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

This policy does not apply:

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

Loop Routes

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

Non-Cooperative Customers

If customers will not cooperate:

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

4.20 Passenger Code of Conduct - “Ride Right”

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

Procedure

The bus driver’s primary job is to operate the bus safely. If problems arise on the bus, the bus driver’s first priority is to determine if a passenger’s safety or security is at stake. The driver will assess the severity of the problem and resources available, and respond accordingly. The bus driver, at their discretion, may choose to talk to the passenger, call for assistance, submit a report on the incident at the end of their shift, or take no immediate action. In the case of minor infractions of the code of conduct, Metro’s general guideline for the driver would be to continue on the route rather than inconvenience other riders by delaying service.

The role of the bus driver is that of a peacekeeper, not an enforcer. Enforcement of the code of conduct is handled through a network of professionals that can be called upon by the bus driver, if and when needed. Transit Police, through a variety of means, enforce the Metro Transit Code of Conduct along with local and state laws.

Full Ordinance

The full, current ordinance can be found online at: <https://bit.ly/metrorideright>

Section 5
Services for Customers with
Disabilities

Section 5: Services for Customers with Disabilities

5.00 Americans With Disabilities Act (ADA)

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

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

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

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

5.01 Serving Customers with Disabilities

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

Do not ask a customer if they have a disability.

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

5.02 Accommodating Mobility Aids

Mobility aids can be a device, person or animal that aids a customer with a disability in achieving independence. For many people with disabilities, their mobility aid is an extension of themselves and should not be touched without permission. Operators may ask if the device is used for mobility, if the person is a personal care attendant or if the animal is a service animal. If the customer indicates that they are, they must be accommodated. Service animals may ride on the customer's lap, a seat or the floor and will not be charged fare. Only in the following situations can a person with a disability using a mobility aid be denied service:

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

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

Customers may choose to use the Coach Identifier Kit or a Special Assistance Card as an aid in communicating their destination, stop location and route number. Customers cannot be required to use these aids. 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: Visual impairment with normal hearing
- Pink: Verbal communication impairment
- Orange: Limited English proficiency (LEP)

Special Assistance Card		King County METRO
•	Going To: _____	
••	_____	
•••	Bus # _____ To: _____	
••••	Transfer at: _____ to _____	
•••••	Bus # _____ To: _____	
<small>I am Deaf-Blind. If I am on the WRONG BUS, return this card to me now. If I am on the RIGHT BUS, take this card and return it to me when the bus reaches my stop.</small>		
Additional Operator instruction on the back of this card.		
<small>1483 Form (Rev. 11/76)</small>		

5.03 Boarding

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

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

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

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

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

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

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

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

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

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

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

5.04 Assisting with Getting Seated

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

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

5.05 Securing Mobility Aids

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

- Make sure that belts are untwisted before attaching to their mobility aid.
- Do not touch their mobility aid unless permission is given.

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- Make sure customer has no hanging materials such as bags, etc. Request customers to relocate articles interfering with securement.
- If their mobility aid cannot be secured according to safety procedures taught during training, ask if they want to wait for the next coach or proceed. Broken securement straps, securement devices that do not work, or ADA devices that are oddly shaped making them unable to be secured are reasons to not be able to secure mobility aids. If they wish to proceed and the mobility aid is not blocking the aisle, place a PRTT call to inform the coordinator and proceed. If their mobility aid can be secured and the passenger refuses securement, inform the intending customer they cannot be transported safely and place a PRTT call to the Transit Control Center.

Basic procedures for securing mobility aids in forward facing securement area include:

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

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

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

Basic procedures for securing mobility aids in Quantum systems include:

- The Quantum system automated securement arms must be used at all times, whether occupied or unoccupied.
- Ensure that the parking brake is set.
- To set securement:
 1. Make sure securement station is clear of obstructions.
 2. Turn Quantum Power Switch on at the dash.
 3. Make sure customer has no hanging materials such as bags, etc.
 4. The customer positions their mobility aid.
 5. If the customer has a power device the power must be off. If the device is not powered, their brakes must be set.
 6. The customer presses the Passenger Secure/Release Button located beside them.

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7. Observe procedure and make sure that nothing gets in the way of moving parts during operation. The machine makes a preliminary squeeze of 25 lbs.
 8. Machine arm will blink then operator will press their Secure Button on the dash. Machine then finishes procedure with a 50-pound final squeeze and stops blinking. Turn the Quantum Power Switch off. If anything restricts the machine from its cycle, it will try three times to secure then stop and flash and require assistance.
 9. Offer optional seatbelts for use. Assist if needed.
- To release securement:
 1. Turn Quantum Power Switch on.
 2. Customer presses Passenger Secure/Release Button beside them or press the Secure/Release Switch on the dash.
 3. Observe procedure and make sure nothing gets in the way of moving parts during operation. Turn Quantum Power Switch off.

5.06 Ensuring Audio Stop and Route Announcements

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

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

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

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

5.07 Deboarding

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

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

- Fully accessible zones: These zones have room for the ramp to be deployed and sufficient area for a mobility aid to navigate once off the ramp. The ramp must be deployed for all customers who request it.
- Limited space zones: These zones have room for the ramp to be deployed but there may not be sufficient room for a customer in a mobility aid to navigate once they are off the ramp. If customer says they can safely navigate and requests to

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use the ramp, comply and place a PRTT call to the coordinator. Otherwise work with the customer and the coordinator in finding an alternative.

- No lift/ramp zones: These are the only zones where the ramp cannot be deployed. This is because the lift control cannot be fully deployed without damage. Place a PRTT call, and work with the customer and coordinator in finding an alternative zone, keeping the customer in the discussion and decision making.

5.08 Assisting During Coach Change or Evacuation

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

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

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

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

5.09 Accidental Bypass of Disabled Customer's Stop

If you accidentally bypass a customer's requested stop, call the coordinator with a PRTT before proceeding. Communicate with the customer using Print-On-Palm (see below). Await the coordinator's instructions and do not leave the customer off at the wrong location.

Section 6

Absence Management

Section 6: Absence Management

6.00 Late Reports, Unexcused Absences and Absences

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

6.01 Reporting Sick

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

Procedure

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

6.02 Emergency Absence Contact Procedure

Operators who are unable to report to work due to an emergency or illness and who require another individual to report the absence shall have that individual call the base or the TCC with at least the following information: the operator's full name, employee badge number, assigned base and the nature of the emergency.

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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 medical verifications in the following circumstances:

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

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

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

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6.06 Medical Verification – Probationary Operators

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

6.07 Sick Family Member Leave

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

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

6.08 Bereavement Leave

- In the unfortunate event of the loss of an immediate family member, operators are entitled to Bereavement Leave. [update per contract PD] Up to five days of leave are available for eight-hour and part-time employees and a total of 40 hours for operators with “4/40” assignments. Bereavement Leave is only available for immediate family, defined as: the operator’s spouse or domestic partner, and the parent, grandparent, child, son- or daughter-in-law, grandchild, sibling of the operator, operator’s spouse or the operator’s domestic partner, or an operator’s legal guardian, ward or any person over whom the operator has legal custody.
- Apply for Bereavement Leave by submitting a Bereavement Leave Request form to a chief.
- An operator facing a loss that doesn’t qualify for Bereavement Leave may be eligible to use other types of leave; please contact your chief for more information.

6.09 Doctor Appointments

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

Operators may use sick leave for an employee’s personal appointment with a licensed health care provider or for an appointment for the employee’s covered child or eligible adult family member. To request time off for non-industrial doctor appointments (either personal or for a covered child or adult family member), submit a completed Scheduled Medical Appointment form to the base dispatcher prior to 10

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a.m. the day before the scheduled appointment. If the form is not submitted by 10 a.m. the day before the appointment, the absence will be subject to Metro's medical verification requirements.

6.10 FMLA and KCFML

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

Eligibility

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

Qualifying Reasons

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

Employee Responsibilities

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

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Benefits

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

6.11 Military Leave of Absence

The Washington Military Family Leave Act 2008 (MFLA) SB 6447 provides up to 21 days of paid annual military leave of absence from work for operators who serve in the Washington National Guard, armed forces or the armed forces reserves. The annual year is from October 1 to September 30. Full-time operators will be reimbursed for a maximum of eight hours per day. (4/40 operators will be reimbursed for 10 hours for each workday served on military leave. 4/40 operators may be required to revert to a work schedule of eight hours per day, five days per week for each pay week in which leave is taken.) Part-time operators will only be reimbursed for the actual time of their picked assignment. An employee will only be paid for those days and hours he or she would normally have been scheduled to work.

6.12 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 Injury

1. Operators are to report any injury occurring while on duty or on Metro property in an Incident Report, within 24 hours of the injury, even if the injury does not require medical attention or time off from work.
2. If a job-related injury requires medical attention or time off, the injured operator must complete a Self Insurer Accident Report Form (SIF-2), an Incident Report and meet with a chief to complete Metro's Investigation Report within 24 hours of the injury or as soon as he or she is physically able to do so.

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3. 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.
4. The PIR, SIF-2 and Metro Investigation Report must be received by Metro's Workers' Compensation Office before any compensation is paid.
5. Industrial injury leave shall run concurrently with FMLA/KCFML to the extent permitted by law.

6.14 Industrial Doctor Appointments

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

6.15 Clearing from Injury/Illness

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

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

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

6.16 Return-to-Work Ride Check

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

6.17 Jury Duty

Operators receiving notification to report to serve on jury duty shall notify their base chief immediately and provide a copy of the jury duty summons. If an operator is used for jury duty and submits proof of report for same, he or she shall receive time off with pay at their regular rate of pay for their regular assignment for each day

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served. Compensation received for jury duty must be forwarded to Metro; however, reimbursement for travel expenses may be retained by the employee.

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

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

6.18 Day Off Books

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

Procedure

- Requests to have your name added to or removed from the Day Off book must be made in person to the base dispatcher/planner.
- Requests for more than five consecutive days must be discussed with the base chief.
- Part-time operators placing their name in the Day Off book may request payment from their available vacation balance.
- A request can be placed in the Day Off book one calendar month or less up to 10 a.m. the day before the date requested off.
 - For months having fewer days than the following month, operators may place their name in for the additional days of the month on the last day of the preceding month. For instance, on June 30, you may place your name in the Day Off Book for both July 30 and July 31.
- Operators may not place their names in the Day Off book requesting both AC (for an FTO) or vacation (for a PTO) and their personal holiday for the same day.
- Receiving the first day off in a request for multiple days does not guarantee the other days off.
- Operators who have their names in the Day Off book for the same day off in the week for any four-week period may be excused the first day in order of rotation and then will be moved to the bottom of the list for the remainder of the four-week period.
 - Example: An operator in the Day Off book for more than one Saturday in a four-week period gets excused the first Saturday. Their name moves to the bottom of the list for the remaining Saturdays in the four-week period.
- Once your name has been entered in the Day Off book, you will not know if you have received the day off until the day before at 2 p.m. when a list of operators excused is posted with the extra board.

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- 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.
- Operators arriving at the base prior to business hours in order to enter their names in the Day Off book may sign the Day Off book waiting list posted at the dispatch window. Operators placing their names on this list must remain in the base operations building for the duration of the waiting period until the dispatcher opens the base and transfers the names to the Day Off book.
- For full-time operators, priority for both guaranteed and non-guaranteed spots will be given to those operators with sufficient AC or banked (non picked) vacation accruals to fully cover the entire requested time off.

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

6.19 System Extra Board (SEB) Day Off Book

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

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

6.20 Christmas Day Draw

Day Off book procedures apply for the entire year except for Christmas when a drawing for time off is held. The date of the draw for Christmas Day is set for all bases and posted along with procedures in the Operations Bulletin. Any full-time operator requesting Christmas Day off must have their name in the Day Off book by 9 a.m. on the day of the draw. The Christmas Draw determines the order of names on the day-off request list. It does not guarantee that everyone participating in the draw will be granted the day off. When a Sunday schedule is in effect, the number of operators with the day off is based on the Sunday guarantee at each base.

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

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

Section 7

Operator Code of Conduct

Section 7: Operator Code of Conduct

7.00 General Statement

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

7.01 Language and Conduct

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

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

7.02 Fighting

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

7.03 Employee Weapons

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

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

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

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

7.04 Safeguarding Metro Property

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

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

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

7.05 Comfort Stations

Comfort stations (restrooms) provided by Metro or in partnership with local businesses or organizations for use by operators must be kept clean. Operators must not vandalize or leave litter in or around these facilities and shall make every effort to leave them in a clean condition. When exiting locations requiring key-access, please ensure doors are closed and locked. Driving your coach to access a nearby comfort station is acceptable if the comfort station is identified in the *Route Book* as an option for the operated route. Stopping somewhere other than a designated layover requires the selection of a location where the coach can be both safely and legally parked. You must also attempt to notify the coordinator of your location. Should you arrive at the end of a trip, and you are already beyond the scheduled recovery time, you are authorized to use the comfort station if needed. Such use of a comfort station will not be considered an “Unnecessary delay” as mentioned in Section 8.16.

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

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.

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- 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

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

7.10 Employee Parking

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

Authorized Use

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

Unauthorized Use

- King County Metro Transit employees who work at other county worksites, unless on business at the facility and qualifying as a visitor.
- Parking at the base for non-work related special events, regardless of whether or not the employee is working at the base on that day.

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- Parking concurrently in the parking lot of more than one vehicle owned by the same employee.
- Vehicles too large to fit in a single parking space.
- A single vehicle occupying more than one parking stall.
- Long term storage of county-owned vehicles that are not used on a regular basis.
- Any other vehicle not defined as an authorized use.

7.11 Lockers

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

7.12 Computers and Internet

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

7.13 Acceptable Use of Computers

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

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

Prohibited Use

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

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

For more information about the County's policy on acceptable use of IT assets or to read the policy (ITG-P-08-02) in its entirety, go to: <https://kcmetrobus.info/3jPRh2Y>

7.14 Contact Information

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

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

7.15 Informational Materials Distribution

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

- Employees may engage in campaign activity to support a ballot measure if it's done on non-work hours and without using public resources.
- Employees may not distribute campaign materials while wearing Metro uniform items which include a Metro logo. This includes hats, shirts, jackets or any other item with a Metro logo.
- Employees may place window signs or bumper stickers on their personal cars, even if those cars are parked on county property during work hours.

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- Employees may inform other employees, during non-work hours and without using public facilities, of opportunities to participate in campaign activities.
- Employees may not pressure or coerce other employees to participate in campaign activities.
- Employees may make campaign materials available to employees in lunchrooms and break rooms that are used only by other authorized individuals during non-work hours.
- Employees may not distribute materials in a manner which disrupts Metro's ability to maintain an orderly work environment.

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

Section 8

Operator Procedures

The Manual

Operator Rules & Procedures

Section 8: Operator Procedures

8.00 General Statement

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

8.01 Reporting for Assignment

Operators are required to report (tap in) dressed in regulation uniform at their bases no later than the report times of their scheduled assignments. After signing in, check for mail and read the following:

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

8.02 Required Equipment While Operating

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

- Valid Washington State Commercial Drivers License (CDL) Class B or A, customer endorsed, air brake restriction removed
- Current CDL medical examiner's card with a medical waiver if appropriate.
- County-issued photo ID card
- Regulation uniform
- Approved timepiece
- The *Route Book*
- *The Manual*
- Accident Report Kit
- Run card
- Announcement Reference Guide for route(s) operated
- Transfers
- Appropriate customer information, such as timetables, Rider Alerts, etc.
- Coach Inspection Reports
- Found Tags and Found Bicycle Tags
- Flashlight
- Multi-factor Authentication (MFA) Fob

8.03 MFA Fob

Fobs provide Multi-factor Authentication (MFA), which is required for resetting King County passwords.

To reset a password:

1. Navigate to passwordreset.microsoftonline.com
2. Follow the instructions on screen
3. Select "Enter a code from my authenticator app"

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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

Operators requiring a replacement fob should contact their chief for assistance.

8.04 Approved Timepiece

Operator timepieces must meet the following specifications:

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

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

8.05 Time Check

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

8.06 Road Reliefs

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

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

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

8.07 Travel Time Allowances

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

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8.08 Road Relief Made Late

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

8.09 Base Relief Cars

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

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

Operators are required to sign out base cars with their name, badge number and time of day before leaving the base and to sign them in upon return. Look for designated sheets at the base for either regularly scheduled road reliefs or unscheduled road reliefs; please print legibly.

Please check and report any concerns regarding base relief cars to the window at the earliest possible time. Some concerns may include low fuel, faulty charging on electric vehicles, tire pressure warning, etc.

8.10 Base Car Idling

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

8.11 Road Reliefs – Exchange of Information

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

8.12 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.

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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

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

- Routes serving park & rides, operating express routing or operating on freeways may have time points marked as “estimated”, typically with an “ET” indicate. An estimated time point or “ET” allows the operator to operate early through that time point.
- Operators may arrive early at transit centers and park & ride lots to facilitate transferring customers. Wait in the appropriate bay and do not leave before the time noted on the run card.
- RapidRide service is managed by the TCC. Coordinators may direct operators to ignore time points, skip stops or adjust speed to maintain even service spacing. Operators are to carry out the instructions of the coordinator.
- Headway time points or “HT” indicates are used on some RapidRide schedules. Unless otherwise directed by the coordinator, operators may arrive and leave two minutes early at headway timepoints.
- Early arrival at a terminal at the end of a trip is permitted, provided the last time point prior to the terminal was not passed early.
- Safely maintain the schedule. Do not run early.
- Complete an OSFR for any schedule-related issues.

8.15 Guaranteed Breaks

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

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

Section 8: Operator Procedures

8.16 Running Late

Notify the coordinator with a DDU text message if you are 15 or more minutes late and you are not on your last trip. However, if your recovery time allows you to be less than five minutes late for your next trip, you are not required to notify.

8.17 Unnecessary Delays

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

8.18 Calling Stops – Interior Announcements

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

8.19 Calling Stops – Exterior Announcements

OBS external announcements, which announce the route number and destination of your coach in the bus zone, provide helpful information to intending customers, especially those with disabilities. However, such announcements can cause complaints in certain situations.

If the external announcements feature of OBS is not operational, use the PA 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

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

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

Section 8: Operator Procedures

8.21 Informing Customers of Delays

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

8.22 Lost Articles

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

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

The image shows a 'Bicycles Only' lost and found tag. The tag is rectangular and divided into two main sections. The top section is titled 'Bicycles Only' and features a large number '4752' in a box. Below this, it says 'Attach this tag to Bicycle'. The section contains fields for 'Owner's Name', 'City', 'Phone No.', 'Date Found', 'Time Found', 'Where Found', 'Color', 'Make', 'Model', 'Year', 'Other Info', and 'Remarks'. The bottom section is titled 'Metro Lost and Found Office' and contains fields for 'Date Received', 'Signature', 'Owner's Name', and 'Owner's Address'. A note at the bottom of the second section reads 'Item returned by Owner before arrival in Lost and Found Office. Return this receipt to Owner (please print)'. The tag also features bicycle icons in the corners.

Figure 8 - *Bicycles Only* tag

Section 8: Operator Procedures

Special Precautions

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

8.23 Unscheduled Overtime

Log your overtime the same day in TITO, if it is the next day –or TITO is down– log your unscheduled overtime in the Sundry sheet. Arrival time at the base is three minutes from the hostler shack, or in the case of Bellevue Base, the coach stops at the base access roadway. This is a guideline. When it takes an operator longer than three minutes to perform required job duties, the operator will be paid for time worked.

8.24 Assisting Student Operators

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

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

Section 8: Operator Procedures

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

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

8.25 Qualification Requirements

Extra Board Operators

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

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

System Board Operators

A system board operator must be qualified on three major routes, determined by Metro, at each picked base by the effective date of shakeup and on all other major routes, within 60 days after the effective date of shakeup.

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

Report Operators

Operators picking report must be qualified on 75% of all routes from that base, before 10 a.m., the Friday prior to the first day of shakeup. Report operators must be completely qualified on all routes, 30 days after the effective date of shakeup.

Regular Operators

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

Part-time Operators

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

Equipment

Management reserves the right to change equipment type on any route when it becomes necessary. Operators with medical restrictions may not pick assignments on restricted equipment.

Section 8: Operator Procedures

8.26 Route Qualification Procedure

Operators may qualify on a route using one of the following authorized methods:

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

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

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

8.27 Route Changes/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 the 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 that they are available to work out of their base, except for an Inter-base operator who may qualify on any major route in the system.

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

- Their picked work at shakeup or through a move-up
- An assigned annual leave/vacation relief
- When the operator is on the ATL at least three days a week and the route is within their ATL spread time. An ATL operator qualifying on a route that has associated equipment, facility or procedural qualification requirements (e.g., trolley, Sound

Section 8: Operator Procedures

Transit, RapidRide, etc.) is eligible for qualification pay only if they have an existing qualification record for the associated equipment, facility or procedure.

8.29 Operator Requirements While in Training

The following rules apply to operators attending training activities:

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

Section 9 Uniform

Section 9: Uniform

9.00 Uniform

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

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

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

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

9.01 Uniform Condition

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

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

9.02 Grooming

King County Metro Transit operators must maintain a neat, clean, and well-groomed appearance. Hair must be clean and styled in a manner as not to interfere with the safe operation of the coach.

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

9.03 Out of Uniform

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

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

Section 9: Uniform

9.04 Uniform Apparel

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

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

The authorized operator wardrobe consists of:

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

9.05 Authorized Headwear

Only authorized headwear may be worn.

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

Section 9: Uniform

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

9.06 Safety Vests

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

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

9.07 Cardigans, V-Neck Sweaters, Vests, Fleece Jackets, 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 do not 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. Suspenders, if worn, must coordinate with uniform colors and not contain offensive logos or messages.

9.10 Ties

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

9.11 T-Shirts

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

Section 9: Uniform

9.12 Undergarment Long Sleeve Shirts and T-Shirts

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

9.13 Shirts

Shirts with tails must be tucked into the pants.

9.14 Shoes

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

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

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

9.15 Socks

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

9.16 Badges, Patches, and Pins

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

- Metro Transit patch
- Safety Award pins
- Latest Safe Driving patch, centered on the right shoulder seam of the jacket or sweater
- Operator of the Month/Year
- ATU insignia as approved by Metro
- George Turner Award pin
- Metro Safety Representative pin
- Patches such as trolley patches, issued and authorized by the base, may be worn centered on the shoulder seam of the jacket or sweater.

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

9.17 Maternity Clothing

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

Section 9: Uniform

9.18 Wearing of ID Badges

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

9.19 Disposing of Worn Uniform Items

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

Section 10 Vehicle Operations

The Manual

Operator Rules & Procedures

Section 10: Vehicle Operations

10.00 General Statement

This section contains specific rules governing the safe operation of Metro vehicles and equipment under reasonable conditions. In addition to the rules outlined in this section, operators are responsible for reading and following all route-specific directives, such as Slow Orders and Safety Stops, indicated in the pages of the *Route Book*.

10.01 RCW 46.61 – Rules of the Road

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

10.02 Defensive Driving

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

10.03 Horn Use

Your bus horn is a safety tool and should be used appropriately. Some examples of when to use your horn:

- Tap the horn twice when passing another Metro coach that is stopped.
- Tap the horn twice before backing your coach (see 10.43 for Backing a Coach policy).
- Tap the horn to alert pedestrians if you are driving in a fire lane at the base against the flow of traffic.

Outside of these reasons, the horn should only be used to alert other road users of imminent danger. Sounding your horn to exhibit anger or frustration is not permitted.

10.04 Attention While Driving

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

10.05 Authorized Operators

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

Section 10: Vehicle Operations

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. These include, but are not limited to, cellular phones, pagers, smartphones, music and media players, gaming devices, tablets, laptop computers, smartwatches, and personal digital assistants.

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

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

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

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

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

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

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

10.07 Reading Written Material

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

Section 10: Vehicle Operations

10.08 Pedestrian Law

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

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

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

10.09 Pedestrian Awareness

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

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

10.10 Tampering with Equipment

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

10.11 Eating and Drinking on Coach

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

Section 10: Vehicle Operations

10.12 Coach Preparation Procedure

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

Procedure

Approaching the Coach

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

Starting the coach

- Before starting the coach, check to ensure that 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.
- Do not allow the coach to idle in the yard for more than five minutes. If air pressure reaches a normal level several minutes before you are ready to leave the base, shut the engine off and restart it just prior to leaving the base. Otherwise, shut down the coach and call the coordinator.

Interior Check

- Walk through to the rear of the coach
 - Walk from the front to back, checking the windows, emergency handles, exits and seats to 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 are secured to the coach, and that they are not frayed, torn, or broken.
- Safety Equipment
 - Check to make sure all of your safety equipment is in place, intact and functional: fire extinguisher (1), wheel blocks (2), and hazard triangles (3).

Walk Around

- Lights, Turn Signals, Head, Clearance, Tail, and Brake Lights
 - Check to make sure all bulbs are functional and unbroken.
- Tires, Lug Nuts, Indicators
 - Check tires to make sure they are not torn, gouged, or punctured. Check tread

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to make sure it is intact.

- Check that lug nuts are not loose or damaged and that they are tight.
- Indicators on lug nuts should all be facing to form an even circle.
- Leaks
 - Check around the entire coach to make sure there are no leaks.
- Damage
 - Look for any damage to the coach: dents and punctures, missing bolts, screws, or loose parts.
- Trolley Poles and Shunt Wires
 - Check the poles to make sure they are not bent, cracked, or dented.
 - Make sure the shunt wires are not frayed or broken.
- Mirrors
 - Make sure the mirrors are adjustable, tucked in tight to the coach, unbroken, and secured.
- Bike Rack
 - Make sure the bike rack is operational, secured, and undamaged.

Driver's Compartment

- Doors
 - Make sure all doors are operational and not damaged.
- Windshield Wipers
 - Test the wipers to make sure they are operational, not streaking, and that the blades are not cracked.
- Interior Lighting
 - Turn on interior lighting making sure it is operational, steady, and not flickering.
- Horn
 - Test to make sure the horn is operational and does not jam.
- Seat and Mirror Adjustments
 - Adjust the seat; make sure you are ergonomically comfortable.
 - It is recommended to readjust your seating position at various stages of your assignment.
 - Your knees should be level with your hips and your pivot points should be at 90 degree angles to prevent any joint pain or fatigue. Adjust seat and pedal controls so that the right foot can completely cover either the accelerator or brake pedal, and the left foot rests comfortably between the floor mounted turn signal buttons.
 - Check mirrors to make sure they can be adjusted to your seat settings so you are not straining your neck for the correct angle of view.
 - When set up correctly, the upper, flat mirrors:

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- Should look straight back along the side of the coach
- One inch at the top of the mirror will show the horizon line
- The side of the coach will occupy approximately one inch of the inside margin of the mirror.
- Will have a clear view of the pivot point as well as traffic overtaking the coach.
- Clouds, tops of skyscrapers, or tops of trees should not be visible in this mirror.
- You should always be able to see the side of the coach to judge clearance and position.

Before Leaving the Yard

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

10.13 Coach Inspection Report

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

10.14 Base Departure Times

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

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10.15 Prevent Base Delays

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

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

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

10.16 Operation Within the Base Yard

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

Additional Safety Precautions

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

10.17 Safety Belts

The Washington State Safety Belt law requires all people operating a motor vehicle on public roadways to use seat belts. All employees operating Metro vehicles, both revenue and non-revenue, must use seat belts when driving on a public road or highway. Operators are required to use both lap belts and shoulder harnesses in transit coaches. If an operator has a physical or medical condition that prevents wearing a seat belt shoulder harness, there must be written verification from a licensed physician. Seat

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belt shoulder harness exemptions are valid for no more than one year. Exemption forms are available at the base.

10.18 Gauges and Indicator Lights

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

10.19 Coach Lighting

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

Interior lights must remain on at all times, except:

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

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

10.20 Coach Climate Control

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

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

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

10.21 Destination Signs

Operators are responsible for the proper display of all signs on the coach. Destination sign codes for each numbered route are listed on individual routes pages in the Route Book. Codes for signage that are not associated with a particular route are located in the signage section of the Route Book.

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Procedure

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

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

When OBS fails to display correct signage, use (delta graphic) ABC on the DDU or use the destination sign keypad:

- Select either Dest A or Dest B if the trip requires more than one code.
- Enter corresponding routing code from the Route Book.
- Press enter.

10.22 Operating Speed

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

10.23 Transit Center/Park-and-Ride Speed Limit

Coach speed limit in all transit centers and park-and-ride lots is not to exceed 10 mph.

10.24 SODO Busway Speed Limit

25 mph or less on SODO Busway between S Royal Brougham Way and S Holgate St, both directions.

10.25 Following Distance Rule – I-5 Express Lanes

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

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10.26 Intersections

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

10.27 Traffic Signals

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

10.28 Directional Signals

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

- Turning
- Leaving a bus zone
- Changing lanes

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

10.29 Use of Four-Way Flashers

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

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

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- When directed by a supervisor or coordinator.

10.30 Turning

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

Turning Procedures

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

10.31 Door Operation

Do not move the coach with the front door open.

10.32 Holding Coaches Immobile

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

10.33 Rear Door Interlock

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

10.34 Grade Operation

Uphill Operation

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

Downhill Operation

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

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10.35 Safety Stops

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

10.36 Spacing Restrictions on Hills

Queen Anne Counterbalance

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

James, Madison and Marion Streets

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

10.37 Turns on Red

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

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

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

10.38 Following Distance

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

- Under ideal conditions, when operating a standard coach, you must follow at least four seconds behind the vehicle in front of you.
- Under ideal conditions, when operating an articulated coach, you must follow at least six seconds behind the vehicle in front of you.
- Under adverse conditions, add additional seconds to your following distance as appropriate.

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- When stopped in traffic, leave 10 feet space between your coach and the vehicle ahead.
- Pause two seconds before moving the coach forward from a stop to re-establish safe following distance.

10.39 Freeway Express Lane Access

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

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

10.40 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/exits requiring left lane operation and lane blockages. See the *Route Book* for specific information on special lane operations.

- On all two-lane freeways, coaches must be operated in the right lane.
- On freeways with more than two lanes, coaches must be operated in the two right lanes only.
- Do not operate side-by-side in adjacent lanes with a Metro coach or any large vehicle. Responsibility for this rule rests with both operators. If a large vehicle is keeping pace with the coach, remove your foot from the accelerator and allow the other vehicle to advance.

Due to limited sight distances, the following rules apply to the I-5 Express Lanes:

- Maintain a six-second following distance, regardless of coach-type, in both directions from the NE 42 St on-ramp to the Cherry Street exit.
- Southbound, in the leftmost HOV lane, from the Mercer St exit until you exit the freeway, maximum speed is 40 mph. Be on high-alert for suddenly stopped or slowing traffic.
- Northbound, exiting at NE 42 St, begin deceleration at the crest of the I-5 freeway bridge and ensure that your speed is 20 mph or less by the time the front of your bus passes the speed limit sign.

10.41 Bus passing Rules

Passing another coach is permitted only:

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

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

See also – Skip stop operation in the CBD.

10.42 Slow Orders

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

10.43 Restricted Clearance

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

10.44 Backing a Coach

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

Procedure

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

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

10.45 Pushing a Coach

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

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10.46 Construction Zones

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

10.47 Deep Water

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

10.48 Emergency Vehicles

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

10.49 Approaching Emergency Zones

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

Procedure

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

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

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10.50 Fire Hoses

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

10.51 Crossing Freshly Painted Street Surfaces

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

10.52 Cyclists

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

- Increase your clearance beyond three feet when passing cyclists due to the draft created by a moving coach.
- Increase your following distance to avoid a collision should the cyclist fall.

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

10.53 Railroad Crossings

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

Procedure

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

Stop at all active railroad crossings except when:

- The Washington Utilities and Transportation Commission (WUTC) has approved the installation of an “exempt” sign.
- Traffic is controlled by a police officer or an authorized flagger.
- The tracks are used exclusively for a streetcar.
- The crossing is abandoned and is marked with a sign indicating it is out-of-service.



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- The Washington State Patrol (WSP) has determined, by rule, that stopping is not required.

Should a coach stall while crossing active railroad tracks:

- Immediately direct customers to exit the coach and move to a place of safety. Provide assistance as necessary.
- Contact the railroad control center at the emergency number displayed on the signage at the crossing if signage is present. Remember to include crossing (X-ing) number or crossing location (if number not visible) in your call.
- Call the coordinator from a phone (not the coach radio).

10.54 Stopping for School Buses

Two-Lane Roads (One Lane Either Direction)

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

Multiple-Lane Roads

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

10.55 School Zones

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

10.56 Yield to Buses Law

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

10.57 Animal Collisions

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

10.58 Coach Engine Idling at Terminals

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

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

- A.M. Route 116 coaches on the ferry dock
- When delayed by traffic, railroad crossing, bridge opening, etc.

10.59 Vehicle Cleanliness

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

10.60 Coach Parking at Terminals

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

10.61 Unattended Coach Procedure

When leaving a coach unattended, secure it as follows:

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

Secure the front door as follows:

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

10.62 Unattended Transit Vehicle Procedure

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

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

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10.63 Coach Trouble

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

10.64 Flat Dual-Tire Procedure

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

Procedure

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

10.65 Defective Vehicles

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

10.66 Mechanic Road Call

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

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10.67 Work Request for BO Coach

Operators are required to complete a Work Request for 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.

10.68 OBS Feedback Form

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

10.69 Coach Changes

Operators are required to call the coordinator before leaving the base to make a coach change. Operators are required to call the coordinator with an RTT after receiving a coach change.

10.70 Coach Check Prior to Pull-in

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

10.71 Tags for Coaches

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

10.72 Coach Parking Procedure at the Base

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

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- Stay within the confines of the lane lines.

10.73 Bus Bridge Information

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

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

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

10.74 Operator Safety Partitions (OSP)

Background

Operator Safety Partitions (OSP) have been installed to protect operators. OSPs were designed with the cooperation of operators, Bus Operations, Training, Safety, Sound Transit, King County’s ergonomist, and ATU leadership. OSPs are a partition that partially encloses the driver seat behind anti-glare, 8mm thick, plexi-glass. The OSPs have been installed between the operator seat and the passenger compartment in all coaches. They feature an automated open/close system. Operators are required to qualify on their use before operating any coach. Contact Training at your base for more information.

OSP Operating Tips

OSP feature an automated opening and closing system. Here are some tips when operating an OSP:

- The OSP is designed to automatically open (move away from the operator) when the front door of the coach closes and close (move towards the operator) when the front door of the coach opens.
- Do not move the coach with the OSP closed (where the operator compartment is closed in).
- Removing your safety vest while driving may reduce some glare. Using the main windshield shade may also help reduce glare.
- Keep the OSP in the closed position while passengers are boarding and disembarking. Ensure passengers are clear of doors prior to opening the OSP and proceeding.

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- Keep the OSP in the OPEN position (OSP blocks aisle back to passenger compartment) whenever driving.
- The small round mirror provides another view of the passenger area.
- Avoid damage to the OSP automated system: Release shield air before leaving seat. When leaving your seat to assist a customer or deboard the coach, remember to release the air from the OSP. Attempting to move the OSP with the air still on will cause 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.

Per Section 10.09 Tampering With Equipment, do not make any modifications or adjustments to the OSP or its components.

Damaged or Disabled OSP

Should your OSP become damaged due to a security incident, complete a security incident report in the Safety and Security Management (SSaM) system. If an OSP is not working, please complete a Work Order upon return to base. If the Automatic Partition should fail to operate, check the air switch to see if the air is turned on. If the panel still does not work, call the coordinator. Do not force the Automatic Partition if the air switch is turned on. This will damage the mechanism. The Automatic Partition has an override button that can be used if you need the panel open and the door open at the same time.

10.75 Sound Transit (ST) Express Service

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

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

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

10.76 Fast Charge Station Docking and Charging (Proterra Coaches)

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

1. Approach the docking station at 5 mph. Within ten to fifteen feet of the power pole, when communication is established, a beeping sound will be heard and the

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charging display will indicate “Docking in Progress.” At this time depress the power pedal to the floor and hold until docking is complete.

2. The charging station will now control the speed of the coach and will slow the coach until it arrives in the final, charging position.
3. Once the coach comes to a stop, and the charging display indicates “Docked with Charger,” set the parking brake.
4. When the charging display reads “Proceed when ready” your coach is at 85% charge and you are free to leave the charge station to maintain your schedule or to make room for another coach waiting for the charge station. Otherwise, wait for “Charge Complete” to be displayed.
5. When the charging display indicates “Charge Complete” proceed to layover.

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

10.77 Ramp Operation

If requested, assist riders in manual mobility aids up the ramp. To minimize chance of injury, only provide as much assistance as needed. In disembarking the coach, especially if the customer’s footrests are near the ground, it will be safer for both you and the rider to back down the ramp. As you start down the ramp, make sure the rear wheels as well as the casters are on the ramp. You are not required to offer physical assistance to customers with powered mobility aids. Offer verbal instructions as appropriate. If you choose to offer help, do not make any attempt to lift the mobility aid. If for any reason you are unable to board or disembark a customer using the ramp, call the coordinator with a PRTT and remain in the zone until you are informed of what action will be taken and you, in turn, inform 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, assist riders in manual mobility aids. Leave the coach and assist the customer onto the coach as described above.
7. Make announcement to passengers and suggest they can disembark by back door when ramp in use.

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Troubleshooting

If the ramp fails to deploy or stow, it is designed to be operated manually. Simply lift the ramp by the tab attached to the corner (remember to bend from the knees). When the ramp goes just past its vertical point, let go. The ramp will ‘float’ the rest of the way by itself.

Troubleshooting – Orion Coaches

If the ramp fails to deploy or stow, you can still operate it manually. Using your “T” key to open the smaller storage compartment over the right front wheel well, locate the large metal ramp key attached by a cable and Velcro. Use the ramp key to lift the silver metal release bar at the leftmost corner of the ramp (corner nearest the passenger area). Place the hook in the slot and release the latch. The ramp can now be manually deployed as per instructions above.

Troubleshooting – Xcelsior and Proterra Coaches

Press on the rivet that is closest to the door on the piece where it looks like you put the key. That part will pop up and there will be a ring you can put your finger through and pull the ramp up.

Section 11

Stopping for Customers

Section 11: Stopping for Customers

11.00 General Statement

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

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

11.02 Customer Boarding and Exiting

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

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

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

11.03 Stopping Near the Curb

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

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

11.04 Coach Kneeling

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

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

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

11.05 Coach Stop Operation

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

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

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

- Memorial Way/George Washington Lane layover on UW Campus
- Route 167 terminal at Seventh Avenue NE/NE 47th Street
- Layover inside Kingsgate P&R
- Layover inside the Shoreline P&R
- Left-side layover inside Woodinville P&R
- Left-side layover inside South Bellevue P&R
- Routes 224 and 232 terminal in Duvall at Brown/Richardson (disembarking only allowed)
- Routes 43 and 49 layover eastbound on Pike Street nearside Third Avenue
- 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.
- Recommend using the front doors for cash and ticket-paying customers.
- It is recommended to use the front doors for cash and ticket-paying customers.
- It is required to use the front door for loading customers with disabilities and seniors, so that they can safely board.
- 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.

Section 11: Stopping for Customers

Rear Door Procedures

- Open the rear door whenever customers are waiting at the rear door to exit. This applies both to day and night service. (Note: The Night Stop Program uses front door only operation for stops made outside of posted bus zones.)
- Carefully monitor the interior customer mirror for customers moving toward the rear door to disembark. Open the rear door to allow them to exit.
- Check the interior rear door(s) 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.
- Conduct the standard six mirror checks before leaving the zone.
- 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 door unsafe. When boarding and discharging riders use good judgment and make safety your primary consideration.
- 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 door unsafe.
- When boarding and discharging riders use good judgment and make safety your primary consideration.
- Do not get into a fare dispute.

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

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

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

11.08 Stopping on State Roadways

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

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11.09 Extended Zones/Blocking

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

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

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

11.10 Second Stop in a Zone

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

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

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

11.11 Skip Stop Operation in the CBD

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

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

11.12 Flag Stops

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

Procedure

- Activate the four-way flashers.
- Stop in a safe location. Whenever possible, make stops at the far side of intersections.

Section 11: Stopping for Customers

- On highways and state roadways, stop at a portion of the highway with an unobstructed view to allow others to safely react to your position.

11.13 Base Routes

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

11.14 Reroutes

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

11.15 Missed Stop

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

11.16 Passing Up Customers

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

- Your coach is filled to capacity and additional riders cannot be accommodated.
- If you are leaving an ADA customer, call the coordinator while stopped; give your route/run, location, direction, number of standing customers and number of intending customers with disabilities. Before departing inform waiting customers that your coach is full and the control center has been informed.
- If the intending customers being left are not ADA customers, use the canned “Overload & Passing” text on the DDU to notify the TCC of the overload and proceed on route.
- Once passengers have deboarded and there is room to board customers; return to regular operation, and service stops per route instructions.
- When you are operating late, can see your follower, and are scheduled to the same destination with the same stop pattern as your follower, you may pass up every other stopping point where customers are waiting to board, provided there are no requests to get off the coach.
- When directed by a supervisor or the coordinator.

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11.17 Standees

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

11.18 Transfer points

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

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

11.19 Metro's Night Stop Program

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

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

Rules for Stopping:

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

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

11.20 Sound Transit Limited Night Stop Program

From 8 p.m. to 5 a.m. daily, customers riding ST Regional Express 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.

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11.21 Bike & Ride Service

Bike & Ride service is provided at all stops on all routes on a space available basis without payment of additional fare. Bikes with wheel sizes 16 - 29 inches in diameter, up to a 46 - inch wheelbase, and with tire widths up to three inches will fit on the racks. Customers are responsible for loading and unloading their bikes. Please offer verbal assistance as necessary. If the bike rack is full, ask the customer to wait for the next coach. Do not call the coordinator. There is a weight limit of 55 pounds per rack position (including any bike accessories). Battery-powered e-assist bikes are accepted as long as the bike and its attachments do not exceed the weight limit of 55 lbs per rack slot. A removable battery may be brought inside the coach.

Not Allowed

- Tandem, recumbent, three-wheeled, solid-wheeled, and gas-powered bikes are prohibited on the bike rack. However, two-wheeled electric bicycles are allowed on the bike rack, provided they fit in the rack as designed. Bicycle batteries, which differ from automotive batteries, may be brought on board the coach.
- Conventional bicycles are not allowed inside the coach. Folding bicycles and folding scooters are allowed inside the coach, provided wheels and frame extrusions are stored in one compact form and don't pose a danger to customers. Foldable, detachable bicycle trailers may be brought on the coach as long as they can be safely stowed out of the aisle.
- The current types of bike share bikes in this region do not fit the racks properly. The basket and light attachment on the pedal bikes prevents the rack arm from fitting high enough over the front wheel. The e-assist bike share bikes exceed the rack's weight limit of 55 pounds per rack position.
- Non-foldable Scooter Share scooters are not allowed on the bike racks or inside the coach.

Safety Procedures

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

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

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Spacing for Bike Rack Use

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

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

Section 12 Fares

Section 12: Fares

12.00 General Statement

This section contains specific rules governing the collection of fares under reasonable conditions. Exact cash fare, a valid paper transfer or ticket, or tapping an ORCA card loaded with value may be used for fare. Customers with an 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 you encounter the following:

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

12.02 DDU Log On

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

12.03 Depositing Fares

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

12.04 Inoperable Fare Box or ORCA Card Reader on the Road

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

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

12.05 Tampering With Fare Box

Operators are strictly prohibited from tampering with the fare box.

- If the coin mechanism becomes jammed, and you cannot clear it using the de-jam button and “0” key, put the fare box in bypass mode (bypass lever down) and call the coordinator with a RTT.

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- You may turn the Bill Transport On/Off [*] key to disable the bill transport if a foreign object becomes jammed in the mechanism. Call the coordinator immediately for further instructions. You may also wish to temporarily disable the transport before a customer places a folded bill or other foreign object in the transport.

12.06 Log Off Instructions When Making a Road Relief

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

12.07 Fare Disputes

Do not get into disputes regarding fares and passes.

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

12.08 Fare Evasion Focus/Fare Enforcement

Fare enforcement officers' (FEOs) mission is to promote an atmosphere of safety and equity for all by upholding Metro's code of conduct and empowering riders to ride right and adhere to Metro's fare payment policies. FEOs also provide helpful information to customers about how to obtain assistance with fare payment. They are not aboard coaches to observe an operator's fare collection procedures. When FEOs are on the coach conducting fare emphasis and/or enforcement operations, welcome them aboard and allow them to conduct their assigned duties. Do not announce their presence to customers.

12.09 Invalid Passes and Permits

Do not confiscate passes or permits. If you believe it to be invalid, press the non-payment of fare button on the DDU. Submit a detailed SIR.

12.10 Overpayment of Fare

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

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have an overpayment are to contact coordinator with an RTT and note the amount overpaid, if known. The coordinator will record the overpayment by filling out a Coordinator Service Record.

12.11 Care of Fare Media

Operators are to punch transfers only as needed. Do not leave fare media on the coach while the vehicle is unattended. Turn non-punched transfers in at the base window to be reused in another cycle. Do not discard non-punched transfers as they have monetary value. If you have extra punched transfers, tear them in half before discarding in a Metro recycling bin or box.

12.12 Transfers

Transfers allow customers to transfer to other regular Metro routes. They are identified by the letter and color of the day and are valid only on the day of issue. They are not transferable to other customers. All operators tapping in on that day should use that transfer.

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

Time Allowed

A transfer is valid as long as the customer boards the coach before the transfer expires. This applies even if the transfer expires in route. On all routes, operators are to allow the headway time (time between coaches of the route) in addition to the expiration time on the transfer. A maximum of three hours is to be allowed.

- Inbound: cut 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 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 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 terminal.
- Shuttle Routes: cut according to the inbound or outbound instructions. This applies to routes that normally provide service to downtown Seattle but at night are shuttles. On other shuttle routes use the "Non-CBD routes" instructions.

AM and PM Sections on a Transfer

Transfers that expire from the start of the service day and before noon are cut in the "A.M." portion and transfers which expire 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.

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Owl Punch

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 an Owl transfer on trips on which cash customers are entitled to an Owl transfer. Owl transfers are good for all Owl service and the first trip on any route the next day. An ORCA transfer window is only two hours. When you give ORCA card users an Owl transfer remind them not to tap the card reader again that night. Otherwise they will be charged another fare after the two-hour ORCA transfer window has expired.

Issuing Transfers to Pass Holders

Issue Metro transfers to customers using a pass with a fare value that is less than the trip fare and who are paying a cash upgrade.

12.13 Fare Box/DDU Log Off

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

12.14 Animals

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

Non-service dogs occupying a coach seat are charged the same fare as the customer unless they ride on the owner's lap. Other animals in containers or carriers are charged the same fare as the customer if the container or carrier occupies a seat.

- Service animals for persons with disabilities ride free.
- A rider with a Regional Reduced Fare Permit (RRFP) pays only a reduced fare for a dog that is a pet.
- Other animals are not charged a fare.
- Transfers are to be issued on request and accepted as fare.

Please refer to section 4 for additional instructions regarding animals on the coach.

12.15 Fare Collection and Loading Procedures

With the exception of inbound Vashon service, and the designated off board fare collection area in the CBD, Metro coaches operate on a pay-on-entry system.

- ORCA card readers are located at the front and the rear doors of the coach for riders to make electronic fare payments upon entry.
- The farebox is located at the front door. Riders entering the rear door should make their way to the front of the coach to display their transfer to the operator, or make a cash or ticket payment into the farebox.

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- Operators should consider playing the appropriate Public Service Announcement (PSA) or use the PA system periodically to remind rear door boarding passengers of the fare payment procedure – especially after stops where many riders have entered using the rear door.
- Do not get into fare disputes with customers.
- Select the type of fare on the Driver Display Unit when:
 - The rider does not pay the full or does not pay any fare by pressing the “Fare Underpayment” or the #8 button.
 - The rider is under 19, eligible for free fare and does not have an ORCA card by pressing the “Youth” button.
 - The rider is eligible for a free fare by pressing the “Free Fare” button.
 - The rider is senior or disabled and has paid cash by pressing the “Senior/Disabled Cash” button.
 - The rider is an adult and has paid cash fare by pressing the “Adult Cash” button.
 - The rider uses a ticket, transfer or electronic ticket by pressing the “Other Fare Payment” button.

Faultleroy and Vashon Ferry

For terminal and service trips on routes 116, 118 and 119, see corresponding route pages in the Route Book for description and details.

Sound Transit Express Service (ST Express)

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

Sound Transit (Metro Operated) Accepted Fare Media

The following fare media are valid on ST Express service operated by Metro:

- ORCA card (including Husky & Ed Card)
- King County employee ID/ORCA Card
- Cash or Metro tickets
- Juror ticket (fare value)
- ST Day Pass (coach and all service)
- Metro Free ride ticket (one way)
- ST Free ride ticket (one way)
- Metro Field Trip Voucher
- Transit Go Ticket
- Non-ORCA Reduced Fare Permit

Section 13

Radio Communications

The Manual

Operator Rules & Procedures

Section 13: Radio Communications

13.00 General Statement

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

13.01 Log On/Off Requirement

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

13.02 Log On for Coach Change

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

13.03 Radio Conduct

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

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

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

13.04 Radio Code

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

13.05 Radio Use

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

Section 13: Radio Communications

13.06 Telephone Communications

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

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

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

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

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

13.07 Radio Call Restrictions

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

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

13.08 Call Priorities (Non-Emergency)

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

- Applicable text message
- Request to Talk (RTT)
- Priority Request to Talk (PRTT)
- Calls can be elevated as conditions evolve. For example an RTT may be elevated to an PRTT.

13.09 Text Messages

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

Section 13: Radio Communications

13.10 RTT Calls

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

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

13.11 PRTT Calls

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

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

13.12 Medical Emergencies

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

Section 13: Radio Communications

13.13 Security Emergencies

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

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

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

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

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

Restricted Use of EA Button

The EA button is to be activated only:

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

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

13.14 Emergency Alarm Indicator

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

13.15 Late Night and Owl Service Radio Protocol

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

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

Section 13: Radio Communications

13.16 Coordinator Text Messages

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

13.17 Radio Voice Mode Operation

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

13.18 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

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Section 14: Trolley Coach Operation

14.00 General Statement

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

14.01 Safety First

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

Important safety precautions:

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

14.02 Safety Vest Requirement

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

14.03 Operating Speed Through Special Work

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

14.04 Operating Through Curved or Kinked Segments of Wire

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

14.05 Stopping/Starting on Hills

Follow these steps to prevent coach rollback:

Procedure

1. Stop the coach completely using the service brake only.
2. After loading/unloading customers, close all the doors and wait for the rear door interlock to release.

Section 14: Trolley Coach Operation

3. Keep the service brake depressed.
4. Depress the hill holder device and hold it down.
5. Slowly release the service brake and ensure that the hill holder will hold the coach.
6. Depress the power pedal with enough power to prevent rollback.
7. Release the hill holder device.

14.06 Pulling Poles To Avoid Service Delays

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

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

14.07 Use of Siding Wires

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

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

14.08 Trolley Coach Backing

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

14.09 Pushing a Trolley Coach

Do not push, or allow your customers to push, a trolley coach at any time. If you are stuck on a dead spot, use adjacent live trolley overhead wire for power. If you are unable to locate live wire, try turning the steering wheel back and forth. This action is sometimes enough to move a trolley off a dead spot. If these actions do not work or you have run out from under the wire, call the coordinator for assistance.

Section 14: Trolley Coach Operation

14.10 Poles Lose Contact With Overhead Wire (Dewirement)

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

Procedure

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

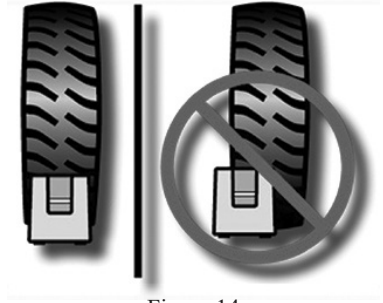


Figure 14

14.11 Checking Trolley Shoes and Poles

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

Procedure

1. Activate the four-way flashers, set the parking brake, turn off the master switch and place the F-N-R switch in neutral.
2. Do not put either pole back on the wire.
3. With one pole racked, check the shoe on the other pole for lost or damaged carbon insert and free movement of the shoe on the swivel. Repeat the procedure with the other shoe.
4. With both poles racked, visually check that the poles are straight and even in length.
5. Notify the coordinator immediately if you find any damage to the trolley poles or shoes.

Section 14: Trolley Coach Operation

14.12 Trolley Pole Jumping

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

Procedure

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

Procedure when directed by line crew member to leave poles on the wire through a work zone

1. The crew member will indicate to leave your poles up and signal “walking speed” using both hands in an up and down motion alternatively.
2. Activate the four-way flashers.
3. When all is safe to do so, proceed around the work zone at a slow walking speed making sure to avoid dewiring.

Section 14: Trolley Coach Operation

4. When clear of the work zone, slowly accelerate after 100 feet to prevent bouncing the wires.
5. Cancel the four-way flashers.

All coaches proceeding by a line crew work zone should slow to 5 mph or less.

Coaches traveling through the work zone in the opposing direction, though not required to drop poles, 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.

14.13 Hot Coach

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

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

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 follow these procedures:

1. Apply the parking brake and shut down the coach.
2. Recycle the master switch.
3. If the light does not clear, notify TCC.

14.14 Downed Wire

In the event of downed wire, follow these steps:

Procedure

- Stop the coach immediately and notify the coordinator.

Section 14: Trolley Coach Operation

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

14.15 Power Outages

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

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

14.16 Energy Storage System (ESS)

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

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

14.17 Adverse Weather Operations

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

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

Section 14: Trolley Coach Operation

If you have any 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. Move the coach to the nearest safe location. Once in a safe location secure the coach and contact the TCC. The coach will remain out of service until Vehicle Maintenance has addressed the hot coach issue.

When predetermined temperature and humidity levels are reached, 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.

1. When the trolley overhead is icy, regardless of shoe type, you may experience the following:
 - Bright flashing
 - Reduced power or loss of power
 - No 700 Volt alarm and light
 - Stop System light
 - Erratic (jerky) operation
 - Noisy operation through special work
2. These are all normal when the trolley overhead has ice on it.
3. As weather conditions improve, shop trucks may meet you in the field to remove the steel shoes.
4. 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.



Moving forward together

Section 15 RapidRide

The Manual

Operator Rules & Procedures

Section 15: RapidRide

15.00 General Statement

This section details 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, and cooperation with the support team managing RapidRide. Operators of RapidRide service are to adhere to all other Metro rules in addition to the ones found in this section.

15.01 Active Service Management (ASM)

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

15.02 Bus passing

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

15.03 Proof of Payment

RapidRide fares are consistent with conventional Metro coach service. RapidRide currently operates on a proof-of-payment system.

- Open all three doors at stops to allow for customer boarding and exiting. Riders who already have proof of payment (paper transfer, pass or pretapped ORCA card) may board at the back doors.
- Issue a paper transfer to all customers paying with cash or tickets. The paper transfer serves as the rider's proof of payment.

15.04 Fare Inspection Security

Proof of payment includes a fare inspection element. Fare inspection is mandated by RCW and King County Code and further guided by Metro Transit policies, using 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 Transit Control Center (TCC) to explain the situation.

Section 15: RapidRide

Procedure

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

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

15.05 Handling Partial and Non-Payment of Cash Fares

If a customer refuses to pay all or part of the fare and no fare enforcement officers are onboard the coach, state the fare once if safe to do so and press the DDU button associated with the broken coin icon (cash fare underpayment or non-payment). To avoid confrontation, issue a transfer upon request. Do not get into disputes over non-payment. Submit a Security Incident Report (SIR) on consistent non-payers so that appropriate follow-up action can be taken.

15.06 Rear-Facing Passive Restraint Area

Second generation RapidRide coaches have one rear-facing mobility aid area. Rear-facing mobility aid positions use the principle of passive restraint. Working with the natural G-forces created in the forward motion of the coach, the mobility aid and customer are pressed against an upholstered backboard. Securement belts are generally not needed, except in the following situations:

- On routes with steep uphill grades (e.g., Inbound C Line on Seneca Street between Second and Third Avenues), manual mobility aids in the rear-facing passive restraint area have a tendency to move, especially when the floor of the coach is wet. You are required to secure manual mobility aids in the rear-facing securement area with two tie-downs on routes (or portions of routes) identified as having steep uphill grades. If both securement areas are available when a customer boards using a manual mobility aid, please offer the customer a choice of securement areas. The customer may prefer to face forward.
- Accommodate any customer request for belt securement. This is ADA law.

Your responsibility as an operator is to ensure that the customer is situated in the passive restraint area and has immobilized the mobility aid (brake on/power off) before you move the coach. On C Line coaches, lower the anti-tip bar to provide that extra measure of stability. The customer may opt to lower the anti-tip bar him or herself, but it is your responsibility to ensure that the anti-tip bar is down before you move the coach.

Section 15: RapidRide

15.07 Inoperative Station Equipment

If a customer reports that a station ORCA card reader or Real Time Information Sign (RTIS) is inoperative or malfunctioning, call the coordinator with an RTT. Document the issue on an OBS Feedback form.

15.08 Fall Back (FB) Procedures

1. The run card will have “FB” following the route/run number.
2. A fall back assignment consists of one run card (one Duty number) showing one or more road reliefs off and on to different run numbers as indicated on the run card.
3. At each fall back, the operator moves to a different coach and route/run. “Fall Back Start” designates a planned start time of a break for the operator. “Fall Back End” indicates time to relieve another operator on a different route/run.
4. A road relief not designated fall back involves the operator traveling to or from base following usual road relief procedures.
5. Log off and onto the radio at each road relief.

Radio procedure:

1. Use normal road-relief log off, log on procedures to change the driver ID only, at each road relief.
2. Go to home Screen.
3. Press Operator Log Off button. Confirmation screen is displayed.
4. Press Yes. This does not log off Route/Run or radio.

Road relief base car keys:

1. Secure Relief Car or Van Keys in the Lock Box in the old supervisor’s office at Bellevue Transit Center.
2. Use “T” key to open supervisor’s office and lock box.

Section 16 Adverse Weather

Section 16: Adverse Weather

16.00 General Statement

In the event of adverse weather (snow, ice, heavy flooding, etc.), Metro may alter transit routes and service. This section outlines operating procedures typically implemented during periods of adverse weather. Operators are to use good judgment (protect self and customers first, then property) when driving in adverse weather conditions.

16.01 Metro’s Adverse Weather Response Stages

Metro has developed a five-stage plan for responding to adverse weather events. The following chart provides an overview and description of the response plan:

Stage	Triggers	Preparation, Possible Response	Public Message
1	<ul style="list-style-type: none"> ▪ Chance of snow predicted (less than 50%) 	<p>WATCH</p> <ul style="list-style-type: none"> ▪ Adverse weather hotline activated ▪ Staff on standby ▪ Response resources readied 	Expect some delays
2	<ul style="list-style-type: none"> ▪ Chance of snow/ice is 50% or greater and/or; ▪ A prediction of a trace accumulation of snow (less than 1") 	<p>ALERT</p> <ul style="list-style-type: none"> ▪ Staff hours extended ▪ Snow routes unlikely ▪ Minimal operational issues expected ▪ Division Operations Center (DOC) and Emergency Operations Center (EOC) may convene 	
3	<ul style="list-style-type: none"> ▪ Snow accumulation greater than 1" predicted in certain areas and/or; ▪ Snow falling in specific areas and temps are 34 degrees or below 	<p>CONTRACTION Area Specific Impacts</p> <ul style="list-style-type: none"> ▪ 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 full activated ▪ EOC could convene 	Expect reroutes (local or system-wide)

Section 16: Adverse Weather

Stage	Triggers	Preparation, Possible Response	Public Message
4	<ul style="list-style-type: none"> ▪ 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 on the ground county-wide 	<p style="text-align: center;">DRAWDOWN System-Wide Impact</p> <ul style="list-style-type: none"> ▪ Entire system affected ▪ Entire fleet is chained ▪ Entire system on snow reroutes ▪ Chained shuttles operating ▪ Articulated trolleys parked ▪ Trips are cut ▪ Route cancellations possible ▪ DOC & EOC activated 	<p>Expect reroutes (local or system-wide)</p>
5	<ul style="list-style-type: none"> ▪ Heavy snow on ground county-wide (accumulations greater than 4") and temps less than 34 degrees; forecast calls for multiple days of snow on ground; ▪ Continued or additional snowfall with accumulations predicted and/or; ▪ Coach resources severely limited 	<p style="text-align: center;">EMERGENCY SNOW NETWORK (ESN)</p> <ul style="list-style-type: none"> ▪ Emergency Snow Network implemented ▪ ESN operation announced to public the day before implementation ▪ Operators placed on ESN assignments 	<p>Limit travel if possible</p> <p>Metro is operating about 50 emergency routes on ESN</p>

16.02 Preparing for Adverse Weather

It is important to be well prepared for adverse weather. Dress in layers and carry adequate clothing in the event you are exposed to cold or wet weather for an extended period of time. Hats, gloves, warm socks and sturdy shoes or boots are recommended. Chemical hand warmers and shoe traction devices (one pair per calendar year) may be purchased with a voucher as an optional item at the uniform store.

Section 16: Adverse Weather

Adverse weather conditions can cause coaches to become significantly delayed or even stuck. Therefore, it is important to carry plenty of food and water with you. Hydration is especially critical in cold weather.

16.03 Adverse Weather Reroutes

When reporting for your assignment, check the Snow Reroute Information Board located near the dispatch window. The board lists reroutes in effect and displays other information about snow operation. Pick up a copy of your snow reroute(s) available near the 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 instructions of supervisory personnel and return to regular route when directed.

16.04 Snow Route Coach Signage

If your route is on adverse weather reroute, add “Snow Route” to the coach signage by completing the following steps:

- Sign your coach per the Route Book.
- On the transign control panel, press “P/R”.
- Press “1”.
- Press “Enter”.

To cancel the snow route signage, press “P/R” on the transign control panel, press “0” and then press “Enter”.

16.05 Emergency Snow Network (ESN)

The ESN may be put into service when there is significant accumulation of snow or ice across King County and severe snow conditions are predicted to continue. The decision to operate the ESN will be made by 3 p.m. the day before. Be prepared. Know what your ESN assignment is and keep your ESN run cards handy. You may call the ESN hotline (206-477-9878) to find out if the ESN is operating.

16.06 Online Transit Alerts

While off duty you can keep up with adverse weather transit information by checking the Metro Transit Alerts webpage at <http://metro.kingcounty.gov/up/rr/adverseweather.html>. You may also sign up to receive Metro Transit text message alerts. Go to <http://metro.kingcounty.gov/signup/index.html> to sign up.

16.07 Radio Communications

During adverse weather, radio traffic increases dramatically. Operators must use good judgment and avoid calling the coordinator during adverse weather stages three, four and five for routine matters, such as late operation. To report a late road relief, stuck or abandoned coach, follow procedures described in Sections 16.18, 16.20, 16.21. While

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in service you may use your cell phone only after you have pulled to a safe location and secured your coach.

16.08 Driving in Snow and Ice

Most accidents in adverse weather conditions are caused by excessive speed for the prevailing conditions. Snow and ice packed streets may have only 20% of the road grip and can increase your normal stopping distance up to 10 times. When driving in snow and ice:

- Reduce your speed. You may need to reduce speed by up to 3/4 or more in icy conditions.
- Increase your following distance.
- Use smooth and gradual steering, turning, acceleration and braking maneuvers. Slow, gradual maneuvers will help you get the “feel” of the road.
- Anticipate icy areas. Intersections, bridges, overpasses and hills often have polished surfaces that are slicker than surrounding street surfaces.

In adverse weather it’s the extras that count: “extra” time and “extra” space between you and the other vehicle.

16.09 Starting in Snow and Ice

Start with the wheels straight ahead and apply light pressure to the accelerator to avoid spinning the wheels. On coaches equipped with Automatic Traction Control, the system will signal the engine to reduce torque to limit wheel spin and provide improved traction.

16.10 Stopping in Snow and Ice

Stopping a coach in snowy and icy conditions requires more time and distance. Plan your stops well in advance and slow gradually.

All Metro coaches have Antilock Braking Systems (ABS) that automatically release and apply the brakes up to five times per second during a brake application that could result in a wheel lock. To stop a coach apply the brakes with normal pressure, taking into account the increased stopping distance required on ice and snow. Maintain brake pressure when the ABS starts working as indicated by the pulsating brake pedal. Do not release the brakes until full control is regained.

16.11 Controlling Skids

If you feel the coach slipping or skidding, stay calm and turn the steering wheel in the direction of the skid. Apply the brakes only after the coach has straightened out. A touch on the accelerator may help bring you out of a skid, especially if you are driving an articulated coach.

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16.12 Brake Drag/Fire Danger Alert

Below freezing temperatures can cause water condensation to freeze in coach air lines, resulting in brake drag. When this occurs, brakes can heat up and even catch fire. If you experience brake drag, fade or pull, stop in a safe location, secure the coach and check all of the wheel hubs for heat. Hold your hand near the hub, but **do not** touch the wheel or hub. If any wheel seems abnormally hot, contact the coordinator immediately.

If you see smoke, stop the coach in a safe location and evacuate customers according to emergency procedures. (See Rule 2.07)

16.13 Stopping for Customers

When conditions are snowy and icy, follow these guidelines when stopping for customers:

- It is generally safer to position the coach away from the curb and stop in the traveled portion of the roadway so that customers can board from the street. Do not pull to the curb at bus zones that have not been cleared of ice and snow.
- Do not make stops on hills to pick up or discharge customers.
- Make stops on level ground or at the bottom of the hill with enough running distance to clear the top of the hill.

16.14 Issuing Transfers

During adverse weather extend the time on transfers as follows:

- Inbound: Issue transfers valid for three hours from your CBD time point.
- Outbound: Issue transfers for three hours from scheduled arrival time at the outbound terminal.
- Shuttle/non-CBD routes: Issue transfers valid for three hours from the scheduled arrival time at the terminal.
- ORCA E-purse Cards: Issue paper transfers to E-purse card holders needing additional time.

Honor all transfers and don't get into fare disputes.

16.15 Operating With Chains

When operating a coach equipped with chains, do not exceed the following speed limits:

Chain Type	Dry Pavement	Snow or Ice
Cable	30 mph	30 mph
Z Link Chains	30 mph	30 mph

Do not remove chains unless directed to do so by a service supervisor or coordinator. When driving with chains:

- Avoid spinning your wheels. This causes excessive wear and tends to throw chains. Start slowly to prevent wheel spin.

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- Keep cables and chains snug. Check frequently and tighten as needed.
- Brake smoothly. This prevents excessive wear on chains.
- Avoid curbing the wheels to prevent chain and tire damage.

16.16 Damaged/Broken Chains

If the rubber cord that provides tension on your Z chains is broken, do NOT continue to operate the coach. Call the coordinator with a PRTT; if there is no response within 20 minutes, call the stuck coach hotline. If a Z chain cross member is broken, secure the bare wire to the inside or outside of the chain assembly using tie wires.

Cable chains: Place the broken cross link cable along side the cable that circles the side of the tire, either outside or inside, and secure it with tie wires.

16.17 Chain Installation/Removal on the Road

When a mechanic arrives at your coach to install or remove chains, he or she will make contact with you first and ask you to place the gear selector in neutral, set the parking brake and step out of the driver's compartment. Remain out of the driver's compartment until the mechanic informs you that their work is complete. Call the coordinator when you are cleared to proceed.

16.18 Adverse Weather Road Reliefs

During adverse weather stages three, four, and five, the base will provide you with an instruction sheet for road reliefs. This sheet includes a base phone number to call if you have waited over a specified amount of time for your coach to arrive or are running late for your road relief. When you report to work on the day of operation, the base chief managing road reliefs may also ask you for a cell phone contact number.

During adverse weather, road reliefs may occur at different locations than usual. You may be instructed to take a coach from the base or return the coach back to the base instead of making a road relief or being relieved on the road. For your safety and well-being, follow instructions of base personnel and/or the TCC.

16.19 CBD Warming Coaches

During adverse weather stages three, four, and five, many Atlantic, Central and Ryerson Base CBD and SODO relief points may be consolidated into three relief locations with warming coaches staged as follows:

- Third Avenue and Pike/Pine Street: On Pine Street, westbound, north side between Third and Fourth Avenues.
- Fifth Avenue S and S Jackson Street: On Fifth Avenue S, southbound, west side, nearside S Jackson Street.
- SODO Busway and S Royal Brougham Way: Inside the Ryerson Base yard, northeast corner (just off southwest corner of intersection of SODO Busway and S Royal Brougham Way).

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The coaches provide a safe, heated area for operators waiting to make road reliefs in the CBD. Warming coaches staged at Third Avenue/Pine Street and Fifth Avenue S/S Jackson Street may be staffed with transit instructors who will answer questions and help coordinate road reliefs.

16.20 Stuck Coach

If your coach becomes stuck or otherwise disabled in snow/ice, call the coordinator with a PRTT. If the Department Operations Center (DOC) is activated and your PRTT call has not been answered after 20 minutes, call the DOC Stuck Coach Hotline at **206-205-8199**.

When calling the Stuck Coach Hotline, give your exact location and direction (e.g., 15th Avenue NE and NE 65th Street northbound as opposed to just 15th and 65th). This information will help Metro personnel more quickly find your coach.

While awaiting help, use your best judgment (personal and customer safety/well-being come first) in how long and frequently to run the engine to provide heat to the coach. You must turn the fast idle switch ON to keep the coach running. If the coach is not on fast idle, it will shut down after about five minutes. If you turn the coach engine off for any period of time, turn off lights and heater fans to avoid draining the battery.

16.21 Abandoning Your Coach

If you must abandon your coach, contact the TCC with a PRTT or call the stuck coach hotline; if it is active. As a “last resort” you may use the emergency alarm to contact the TCC. Before leaving, write a note indicating your location and place it in the transfer cutter or on the operator’s seat. Secure the coach as follows:

- Set the parking brake.
- Turn off interior lights.
- Shut off the engine.
- Close all windows and doors.
- Place wheel blocks under the front and rear wheels of the coach.

Addendum A

Security Tips for Operators

Earthquake Guidance



SECURITY TIPS FOR OPERATORS

Metro Transit operators face many challenges as they provide transportation services to our customers. One of the most significant challenges is the variety of security / public safety events that develop on or around coaches. These guidelines, developed in partnership with Metro Transit Police, the Transit Control Center, Service Quality and Transit Operations, are meant to provide guidance and support for Metro Transit operators in dealing with security incidents. They are intended to supplement, not replace or supersede, any official policies and procedures.

MINOR LEVEL SECURITY INCIDENTS

Examples include, but are not limited to, the following situations.

Intoxicated Sleeper

- Situation:** An intoxicated customer is asleep on the coach who requires assistance 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). 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

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 juveniles boards the coach and becomes extremely disruptive and physically aggressive toward an individual or group of customers. The other customers are visibly upset and/or complain to



you regarding this behavior and the safety /security environment on the coach.

Action: Call the coordinator with an **EA** followed by a **PRTT**.

Sexual Misconduct/Assaults Against Passenger

Situation: Sexual Assaults that include indecent acts, groping, masturbation, taking photos of a sexual nature without consent or sexualized or intimidating statements.

Action: Call the coordinator with a **PRTT**.

Request a response from Transit Police and/or local law enforcement.

Upgrade your **PRTT** to an **EA** if the situation escalates to the point you fear for your safety and/or your customers' safety.

Note: A detailed suspect description is always a priority.

The Transit Control Center calls for police assistance for all Sexual Assaults.

The Transit Control Center will have the operator hold in place or move to a safer location to wait for police or keep the coach moving for a police rolling intercept based on the totality of the circumstances.

HIGH LEVEL SECURITY INCIDENTS

Examples include, but are not limited to, the following situations.

Assaults with Injury or Pain, Threats and/or Weapon Involved

Situation: Violent crimes that include assault 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 juveniles is on your coach and you observe a physical disturbance/assault in the back of the coach.

Action: Call the coordinator with an **EA** followed by a **PRTT**.

Note: Do not assume this is just a fight among kids. It could be much more serious such as a robbery or gang initiation type incident.

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

This guidance will be included in the appendix of *The Book, 2019*

In the event of a major earthquake, it is possible the communications system used by Metro may be damaged or otherwise non-functioning. As a result, it will be necessary to make independent decisions regarding your actions in the immediate aftermath of the earthquake.

Although it is impossible to predict the specific impacts an earthquake may have on any given area in King County, we can anticipate certain conditions that may become present:

- Damaged, displaced or buckled roadways and bridge decking
- Street closures by first responders and transportation officials
- Gridlocked streets and abandoned vehicles blocking the right-of-way
- Downed and/or damaged power lines and supporting infrastructure
- General loss of power
- Sporadic or complete loss of communications systems
- Broken glass
- Landslides
- Partially or completely collapsed buildings
- Areas with liquefaction [water and/or sand forced up from the ground in an otherwise previously dry area as a result of the shaking]

As a result of any or all of these conditions, it may not be safe or practical to continue the operation of your coach. Due to the significant spectrum of possible conditions, and in the absence of guidance or direction from the TCC, you will need to conduct an assessment of your situation and make an independent decision on your best course of action. The following guidelines are provided to assist with that task.

Before the Earthquake

- Develop a Personal and Family Disaster Response Plan.
- Include “just in case” items in your daily backpack or bag such as water, extra food, and seasonally appropriate clothing.
- Familiarize yourself with your route and the congregation areas or temporary shelter locations that may be along or near it. [e.g. community centers, schools, churches, etc.]
- While driving your route, assess potentially vulnerable locations that might be impacted by an earthquake, such as bridges or overpasses, route segments near steep unstable slopes (landslide risk), or areas likely to become congested or impassable due to damaged buildings, broken glass, etc.

December 6, 2018

During the Earthquake

- Immediately upon recognizing an earthquake is occurring, quickly, calmly and safely bring your coach to a stop. If possible:
 - Seek a curb or shoulder location to stop and secure your coach.
 - Do not stop while on or beneath a fixed bridge or overpass.
 - If you are on a floating bridge (I-90 or Hwy 520), monitor the effect of the earthquake on the structure and proceed cautiously until you are off the structure. Do not proceed if it is unsafe to do so.
 - Do not stop below high tension power transmission lines.
 - Do not stop adjacent to steep undeveloped slopes.
 - Do not stop immediately adjacent to a brick building in the CBD.
- Once your coach is brought to a stop, instruct your passengers to remain seated and hang on to something. **DO NOT** open the doors until the shaking has stopped. It is a common and instinctual response during an earthquake for people to run, but this action will likely put them in greater jeopardy.

Once the Shaking Has Stopped

- Your first priority is to ensure and maintain your personal safety.
- Be prepared for possible aftershocks. If one occurs, alert your passengers to hold on until the shaking stops.
- Assess yourself for any physical injuries and conduct self-aid as necessary.
- If you are comfortable doing so, assist your passengers in assessing any potential injuries they may have received. Do not place yourself in unnecessary risk of harm.
- If you determine you are able to proceed safely in your coach, you will have several options to consider:
 - Proceed to the nearest known or potential congregation area or temporary shelter location.
 - Continue along your route until all passengers have voluntarily disembarked, or you are unable to proceed further due to hazardous conditions, and then seek the nearest known or potential congregation area or temporary shelter location.
- If you determine it is unsafe to proceed safely in your coach, you have several options to consider in regards to your own actions or those you advise to your passengers:
 - Shelter in place inside the coach until conditions outside improve.
 - Proceed to the nearest known congregation area to obtain additional information, and seek temporary shelter or aid.
 - Proceed to the nearest Metro facility.
 - Proceed to your personal residence (or that of a family member or friend).
- Things to keep in mind:
 - Immediately after an earthquake, everyone, including yourself, will be feeling the effects of shock to some degree. Shock is a result of the body's physiological response to trauma (physical, emotional or psychological). Shock can cause people to behave in a number of different, and sometimes unpredictable or illogical ways.

December 6, 2018

- The damage caused by an earthquake will not always be plainly visible.
 - ◆ Downed power lines might still be energized.
 - ◆ Natural gas lines could be broken.
 - ◆ Underground water and wastewater lines could be broken.
 - ◆ Areas with liquefaction may result in standing pools of water that can conceal large deep holes.
 - ◆ Buildings (especially those with brick masonry) may be structurally compromised. Even though they did not fail or collapse during the initial shaking, they could fail spontaneously at some point afterwards.
- Given these potential conditions, attempting to travel during hours of darkness is extremely dangerous.

Developing Your Plan of Action (If you must leave your bus)

Securing the Coach

If you must leave your bus, secure it and note the coach number and location. If passengers continue to shelter on the bus, consider discussing the best way to secure it and how to access the doors.

Shelter in Place Guidance

If after assessing your situation you decide (or are required) to shelter in place in a nearby building or other location for the next two to 24 hours, you should do the following:

1. Assess the safety of your location
 - Does it appear structurally sound/stable?
 - Is there broken glass, damaged or exposed electrical equipment or any other physical hazard?
 - Are there any chemicals (cleaning supplies, etc) present that are currently or may become a hazard?
 - Do you smell natural gas?

If the answer to any of these is yes, can you do anything to safely mitigate, remove or avoid the hazard? Sweeping up broken glass and securing cleaning supplies are okay – but do not attempt to handle damaged electrical equipment or any other potentially lethal hazard. If you cannot mitigate, remove or avoid it, you will need to find another place to shelter.

2. Check the area for supplies
 - Water and food
 - Flashlight and batteries
 - Radio
 - Extra clothing, blankets, etc.

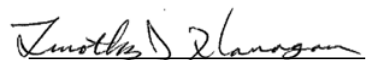
December 6, 2018

Traveling by Foot

If you decide you want to attempt to travel by foot to reach a destination, such as your home, a Metro base, or other location, there are a few factors you should consider:

- Estimating time of travel. Although walking speeds can vary greatly depending on many factors such as height, weight, age, terrain, surface, load, effort, and fitness, the average human walking speed is about 3.1 miles per hour (mph). The average speed for older individuals is approximately 2.8 mph, and for younger individuals is about 3.3 mph.
- The amount of distance you will be able to cover in a given time period will be impacted by environmental conditions, some of which will exist as a result of the earthquake. You should expect to encounter potential challenges or obstacles along your route such as buckled sidewalks or roadways, broken glass, downed power poles or dangling power lines, liquefied soil (a mixture of sand and water), and general debris.
- Many areas could be without power, which will result in a loss of artificial lighting. Without the ambient light generated by streetlights, etc, it will become very dark once the sun goes down.
- Traditional emergency services, including 911, will be overwhelmed. It is unreasonable to anticipate or expect emergency help in the immediate hours following a significant earthquake.

In summary, a significant earthquake affecting King County would generate considerable impacts to local and regional infrastructure. However, while some portions of the county will experience major damage, others may see much less damage. Due to this spectrum of potential impacts, this guidance is intended to assist you with making informed decisions about how you will want to respond to the situation personally, as well as with any direction or advice you provide to your passengers.


Tim Flanagan



Moving forward together

Addendum B King County Policy

The Manual

Operator Rules & Procedures



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.

Terry White
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.

November 1, 2021

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 weydiisato inaad ku hesho macluumaadkan Af-Soomaali, fadlan wac metro.equity@kingcounty.gov ama iimayl u dir 206-205-8000.



Policies and Public Rules

King County Policies, Procedures and Public Rules



Nondiscrimination, Anti-Harassment & Inappropriate Conduct Policy & 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

Discrimination occurs when an employer takes a discrete adverse employment action against an employee and the employee's protected status was a substantial factor in the employer's decision.

- **Disability Discrimination** occurs when the employer knows that an employee is unable to perform an essential function of the job due to a disability and fails to provide a reasonable accommodation that would enable the employee to perform the essential function.

Discrete Adverse Employment Action, in the case of discrimination, is an action that substantially affects the terms, conditions, or privileges of employment. It includes, but is not limited to, discipline, discharge, layoff, and a failure to hire or promote.

- **In the case of retaliation**, it is an action that would discourage a reasonable employee from making a complaint or participating in a discrimination, harassment or retaliation investigation or proceeding.

Protected Status includes an employee's sex, age, creed, disability, marital status, national origin, race, color, religion, pregnancy, gender, gender identity or expression, genetic information, sexual orientation, veteran or military status, use of a service animal, domestic violence victimization, engaging in protected activity and any other status protected by federal, state or local law.

Harassment is unwelcome conduct that can take many forms, including but not limited to, innuendoes, unwelcome compliments, suggestive or insulting noises, facial expressions, vulgar language, nicknames, slurs, derogatory comments, cartoons, jokes, pranks, written materials, 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.



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Sexual Harassment occurs when unsolicited and unwelcome sexual advances, requests for sexual favors, displays of sexually oriented material, or other verbal or physical conduct of a sexual nature:

- Is explicitly or implicitly made a term or condition of employment;
- Is used as a basis for an employment decision; or
- Unreasonably interferes with an employee's work performance, or creates an intimidating, hostile or otherwise offensive environment.

Both the victim and the harasser can be the same gender or gender identity.

Retaliation occurs when a supervisor or manager takes a discrete adverse employment action against an employee because the employee 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.

Inappropriate Conduct is 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.

Disability is a sensory, mental or physical impairment that: (1) is medically recognized or diagnosable; (2) exists as a record or history; or (3) is perceived by the employer to exist, whether or not it actually exists. A disability exists whether it is temporary or permanent, common or uncommon, mitigated or unmitigated, limits the ability to work generally or work at a particular job, or limits any other activity.

REPORTING PROCEDURES

Reporting Discrimination, Harassment, Retaliation, or Inappropriate Conduct

If 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 206-477-0632 or 206-477-0631, or Making Life Easier at 1-888-874-7290. These resources offer comprehensive programs and services that help King County employees, and their families, to be healthy and safe.

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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, divisions and agencies, 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, divisions and agencies, 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;



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- 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, divisions and agencies, 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.



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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 and Social Justice,

<https://kingcounty.gov/elected/executive/equity-social-justice/civil-rights.aspx>

- The enforcement unit of the Civil Rights Program investigates and resolves complaints of discrimination, provides education and offers technical assistance. They work as impartial fact-finders and do not represent any party.

Washington State Human Rights Commission, <https://www.hum.wa.gov/>

U.S. Equal Employment Opportunity Commission, <https://www.eeoc.gov/>



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Domestic Violence in the Workplace

Document Code No.: PER 18-5-2 (AEP)

Department/Issuing Agency: Office of Human Resources Management

Effective Date: September 10, 2006

Approved: /s/ Ron Sims

Type of Action: Superseding PER 18-5-1

1.0 SUBJECT TITLE:

Domestic Violence in the Workplace

1.1 EFFECTIVE DATE: September 10, 2006

1.2 TYPE OF ACTION: Supersedes PER 18-5-1

1.3 KEY WORDS: Domestic Violence, Workplace

2.0 PURPOSE:

King County will not tolerate acts of domestic violence in the workplace. Due to privacy rights and workplace pressures, King County often will not be aware of circumstances of domestic violence that have occurred. The intent of this policy is to encourage employees at risk to seek help and to offer a model of support and referral when a situation of domestic violence is known to potentially cause risk in the workplace.

3.0 ORGANIZATIONS AFFECTED:

Applicable to all Executive Departments and Offices.

4.0 REFERENCES:

4.1 PER 18-7 (AEO) Workplace Violence Prevention.

4.2 PER 18-8 (AEO) Workplace Violence Prevention.

5.0 DEFINITIONS:

5.1 "Domestic Violence" means: (a) Physical harm, bodily injury, assault, or the infliction of fear of imminent physical harm, bodily injury or assault, between family or household members; (b) sexual assault of one family or household member by another, or (c) stalking as defined in RCW 9A46.110 of one family or household member by another family or household member.

5.2 "Family or household members" means spouses, former spouses, persons who have a child in common regardless of whether they have been married or have lived together at any time, adult persons related by blood or marriage, adult persons who are presently residing together or who have resided together in the past, persons sixteen years of age or older who are presently residing together or who have resided together in the past and who have or have had a dating relationship, persons sixteen years of age or older with whom a person sixteen years of age or older has or has had a dating relationship, and persons who have a biological or legal parent-child relationship, including stepparents and stepchildren and grandparents and grandchildren.



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- 5.3 "Dating relationship" means a social relationship of a romantic nature. Factors that may be considered in making this determination include: (a) The length of time the relationship has existed; (b) the nature of the relationship; and (c) the frequency of interaction between the parties.
- 5.4 "Workplace" is defined as county facilities, county vehicles, county premise, employer-sponsored events, or while conducting county business. Telecommuting work sites are not included in the definition of "workplace" for purposes of this policy.

6.0 POLICIES:

- 6.1 The County will not tolerate domestic violence in the workplace.
- 6.2 The County will make reasonable efforts, when circumstances of domestic violence are known to the employee's manager, to:
- 6.2.1. Encourage an employee who is a victim of domestic violence to seek assistance.
 - 6.2.2 Provide referrals, as appropriate.
 - 6.2.3 Create a workplace safety plan, when appropriate, or take other reasonable measures as outlined in 7.3.
 - 6.2.4 Post information about domestic violence and available resources in county buildings where appropriate.
- 6.3 The County shall take corrective or disciplinary action up to and including termination against the employee in cases where there is cause to believe the employee:
- 6.3.1 Used County resources to perpetrate domestic violence;
 - 6.3.2 Threatened, or committed an act of domestic violence in the workplace; or
 - 6.3.3 Perpetrated off-duty domestic violence that affects job performance or has an employment related nexus.
- 6.4 The County shall ensure that managers, supervisors and human resource professionals receive information on domestic violence.

7.0 PROCEDURES:

Action By: Employee

Action

- 7.1 Employees who are the victim of domestic violence are encouraged, as appropriate, to take the following steps:
- 7.1.1 If imminent danger exists, call 911.
 - 7.1.2 Ask for assistance from a supervisor, manager, or human resources professional.
 - 7.1.3 Notify the supervisor, manager, or human resources professional of any safety or security concerns related to your employment, including your work assignment or work location.



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- 7.1.4 Contact the Employee Assistance Program and/or other resources for assistance.
- 7.1.5 If a court order has been issued that prohibits the perpetrator from contacting the employee as a result of domestic violence, provide a copy of the order to the supervisor, manager, or human resources professional. Submit a recent photograph or detailed description of the perpetrator to the supervisor, manager, or human resources professional.
- 7.2 Employees who believe they have witnessed domestic violence in the workplace shall notify a manager, supervisor, or human resources professional immediately.

Action By: Manager/Supervisor

- 7.3 If a manager or supervisor becomes aware that an employee is a victim of domestic violence, the following steps which are reasonable and practical in the work place setting should be taken as appropriate:
 - 7.3.1 If imminent danger exists, call 911.
 - 7.3.2 Consult with the Employee Assistance Program and the department's human resource professional for advice and assistance in developing a strategy for addressing the issue.
 - 7.3.3 Where appropriate, develop a workplace safety plan in consultation with the employee who is a victim of domestic violence, the Employee Assistance Program, the human resources professional, or other appropriate resources.
 - 7.3.4 Encourage the employee who is a victim of domestic violence to seek assistance from the Employee Assistance Program and/or other resources.
 - 7.3.5 For safety or security reasons, consider the following assistance when requested by an employee who is a victim of domestic violence, if consistent with the practical realities of operating the business:
 - 7.3.5.1 Temporarily adjusting or changing the employee's work schedule;
 - 7.3.5.2 Temporarily changing the employee's work site;
 - 7.3.5.3 Grant accrued or unpaid leave with the provisions of the Personnel Guidelines, collective bargaining agreements, and Title III of the King County Code to allow employees who are victims of domestic violence to obtain medical treatment, counseling, legal assistance, temporarily to leave the area, or to make other interim arrangements to create a safer situation for themselves;
 - 7.3.5.4 Other assistance as may be deemed reasonable and appropriate by management.
 - 7.3.6 If provided with a current court order prohibiting the perpetrator from contacting the employee victim, take business-practical and

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reasonable measures to facilitate compliance with the order within the workplace.

- 7.3.6.1 Retain a copy of the court order and provide a copy to law enforcement, building management and building security personnel if, due to a violation of the order, police are summoned to the workplace.
- 7.3.6.2 If provided a photograph of the perpetrator, ensure that a copy of the photograph is provided to building management, building security and appropriate staff in a position to observe visitors to the working area.
- 7.3.7 To the extent possible, treat information about an employee victim, including the victim's whereabouts, as confidential. Where necessary, apply restrictions to internal telephones, electronics, standard information dissemination protocols, departmental and county publications, to the extent allowed by law and consistent with business needs.
 - 7.3.7.1 Consult with the Information Technology management in the Office of Information Resources Management to identify potential tools and strategies to restrict access to the employee.

Action By: Manager/Supervisor/Human Resources Professional

- 7.4 If a manager, supervisor, or human resource professional becomes aware of an employee who is a perpetrator of domestic violence in the workplace, the following steps should be taken, as appropriate:
 - 7.4.1 If imminent danger exists, call 911.
 - 7.4.2 If necessary, take reasonable and practical steps to provide for the safety of persons present in the workplace as outlined herein.
 - 7.4.3 If there is reason to believe a crime has been committed, call the police and cooperate with any police investigation.
 - 7.4.4 Consult with the departmental HR Service Delivery Manager to determine whether an employment investigation should be conducted. (Note: To the extent possible the employment investigation should be conducted in a manner that will not interfere with any criminal investigation.)
 - 7.4.5 Impose corrective action or discipline as appropriate.
 - 7.4.6 Consult the Workplace Violence Prevention policy PER 18-7 and PER 18-8 (AEO)

8.0 RESPONSIBILITIES:

- 8.1 Human Resources Management shall be responsible for the dissemination of the policy; providing information and training on issues of domestic violence in the workplace to supervisors and managers; providing educational opportunities to county employees on the subject of domestic violence and posting information about domestic violence and available resources in county buildings where appropriate.



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NOTE: King County does not tolerate domestic violence in the workplace or domestic violence which has a job-related nexus. Such actions are misconduct in violation of this policy and may be subject to discipline, up to and including termination. However, this policy does not create an employment contract or term or limit the reasons for dissolution of the employment relationship. This policy does not constitute an express or implied contract, specific promise or duty. It is a general statement of King County policy, which cannot form the basis for a private right of action.

9.0 APPENDICES:

Domestic Violence Resources:

Emergency Phone Numbers:

Law Enforcement 911

Domestic Violence Referrals for Victims:

Washington State Domestic Violence Hotline 1-800-562-6025

Legal Resources:

Protection Order Advocacy Program

Seattle, King County Courthouse, Room C213 (206) 296-9547
(206) 205-6198 TTY

Kent, Regional Justice Center, Suite 2B (206) 205-7406

Employee Assistance Program (206) 684-2103

Domestic Violence Web Sites:

www.kingcounty.gov/courts/Clerk/DomesticViolence.aspx

www.kingcounty.gov/Prosecutor.aspx

Domestic Violence Recorded Information Phone Line (206) 205-5555

NOTE: This policy does not create an employment contract or term or limit the reasons for dissolution of the employment relationship. This policy does not constitute an express or implied contract, and is simply a general statement of King County policy, which cannot form the basis for a private right of action.



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Workplace Violence Prevention

Document Code No.: PER 18-8 (AEP)

Department/Issuing Agency: Department of Executive Services

Effective Date: September 15, 2003

Approved: /s/ Ron Sims

Type of Action: New

1.0 SUBJECT TITLE:

Workplace Violence Prevention

2.0 BACKGROUND AND PURPOSE:

- 2.1 The purpose of this policy is to provide guidelines for both supervisors and staff when responding to threats, assaults, or other forms of violence in the workplace.
- 2.2 This policy also prohibits executive branch employees from carrying or storing all forms of weapons in the workplace, including impact weapons, electrical weapons, and firearms. This prohibition does not apply to law enforcement or other uniformed personnel who are authorized to carry weapons.
- 2.3 Many County employees interact directly with the public on a daily basis. A commitment to public service comes with many rewards, but can also be very challenging. Sometimes, county employees may encounter individuals who respond to staff in an intimidating, threatening, or dangerous manner. This type of behavior directed at our employees will not be tolerated, and will be dealt with appropriately.

3.0 ORGANIZATIONS AFFECTED:

All executive branch departments, offices, divisions and agencies. This policy covers all Executive Branch officers and employees.

4.0 REFERENCES:

- 4.1 Washington Administrative Code (WAC) 296-800-110, authorizing management to provide a safe and healthy workplace free from recognized hazards.
- 4.2 King County Policy Domestic Violence in the Workplace, PER 18-5 (AEP), a policy of no tolerance for acts of domestic violence in the workplace.
- 4.4 Revised Code of Washington (RCW) Chapter 9A.76.180, intimidating a public servant.

5.0 DEFINITIONS:

- 5.1 "Workplace Violence" is any physical assault, threatening behavior or verbal threats occurring in the work setting. Workplace violence can be perpetrated by strangers, customers or clients, coworkers, personal relations or other non-employees doing business for or with King County. It includes, but is not limited to:
 - a. Verbal. Any verbal threat towards persons or property such as being sworn

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at or shouted at, obscene phone calls.

b. Physical. Any physical act such as threatening gestures, spitting, hitting, pushing, kicking, holding, impeding or blocking the movement of another person, beatings, stabbings, suicides, shooting, rapes, an intimidating presence, and stalking.

5.2 “Firearms or other dangerous weapons” includes, but is not limited to the following:

- Any device from which a projectile may be fired by an explosive.
- Any simulated firearm operated by gas or compressed air.
- Sling shot
- Metal knuckles.
- Spring blade knife.
- Any knife which opens or is ejected open by an outward, downward thrust or movement.

6.0 POLICIES:

The County’s prohibition against threats and acts of violence applies to all County employees. Violations of this policy by any covered individual will be followed by appropriate actions up to and including termination of employment.

In no case shall any employee or private person who legitimately reports threats or acts of violence be retaliated against. Any acts of retaliation should be reported immediately to the Division Manager, Department Director, or Department Personnel Officer.

Violence, threats, harassment, intimidation, and other disruptive behavior in our workplace perpetrated by strangers, customers, coworkers, personal relations or other non-employees doing business for or with King County will not be tolerated; that is, all reports of incidents will be taken seriously and will be dealt with appropriately. Individuals who commit such acts may be removed from the premises and may be subject to disciplinary action, criminal penalties, or both.

6.1 Examples of prohibited workplace violence. General examples of prohibited workplace violence include, but are not limited to, the following:

6.1.1 All threats or acts of violence occurring on County property that adversely affect the business interests and goals of the County.

6.1.2 All threats or acts of violence not occurring on County property, involving an employee of the County if the threats or acts of violence affect the business interests of the County.

6.1.3 All threats or acts of violence not occurring on County property but involving a person acting in the capacity of a representative of the County.

6.1.4 Any threats or acts resulting in the conviction of an employee or agent of the County or of an individual performing services on the County’s behalf on a contract or temporary basis, under any criminal code



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provision relating to threats or acts of violence that adversely affect the legitimate interests and goals of the County.

6.2 Examples of inappropriate conduct. Specific examples of conduct that may be considered threats or acts of violence prohibited under this policy include but are not limited to the following:

6.2.1 Hitting, grabbing, or shoving an individual;

6.2.2 Threatening to harm an individual, their family, friends, associates, or their property;

6.2.3 The destruction, threat of destruction, or vandalism of property owned, operated, or controlled by the County;

6.2.4 Making or participating in harassing or threatening telephone calls, letters, or other forms of written or electronic communication;

6.2.5 Intimidating or attempting to coerce an employee to do wrongful acts that would affect the business interests of the County;

6.2.6 Harassing surveillance, also known as “stalking”. Stalking is defined in RCW 9A.46.110 as:

A person commits the crime of stalking if, without lawful authority and under circumstances not amounting to a felony attempt of another crime:

(a) He or she intentionally and repeatedly harasses or repeatedly follows another person; and

(b) The person being harassed or followed is placed in fear that the stalker intends to injure the person, another person, or property of the person or of another person. The feeling of fear must be one that a reasonable person in the same situation would experience under all the circumstances; and

(c) The stalker either:

(i) Intends to frighten, intimidate, or harass the person; or

(ii) Knows or reasonably should know that the person is afraid, intimidated, or harassed even if the stalker did not intend to place the person in fear or intimidate or harass the person.

6.3 Weapons Prohibited. This policy prohibits executive branch officers and employees from wearing, transporting, or storing, firearms or other dangerous weapons within County buildings or facilities, in a County vehicle, or on their person while on County business. Any employee in possession of a firearm or other weapon within County buildings or facilities, in a County vehicle, or otherwise fulfilling job responsibilities may face disciplinary action including termination of employment. Possession of a valid concealed weapons permit authorized by the state of Washington is not an exemption under this policy.

6.3.1 Exemptions. This policy does not apply to:

- Law Enforcement personnel engaged in official duties



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- Security personnel engaged in official duties
- Persons engaged in military activities sponsored by the federal or state government, while engaged in official duties.

7.0 RESPONSIBILITIES:

7.1 Employee Obligations:

Each employee of the County is required to report incidents of threats or acts of physical violence of which he or she is aware, using the Violent Incident/Threat Report Form. Employees should also report any behavior they have witnessed which they regard as threatening or violent when that behavior is job related or appears that it might be carried out on a County site, or is connected to County employment. Employees are required to report the incident regardless of the relationship between the individual who initiated the threat or threatening behavior and the person or persons who were threatened or were the focus of threatening behavior.

County employees should make an incident report to their immediate supervisor, and the supervisor should send the report to the Safety and Claims section of the Department of Executive Services Human Resources Division. If the immediate supervisor is not available, or if the threatening individual is the employee's supervisor or manager, the employee should immediately report the incident to another member of management or the Department Director. The manager receiving the incident report should advise the local law enforcement agency if appropriate for further necessary action. Managers may also seek assistance from the Human Resources Division and Employee Assistance Program (EAP).

If any employee has reason to believe that a person outside the workplace might harm the employee in any way, the employee is required to report those concerns to the employee's immediate supervisor, or next level manager if a supervisor is unavailable.

7.2 Department Responsibilities:

- 7.2.1 Take reasonable steps to protect employees and others from acts of violence in county facilities or related to county business.
- 7.2.2 Respond to reports of or knowledge of violence.
- 7.2.3 Initiate the investigation process when necessary.
- 7.2.4 If it is determined that an employee has committed an act of violence, notify the law enforcement agency having jurisdiction, if appropriate and take suitable disciplinary action.
- 7.2.5 Keep records of all violence incident reports.
- 7.2.6 Consider using the Alternative Dispute Resolution (ADR) Program as a resource to mediate disputes in the workplace.
- 7.2.7 Develop and make available training on the issues of Workplace Violence for managers and employees. Training could include:
 - Thorough hiring practices to include background checks



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as necessary

- Preserving employee's dignity during discipline and termination
- Improving communication skills of supervisors with emphasis on proper administration of progressive discipline and dealing with terminations and layoffs
- Dealing with disgruntled citizens and perceived threats
- Identification of warning signs
- Personal safety training-how to prepare for and survive acts of workplace violence
- Stress reduction programs

8.0 INCIDENT RESPONSE PROCEDURES

Immediately after a violent incident or threat occurs, a manager in the affected department should focus first on providing for the medical, psychological, and family needs of affected victims. Other immediate steps that a manager should consider taking, where appropriate, include:

- 8.1 Call 911. Report the incident to the local police department and support law enforcement activities (e.g., crime scene investigation, interviewing witnesses, victims and others).
- 8.2 Assist the victim.
- 8.3 Secure work areas where disturbances occurred.
- 8.4 Account for all employees and others, including those who may still remain in the area where the disturbance occurred.

Additional attention to victims' medical and psychological needs should be considered.

9.0 EMPLOYER INVESTIGATION

After an incident occurs, a detailed investigation is required. All incidents, including threats, should be investigated as soon as possible. The investigation should focus on fact-finding to prevent recurrence.

- 9.1 Basic information that should be gathered on incidents:
 - 9.1.1 Who was threatened
 - 9.1.2 Who made the threat
 - 9.1.3 Witness statements
 - 9.1.4 Any previous incidents involving the victim and person making the threat
 - 9.1.5 What is the relationship between the victim and the threat maker
 - 9.1.6 What was the threat
 - 9.1.7 What were the circumstances surrounding the threat, including events leading up to the threat
 - 9.1.8 When, where, and how was the threat made
 - 9.1.9 When, where and how was the threat to be carried out



Policies and Public Rules

King County Policies, Procedures and Public Rules

Workplace Violence Prevention

9.1.10 Information solicited from the person who made the threat

9.1.11 Overall incident review to determine how the County handled the situation and what changes or improvements could be implemented.

This should be done only after initial legal review and approval.

10.0 APPENDICES

10.1 Preventing and Dealing with Workplace Violence - A Manager's Checklist (PDF, 17 KB)

10.2 Violent Incident/Threat Report Form (PDF, 15 KB)



Policies and Public Rules

King County Policies, Procedures and Public Rules

Transit Facility Yard Speed

King County Transit Facility Yard Speed Safety Policy, PSF1-1 (D-P), excerpt

- 6.2 When employees, vendors or visitors are in a Metro Transit base yard where vehicles are being driven, they must adhere to all speed limits or when on foot, use designated crosswalks and walkways. However, due to the nature of the business of Vehicle Maintenance (VM) personnel, as in during the fueling of the coaches and those who are wearing a high visibility vest, may walk outside the pathways, (i.e., ANSI Class 2 or 3 rated) while performing VM and other transit related activities.
- 6.3 **To insure this level of awareness, employees will not walk while using any PED or agency-authorized electronic device. Employees needing to communicate should do so after stopping and securing themselves in a safe place (while stopped in the path, a bus lane, or inside a parked 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.

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