

THE BOOK 2017



King County
METRO

Safety • Service • Schedule

**Transit Operator's
Rules & Procedures**

Preface

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

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

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

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

King County Metro

The Book

Operator Rules and Procedures

1.00 Knowledge of Rules and Procedures

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

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

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

1.01 *The Book/Route Book – Required Equipment*

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

1.02 *Operations Bulletin/Operations Policy Bulletin*

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

Summary of Changes

- 2.02 Medical Emergency Procedure**
New language added including details about EA use, calls to PRTT, and use of Personal Electronic Devices (PED).
- 2.15 Unattended Suspicious Package or Object**
Incorporated language re: HOT (Hidden? Obviously suspicious? Typical for the environment it's in?)
- 3.01 Metro Transit Police (MTP) Precinct**
Strengthened language regarding authority of MTP while on coach.
- 3.08 Detaining**
Changed “both” doors to “all” doors.
- 3.11 Fare Disputes**
Added “for data tracking purposes.” to the end of regarding the DDU use for non-payment.
- 4.15 Articles on the Coach, Baby Strollers**
Added “including waiting customers...” to the “Customers with disabilities...have priority...” sentence.
- 4.16 Animals on the Coach**
Clarified for consistency with current policy.
- 4.19 Closed Door Policy**
Added “In the CBD” bullet to “This policy does not apply:” section.
- 5.03 Boarding**
Strengthened language regarding stopping again at head of zone and verbally confirming route information.
- 5.05 Securing Mobility Devices**
Added language regarding: “occupied wheelchairs” and “Scooters”.
- 5.06 Ensuring Audio Stop and Route Announcements**
Amended “stops” to “all stops” in first sentence.

Summary of Changes

- 7.05 Comfort Stations**
Revised to improve access to comfort stations.
- 8.02 Required Equipment while operating**
Added “Flashlight”.
- 8.09 Base Car Idling**
Included language to clarify keys cannot be left in base relief cars when making a road relief
- 8.12 Unauthorized Layovers**
Revised language for consistency with comfort station policy.
- 8.15 Unnecessary Delays**
Revised language for consistency with comfort station policy.
- 8.17 Calling Stops - Exterior Announcements**
Simplified definition of when to mute external announcements.
- 10.05 Personal Electronic Devices (PEDs)**
Added language: “After calling 911, immediately call the Transit Control Center by phone or radio, if possible.”
- 10.31 Door Operation**
New definition: “Do not move the coach with the front door open.”
- 10.54 Railroad Crossings**
Removed “or for industrial...” from third bullet of exceptions.
- 10.59 Idling**
Third bullet: new idle procedures at CPS and IDS.
- 10.62 Unattended Coach Procedures**
Added bullet: “Close the front door upon exiting.”
- 10.73 Coach Parking Procedure at Bases**
Revised entire paragraph.

Summary of Changes

- 11.16** **Passing up Customers**
Revised entire paragraph.
- 13.10** **RTT Calls**
Added bullet for RTT calls:
• Customer pass-up due to full coach
- 14.13** **Hot Coach**
Deleted section regarding retired 4100 and 4200 coaches.
- 14.17** **Adverse Weather Operations**
Added new section for trolleys regarding adverse weather.
- 15.07** **Hush Mode**
Clarified procedures for Northbound and Southbound tunnel coaches.
- 15.30** **Free Rides for DSTT Security Staff**
Removed references to security contractor by vendor name.
- 16.04** **Fare Inspection Security**
Removed references to security contractor by vendor name.
- 16.06** **Rear-Facing Passive Restraint Area**
Changed term “arm rest” to “anti-tip bar”
- 16.08** **RapidRide: Fall Back**
New Section, including subsections, on “Radio Procedure” and “Road Relief Base Car Keys”.
- Index** **Added “Closed door”**
- General** **Added definitions of “Counterbalance” where mentioned.**
- General** **Revised “Rules of Transit Operator Job Made Simple”**

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Security Tips for Operators

King County Policy

Operations Policies and Procedures

Abbreviations

ABS	Anti-Lock Braking System
ADA	Americans With Disabilities Act
AD&D	Accidental Death And Dismemberment
ARG	Announcement Reference Guide
ASM	Active Service Management
ATC	Automatic Traction Control
ATL	Additional Tripper List
CBD	Central Business District. The CBD is the area bordered by S. Jackson Street, I-5, Denny Way and the Waterfront.
CDL	Commercial Driver's License
CISM	Critical Incident Support Team
CPS	Convention Place Station
DDU	Driver Display Unit
DOL	Department Of Licensing (Washington State)
DSTT	Downtown Seattle Transit Tunnel
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
FMLA	Family Medical Leave Act
F-N-R	Forward-Neutral-Reverse
HOV	High Occupancy Vehicle
IDS	International District Station
KCFML	King County Family Medical Leave
LCC	Link Control Center
LTD	Long Term Disability
LRV	Light Rail Vehicle
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
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
TSP	Transit Signal Priority
W/B	Westbound
WSP	Washington State Patrol
WUTC	Washington Utilities And Transportation Commission

Section 1 Introduction

Section 1: Introduction

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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.

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1.03 Operator Mail, Bulletins, Reroutes

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

1.04 Safety

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

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.

Section 1: Introduction

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, call the coordinator for assistance.

1.08 Cooperation with Outside Authorities

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

1.09 “See Me” Slips

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

1.10 Driver’s License

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

- Metro operators must, when driving a commercial motor vehicle, have in their possession a valid CDL and current CDL medical examiner’s certification (original or copy). If an operator does not have a valid CDL and a valid medical certificate, he or she shall not operate a commercial motor vehicle.
- Operators must immediately notify their base chief whenever their license is expired, suspended, revoked, made subject to restriction or otherwise made invalid.
- Operators must inform their base chief, prior to driving a coach again, if they

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are arrested or cited for driving under the influence, reckless driving, physical control of vehicle under the influence, vehicular assault, vehicular homicide, or negligent driving. This requirement is for the citation, not the conviction.

- Operators must notify their base chief in writing whenever they are convicted of a traffic offense, other than a parking ticket, within five calendar days. Conviction includes a finding of guilt, a plea of guilty, voluntary payment of a fine, or a forfeiture of bond or collateral.
- Operators must immediately notify their base chief if they are unable to obtain medical certification or if medical certification has been revoked or suspended.
- Operators are prohibited from possessing more than one driver's license.
- Operators must submit written notification of a change of address to the Washington State Department of Licensing (DOL) within 10 calendar days using a form supplied by DOL.
- Operators must notify the DOL of all out-of-state traffic convictions within thirty calendar days.

1.11 Infractions While Operating a King County Owned Vehicle

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

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

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

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

1.12 Reporting

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

Report	Timing	Reason
Accident	Same day	Metro vehicle is involved in a collision with another vehicle, any fixed object (including damage to the trolley overhead caused by dewirement) or a pedestrian, or if a customer is injured or claims to be injured from falling, being caught by a closing door or other incident.

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Security Incident (SIR)	Same day	All security related incidents such as physical assaults, threats of physical harm, disturbances, theft, robbery, drug activity, etc.
Incident	Within 24 hours	Unusual incidents on or off the bus that aren't security, safety or accident related. Witness reports, emergencies other than accidents, and certain customer complaints are examples.
Operator Service and Facilities (OSFR)	Within 24 hours	Service and facilities related issues, such as schedule problems, overloads and damage to bus zones
Self-Insurer Accident Report Form (SIF-2)	Within 24 hours or as soon as you are physically able	Any time you are hurt on the job, whether or not you need medical treatment

Section 2

Emergencies and Incidents

Section 2: Emergencies and Incidents

2.00 General Statement

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

2.01 Emergencies – 911 Procedure

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

2.02 Medical Emergency Procedure

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

2.03 Accident and Accident Report Procedures

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

Procedure

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

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

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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 \$700 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.

If the operator disagrees with the judgment of the safety officer, he or she may request a reread before the Accident Reread Panel within seven days after notification of the initial judgment. An appeal of the reread decision can be made to the Accident

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Review Board. Operators should contact their base chief or base safety officer for information on the accident review process.

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

2.05 Responding to Requests for Information

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

2.06 Responding to Summons and Subpoenas (Work Related)

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

2.07 Coach Fire

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

Procedure

Follow these procedures in the event of coach fire:

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

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

2.08 Fire Extinguisher Use

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

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

Procedure

Follow the method described below:

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

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

2.09 Freeway Emergencies

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

Procedure

1. If possible, stop the coach on the right side of the roadway, on the shoulder.
2. If you have to stop on the left side of the freeway, position the coach at an angle so the rear of the coach protects the front door.
3. Turn on the four-way flashers.
4. Call the coordinator.
5. Assure customers that help is on the way.
6. Except in case of fire, customers must remain on the coach until Washington State Patrol and/or a Metro supervisor can coordinate the customer transfer.
7. Place the three reflective triangles. Do not walk in the traffic lane.

2.10 Replacement Coach for Disabled Coach on Freeway

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

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Procedure

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

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

2.11 Placement of Reflective Triangles

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

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

2.12 Earthquakes

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

Procedure

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

2.13 Unsanitary Conditions on a Coach

Unsanitary conditions on a coach include nauseous or unsightly messes such as human or animal waste (feces, urine, vomit), blood borne pathogens (blood, body

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

Unsanitary Coach Procedures When in Service

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

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

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

2.14 Blood Borne Pathogens

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

Procedure for Handling Hypodermic Needles

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

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

2.15 Unattended Suspicious Package or Object

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

- H** – Is the object ‘H’idden?
- O** – Is the object ‘O’bviously suspicious?
- T** – Is the object ‘T’ypical for the environment it’s in?

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

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Procedure

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

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

2.16 Responding to Suspicious Substance Situations

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

- Do not touch, smell or taste the substance! Do not open, bump, or shake any container that it may have been contained within. Responding supervisors need only to view the substance through closed coach windows if they wish to verify its location.
- Surface routes: Immediately pull over in a safe location and call the TCC with a PRTT. If no response within two minutes, upgrade to EA. Be prepared to describe the color, consistency, location of the substance as well as any suggestions as to what it might be, e.g., baby powder from a dad changing kid's diaper, sugar from someone eating a donut, flour from someone's groceries. Follow the directions of the coordinator. If the coordinator asks you to evacuate the coach, move your customers at least 100 ft. away upwind. Close the coach after all customers have evacuated.
- Tunnel routes: Immediately call the LCC and indicate you have a priority call. Follow the directions of the controller.
- Ensure that persons who may have come in contact with the powder remain in the area to speak with fire department HAZMAT responders. They may have to be decontaminated before leaving the area.
- Remain with the coach until cleared to leave by fire department personnel. If fire department advises the coach needs to be decontaminated, notify TCC or LCC and do not move coach.
- If you have come in contact with the powder follow the advice of the fire department or service supervisor. You may be asked to blow your nose, wash your hands and/or shower as soon as possible with soap and water.
- Be prepared to provide as much information as possible to the fire and police responders. Clear communication of what happened is essential.

Section 3 Security

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3.00 General Statement

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

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

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

3.01 Metro Transit Police (MTP) precinct

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

Boarding Teams

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

Interaction With Members of MTP

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

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

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unless the MTP requests your assistance.

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

Fare Evasion Focus

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

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

“Sir (Madam), the fare is \$ ____.”

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

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

3.02 Security Incident Report

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

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

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3.03 Handling Security Incidents

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

Procedure

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

3.04 Assault Prevention

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

Procedures

- Maintain awareness of your surroundings and customer behavior on and around your coach.
- Make eye contact and greet boarding customers.
- Use the appropriate Public Service Announcement (PSA) to remind customers of the rules.
- Speak in a polite, informative and calm manner when using the coach Public Address (PA) system.
- Call the coordinator for any security related issue or suspicious behavior on the coach and when appropriate, request a response from the MTP and/or local law enforcement.

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- 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.

3.05 Language and Conduct Toward Customers and the Public

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

3.06 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.

3.07 Physical Attacks/Self-Defense

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

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

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

Use of excess force is violation of Metro policy.

3.08 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.

3.09 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.

3.10 Ejecting Customers

You may request – not demand - that a customer behaving in a destructive or offensive manner (yelling, loud cursing, fighting, threatening violence, extreme annoyance to other customers, etc.) leave the coach. Do not deny service for minor Code of Conduct infractions, such as eating onboard the coach. When requesting that the offending party leave the bus, have the coach pulled over to a safe location with

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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.

3.11 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) for data tracking purposes.
- To avoid confrontation, issue a transfer upon request.
- See exceptions in Rule 3.01 – Fare evasion focus.
- Submit an SIR for situations of chronic non-payment of fare.

3.12 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.

3.13 Student Misconduct

Students are expected to follow the Code of Conduct like all other customers. If there is a security problem onboard related to students, complete an SIR with “School Related” stamped or written across the top of the form. If an “in progress” crime is taking place, call the coordinator and request a response from MTP.

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

3.14 Sleeping/Lost Child or Student

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

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

3.15 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:

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

3.16 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.

3.17 Safe Place

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

Operator responsibilities

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

Additional information

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

3.18 Stalking Information

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

- Notify the coordinator.
- Request that they call for the police immediately.
- Document all contact with the stalker. Call the police each time and make a report. Be sure to get the police incident number.

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- When contact is made to, from or at work, immediately report the incident to your supervisor.
- If possible, keep a journal of each contact. Record all instances where you have feelings of fear or intimidation.

3.19 Reporting Vandalism

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

3.20 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.

3.21 Critical Incident Support Management Team

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

The CISM team conducts critical incident debriefings. Debriefings give employees the opportunity to talk about the event privately, confidentially and without evaluation or second-guessing. It is a chance for you to discuss your experience and learn how to get past the event. If you experience a critical incident, you may arrange for a debriefing by talking to a chief, supervisor, one of the CISM team members or an EAP coordinator.

Section 4

Customer Relations

Section 4: Customer Relations

4.00 General Information

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

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

4.01 Customer Assistance and Communication

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

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

4.02 Public Service Announcements

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

4.03 Information

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

4.04 Customers and Personal Information

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

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

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4.05 Conversation

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

4.06 Complaints

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

4.07 Handling Disputes

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

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

4.08 Refusing Transportation

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

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

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

4.09 Reminding Customers of the Rules

When responding to rule violations, you must put the safety of yourself and your customers first. You only need remind a customer once of a rule such as no smoking or eating on the bus. Play the appropriate PSA to deliver a neutral message (See Rule 4.02). If the automated announcements are inoperable, use the Public Address (PA)

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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 Cigarettes 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 Board of Health prohibits the use of electronic smoking devices in public places. Public places are defined as portions of buildings and vehicles used by and open to the public, including Metro transit coaches.

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

4.12 Radios and Electronic Devices

Customers may play electronic devices connected to earphones. If a customer refuses to stop playing equipment that isn’t connected to earphones or refuses to lower the volume of the equipment that is connected to earphones, call the coordinator for assistance.

4.13 Food and Beverages

Food or beverages may not be carried on board in open containers. Courteously ask the customer to dispose of their food/beverage before boarding the coach. Customers

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are not allowed to eat while on the coach; however, they may drink a non-alcoholic beverage from a container designed to prevent spillage.

4.14 Drugs and Alcohol

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

4.15 Articles on the Coach

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

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

Articles Allowed (Not an Exhaustive List)

- A respirator or portable medical oxygen supply required by a person with a disability.
- Any assistive device powered by a sealed battery.
- Baby strollers (See following paragraph.)
- Small non-commercial shopping carts. Carts should be collapsed if empty. Deploy the lift or ramp upon request.
- Folding bicycles, 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 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.

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- 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. Customers with disabilities using mobility devices, including waiting customers with disabilities using mobility devices, have priority in the securement area. (This rule does not apply to ADA Accessible strollers.)
- 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 inflammables
- Gasoline cans or containers (even if empty)
- Explosives (including fireworks) or acids
- Automotive batteries
- Commercial grocery/shopping carts
- Articles longer than the distance from the floor to the coach ceiling
- Religious or political literature handed out or made available on a “take one” basis. Operators are to remove and dispose of such documents.

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

Dogs are allowed on the coach under these guidelines:

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

Dogs who sit on their owner’s lap ride free. All other dogs are charged the base fare

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(or reduced fare) paid by the customer who accompanies the dog. No zone fare is charged and a transfer is issued upon request.

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

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

4.17 Sleeping/Non-Responsive Customers

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

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

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

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

4.18 Intending Customers at Terminals

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

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 deboard the coach. Operators are required to board customers two minutes prior to the scheduled leave time of the trip. Advise customers accordingly.

This policy does not apply:

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

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Loop Routes

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

Non-Cooperative Customers

If customers will not cooperate:

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

Section 5
Services for Customers with
Disabilities

Section 5: Services for Customers with Disabilities

5.00 Americans With Disabilities Act (ADA)

It's about people with disabilities having equal opportunities. Metro's ADA Compliance Office works closely with base Operations staff to assist operators in successfully serving customers with disabilities. Operators are encouraged to bring ADA questions to base Operations staff for support and guidance.

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

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

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

5.01 Serving Customers With Disabilities

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

Work with customers in riding Metro but do not ask a customer if they have a disability. It is discrimination to refuse service to a customer because of their disability. It is not discrimination to deny service to a person with a disability who is violating Metro's Code of Conduct.

5.02 Accommodating Mobility Aids

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

- If a mobility device entirely blocks the aisle or if unsecured, poses a direct threat to you or other customers
- If the person identified as a personal care attendant violates the Metro Code of Conduct
- If the service animal or service animal in training is not in the physical or verbal control of the customer and is engaged in behavior that is immediately dangerous to other customers or yourself.

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

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

5.03 Boarding

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

Deploy ramp before deboarding customers if it can be determined ahead of time that the ramp will be needed. Use the PA system to announce that the ramp will be deployed before deboarding and to use the back doors if possible or wait for the ramp to be deployed before deboarding through the front door. Use discretion with coaches that have lifts.

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

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

- Set the parking brake, exit the coach and meet the customer in the bus zone.
- Gently tap the customer's forearm to get their attention.
- Using your fingertip, carefully print the route number on the open palm of the customer's hand.
- Place the customer's hand in the crook of your arm and guide them onto the bus and to a seat if customer indicates.

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

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

If a customer in a wheelchair must be passed up because there is not a securement area

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

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

5.05 Securing Mobility Devices

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

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

- Do not touch their chair unless permission is given.
- Follow customer's preference for where to secure their chair.
- If their chair cannot be secured to their satisfaction, ask if they want to wait for the next coach or proceed unsecured. If they wish to proceed and the wheelchair is not blocking the aisle, place a PRTT call to inform the coordinator and proceed.
- Refer customers to Transit Options for help in determining best securement points if it is not clear. The number is 206-749-4242. This is a free service.

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

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

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

- Occupied wheelchairs face towards rear of coach
- The backboard and natural G-forces of the coach eliminate the need for securement belts.
- Belts are not needed but customers requesting the use of belts must be accommodated.

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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 onboard or at the zone. Customers do not need to appear to have a disability.

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

5.07 Deboarding

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

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

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

5.08 Assisting During Coach Change or Evacuation

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

If customer doesn't respond, it may be because of a hearing or cognitive disability. They may suggest how you can be understood. Take cue from customer. Speaking

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directly to the customer so they can see you talking, keeping voice low and strong, and speaking clearly and with simple statements can help. If the customer is deaf and blind:

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

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

Section 6

Absence Management

Section 6: Absence Management

6.00 Late Reports, Unexcused Absences and Absences

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

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

6.01 Reporting Sick

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

Procedure

- The operator is required to state whether the absence is an illness or an injury.
- If reporting an injury, the operator will be asked whether it is an off-the-job or on-the-job injury.
- Operators must state whether the illness or injury is one day or on the list.
- Operators needing to report an illness or injury during hours when their base is closed or when telephone service is interrupted must call the Transit Control Center (TCC) at 206-684-1111 and provide the following information: base, name, badge number, assignment, report time and expected length of absence (one day or on the list). The cut-off time for all calls to the TCC is 3:45 a.m. on weekdays and 4:15 a.m. on weekends, 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

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

6.03 Calling Off the Sick List

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

6.04 Annual Self-Certification of Medical Absence

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

6.05 Sick Leave Medical Verification Requirements

Metro requires medical verification in the following circumstances:

- The operator does not have sufficient sick leave available to pay for the entire absence.
- The operator is absent for more than five consecutive full or partial days and the operator's sick leave balance falls below 500 hours (full-time operator) or 250 hours (part-time operator).
- An operator has previously been placed on notice of suspected sick leave abuse and is thereafter further suspected of sick leave abuse after a reasonable investigation.

The operator is required to be seen by a licensed practitioner during the illness:

- While exhibiting or experiencing symptoms of illness or injury;
- At least before the operator's next assignment.

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

When medical verification is required, it must be submitted on the Metro Sick Leave Medical Verification form. Part A is to be completed by the employee. Part B is to be completed by the physician/practitioner. The top copy of the completed form must be placed in the base Sick Leave Box within five calendar days of the operator's return to work. Illnesses that require medical verification but are not verified within five calendar days after return to work will result in unexcused absences for each unverified day.

Metro may, at its discretion, visit or call operators at their homes to verify illnesses or

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contact the operator's licensed practitioner to verify all information contained on the medical verification form.

6.06 Medical Verification – Probationary Operators

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

6.07 Sick Child Leave

Operators are allowed to use accrued sick leave to attend to their sick children, even if the illness does not qualify for the Family Medical Leave Act (FMLA) or King County Family Medical Leave (KCFML), if the following criteria are met:

- The child is under 18 years of age.
- The operator or the operator's spouse/domestic partner is the natural parent, stepparent, adoptive parent, legal guardian, foster parent or other person standing in place of the parent to the child.
- The child must have a health condition which requires treatment or supervision by the employee during the hours of absence from work.

The call-in procedure remains the same; however, you must inform the dispatcher that the illness is that of your child's. Sick leave medical verification procedures apply to sick child leave.

6.08 Sick Adult Leave

Operators are allowed to use accrued sick leave to care for their adult family member whose serious health condition or emergency condition requires the employee's personal supervision during his or her absence from work. Adult family members include: spouse, domestic partner, your parent (or person who stood in place of the parent) or parent of your spouse or domestic partner and your grandparent. Adult family members also include children who are eighteen years of age or older and incapable of self care because of a mental or physical disability.

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

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

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a completed Scheduled Medical Appointment form to the base dispatcher prior to 10 a.m. the day before the scheduled appointment. If the form is not submitted by 10 a.m. the day before the appointment, the absence will be subject to Metro’s medical verification requirements.

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

Employee Responsibilities

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

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- Employees then have 15 calendar days to submit a Department of Labor Medical Certification form completed by a health care provider.

Benefits

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

6.11 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.
3. Within 24 hours of the injury or as soon as he or she is physically able to do so,

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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 Driver's 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 his or her regular rate of pay for his or her regular assignment for each day served. Compensation received for jury duty must be forwarded to Metro; however, reimbursement for travel expenses may be retained by the employee.

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

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

6.18 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 30 days or fewer preceding a month with 31 days, operators may place their name in for the 31st day of the month on the last day of the preceding month. For instance, on the last day of June (June 30), you may place your name in the book for both July 30 and July 31.
- Operators may not place their names in the Day Off book requesting both AC (for an FTO) or vacation (for a PTO) and their personal holiday for the same day.
- Receiving the first day off in a request for multiple days does not guarantee the other days off.
- Operators who have their names in the Day Off book for the same day off in the week for any four-week period may be excused the first day in order of rotation and then will be moved to the bottom of the list for the remainder of the four-week period.
 - Example: An operator in the Day Off book for more than one Saturday in a four-week period gets excused the first Saturday. His or her name moves to the bottom of the list for the remaining Saturdays in the four-week period.
- Once your name has been entered in the Day Off book, you will not know if you have received the day off until the day before at 2 p.m. when a list of operators excused is posted with the extra board.
- When operators pick a different base, their names will not be transferred to the Day Off book at the other base. To request time off, the operator must place his or her name in the book of the base where the operator will be working.

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- 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 (unpicked) 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 Central 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 Central will relay the operator's name, badge number and requested date to the Central Base dispatcher for entry in or removal from the SEB Day Off book.

The SEB Day Off book waiting list is posted at the Central Base window. SEB operators wishing to place their name on this list must remain in the Central 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 his or her name in the Day Off book by 9 a.m. on the day of the draw. The draw only establishes the order in which operators will be excused; it does not alter the minimum guarantee for that day.

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

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

6.21 Paycheck Distribution

Payroll will make every effort to have all checks to the bases by noon. This is not a guaranteed commitment. All employees will be able to pick up their paychecks, as soon as the checks are available, after noon. In addition, if another person will

be picking up your check, he or she must present a signed and dated note from you granting that person authorization to pick up your paycheck.

Section 7
Operator Code of Conduct

Section 7: Operator Code of Conduct

7.00 General Statement

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

7.01 Language and Conduct

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

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

7.02 Fighting

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

7.03 Employee Weapons

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

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

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

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

7.04 Safeguarding Metro Property

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

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

7.05 Comfort Stations

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

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

7.06 Alcohol and Substance Abuse Policy

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

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

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

7.07 Smoking

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

7.08 Gambling

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

7.09 Personal Guest at the Base or on the Coach

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

7.10 Employee Parking

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

Authorized Use

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

Unauthorized Use

- King County Metro Transit employees who work at other county worksites, unless on business at the facility and qualifying as a visitor.
- Parking at the base for non-work related special events, regardless of whether or not the employee is working at the base on that day.
- Parking concurrently in the parking lot of more than one vehicle owned by the same employee.

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

7.11 Lockers

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

7.12 Computers and Internet

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

7.13 Acceptable Use of Computers

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

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

Prohibited Use

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

- Conduct private or personal for-profit or unauthorized not-for-profit activities. This includes use for private purposes such as business transactions, private advertising of products or services, and any activity meant to foster personal gain.
- Conduct any political activity.
- Conduct any solicitation for any purpose except those officially sanctioned by

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King County such as the County Charitable Campaign.

- Conduct any unlawful activities.
- Create, access, or participate in online gambling.
- Create, access, display or transmit sexually explicit, indecent, offensive, harassing, intimidating, obscene, pornographic, defamatory or libelous material.
- Knowingly perform any activity that could cause the loss, corruption of, or prevention of rightful access to data or the degradation of system or network performance.
- Attempt to modify or remove computer equipment components, software or peripherals without proper authorization.
- Knowingly create or forward hoaxes, chain letters, Ponzi, or other pyramid schemes of any type, regardless of content, sources or destinations.
- Knowingly hack into systems and databases or act to disrupt systems or cause unnecessary network congestion or application delays.

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

7.14 Contact Information

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

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

7.15 Informational Materials Distribution

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

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

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work hours.

- Employees may not distribute materials in a manner which disrupts Metro's ability to maintain an orderly work environment.

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

Section 8

Operator Procedures

Section 8: Operator Procedures

8.00 General Statement

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

8.01 Reporting for Assignment

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

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

8.02 Required Equipment While Operating

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

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

Special Operations Items

- DSTT signal operating rules pocket card when operating tunnel service.

8.03 Approved Timepiece

Operator timepieces must meet the following specifications:

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- Face must be approximately the size of a quarter.
- Timepiece must be divided into minutes and have a second hand sweep.

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

8.04 Time Check

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

8.05 Road Reliefs

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

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

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

8.06 Travel Time Allowances

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

8.07 Road Relief Made Late

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

8.08 Base Relief Cars

If base relief cars are used and travel time is paid to and/or from relief points, the operator is required to use the base car and will be paid the standardized travel time.

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Operators are not to use private vehicles while they are on the payroll and traveling between the base and a relief point for the purpose of making a road relief.

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

8.09 Base Car Idling

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

8.10 Road Reliefs – Exchange of Information

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

8.11 Established Routes

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

8.12 Unauthorized Layovers

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

8.13 Schedules

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

- Routes serving park & rides, operating express routing or operating on freeways may have time points marked as “estimated”, typically with an “ET” indicate. An estimated time point or “ET” allows the operator to operate early through that time point.
- Operators may arrive early at transit centers and park and ride lots to facilitate transferring customers. Wait in the appropriate bay and do not leave before the time noted on the run card.

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

8.14 Running Late

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

8.15 Unnecessary Delays

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

8.16 Calling Stops – Interior Announcements

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

8.17 Calling Stops – Exterior Announcements

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

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

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

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8.18 Announcing Express and Limited Stop Service

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

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

8.19 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.

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

Special Precautions

- For your safety and that of your coworkers, do not turn hazardous toxic substances such as bleach or motor oil in at the base window. Turn such items in to Vehicle Maintenance if discovered. On the road, call the coordinator for assistance.
- Purses/bags: When inspecting the contents of a lost purse or bag, dump the items onto a surface rather than digging through the bag. This action prevents contact with sharp or hazardous objects.
- Purse or wallet claimed on the road: When turning a purse or wallet over to a

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claimant, count the money in the presence of the finder and/or witness. Note the amount of money and valuables on the found tag.

- Marijuana: If the quantity is less than one ounce, treat it as a normal lost and found item. If you are uncomfortable having this on your coach, call the coordinator. A district supervisor, if available, will respond and transport the item to lost and found. If the quantity is clearly more than one ounce, call the coordinator and ask for assistance from Metro Transit Police, who will meet the coach and take possession of the substance. If you are unsure of the quantity, call the coordinator and let him or her know that you are unsure.
- Illegal drugs: If you find what appears to be illegal drugs and contraband such as cocaine or heroin, call the coordinator to have the substance picked up. Complete a found tag and note to which agency the item was released. If you have a card from the officer who collected the item, attach the card to the found tag before turning it in.
- Turn the power off on found cell phones to keep them from ringing. Do not answer any incoming calls and do not call customers to let them know you have their cell phone.

8.21 Unscheduled Overtime

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

8.22 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;
- The student is more than 10 minutes late;
- It is obvious that the student is under considerable stress;
- There is a need to demonstrate a particular maneuver.

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

8.23 Route Qualification Requirements

Extra Board Operators

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

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weekday hours of scheduled platform time at a specific base.

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

System Board Operators

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

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

Report Operators

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

Regular Operators

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

Part-time Operators

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

8.24 Route Qualification Procedure

The only authorized methods of route qualification are as follows:

- Ride an in-service bus over the route
- Ride over the route in a base car with a qualified operator
- Ride a route qualification coach led by a transit instructor.

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.

Operators riding in-service coaches or in a base car with a qualified operator must present a completed route break-in card to the Training Unit with the signature of the

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instructing operator within five calendar days after riding the route.

8.25 Route Changes/Disqualification

It is the operator's responsibility to be familiar with all minor changes affecting routes on which he or she has qualified. Operators should check the *Route Book* prior to the start of each shake-up for minor changes to routing, terminal locations, base routes, slow orders, etc.

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

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

8.26 Eligibility for Route Qualification Pay

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

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

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

8.27 Operator Requirements While in Training

Following rules apply to operators attending training activities:

- Attendance: Operators reporting late for a training assignment will receive a miss and may not be admitted into class.
- Uniform: Regulation uniform must be worn during training assignments that require operation of Metro coaches. Operators reporting for non-driving training may wear business casual clothing, appropriate for the workplace.
- Performance: Operators failing the performance requirements of a given vehicle, equipment or facility training do not qualify for the associated vehicle, equipment or facility. Operators failing post-accident retraining are returned to the base.
- Conduct: Operators shall conduct themselves in a safe, courteous, professional and cooperative manner at all times. Disruptive, uncooperative behavior or refusal to accept instruction will result in the

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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 operation of Metro coaches. Operators reporting for non-driving training or duties may wear casual clothing, appropriate for the workplace.

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

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

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

9.01 Uniform Condition

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

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

9.02 Grooming

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

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

9.03 Out of Uniform

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

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

Section 9: Uniform

9.04 Uniform Apparel

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

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

The authorized operator wardrobe consists of:

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

9.05 Authorized Headwear

Only authorized headwear may be worn.

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

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9.06 Safety Vests

Operators are required to wear a safety vest when they are in an active roadway (such as when resetting trolley poles or when walking in the base yard or tunnel). Under most conditions, vests should be stowed when operating in-service revenue vehicles.

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

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

9.08 Turtlenecks

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

9.09 Belts/Suspenders

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

9.10 Ties

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

9.11 T-Shirts

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

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

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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.

9.18 Wearing of ID Badges

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

9.19 Disposing of Worn Uniform Items

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

Section 10

Vehicle Operations

Section 10: Vehicle Operations

10.00 General Statement

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

10.01 RCW 46.61 – Rules of the Road

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

10.02 Defensive Driving

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

10.03 Attention While Driving

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

10.04 Authorized Operators

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

10.05 Personal Electronic Devices (PEDs)

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

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

1. Coach radio is inoperable in both data and voice mode and there is an imminent threat to life or of bodily harm.

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2. Operator is unable to safely get to the coach radio and there is an imminent threat to life or of bodily harm.

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

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

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

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

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

10.06 Reading Written Material

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

10.07 Pedestrian Law

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

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

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

10.08 Pedestrian Awareness

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

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

10.09 Tampering With Equipment

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

10.10 Eating and Drinking on Coach

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

10.11 Coach Preparation Procedure

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

Procedure

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 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.

Perform your pre-trip inspection, checking to ensure that all vehicle parts and accessories are in good working order:

Exterior Check

- Lights (headlights, turn signals, clearance lights, tail lights, brake lights)
- Mirrors
- Tires
- Lug nuts

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- Lug nut indicators – these should point clockwise.
- Trolley pole shunt wires. Check for frayed or broken wires. If closer inspection is needed, first tap poles together and rack them.

Interior Check

- Parking brake
- Service brake – Check the brakes before leaving the yard.
- Air pressure and gauges
- Steering mechanism
- Passenger mirrors
- Doors
- Windshield wipers
- Horn
- Safety equipment: three triangles, two wheel blocks, one fire extinguisher.

Transit Specific Items

- Destination signs
- An interior examination of passenger seats and floor area for security, cleanliness and good working condition.
- Stanchions, handrails and straps
- Securement straps
- Passenger chime
- Customer area cooling/heating
- PA system
- Interior lighting
- Fare box
- Radio/ORCA/On Board Systems (OBS) - Wait 2-3 minutes after engine start before logging on.
- Test your exterior speaker: On your radio/DDU, press Canned Announcement “[External] Board at Front Door” twice and listen for the announcement outside your front door. If you can’t hear the announcement, call out your route and destination at all stops during your run. If you are relieved by another driver, let him or her know they have to make the announcement as well; if you are returning to the base, be sure to fill out a Work Order for the outside front speaker.

10.12 Coach Inspection Report

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

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10.13 Base Departure Times

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

10.14 Prevent Base Delays

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

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

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

10.15 Operation Within the Base Yard

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

Additional Safety Precautions

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

10.16 Safety Belts

The Washington State Safety Belt law requires all people operating a motor vehicle on public roadways to use seat belts. All employees operating Metro vehicles,

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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.

10.17 Gauges and Indicator Lights

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

10.18 Coach Lighting

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

Interior lights must remain on at all times, except:

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

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

10.19 Coach Climate Control

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

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

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

10.20 Destination Signs

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

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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.

10.21 Operating Speed

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

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

Coach speed in all transit centers, flyer stops/freeway stations and park-and-ride lots is not to exceed 10 mph.

10.23 Following Distance

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

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

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10.24 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.

10.25 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.

10.26 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.

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

10.30 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 bus 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.

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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 lbs air pressure. As a general rule and under ideal weather conditions with light loads, do not operate down a hill any faster than it is possible to operate safely up the same hill. When operating downhill with a full standing load, reduce your speed.

10.35 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 lbs of air pressure is required, make a complete stop and check your air pressure gauges. Do not proceed with less than 90 lbs of air pressure; call the coordinator.

10.36 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
- NE 128th Street/120th Avenue NE intersection
- Entering or exiting the Northgate Transit Center

Right turns on red, where allowed, are optional. They do not have to be made and then

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only when you're sure the maneuver can be made safely.

10.38 Turning from Fourth Avenue to Olive Way

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

10.39 Coach Passing Rules

Passing another coach is permitted only:

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

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

See also – Skip stop operation in the CBD.

10.40 Freeway Lanes

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

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

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

10.41 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.

10.42 Slow Orders – I-5 Express Lanes

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

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Coaches traveling in lanes other than the inside HOV lane may continue to travel at the posted speed limit.

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

10.43 Alaskan Way Viaduct Operation

The following restrictions apply to transit operations on the Alaskan Way Viaduct:

- 25 mph or less on the Alaskan Way Viaduct between S King Street and S Atlantic Street in both directions.
- Coaches must operate in the right lane only in both directions, S Massachusetts Street – Battery Street (northbound [N/B] right two lanes, S King Street – Seneca Street).
- Coaches entering the Alaskan Way Viaduct S/B at Columbia Street need to merge to the right lane as soon as safely possible.

10.44 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.

10.45 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.

10.46 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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10.47 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.

10.48 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.

10.49 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.

10.50 Approaching Emergency Zones

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

Procedure

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

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

10.51 Fire Hoses

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

10.52 Crossing Freshly Painted Street Surfaces

It is against the law to operate a coach over freshly painted lane line and crosswalk

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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.

10.53 Cyclists

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

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

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

10.54 Railroad Crossings

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

Procedure

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

Stop at all railroad crossings except when:

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

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

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

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10.55 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.

10.56 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.

10.57 Yield to Coaches Law

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

10.58 Coach and 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.

10.59 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.

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

- A.M. Route 116 coaches on the ferry dock
- At terminals and layovers that serve the Everett Boeing Plant
- After going through the tunnel, put coach on “high idle” for five minutes at CPS or IDS layover before shutting down.

10.60 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.

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10.61 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.

10.62 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.

10.63 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.

10.64 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.

10.65 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.

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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.

10.66 Defective Vehicles

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

10.67 Mechanic Road Call

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

10.68 Work Order Form

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

10.69 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.

10.70 Coach Changes

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

10.71 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.

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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.)

10.72 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.

10.73 Coach Parking Procedure at the Base

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

10.74 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.

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

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

Section 11

Stopping for Customers

Section 11: Stopping for Customers

11.00 General Statement

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

11.01 Stopping for Customers

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

11.02 Customer Boarding and Exiting

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

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

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

11.03 Stopping Near the Curb

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

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

11.04 Coach Kneeling

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

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

Using the coach kneeling feature on hills and where there is no curb facilitates customer boarding and exiting and can prevent falling accidents.

11.05 Bus Stop Operation

Operators must make all designated stops in the Central Business District (CBD)

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

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

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

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

11.06 Customer Loading Procedures (Door Operation)

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

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

Rear Door Procedures

- Open the rear door whenever customers are waiting at the rear door to exit. This applies both to day and night service. (Note: The Night Stop Program uses front door only operation for stops made outside of posted bus zones.)
- Carefully monitor the interior customer mirror for customers moving toward the rear door to disembark. Open the rear door to allow them to exit.
- Check the interior rear stairwell mirror to ensure that the rear doorway area is clear before closing the rear door. Watch the rear door fully close to ensure that no one is trapped in the door.

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- Should an intending customer board through the rear door, play the appropriate Public Service Announcement (PSA) or use the PA system once only to remind the customer of the fare payment procedure. Do not get into a fare dispute.

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

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

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

11.08 Stopping on State Roadways

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

11.09 Extended Zones/Blocking

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

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

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

11.10 Second Stop in a Zone

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

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

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

11.11 Skip Stop Operation in the CBD

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

- Coaches not traveling in the curb lane may pass a coach servicing a zone not used by the passing coach. When passing, tap the horn twice to alert the other

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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 and practicable position. Whenever possible, make stops at the far side of intersections.
- On highways and state roadways, stop at a portion of the highway with an unobstructed view to allow others to safely react to your position.

11.13 Base Routes

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

11.14 Reroutes

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

11.15 Missed Stop

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

11.16 Passing Up Customers

Aside from instances of refusing transport as explained in Rule 4.08, do not pass up customers in bus zones when operating regular service or to/from a base or terminal,

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except under the following circumstances:

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

11.17 Standees

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

11.18 Transfer points

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

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

11.19 Metro's Night Stop Program

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

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

Rules for Stopping:

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

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

Section 11: Stopping for Customers

flow and curbing.

11.20 Sound Transit Limited Night Stop Program

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

11.21 Bike & Ride Service

Bike & Ride service is provided at all stops on all routes on a space available basis without payment of additional fare. Customers are responsible for loading and unloading their bikes. Please offer verbal assistance as necessary. If the bike rack is full, ask the customer to wait for the next bus. Do not call the coordinator.

Not Allowed

- Tandem, recumbent, three-wheeled, solid-wheeled, and gas-powered bikes are prohibited on the bike rack. However, two-wheeled electric bicycles are allowed on the bike rack, provided they fit in the rack as designed. Bicycle batteries, which differ from automotive batteries, may be brought on board the coach.
- Conventional bicycles are not allowed inside the coach. Folding bicycles 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.

Safety Procedures

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

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

Spacing for Bike Rack Use

Standard operating procedure is to pull nose to tail in zones and bays (including tunnel 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

Section 11: Stopping for Customers

customer and bike at that location.

11.22 Bike Service on SR-520

All coaches must make the following stops at all times to accommodate cyclists traveling across the SR-520 Bridge:

Eastbound

Montlake Flyer Stop or Montlake SR-520 entrance ramps for drop off at any of the following requested stops:

- Evergreen Point
- Yarrow Point
- Stops along Northup Way (when traveling to base)
- NE 40th Street/NE 51st Street on-ramp zones (when scheduled to operate east of these zones)

Westbound

- NE 51st Street/NE 40th Street on-ramp zones (when scheduled via either on-ramp)
- Zone at East or Bellevue Base (when leaving the base)
- Yarrow Point
- Evergreen Point

For drop off at either of the following requested stops:

- Montlake Boulevard NE/Shelby Street
- Montlake Flyer Stop

Deadheading coaches on the SR-520 bridge provide fare free service for cyclists traveling either direction between Montlake and Evergreen Point only. Although the primary focus is on the cyclists, all customers riding deadheading service between Montlake and Evergreen Point may ride for free. The free rides between Montlake and Evergreen Point are specific to deadheading Metro and Sound Transit coaches; fares are still expected for regular scheduled service between Montlake and Evergreen Point.

Section 12

Fares

Section 12: Fares

12.00 General Statement

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

12.01 Fare Box Pre-Trip Inspection

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

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

12.02 DDU Log On

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

12.03 Depositing Fares

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

12.04 Incorrect Peak Hour Fare Information

When there is a discrepancy between peak-hour fare information listed on the customer timetable and the run card, allow the customer to pay the fare indicated on the timetable. Do not get into a dispute regarding peak-hour fares. Submit an Operator Service and Facilities Report (OSFR) upon returning to the base.

12.05 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.

12.06 Tampering With Fare Box

Operators are strictly prohibited from tampering with the fare box.

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

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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.

12.07 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.

12.08 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.
- Always allow children and students to ride even if they have difficulty paying the fare.
- See exceptions in Rule 3.01 – Fare evasion focus.
- Submit an SIR for situations of chronic non-payment of fare.

12.09 Fare Evasion Focus/Fare Enforcement

When Metro Transit Police (MTP) or Fare Enforcement Officers (FEO) are on the coach conducting fare emphasis and/or enforcement operations, do not do or say anything that could be interpreted by a non-paying or under-paying customer as permission to ride. Also, do not issue a transfer. Alert MTPs and FEOs to the situation by using one of the following phrases:

“Sir (Madam), the fare is \$____.”

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

12.10 Invalid Passes and Permits

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

12.11 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

Section 12: Fares

have includes the coach number, route number, date and time of travel. Operators who have an overpayment are to contact coordinator with an RTT and note the amount overpaid, if known. The coordinator will record the overpayment by filling out a Coordinator Service Record.

12.12 Care of Fare Media

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

12.13 Transfers

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

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

12.14 Fare Box/DDU Log Off

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

Section 13

Radio Communications

Section 13: Radio Communications

13.00 General Statement

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

13.01 Log On/Off Requirement

Operators are required to log on to the Driver Display 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.

13.06 Telephone Communications

Using a cell phone to contact the coordinator when you are operating a coach is

Section 13: Radio Communications

prohibited, except in the following situations:

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

Washington State law prohibits all drivers from operating a motor vehicle while holding a wireless communications device to his or her ear. If you need to contact the coordinator using a cell phone, stop the coach in a safe location and set the parking brake.

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

13.07 Radio Call Restrictions

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

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

13.08 Call Priorities (Non-Emergency)

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

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

13.09 Text Messages

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

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

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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.

13.13 Security Emergencies

For situations in which voice communications would put you or your customers in physical danger, press 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. 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.

13.14 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.

Section 13: Radio Communications

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

13.15 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.

13.16 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. 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, operators are to place an RTT call. The coordinator will answer the call to confirm that all is well. Specific times are noted on the run card.

13.17 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.

13.18 Radio Voice Mode Operation

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

Section 14

Trolley Coach Operation

Section 14: Trolley Coach Operation

14.00 General Statement

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

14.01 Safety First

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

Important safety precautions:

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

14.02 Safety Vest Requirement

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

14.03 Operating Speed Through Special Work

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

14.04 Operating Through Curved or Kinked Segments of Wire

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

14.05 Stopping/Starting on Hills

Follow these steps to prevent coach rollback:

Procedure

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

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

14.06 Pulling Poles to Avoid Service Delays

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

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

14.07 Use of Siding Wires

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

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

14.08 Trolley Coach Backing

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

14.09 Pushing a Trolley Coach

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

14.10 Poles Lose Contact With Overhead Wire (Dewirement)

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

Section 14: Trolley Coach Operation

putting the poles back on the wire:

Procedure

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

14.11 Checking Trolley Shoes and Poles

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

Procedure

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

14.12 Trolley Pole Jumping

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

Procedure

1. Stop the coach at the place indicated by the extended arm of the crew member.
2. Activate the four-way flashers.

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

14.13 Hot Coach

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

Procedure

For 4300 and 4500 series trolley coaches:

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

14.14 Downed Wire

In the event of downed wire, follow these steps:

Procedure

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

Section 14: Trolley Coach Operation

14.15 Power Outages

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

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

14.16 Energy Storage System (ESS)

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

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

14.17 Adverse Weather Operations

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

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

If you have any evidence of a hot coach condition:

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

Section 15
Tunnel - Joint Operations

Section 15: Tunnel - Joint Operations

15.00 General Statement

This section addresses coach operation in the Downtown Seattle Transit Tunnel (DSTT), including Convention Place Station (CPS) and the roadway between Royal Brougham and International District Station (IDS).

Safe coach operation in the DSTT requires special attention to joint operations procedures, tunnel signals and clearances. This section details rules and procedures for coach operation in conjunction with light rail operation in the DSTT. Tunnel emergency rules and procedures are detailed at the end of this section. Operators are to adhere to all other Metro rules in addition to the ones found in this section.

15.01 Use of Non-Hybrid Coach on Tunnel Routes

If assigned a non-hybrid coach on a tunnel route, call the coordinator immediately. No diesel coaches are allowed in the tunnel unless specifically authorized by Link Control.

15.02 Radio Communications in the DSTT

When operating in the DSTT, you'll be communicating with the Link Control Center (LCC). The On Board Systems (OBS) coach radio automatically switches to DSTT mode upon entering the DSTT.

The DSTT radio uses the open mike system. Unless your call is an emergency, wait for free air time, key the mike to talk, state your coach number, location (station or fire zone marker number) and direction of travel, and release to listen. If the DSTT radio is not working, contact the LCC using an E-TEL in the tunnel or one of the Passenger Emergency Telephones (PETS) in the station.

For emergencies, speak as soon as you can. Use radio code "911" if you or your customers are in danger of bodily harm; use radio code "Emergency" for all other emergencies (medical, fire, other disturbance). Always give your location, coach number, nature of your emergency and as much additional information as possible.

15.03 Unusual Encounters in the Tunnel

Both bus and light rail vehicle (LRV) operators in the DSTT must be vigilant for changing roadway/track conditions. Visually sweep the track and roadway for pedestrians, rail defects and impaired clearances. Report any abnormal condition/problem that makes the passage of trains or buses unsafe to the LCC immediately. This applies to both bus and LRV operators. If you must stop your bus or LRV due to the abnormal condition, do not proceed until authorized by the LCC or the on-scene supervisor. Announce to your customers the reason for the delay.

15.04 Signals

The tunnel signal system is a safety system. Failure to obey the signal system in the DSTT could result in serious injury or death from a bus-train collision or other accident. Signal violations observed in the field or recorded by the LCC shall result in a serious infraction, for the first offense with a minimum one-day suspension and will require that the operator attend tunnel signal refresher training. Repeated violations

Section 15: Tunnel - Joint Operations

will be considered major infractions and will result in greater penalties, up to and including termination. There will be no tunnel disqualification imposed as a result of such offenses.

- Red light – stop the coach at the stop bar or signal. Do not drive through a red signal without first receiving specific directions from the LCC or a service supervisor on the scene. Call the LCC after a one-minute delay.
- Green light – proceed.
- Flashing green light - indicates the light will change to red within five seconds.
- Yellow light – stop and then proceed with caution.
- Lunar light - indicates that your coach has been logged into the tunnel signal computer system.
- Dark light or unlit signal – stop the coach, contact the LCC, or follow the directions of the service supervisor on the scene.
- Double signal - the signal on the left is for the leading coach, and the signal on the right is for the trailing coach. The trailing coach, moving into the lead coach position, must wait for the signal to reset.

Do not drive through a red, dark, or unlit traffic signal unless directed to do so by the LCC or a service supervisor on the scene.

Bus signals are numbered; use this number to identify and report signal problems and/or the location of your coach.

15.05 Coach Backing in DSTT

Do not back your coach up in the DSTT. Coaches may only be backed up with permission from the LCC and with a first-line supervisor on site to help you. Backing coaches can cause the signal system to give an incorrect signal.

15.06 Stop Bars

The only case where traffic control stop bars in the DSTT do not require a stop is if the signal is green. Otherwise, treat all stop bars as mandatory safety stops.

15.07 Hush Mode

Initiate HUSH mode on hybrid DSTT coaches at the proper locations.

- Northbound coaches: Initiate hush mode at the last stop bar before the IDS passenger loading platform.
- Southbound coaches: Initiate hush mode at the stop bars at the front of the CPS passenger loading platforms.

15.08 Coach Lighting

Coaches are to operate in the DSTT and staging areas with their headlights on “low beam” and interior lights on.

15.09 Use of Four-Way Flashers

Use four-way flashers when loading/unloading a wheelchair customer, when the

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coach is disabled, or when downed wire is encountered.

15.10 Strobe Light

The strobe light is to be used only when a coach is disabled in the tube portion of the DSTT or when downed wire is encountered. The strobe light is not to be used in normal coach operation.

15.11 Rail Overhead Contact System

The overhead, located near the center of the tunnel ceiling, is used for LRV. If you encounter a downed wire, stop immediately, call the LCC, and activate the four-way flashers and strobe light.

15.12 Coach Passing

Coach passing is not allowed in the tunnel without permission from the LCC or the service supervisor on the scene. If you are blocked for any reason, you must contact the LCC and follow their instructions, with the following exceptions:

- Coaches due to use lane 11 (CPS Bay “E”) are allowed to pass coaches using bay “I”. However, you must yield to the in-service coach.
- Coaches using CPS Bays A or B may pass, providing another coach has its four-ways on indicating lift use or disabled coach.
- The DSTT perimeters are from Royal Brougham up to and including CPS.

15.13 Speed Limits

Coaches are not to exceed the posted speed limit in the tunnel segments, stations or staging areas.

- Staging areas and tunnel curves - 15 mph
- Tunnel stations - 15 mph
- Tunnel straight-aways - as posted, not to exceed 30 mph
- Work or slow areas - 5 mph

15.14 Security Barriers

Operation across the security barriers is one direction only, five mph or less. The barriers are left in the “Up” position, and each vehicle entering or leaving the tunnel will be individually permitted to enter or leave. Stop at the stop bar; wait for the barrier to lower and the barrier signal to turn green. Proceed with caution at no more than five mph. If you are blocked, or your coach becomes disabled after any wheel has crossed the barrier, secure the coach immediately and call the LCC. Do not back up over the security barriers.

15.15 Coach Spacing

Operators must maintain a minimum of six seconds following distance in the DSTT.

15.16 Deadheading

Operators are not allowed to deadhead through the DSTT.

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15.17 Signage

OBS automatically changes the signage for coaches scheduled to return to a base, a terminal, or after completing an in-service trip through the DSTT.

15.18 Tunnel Fire Zone Markers

Between stations, always use the fire zone marker to identify and report the location of your coach.

15.19 Ramp Operation

Use the ramp as per current policy; however, DO NOT kneel the coach in any tunnel station, due to higher curbs, with the exception of CPS. In case of ramp failure, the ramp may be manually operated by using the pull-strap located on the corner of the ramp.

15.20 Alignment at Station Platforms

Pull parallel to the platform approximately six inches from the curb. The right-side wheels should be on the cement rise with the reflective buttons just outside the right wheels. Be very cautious of the right-side mirror and people on the platform.

15.21 Bicycles

Bicycles may be loaded or unloaded at any tunnel station. If you are the second coach in the bay, remain in position and let the bicycle customer come to you. Once the first coach has pulled away, the cyclist will have sufficient room to deploy the rack and load the bike.

15.22 Third Coach in the Bay

If intending customers are in sight and you are the third coach (or more) in a bay, you are required to make a second stop at the head of your assigned bay to board customers and bicycles. Make no second stops for last minute “running” customers.

All Bay A and Bay C coaches must make a second stop in their assigned bay if they discharged customers behind a Bay B or Bay D coach. (See exception - Rule 15.23 below.)

15.23 Inbound Coaches Scheduled to Terminate at IDS or CPS

When operating routes terminating in the DSTT, pull forward as far as possible at each station when dropping off customers. Northbound coaches pull to the head of Bay A, if open; southbound coaches pull to the head of Bay C, if open. If stopped behind other coaches, drop off your customers at that location on the platform. Do not make a second stop. This procedure allows more coaches in each station at one time.

15.24 Lane Assignments

You must use your assigned lane unless you are running late and your assigned lane is blocked, or you have been directed to use another lane by the LCC or service supervisor.

- Coaches scheduled to exit the tunnel southbound from IDS to the SODO

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Busway are to use Lane 6.

- Coaches turning back at IDS to access Lanes 1-4 for layover are to use Lane 7.
- Coaches exiting to I-90 are to use Lane 8.
- All northbound coaches entering IDS from I-90 or the SODO Busway are to use Lane 5.

15.25 Layover Lanes 1-4

All coaches laying over at International District Staging Area use Lanes 1-4 as assigned. Following rules apply:

- The coach on the left has the right-of-way.
- Stay behind the preliminary stop bars in Lanes 1-4 until ready to proceed to the station; then pull up to the stop bar at the head of the lane to engage signal sequencing.

15.26 Convention Place Station

- Southbound at CPS, Bay D coaches must yield to Bay C and/or Bay I coaches when leaving the station.

Operators scheduled to enter the northbound I-5 Express Lanes at CPS are to check the signal at the entrance to the express lanes. A yellow signal indicates a vehicle using the HOV lane; watch for merging traffic.

15.27 Coaches Terminating at IDS or CPS

Coaches terminating at IDS or CPS and scheduled for layover must be clear of all customers before proceeding to the layover lanes. Before leaving the bay, check to ensure that all customers have exited the coach.

15.28 Encountering Pedestrians in DSTT Tunnel Bore

If you encounter a pedestrian in any of the tunnel bores of the DSTT, follow these steps:

Procedure

- Stop your coach immediately.
- Activate your emergency alarm and call the LCC.
- DO NOT proceed until authorized to do so by the LCC or district supervisor at the scene.
- DO NOT open the doors or allow anyone on or off the coach.
- Announce to your customers the reason for the delay.

At no time should you approach or allow pedestrians inside your coach. Your main concern is to provide for the safety and security of the customers on your coach.

Occasionally, it may be necessary for police bicycle patrols to ride through the DSTT for regular area/system checks and response to police problems. This includes riding through the tubes. The police will coordinate entry into the tubes so it doesn't interfere with coach operations.

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15.29 Special Operating Instructions on SODO Busway & Streets Shared With Rail

Operators need to pay particular attention to the preemptive train light when it is flashing or steadily illuminated. A flashing or illuminated train light means a light rail vehicle is approaching and has the right of way. This train light is commonly called a “bug.” Do not cross the tracks when the “bug” is lit or flashing.

15.30 Free Rides for DSTT Security Staff

DSTT security staff utilizes rail and buses to travel into and out of the DSTT during normal operating hours. Allow security guards free travel between Sixth Avenue S/S Atlantic or SODO Busway/S Royal Brougham Way and the DSTT.

15.31 DSTT Emergencies

The following paragraphs describe rules and procedures for handling emergency situations in the DSTT. Keep in mind that rules cannot possibly cover every single situation that may arise. Always use good judgment (protect self and customers first, then property) in responding to emergency situations.

15.32 Emergency Communication

When reporting emergencies to the LCC, provide information in the following order:

1. Coach number
2. Location: station name or fire zone marker
3. Direction of travel
4. Nature of emergency

If the DSTT radio is not working, or it would be unsafe to remain on the coach to use the radio, contact LCC using an E-TEL in the tunnel or one of the Passenger Emergency Telephones (PETS) in the station. Stay by the radio to listen for updates and instructions from LCC.

15.33 LCC/Supervisor Directives

Operators are to follow the instructions and directives of the LCC, transit supervisor or first responder (police/fire/Transit Safety personnel) on the scene.

15.34 Communication With Customers

To minimize confusion and panic, keep your customers informed of the current situation to the best of your knowledge. When directing customers (e.g., to evacuate or leave the coach), give calm, clear instructions. Repeat as necessary.

15.35 Disabled Coach in Tunnel Segment

If your coach becomes disabled in a tunnel segment, turn on your four-way flashers and strobe light to warn approaching coaches or trains.

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15.36 Coach Evacuation

If an emergency requires evacuation of the coach, you will be notified by LCC. Try to drive the coach to the nearest station, since evacuation at a station is easier and safer for customers. Follow the directives of supervisory personnel at the station. If, in your best judgment, it is not safe to proceed to a station, stop the coach and notify LCC of your action and intention to evacuate.

15.37 Evacuation in a Station

All station stairways and escalators may be used as emergency exits. Additional emergency-only exits lead directly from the platform level to the street level. During a fire, elevators automatically go to their highest level and go out of normal service.

If it is safe to operate through an evacuated station, LCC will instruct you to continue through the tunnel without stopping at the affected station.

15.38 Evacuation From IDS and CPS Staging Areas

When a service supervisor is present, he or she will direct evacuation of the staging area. When a supervisor is not present, follow the directions of LCC.

15.39 Evacuation in Tunnel Segment

Follow these steps when it is necessary to evacuate the coach in a tunnel segment:

Procedure

1. Turn on the emergency four-way flashers and strobe light.
2. Position the coach to the left side of the lane to provide space for disembarking customers.
3. Notify the LCC. Use the fire zone marker to identify your location and station toward which the group is moving.
4. Give directions to the customers.
5. Open all coach doors and assist customers off the coach.
6. Use the tunnel walkway and lead your customers to the nearest station. Do not use cross-passages to evacuate customers without specific instruction from LCC, a supervisor, Transit Safety or Fire Department personnel.
7. Stay with your customers and notify LCC from a PET phone when you reach the station.

15.40 Evacuating Disabled Customers

Follow these steps for evacuating a disabled customer from your coach.

Procedure

1. Notify LCC of the disabled customer.
2. Lack of clearance prevents use of the wheelchair ramp in a tunnel segment.
 - a. You may have to evacuate a disabled customer by removing him or her from the wheelchair.

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- b. Inform LCC of the wheelchair left on the coach.
- c. Ask other customers for assistance in carrying the customer off the coach.
- d. Use the stretcher located in the emergency locker near the E-TEL.

15.41 Medical Emergencies

In the event of a medical emergency on your coach, use the OBS radio to call for help. State your coach number, location and direction and report that you have an emergency.

The tunnel controllers may instruct you to proceed to the center lane of the next station to wait for fire or police department assistance. Once you arrive at the next station, security officers and supervisors will meet you and assist able-bodied customers from your coach while you are waiting for help.

15.42 Criminal Act on Coach

In the event of an assault against an operator or customer on a coach, robbery, purse snatching, theft, or other criminal act, call LCC and, if possible, continue to the nearest station and open all doors.

15.43 Downed Wire

If you encounter downed wire in the DSTT, stop the coach immediately; turn on the four-way flashers/strobe light and radio LCC to report the incident. Do not leave the coach or allow customers to leave the coach. Keep your customers informed while waiting for assistance.

15.44 Bomb Threat

In the event of a bomb threat, LCC will use the radio to instruct all operators to hold radio calls. You may be asked to stop the coach and search for suspicious items onboard.

Procedure

1. Under the pretext of looking for a lost item, search the coach from front to rear.
2. Any unclaimed object should be regarded as a potential bomb. Do not touch the object.
3. If you find a suspicious item, report back to the LCC using the E-TEL or PET telephone.
4. Follow the instructions of the LCC or supervisor at the scene.

15.45 Unsafe Conditions

If you notice unusual conditions in the DSTT that present a threat to safety or have a potential for serious damage, radio LCC, providing the following information:

- Coach number
- Location (fire zone marker or station name)
- Direction of travel

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- Specific nature of the unsafe condition

Follow the instructions of LCC or the supervisor on the scene.

15.46 Coach Fire

In the event of a coach fire, call the LCC immediately, giving your coach number, location and direction of travel.

Procedure

- If safe to do so, drive the coach to the next station. Use the farthest forward bay position available.
- If it is not safe to continue, stop the coach and contact LCC to determine the best direction for evacuation.
- When stopping the coach between stations, park on the left side of the roadway to provide space for exiting customers.
- Evacuate customers away from smoke and flames. If safe, walk toward the air provided by the DSTT fans.

Section 16

RapidRide

Section 16: RapidRide

16.00 General Statement

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

16.01 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.

16.02 Coach Passing

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

16.03 Proof of Payment

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

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

16.04 Fare Inspection Security

Proof of payment includes a fare inspection element. Fare inspection is managed by Metro Transit Policy using fare enforcement officers (FEOs). FEOs are unarmed and typically work in teams of two.

Should a threatening situation arise during fare enforcement operations, the FEOs will radio for help directly to the King County Sheriff's Office dispatcher. The dispatcher will send police units 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

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coordinator with an EA followed by a PRTT. Describe the situation and need for assistance. Follow the instructions of the coordinator.

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

16.05 Handling Partial and Non-Payment of Cash Fares

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

If fare enforcement officers are onboard the coach and a rider refuses to pay the fare, do not say or do anything that could be interpreted by the customer as permission to ride. Also, do not issue a transfer to a non- or under-payer. Alert the fare enforcement officers to the non/partial payment of fare situation by using one of the following phrases:

“Sir (Madam), the fare is \$ ____.”

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

Fare enforcement officers will respond and handle the fare evasion off the coach, allowing you to proceed in route.

16.06 Rear-Facing Passive Restraint Area

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

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

Your responsibility as an operator is to ensure that the customer is situated in the passive restraint area and has immobilized the mobility device (brake on/power off) before you move the coach. On C Line coaches, lower the anti-tip bar to provide

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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.

16.07 Inoperative Station Equipment

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

16.08 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. Relief car must be parked in the Bellevue City Hall parking garage.
2. The parking stalls are signed “KCM Reserved 24/7”.
3. Secure Relief Car or Van Keys in the Lock Box at the Front of Stall #38 in Garage Before Making Road Relief.
4. Use “T” key to open lock box.
5. Base vans, due to height restrictions, are parked along the eastern edge of the garage, out from under the deck.

Section 17

Adverse Weather

Section 17: Adverse Weather

17.00 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.

17.01 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 and Response	Public Message
1	<ul style="list-style-type: none"> ▪ Chance of snow predicted (less than 50%) 	<p style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">CONTRACTION Area Specific Impacts</p> <ul style="list-style-type: none"> ▪ Snow routes (by area) ▪ Buses 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)

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Stage	Triggers	Preparation and 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 SERVICE NETWORK (ESN)</p> <ul style="list-style-type: none"> ▪ Emergency Service Network implemented ▪ ESN operation announced to public the day before implementation ▪ Operators placed on ESN assignments 	<p>Limit travel if possible Metro is operating 70 emergency routes on ESN</p>

17.02 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.

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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.

17.03 Adverse Weather Reroutes

When reporting for your assignment, check the Snow Reroute Information Board located near the sign-in window. The board lists reroutes in effect and displays other information about snow operation. Pick up a copy of your snow reroute(s) available near the sign-in window. During extended snow events, check the Snow Reroute Board frequently for updates.

Snow reroutes may be ordered by the coordinator or the service supervisor on the scene. Follow instructions of supervisory personnel and return to regular route when directed.

17.04 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”.

17.05 Emergency Service 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 10 a.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 (206-296-3399) to find out if the ESN is operating.

17.06 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/rt/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.

17.07 Radio Communications

During adverse weather, radio traffic increases dramatically. Operators must use good judgment and avoid calling the coordinator during adverse weather stages three, four and five for routine matters, such as late operation. To report a late road relief, stuck or abandoned coach, follow procedures described in Rules 17.17, 17.18 and 17.19. While in service you may use your cell phone only after you have pulled to a safe location and secured your coach.

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17.08 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.

17.09 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 (all coaches except for the Breda), the system will signal the engine to reduce torque to limit wheel spin and provide improved traction.

17.10 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 (Breda – rear wheels only) 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.

17.11 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.

17.12 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.

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

17.13 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.

17.14 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 the time riders leave the coach.
- Shuttle/non-CBD routes: Double the normal time of issue.
- 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.

17.15 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
Steel Link	20 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.
- 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.

17.16 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.

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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.

17.17 Chain Installation/Removal on the Road

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

17.18 Adverse Weather Road Reliefs

During adverse weather stages three and four, 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.

17.19 CBD Warming Coaches

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

- Third Avenue and Pike/Pine Street: On Pine Street, westbound, south side between Second and Third Avenues (cutout).
- Fifth Avenue S and S Jackson Street: On Fifth Avenue S, southbound, west side, nearside S Jackson Street.
- First Avenue S and S Royal Brougham Way: On S Royal Brougham Way, eastbound, south side, far side of First Avenue S.
- 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).
- Sixth Avenue S and S Atlantic Street: Inside the Sixth Avenue South exit gate from the Atlantic Base northwest yard.

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.

17.20 Stuck Coach

If your coach becomes stuck or otherwise disabled in snow/ice, call the coordinator

Section 17: Adverse Weather

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.

17.21 Abandoning Your Coach

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

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

Addendum A
Metro Transit Police
Security Tips for Operators



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 deboarding, and you do not feel safe waking him/her up.
- Action:** Call the coordinator with a **PRTT**.
Request a response from Transit Police and/or local law enforcement.
- Note:** Responses by Transit Police / local law enforcement are tied directly to available resources and may be affected by time of day, location and the number and priority of pre-existing calls for service.
Response may also come from a service supervisor.
Ensure the problem is intoxication, not medical. Check to confirm the person is breathing and does not appear to be suffering from a medical condition (i.e. wearing a medical ID bracelet). Request medical assistance, as appropriate.
-

Intoxicated, Annoying Customer

- Situation:** An intoxicated customer boards the coach and verbally annoys other customers.
- Action:** Request the customer refrain from this behavior.
Call the coordinator with a **PRTT** if the customer does not stop the behavior.
Request Transit Police meet your coach en route as you continue in service to make contact with the offending customer.
- Note:** Responses by Transit Police/local law enforcement are tied directly to available resources and may be affected by time of day, location and the number and priority of pre-existing calls for service.
-



Chronic Fare Evader

Situation: A chronic fare evader boards the coach and refuses to pay the fare after one request to do so. The customer is known to you as a chronic fare evader who has failed to pay the correct fare on multiple prior occasions, and you documented past fare evasion on Security Incident Reports.

Action: Call the coordinator with a **RTT**.
Request Transit Police meet your coach en route as you continue in service to make contact with the offending customer.

Note: Please remember your role as a peacekeeper and avoid fare disputes.
Transit Police will respond if available and able to respond within five minutes.

Transit Control Center requests for Transit Police service and Transit Police responses will be tied to available Transit Control Center and Transit Police resources and pre-existing calls for service.

INTERMEDIATE LEVEL SECURITY INCIDENTS

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

Disturbance on Coach

Situation: An event that disrupts the peace and security on the coach and you sense other customers are extremely uncomfortable with the offending customer(s).

Action: Call the coordinator with a **PRTT**.
Request a response from Transit Police and/or local law enforcement.
Upgrade your **PRTT to an EA** if the situation escalates to the point you fear for your safety and/or your customers' safety.

Threatening Fare Evader

Situation: A customer who refuses to pay the fare after you politely and respectfully requested the fare once becomes verbally abusive and threatens to harm you. You may fear for your safety and/or your customers' safety.

Action: Call the coordinator with a **PRTT**.
Upgrade your **PRTT to an EA** if the situation escalates to physical aggression.



Report of Threatening, Physically Aggressive Customer – Weapon Implied

- Situation: A customer reports that another customer is making threats and/or being physically aggressive, or implying they have a weapon and/or there is a request for you to call for police assistance.
- Action: Call the coordinator with a **PRTT** or **EA** followed by a **PRTT** depending on the nature of the threats (i.e. a PRTT for verbal threats with no weapons versus an EA followed by a PRTT for weapons claimed or displayed).
-

Disruptive, Verbally Harassing Group of Customers

- Situation: A group of customers are disruptive, drinking on the coach and verbally harassing other customers. It appears customers are fearful for their safety.
- Action: Call the coordinator with a **PRTT**.
Upgrade your **PRTT to an EA** if the situation escalates to physical aggression.
-

Extremely Disruptive, Physically Aggressive Group of Customers

- Situation: A large group of juveniles boards the coach and becomes extremely disruptive and physically aggressive toward an individual or group of customers. The other customers are visibly upset and/or complain to you regarding this behavior and the safety /security environment on the coach.
- Action: Call the coordinator with an **EA** followed by a **PRTT**.
-

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**.

Thank you all for your valuable partnership to improve safety and security on Metro coaches for our two most valuable resources - operators and customers.
Be safe,


Major Dave Jutila
Metro Transit Police


Captain Patrick Butschli
KCSO Communications Center


Vicki LaRitz
Transit Operations


Jeff Wamsley
Transit Control Center


Ruthie Allen
Service Quality

Addendum B

King County Policy

Equal Employment Opportunity

King County is an equal employment opportunity employer. We do not discriminate in hiring or employment on the basis of race, color, religion, sex, national origin, ancestry, age, marital or veteran status, disability, sexual orientation (including gender identity), or any protected status.

King County government is committed to ensuring our county is a place of opportunity and fairness where all people thrive. To learn more about our Equity and Social Justice Initiative, please visit www.kingcounty.gov/equity.



King County

Policies and Public Rules

King County Policies, Procedures and Public Rules

Nondiscrimination and Anti-Harassment Policy and Procedures

Document Code No.: PER 22-3-3 (AEP)

Department/Issuing Agency: Human Resources Division

Effective Date: September 29, 2002

Approved: /s/ Ron Sims

Type of Action: Supersedes PER 22-3-2 (AEP), dated June 8, 1999

1.0 SUBJECT TITLE:

Nondiscrimination and Anti-Harassment Policy and Procedures

2.0 PURPOSE:

To re-establish the King County Executive's policy that discrimination, harassment (including sexual harassment), and/or retaliation are not tolerated and to set forth procedures for resolving such allegations.

3.0 ORGANIZATIONS AFFECTED:

All executive branch departments, offices, divisions, and agencies.

4.0 REFERENCES:

- 4.1 K.C.C. 12.18, Fair Employment Practices.
- 4.2 Washington Law Against Discrimination, RCW 49.60
- 4.3 Equal Pay Act of 1963
- 4.4 Title VII of the Civil Rights Act of 1964
- 4.5 Age Discrimination in Employment Act of 1967
- 4.6 Rehabilitation Act of 1973
- 4.7 Vietnam Era Veterans' Readjustment Assistance Act of 1974
- 4.8 Pregnancy Discrimination Act of 1979
- 4.9 Americans with Disabilities Act of 1990
- 4.10 Executive Policy on Disability Accommodation in Employment

5.0 DEFINITIONS:

- 5.1 "Discrimination" means any act or failure to act (whether by itself or as a part of a practice), the effect of which is to adversely affect or adversely differentiate against individuals or groups of individuals, by reasons of race, color, age, sex, marital status, sexual orientation, religion, ancestry, national origin, veteran status or disability, unless based upon a bona fide occupational qualification.
- 5.2 "Harassment" is a form of discrimination and is unwelcome verbal or physical conduct relating to an individual on the basis of race, color, age, sex, marital status, sexual orientation, religion, ancestry, national origin, veteran status, or disability. To constitute harassment, the conduct must be sufficiently severe or pervasive so as to alter the terms or conditions of employment. Such conduct can take many forms and may include slurs, comments, jokes, innuendoes, unwelcome compliments, cartoons, or other similar conduct.



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- 5.2.1 "Sexual Harassment" is a type of harassment and is unwelcome verbal or physical conduct of a sexual nature that is sufficiently severe or pervasive so as to alter the terms or conditions of employment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, displays of sexually oriented materials, or other verbal or physical conduct of a sexual nature.
- 5.2.1.1 In addition, sexual harassment includes unwelcome conduct when submission to such conduct, either explicitly or implicitly, is used as the condition of an individual's employment; or submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- 5.3 "Retaliation" means to take adverse employment action against an individual because he/she has exercised his/her rights protected under the law by complaining in good faith about discrimination, harassment, and/or retaliation, or assisted or participated in an investigation of such allegations.
- 5.4 "HRD" refers to the Human Resources Division of the Department of Executive Services or its successor agency responsible for policy development, policy dissemination coordination, training, technical assistance, and monitoring complaints filed with enforcement agencies.
- 5.5 "Designee(s)" refers to lead staff appointed by the Department or Agency Director to provide policy dissemination coordination, policy implementation oversight and guidance to supervisors and managers to ensure the appropriate handling of alleged policy violations.
- 5.6 "Enforcement agencies" means agencies that are authorized by law to accept and investigate employment discrimination complaints such as the Equal Employment Opportunity Commission, the Washington State Human Rights Commission, and the King County Office of Civil Rights.
- 5.7 "Veteran Status" as covered by this policy means veteran of the Vietnam Era or special disabled veteran as defined below:
- 5.7.1 "Veteran of the Vietnam Era" means a person who: (1) served on active duty for a period of more than 180 days, and was discharged or released therefrom with other than a dishonorable discharge, if any part of such active duty occurred: (i) In the Republic of Vietnam between February 28, 1961, and May 7, 1975; or (ii) Between August 5, 1964, and May 7, 1975, in all other cases; or (2) Was discharged or released from active duty for a service-connected disability if any part of such active duty was performed: (i) in the Republic of Vietnam between February 28, 1961 and May 7, 1975; or (ii) between August 5, 1964 and May 7, 1975, in all other cases.
- 5.7.2 "Special disabled veteran" means: (i) A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by



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the Department of Veterans Affairs for disability: (A) Rated at 30 percent or more; or (B) Rated at 10 or 20 percent in the case of a veteran who has been determined under 38 U.S.C. 3106 to have a serious employment handicap; or (ii) A person who was discharged or released from active duty because of a service-connected disability.

6.0 POLICIES:

- 6.1 It is the policy of King County that employees not be discriminated against or harassed on the basis of race, color, age, sex, marital status, sexual orientation, religion, ancestry, national origin, disability and/or veteran status. King County will not tolerate retaliation. Such actions are misconduct in violation of this policy and may be subject to discipline, up to and including termination.
- 6.2 Supervisors shall report all incidents of discrimination, harassment, and/or retaliation.
- 6.3 Employees who experience or witness such conduct are strongly encouraged to promptly report discrimination, harassment and/or retaliation.
- 6.4 All reports of alleged violations of this policy will be addressed through the procedures set forth below. Reports may be oral or written and may come from any source.
- 6.5 Supervisors should be trained to promptly and effectively address complaints of discrimination, harassment, and retaliation.

7.0 PROCEDURES:

Action By: HRD

Action:

- 7.1 Work with Executive branch departments, offices, divisions, and agencies to develop this policy and disseminate it to all employees and affected organizations.

Action By: Employee

Action:

- 7.2 Any County employee who experiences or witnesses what may be discrimination, harassment, and/or retaliation, is strongly encouraged to address it according to the following procedures:
 - 7.2.1 Ask the person to stop the behavior, and/or
 - 7.2.2 Report the incident of alleged discrimination, harassment, and/or retaliation to the immediate supervisor, any other member of management within the agency, the director, his/her designee, or to the HRD Manager, Assistant Manager, Diversity Manager or his/her Designee.
- 7.3 Employees may have the right under county, state or federal law, and/or an applicable collective bargaining agreement to file a complaint of



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discrimination, harassment, and/or retaliation.

Action By: Supervisor

Action:

- 7.4 Supervisors shall model appropriate behavior and strive to cultivate and maintain a work environment that is free from discrimination, harassment, and retaliation.
- 7.5 Supervisors who witness or learn of possible discrimination, harassment, and/or retaliation or receive a complaint from an employee must take it seriously. Supervisors shall respond promptly and appropriately according to the following procedures:
 - 7.5.1 Upon witnessing, learning about, or receiving a complaint from any source, inform the employee(s) that 1) the County does not tolerate discrimination, harassment or retaliation, 2) the issue will be taken seriously, 3) a prompt investigation will be conducted, 4) he or she will be notified of the results, 5) information regarding the complaint will be kept confidential to the extent possible but confidentiality cannot be guaranteed, and 6) reaffirm that retaliation is not tolerated and encourage the employee(s) to report any alleged retaliation immediately.
 - 7.5.2 Inform the Designee when a complaint is received and the disposition thereof, and consult with him or her and/or HRD for technical assistance.
 - 7.5.3 Where an investigation is complex, develop a response plan in consultation with the Designee or HRD. The plan may include but is not limited to describing the investigation protocol and plan, and taking prompt effective steps to ensure that the complainant is not subject to conduct prohibited under this policy. Any consideration of changing the workplace and/or work hours of the involved employees must be made in consultation with HRD.
 - 7.5.4 Conduct a prompt investigation to determine whether a violation of this policy has occurred based on all facts and circumstances and context in which the alleged incidents occurred.
 - 7.5.5 Consult with the Designee on the results of the investigation and on any corrective and/or preventive measures such as discipline and training.
 - 7.5.6 Develop a written record of the results of the investigation. Determine the appropriate means to inform the involved employees of the disposition of the complaint.
 - 7.5.7 Inform the involved employees, in an appropriate manner, of the results of the investigation. Reaffirm that retaliation is prohibited and strongly encourage the employee to promptly report any alleged



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retaliation.

7.5.8 Promptly implement identified corrective and/or preventive measures and document completion of their implementation.

7.5.9 Consult with the Designee for the proper maintenance of all records related to the investigation.

Action By: Designee

Action:

7.6 On behalf of the Director, provide policy dissemination coordination, implementation oversight, and guidance to management to ensure appropriate handling of discrimination, harassment, and/or retaliation complaints. Ensure dissemination of the policy to all employees of affected organizations with written acknowledgment of receipt.

Action By: HRD

Action:

7.7 Provide policy development, dissemination coordination, training and technical assistance to affected organizations. This may include providing training and/or providing referrals to qualified training consultants.

8.0 RESPONSIBILITIES:

8.1 Directors are responsible for appointing one or more designees.

8.2 Directors are responsible for providing leadership and hold management accountable for compliance with this policy.

8.3 HRD is responsible for developing policy, coordinate policy dissemination, provide training, consultant resources, and technical assistance.

8.4 Supervisors are responsible for complying with this policy.

8.5 Employees are responsible for complying with this policy.

NOTE:

King County does not tolerate discrimination, harassment, or retaliation. 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. It is a general statement of King County policy, which cannot form the basis for a private right of action.



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King County Policies, Procedures and Public Rules

Domestic Violence in the Workplace

Document Code No.: PER 18-5-2 (AEP)

Department/Issuing Agency: Office of Human Resources Management

Effective Date: September 10, 2006

Approved: /s/ Ron Sims

Type of Action: Superseding PER 18-5-1

1.0 SUBJECT TITLE:

Domestic Violence in the Workplace

1.1 EFFECTIVE DATE: September 10, 2006

1.2 TYPE OF ACTION: Supersedes PER 18-5-1

1.3 KEY WORDS: Domestic Violence, Workplace

2.0 PURPOSE:

King County will not tolerate acts of domestic violence in the workplace. Due to privacy rights and workplace pressures, King County often will not be aware of circumstances of domestic violence that have occurred. The intent of this policy is to encourage employees at risk to seek help and to offer a model of support and referral when a situation of domestic violence is known to potentially cause risk in the workplace.

3.0 ORGANIZATIONS AFFECTED:

Applicable to all Executive Departments and Offices.

4.0 REFERENCES:

4.1 PER 18-7 (AEO) Workplace Violence Prevention.

4.2 PER 18-8 (AEO) Workplace Violence Prevention.

5.0 DEFINITIONS:

5.1 "Domestic Violence" means: (a) Physical harm, bodily injury, assault, or the infliction of fear of imminent physical harm, bodily injury or assault, between family or household members; (b) sexual assault of one family or household member by another, or (c) stalking as defined in RCW 9A46.110 of one family or household member by another family or household member.

5.2 "Family or household members" means spouses, former spouses, persons who have a child in common regardless of whether they have been married or have lived together at any time, adult persons related by blood or marriage, adult persons who are presently residing together or who have resided together in the past, persons sixteen years of age or older who are presently residing together or who have resided together in the past and who have or have had a dating relationship, persons sixteen years of age or older with whom a person sixteen years of age or older has or has had a dating relationship, and persons who have a biological or legal parent-child relationship, including stepparents and stepchildren and grandparents and grandchildren.



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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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Domestic Violence in the Workplace

reasonable measures to facilitate compliance with the order within the workplace.

- 7.3.6.1 Retain a copy of the court order and provide a copy to law enforcement, building management and building security personnel if, due to a violation of the order, police are summoned to the workplace.
- 7.3.6.2 If provided a photograph of the perpetrator, ensure that a copy of the photograph is provided to building management, building security and appropriate staff in a position to observe visitors to the working area.
- 7.3.7 To the extent possible, treat information about an employee victim, including the victim's whereabouts, as confidential. Where necessary, apply restrictions to internal telephones, electronics, standard information dissemination protocols, departmental and county publications, to the extent allowed by law and consistent with business needs.
 - 7.3.7.1 Consult with the Information Technology management in the Office of Information Resources Management to identify potential tools and strategies to restrict access to the employee.

Action By: Manager/Supervisor/Human Resources Professional

- 7.4 If a manager, supervisor, or human resource professional becomes aware of an employee who is a perpetrator of domestic violence in the workplace, the following steps should be taken, as appropriate:
 - 7.4.1 If imminent danger exists, call 911.
 - 7.4.2 If necessary, take reasonable and practical steps to provide for the safety of persons present in the workplace as outlined herein.
 - 7.4.3 If there is reason to believe a crime has been committed, call the police and cooperate with any police investigation.
 - 7.4.4 Consult with the departmental HR Service Delivery Manager to determine whether an employment investigation should be conducted. (Note: To the extent possible the employment investigation should be conducted in a manner that will not interfere with any criminal investigation.)
 - 7.4.5 Impose corrective action or discipline as appropriate.
 - 7.4.6 Consult the Workplace Violence Prevention policy PER 18-7 and PER 18-8 (AEO)

8.0 RESPONSIBILITIES:

- 8.1 Human Resources Management shall be responsible for the dissemination of the policy; providing information and training on issues of domestic violence in the workplace to supervisors and managers; providing educational opportunities to county employees on the subject of domestic violence and posting information about domestic violence and available resources in county buildings where appropriate.



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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, shootings, 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, his or her family, friends, associates, or their property;

6.2.3 The destruction, threat of destruction, or vandalism of property owned, operated, or controlled by the County;

6.2.4 Making or participating in harassing or threatening telephone calls, letters, or other forms of written or electronic communication;

6.2.5 Intimidating or attempting to coerce an employee to do wrongful acts that would affect the business interests of the County;

6.2.6 Harassing surveillance, also known as “stalking”. Stalking is defined in RCW 9A.46.110 as:

A person commits the crime of stalking if, without lawful authority and under circumstances not amounting to a felony attempt of another crime:

(a) He or she intentionally and repeatedly harasses or repeatedly follows another person; and

(b) The person being harassed or followed is placed in fear that the stalker intends to injure the person, another person, or property of the person or of another person. The feeling of fear must be one that a reasonable person in the same situation would experience under all the circumstances; and

(c) The stalker either:

(i) Intends to frighten, intimidate, or harass the person; or

(ii) Knows or reasonably should know that the person is afraid, intimidated, or harassed even if the stalker did not intend to place the person in fear or intimidate or harass the person.

6.3 Weapons Prohibited. This policy prohibits executive branch officers and employees from wearing, transporting, or storing, firearms or other dangerous weapons within County buildings or facilities, in a County vehicle, or on their person while on County business. Any employee in possession of a firearm or other weapon within County buildings or facilities, in a County vehicle, or otherwise fulfilling job responsibilities may face disciplinary action including termination of employment. Possession of a valid concealed weapons permit authorized by the state of Washington is not an exemption under this policy.

6.3.1 Exemptions. This policy does not apply to:

- Law Enforcement personnel engaged in official duties



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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 as



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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



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- 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)



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Transit Facility Yard Speed

King County Transit Facility Yard Speed Safety Policy, PSF1-1 (D-P), excerpt

- 6.2 When employees, vendors or visitors are in a Metro Transit base yard where vehicles are being driven, they must adhere to all speed limits or when on foot, use designated crosswalks and walkways. However, due to the nature of the business of Vehicle Maintenance (VM) personnel, as in during the fueling of the coaches and those who are wearing a high visibility vest, may walk outside the pathways, (i.e., ANSI Class 2 or 3 rated) while performing VM and other transit related activities.
- 6.3 **To insure this level of awareness, employees will not walk while using any PED or agency-authorized electronic device. Employees needing to communicate should do so after stopping and securing themselves in a safe place (while stopped in the path, a bus lane, or inside a parked bus) until their communication is completed.**
- 6.4 The speed limit in all Metro Transit facilities shall be 10 mph.
- 6.5 The speed limit for trolley coaches in the Atlantic Base yard, all vehicles in the Power Distribution yard and the Frye Pole yard shall be 5 mph.
- 6.6 Transit Base yard ingress and egress shall occur only at the marked entrances and exits.
- 6.7 A backing coach in the yard has the right-of-way over all other vehicles. All backing should be done with a spotter.
- 6.8 Lane-crossing is not permitted. Pedestrians shall walk on the line separating lanes.
- 6.9 Personal vehicles are not allowed in Transit Base Yards.
- 7.2 All vehicles shall comply with all posted speeds, traffic flow and stop signs/bars when traveling within the base yards.
- 7.3 All persons shall drive cautiously and watch for pedestrians and other moving vehicles at all times, especially during adverse weather conditions and hours of darkness.
- 7.4 The fire lanes are the ONLY bidirectional lanes at the bases. When driving in the fire lanes against the normal traffic flow, use of strobes, lights and tapping of the horn should be used to alert pedestrians walking in the yard.
- 7.5 Look in all directions before exiting a vehicle or coach, or when walking between vehicles and/or coaches.
- 7.6 Maintenance and/or Facilities are responsible for advising outside vendors of the rules of operation within the base or equipment yards.
- 7.7 Walk cautiously; keep your head up and watch where you are walking. Do not run and horseplay is prohibited.

Addendum C

Operations Policies and Procedures

Customer Feedback

Issue Date: 1/25/79

Revision Date: 2/11/15

A. Purpose

As part of the King County Strategic Plan, Metro is committed to establishing a culture of customer service and delivering services that are responsive to community needs. This commitment includes making customer service a primary focus for all county employees.

Operations' customer feedback policy is rooted in this commitment and has the following goals:

1. Recognize and reinforce quality performance.
2. Improve safety and customer service.
3. Give customers assurance that their legitimate feedback is valued and acted on.
4. Improve and correct the performance of operators who persistently fail to provide quality service.
5. Provide quality training at all levels of Operations to ensure consistency in enforcement.

B. Definitions

1. Service request:
 - a. An anonymous customer contact or,
 - b. a contact that does not allege misconduct or any deficiency in the operator's performance.
2. Complaint: A customer contact including the complainant's name and contact information, sufficient detail to identify the operator and a description of a potential performance deficiency.
3. Red Flag: A complaint alleging serious misconduct by the operator and requires an expedited investigation.
4. Operator Training topics include:
 - a. Rules in *The Book* regarding customer relations, customers with disabilities, operator code of conduct and stopping for customers and fares.
 - b. Diffusing difficult situations.
 - c. How to deal with difficult people.
5. Superintendent and Chief Training topics include:
 - a. Customer service training customized for Transit including a review of Operations Policy 15.
 - b. Defusing difficult situations.
 - c. How to deal with difficult people.

C. Expectations

1. Base Superintendent
 - a. Attend annual required training and training on effective coaching and providing feedback.
 - b. Ensure that all assigned base chiefs have completed annual required training.

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- c. Ensure that all assigned base chiefs have received training on effective coaching and providing feedback.
2. Follow standard work procedures directed by this policy.
3. Base Chief
 - a. Attend annual required training and training on effective coaching and providing feedback.
 - b. Ensure that all assigned operators complete required training including annual refresher training each calendar year.
 - c. Follow standard work procedures directed by this policy.
 - d. Attend to patterns of poor performance.
 - i) Actively manage operators who exhibit a pattern of poor customer service or unsafe driving.
 - ii) Escalate remedial and corrective actions when patterns continue to indicate a deficiency in skill or customer service.
 - e. Investigate complaints to a degree appropriate for the alleged misconduct or based on the operator's previous complaint record. Respond to complaints in a timely manner.
 - f. Provide MCS response narrative that clearly indicates the extent of investigation, finding and appropriate corrective and/or remedial action taken. Provide sufficient information to the Customer Information Office for an effective response to the customer. Remember that response narratives are subject to public disclosure and may be used in legal proceedings.
 - g. Maintain communication with the Customer Information Office.
 - h. Follow up with operators who have not responded to MCS 'See-Me' requests.
4. Operator
 - a. Attend all required training and annual refresher training.
 - b. Respond to requests to discuss customer feedback with chief within five working days.

D. Base Review of Customer Feedback

At the beginning of each shake up, base chiefs will receive a list of their assigned operators and the operators' MCS customer feedback history for the previous 12 months. Each base superintendent will receive an additional copy.

E. Chief Actions

1. Notify the operator. Notification of receipt of a comment will include the following statement on the 'See me': "I have reviewed the attached customer feedback for validity and completeness per Policy 15 and have tentatively determined that this comment was associated with an assignment you were driving. Please meet with your assigned chief within 5 days regarding this item. If your chief is unavailable, please meet with another chief during this time."
2. Red Flag and/or allegations of serious misconduct:

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- a. Email receipt of complaint to base superintendent and CIO supervisor.
 - b. Conduct a thorough investigation, take appropriate actions and document as needed (see Policy #30 – Investigations).
 - c. Administer discipline; if appropriate (see Policy #34 – Positive Performance Counseling).
 - d. Document results of the investigation in MCS.
3. Complaints:
- a. Review the comment for validity, completeness, and congruity of information.
 - i) Does the comment make sense?
 - ii) Do the alleged actions justify a complaint? If not, consider reducing complaint to Service Request.
 - iii) If the customer provides the coach number, check if it matches with operator's assignment.
 - iv) Does the schedule show the coach going in the same direction the customer indicated?
 - v) Does the driver description match the operator?
 - vi) If a comment is incomplete, has conflicting information, or is otherwise unclear or confusing, contact the customer directly for clarification.
 - b. Resources to use:
 - i) ADAP to verify location at actual time.
 - ii) HASTUS for actual operator, route, run.
 - iii) Conversation with customer making comment.
 - c. Interview customer and/or witnesses for:
 - i) Red Flag complaints.
 - ii) Complaints alleging serious misconduct.
 - iii) Any complaint that has incomplete, conflicting information or otherwise is unclear.
 - d. Review the complaint with the operator.
 - i) Strive for a complete and accurate understanding of both the operator's and customer's view of the incident.
 - ii) Follow up with the customer on any complaint where the operator's version is significantly different than the customer's version.
 - e. Complete MCS response:
 - i) Select the proper response code. The narrative should be sufficient to explain why the particular response code is used.
 - ii) Provide sufficient narrative so that the CIO is able to provide a response to the customer that adequately addresses concerns and reflects Metro's commitment to safe and courteous service. The narrative should

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demonstrate that Metro values honest feedback from its customers.

iii) Record the level of customer contact.

4. Service Requests:

- a. Review the service request to determine if a discussion with the operator will be useful.
- b. Review with operator, as appropriate.
- c. Reply in MCS.

5. Commendations:

- a. Review with operator, commend and record in MCS.

6. Potential follow up actions:

The following is a list of potential actions a chief may take. The list is not in any particular order, nor is it exhaustive. The chief makes a selection based on the number of previous and similar complaints.

- a. Clarify and discuss performance expectations and guidelines.
- b. Ask the operator how s/he could have provided better service or de-escalated the situation. Counsel the operator on alternatives if necessary.
- c. Offer voluntary refresher training if the operator believes that additional tools or instruction could be helpful in dealing with specific types of complaints.
- d. Referrals to Training for ride check or refresher training:
 - i) Contact training chief to make necessary arrangements, including the scope and schedule of training.
 - ii) Clarify the specific behavior(s) to be addressed by training.
 - iii) The training chief documents the results of the ride check and/or refresher training in a memo to the base chief.
 - iv) Share the memo with the operator and place in the operator's file.
- e. Arrange a "safety talk" with the base safety officer.
- f. Refer to Service Quality for monitoring by a service supervisor.
- g. Progressive discipline for a pattern of poor performance or a pattern of minor misconduct.

The chief will attempt to obtain a signed statement or an email confirmation from the complainant and/or witness(es).

Minor discipline can be given without a signed and/or confirmed statement when:

- i) The misconduct is confirmed by the operator or other evidence (e.g., coach video, AVL).
- ii) Behavior similar to the alleged misconduct has been reported and/or documented in multiple past complaints or with observations by Metro staff (e.g., Service Auditor reports, training ride checks, service supervisors).

7. Appropriate discipline for serious or major infractions.

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F. Response Codes:

In general, the MCS response narrative should:

- Be sufficient to explain why a particular response code is used.
- Enable the Customer Information Office to assure customers that their complaints and comments are valued and acted on.
- Be sufficient to keep an accurate record of what took place following the investigation.
- Be detailed to assure the customer's comment is taken seriously and handled in a respectful and appropriate manner.

After review and investigation, the chief will record one of the following categories for the comment:

- a. Commendation. The operator is commended for their actions
- b. Recheck Operator ID. The comment does not provide enough information to accurately identify operator or information provided with the comment does not match the operator. This will return the comment to CIO for further research to correctly identify the operator.
- c. Invalid. The comment does not have merit due to lack of evidence or the incident did not happen.
- d. Followed Policy. It was determined that the operator followed Transit policy.
- e. Inconclusive. There is no conclusive evidence to confirm either the customer's description of the incident or the operator's description of the incident. This category will not be used where the identity of the operator is in question.
- f. Valid, education/ counseling provided. The complaint has merit and the operator was provided education or counseling
- g. Valid, discipline issued. The complaint has merit and discipline was issued.
- h. Service Request.
 - i) A contact that does not allege misconduct or any deficiency in the operator's performance.
 - ii) If the chief makes several attempts to contact the customer who has submitted a comment, the contact information is not accurate or the customer does not respond.
- i. Combined with another complaint. Use only when another complaint for the same incident has been issued as a valid comment.

Customer comments that are confirmed to have been assigned to the incorrect operator will be removed from that operator's MCS record.

G. Customer Contact Code:

- a. No contact: There was no attempt made to contact the customer during the investigation of the complaint.
- b. Unsuccessful: An attempt was made to contact the customer during the investigation of the complaint; however, the contact information was incorrect, the customer did not respond, or for some other reason your attempt to contact

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the customer directly was unsuccessful.

- c. Contact made: The customer was contacted as part of the investigation.

H. Categories:**Customer service:**

- 01 Discourteous conduct
- 03 Early operation
- 05 Missed stop boarding/exiting
- 09 Fare/transfer dispute
- 17 Sexual harassment
- 24 Threats from driver
- 28 Elderly or disabled
- 30 Assault by driver
- 45 Announcing bus stops

Safety/driving skills:

- 02 Careless driving
- 14 Alcohol or drugs
- 20 Speeding bus
- 22 Closed in door
- 23 Blocking traffic

Other:

- 04 Late operation
- 06 Missed transfer connection
- 07 Bus did not show
- 08 Off route
- 10 Wrong signage
- 11 Motor running, lights on at terminal
- 12 Disturbance/threats from customers, intoxicated customer, theft, gambling, pickpocket
- 13 Witness
- 15 Poor appearance/not in proper uniform
- 21 Accident
- 25 Customer to customer assault
- 29 Lost and found
- 99 Other

I. Union request for customer contact information

1. Metro and the union reaffirm their commitment to the long-standing, reciprocal, non-disclosure policy with respect to customer complaints. Metro will not release

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- operator names to customers, nor disclose customer names to operators.
2. Upon request from the union for purposes of conducting its own investigation in disciplinary/grievance situations, Metro will make an exception to its non-disclosure policy. The union president/designee will request that Metro disclose the name and telephone number of the complainant. In this situation, the base chief will facilitate contact between the complainant and the union.
 3. To facilitate contact between the complainant and the union, the chief will contact the complainant and provide her/him with two options. The complainant may either: (a) consent to disclosure of her/his name and telephone number to the union, or (b) agree to personally call the union president/designee who has made the request. If the complainant consents to the disclosure of her/his name and telephone number to the union, the chief shall provide that information to the union president/designee. If the complainant agrees to call the union president/designee, the chief shall provide the complainant with the union president/designee's telephone number.
 4. In the event the complainant is reasonably determined by the chief to be vulnerable by reason of age, disability, or some other reason, the chief may satisfy Metro's obligation to provide the complainant's name and telephone number by providing the name and telephone number of the complainant's parent/guardian.
 5. In the event the complainant expresses to Metro a desire that her/his name or telephone number be disclosed to the union but NOT to the operator/grievant, the chief shall provide the name and telephone number to the union president/designee, who shall NOT disclose the name to the operator/grievant, and who shall obtain a confirmation of confidentiality from ANY person to whom s/he makes inquiry regarding the complainant.
 6. If the complainant does NOT agree to disclose her/his name to the union and refuses to call or cooperate with the union, and the complainant is unwilling to testify at a disciplinary hearing/arbitration, the federal rules of evidence, as ruled by an arbitrator, shall govern the admissibility of customer complaints in arbitration hearings. The decision of one arbitrator with regard to the admissibility of customer complaints shall NOT be binding upon another arbitrator in another proceeding. In this circumstance, the arbitrator shall be informed that the complainant was unwilling to speak with the Union, and unwilling to testify.
 7. Please refer to the MOA between Metro and Local 587 410U2210 signed and dated 12/03/2010 for specific agreement language.

Process Guide – Conducting a customer feedback interview with an operator

Purpose: Establish a systematic process for chiefs to follow when conducting an interview with an operator regarding customer feedback. Following this guide will ensure:

- Chiefs cover all elements articulated below
- Operators know in advance what to expect during the interview
- Shop stewards know in advance what to expect during the interview
- Reduced likelihood of accusatory tone and defensive responses

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Goals of the meeting:

- Review the customer feedback forwarded to the chief
- Discuss the circumstances contained in the feedback
- Gather additional clarifying information from the operator's perspective
- Identify ways that service may be improved by the operator
- Identify resources/tools that would assist the operator to enhance their skills
- Review expectations, rules, or policies as applicable
- Determine what follow-up action(s) needed if any

To create an environment where the chief and operator can constructively discuss customer feedback, the chief **must start the interview with an introduction.**

The following statement is provided as a guide.

“Thank you for meeting with me to discuss feedback that Metro received from one of our customers (motorist/member of the community). As a public service organization focused on providing safe transportation and quality customer service, we are responsive to feedback from the community we serve. Also, we are expected to take steps to improve the service we provide when possible. Therefore, I’d like to discuss with you the feedback that Metro received regarding (provide specific information from the feedback regarding date, time location, route and run, and specific comments relating to the operators conduct/driving behavior).”

During the interview, the chief and operator have different roles. Those roles are:

Chief role:

- Create a comfortable and safe environment to hold an interview
- Listen to the operator's perspective
- Communicate effectively with the operator
- Ask clarifying questions to develop a complete understanding of what happened
- Ask the operator for suggestions to achieve a better outcome in the future that focuses on our mission of safety and customer service
- Summarize what the chief heard
- Discuss next steps with the operator
- Respond to the comment in MCS

Operator role:

- Review the feedback with the chief
- Share any additional details regarding the incident
- Provide suggestions to effectively manage the incident in the future
- Listen to the chief's comments

Subject: Performance Reports/Commendations (Pg. 1 of 8)

Approval by Manager:



Issue Date: 1/25/82

Revision Date: 3/7/17

A. Instructions for completing form

Incident Date:

- Enter two digits for the month, two digits for the day, and two digits for the year.

Operator's Name:

- Enter last name first, first name second, and middle initial last.

Operator's I.D. Number:

- Enter operator's badge number.

Operator's PeopleSoft Number:

- Enter operator's employee number.

Coach Number:

- Enter operator's coach number, if applicable.

Route Number:

- Enter operator's route number, if applicable.

Run Number:

- Enter operator's run number, if applicable.

Time:

- Enter the time of the incident, if applicable.

Location:

- Enter the nearest intersection or place where the incident took place, if applicable.

Base:

- Check the box corresponding to the base to which the operator is assigned.

Infraction – Classification/Specific:

- Enter the classification of infraction in the box marked "classification." Enter the specific infraction in the box label "specific."
(Note: Specific infractions are found starting on page 3.)

Comments:

- Enter comments concerning the incident.

Action Codes

- The chief issuing the PR will determine and record the appropriate action code(s) from the following list:

0	Commendation
C	Counseling Session
1	Oral Reminder (Step One)
2	Written Reminder (Step Two)
4	Suspension (Step Three & Four)
5	Discharge
6	Resignation in Lieu of Termination
7	Retraining

B. Combining performance reports

1. Performance Reports (PRs) with the same classification and specific can be combined when the time between the PRs does not allow for a conference or notification before the next infraction occurred.

For example:

On July 7, an operator was observed following too closely and the Supervisor documented the infraction on a PR; however, the Supervisor did not contact the operator regarding the infraction. Then, on July 10, the operator was once again observed following too closely. If the chief had not reviewed the first PR prior to the incident of the second PR, both of the PRs will be combined and issued as one. If the Supervisor did note on the first PR that the operator had been contacted via radio, then each PR will be issued separately.

PRs will not be combined if they have different specifics.

2. If separate PRs document different aspects of a single action by the operator, the chief will combine the PRs and issue as a single infraction. If the infractions are in different classifications, the PR in the classification resulting in the highest level of discipline will be issued.

If the PRs documents different behavior occurring at the same time, the chief will issue both PRs.

Examples

- a PRs are issued for 17.01 (failure to make a complete stop) and 17.03 (failure to give right-of-way to a pedestrian). If both PRs document the same event, the Chief will combine the PRs
- b PRs are issued for 17.01 (failure to make a complete stop) and 22.10 (right turn on a red light). If both PRs document the same event, the Chief will combine the PRs; the PR resulting in the highest level of progressive discipline (Traffic Code or Safety Related) will be issued.
- c PRs are issued for 17.01 (failure to make a complete stop) and 17.12 (failure to wear seatbelt). Both observations were made at the same time. Since the PRs document different behavior, the PRs will both be issued.

C. Classifications/specifics – major

1 Gross Misconduct

- 01 Reckless Driving
- 02 Physically assaulting County employee(s)
- 03 Physically assaulting individual(s) who are not County employees
- 04 Improper sexual advances
- 05 Excessively abusive language or rudeness; threatening or intimidating behavior or language
- 06 Possession of weapon(s)
- 07 Interfering with a law enforcement officer in the performance of her or his duties
- 09 Repeated use of a personal electronic device in violation of procedure #35
- 10 Tampering with coach camera
- 40 Other

2 Insubordination

- 01 Willful disobedience of supervisory direction(s)

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40 Other

3 Not Properly Accounting for Passenger Fares

See major infractions, Category 10 or minor infractions, Category 23

4 Use of Intoxicants or the possession of Intoxicants

01 Impairment by intoxicants while on duty

02 Use of intoxicants while on duty

03 Possession of intoxicants while on duty

40 Other

5 Use or possession of Narcotics or Controlled Substance

01 Impairment by narcotics while on duty

02 Use of narcotics while on duty

03 Possession of narcotics while on duty

04 Impairment by use of controlled substances while on duty.

40 Other

6 Preventable Accidents (in accordance with accident point system)

01 Severe preventable accident

02 Multiple non-severe preventable accidents

40 Other

7 Attendance (to be used by base staff only)

01 Misses in a one-year period

02 Unexcused absences in a four-month period

03 Exceeding allowed misses during attendance probation

04 Placed on Miss Probation

40 Other

8 Falsification of Sick Report

01 Forgery of medical provider's signature on a verification of sickness or FMLA certification

02 Falsification of a verification of sickness, request for a medical appointment, or FMLA certification

40 Other

9 Falsification

01 Falsification of application

02 Falsification of official County document

03 Making false or misleading statements during an investigation

40 Other

10 Theft of County Funds/Property, Willful Failure to Turn in Lost Articles or Job-Related Theft

01 Stealing County property

02 Stealing property of other County employees

03 Willful failure to turn in lost articles

04 Theft of County funds

05 Stealing fares

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- 06 Job-related theft
- 07 Fraudulent reporting of pay
- 40 Other
- 11 Willful Destruction of/or Damage to County Property or Possessions**
 - 01 Willful destruction of or damage to County property or possessions
 - 40 Other
- 12 Committing a Felony while on Duty, or Conviction of a Felony which is Job-Related**
 - 01 Committing a felony while on duty
 - 02 Conviction of a job-related felony
 - 40 Other
- 21 Exceeding Probation Standards (used by base staff only)**
 - 01 Exceeding probation standards
 - 40 Other
- 24 Gross Negligence**
 - 01 Failure to maintain a valid Commercial Driver's License (see procedure #18)
 - 02 Repeated DSTT signal violations (see procedure #68)
 - 03 Operating a revenue vehicle without a valid Commercial Driver's License, including necessary endorsements on person. (see procedure #18)
 - 40 Other
- 25 Misappropriation – Personal Use of County Funds or Property**
 - 01 Personal use of County funds
 - 02 Personal use of County property
 - 03 Excessive use or serious misuse of County IT assets (See County's policy on Acceptable Use of Information Technology Assets)
 - 40 Other
- 26 Violation of the County's Nondiscrimination and Anti-Harassment Policy and Procedure**
 - 01 Sexual Harassment
 - 02 Harassment based on race
 - 03 Retaliation
 - 04 Racial discrimination
 - 05 Sexual discrimination
 - 40 Other

27 Severe or Pervasive Discrimination

- 01 Race/Ethnicity
- 02 Creed
- 03 Color
- 04 Religion/Religious Affiliation
- 05 Sex
- 06 Sexual orientation/gender identity/expression
- 07 National origin
- 08 Ancestry
- 09 Age
- 10 Marital status
- 11 Disability
- 12 Veterans status
- 40 Other

D. Classifications/specifics – serious**30 Misconduct**

- 01 Using a personal electronic device in violation of procedure #35
- 02 Abusive language or rudeness; threatening or intimidating language or behavior that does not rise to the level of gross misconduct
- 40 Other

31 Negligence

- 01 Wrong way operation on a reversible lane
- 02 First (career) DSTT signal violation (see procedure #68)
- 40 Other

32 Serious Performance Problem

- 01 Customer Relations
- 40 Other

E. Classifications/specifics – minor

Note: Behavior that falls under a minor infraction classification may be escalated to a major or serious infraction based on the specific circumstances

13 Customer Relations

- 01 Discourteous treatment of customer(s)
- 02 Giving wrong information to customer(s)
- 03 Fare dispute with customer(s)
- 04 Abusive language toward customer(s)
- 05 Failure to give customer(s) information when requested
- 06 Failure to provide customer(s) with necessary written or printed information
- 07 Improper signage
- 08 Failure to make required or requested announcements to passenger(s)

- 09 Making derogatory comments concerning County management, equipment and/or policy in public
- 10 Disabling automated announcements
- 40 Other

14 Route Violation

- 01 Failure to operate proper route to or from base or between terminals
- 02 Off-route operation without proper authorization
- 03 Laying over in an unauthorized location
- 04 Failure to operate a posted re-route
- 40 Other

15 Schedule Violation

- 01 Operating ahead of schedule (early arrival at timepoint)
- 02 Unauthorized break
- 03 Failure to make connection when indicated
- 04 Failure to report when operating late, as required by procedure
- 05 Failure to make a road relief on time
- 07 Failure to report leaving the base late, as required by procedure
- 08 Unnecessary delay in leaving base
- 40 Other

16 Failure to Stop for Customer(s) or Failure to Unload Customer(s)

- 01 Not waiting for customer(s) attempting to catch coach
- 02 Failure to stop for customer(s) when coach capacity is not at maximum
- 03 Taking customer(s) past requested stop
- 04 Failure to board disabled customer, or failure to notify the Transit Control Center when unable accommodate a disabled customer.
- 05 Failure to deploy the lift when requested.
- 40 Other

17 Traffic Code Violation

- 01 Failure to make a full and complete stop
- 02 Operating above posted speed limits
- 03 Failure to give right-of-way to pedestrian(s)
- 04 Failure to make required stop at railroad crossing
- 05 Violating stop sign or traffic signal (for DSTT signal violations see procedure #68)
- 07 Blocking intersection or crosswalk
- 08 Failure to clear signalized intersection before traffic signal changes
- 09 Failure to operate vehicle with proper lighting
- 10 Failure to yield right-of-way to other vehicle
- 11 Operating a revenue vehicle without a valid CDL or medical certification on person, when Metro is immediately notified (See procedure #18)
- 12 Failure to wear seatbelt or shoulder harness
- 13 Failure to yield to an emergency vehicle
- 14 Failure to stop at a stop bar

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- 15 Camera ticket – violating traffic control
- 16 Camera ticket – excessive speed
- 40 Other

18 Uniform Violation

- 01 Wearing non-uniform clothing
- 02 Unauthorized alteration of uniform
- 03 Wearing less than minimum uniform
- 04 Distributing uniform item(s) to unauthorized personnel
- 05 Uniform improperly worn
- 40 Other

19 Failure to Follow Other Procedures or Directives

- 01 Gambling
- 09 Violating Metro procedure as contained in bulletin item, The Book or the Operator Handbook
- 11 Failure to carry required equipment
- 12 Failure to turn engine off immediately, per procedure
- 18 Leaving the base in the wrong coach
- 19 Improper use of the Energy Storage System (ESS)
- 40 Other

20 Failure to Report Defective Equipment

- 14 Revenue vehicle
- 15 Non-revenue vehicle
- 40 Other

22 Safety-Related Infractions

- 01 Improperly passing other coach(es)
- 03 Unloading/loading passenger(s) at an unauthorized location
- 04 Allowing passenger(s) to board with unauthorized objects
- 05 Unnecessary conversation
- 06 Eating or drinking while coach is in motion
- 08 Backing coach improperly
- 09 Failure to properly secure coach
- 10 Turning right against red traffic signal (except where authorized by procedure)
- 11 Failure to make safety stop at required location
- 12 Violation of 4-second following distance rule
- 13 Violation of 6-second following distance rule
- 15 Exceeding Metro speed limits per The Book or the Operator Handbook
- 16 Failure to log-in
- 17 Deploying lift at an unauthorized location
- 18 Left turn violations
- 40 Other

23 Not Properly Accounting for Passenger Fares

- 01 Non-collection of proper fares

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- 02 Not checking validity of transfers or other Metro passes.
- 03 Issuing too much time on transfer or improperly punched transfers.
- 04 Failure to correctly set fare on pass reader
- 40 Other

40 Failure to Report a Traffic Violation Conviction, Other than Parking

- 01 Failure to report conviction within 5 days
- 02 Failure to pay camera ticket
- 40 Other

41 Smoking in a Metro Facility Vehicle, or other unauthorized location

- 01 Vehicle
- 02 Facility
- 03 Failure to comply with the Washington State Clean Air Act of 2005.
- 40 Other

42 Sign in Violation

- 01 Failure to sign in for work
- 02 Failure to properly sign in/out for base car.
- 40 Other

F. Commendations

Code as follows:

98	98
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G. Performance report tracking

- 1 The following information on PRs will be tracked by the Planning & Technical Support (P&TS) Administrator and the P&TS Budget Analyst for use in reporting discipline statistics:
 - Writer name/ ID
 - Work Unit/District/Base/Channel;
 - Date;
 - PR#
 - Classification & Specific
 - Employee name/ID
 - Issued By
 - Comments if not issued

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- 2 In order to accurately track this information, use the following procedures:
 - a. All PRs should go to the chief of the person writing the report for review. All data fields should be complete (i.e. full first name, last name spelled correctly, correct ID# and base or work unit)
 - b. The chief conducting this review will send the original PR and supporting documentation to the base or work location of the person whose performance has been documented.
 - c. After the employee's supervisor discusses the PR with the employee, the original PR issued plus backup documentation will be scanned into Laserfiche repository ATU Discipline folder using PeopleSoft number and PR template.
 - d. The P&TS administrator will enter the scanned data into the tracking system.
 - e. PRs not issued should be marked VOID and information entered in the comments area or as an attachment documenting the reasons for non-issuance, including the date the PR was voided, and by whom. The base chief will review the reason for voiding a PR with the chief of first-line supervisor who documented the PR. The base chief will forward void and supporting documents to the base administrator for scanning into Laserfiche.
 - f. PRs and backup documentation issued as a result of Drug/Alcohol testing must be in the format, including content, of the templates sent by the Drug/Alcohol Program Administrator for the specific employee.

Subject: Miss Change Guidelines (Pg. 1 of 3)

Approval by Manager:



Issue Date 10/30/2013

Revision Date: New

A. Intent

King County Metro Transit provides an essential public transportation service and getting to work is a critical element of a transit operator's job. The intent of these guidelines is to consistently, fairly and reasonably apply the provisions of Article 4, Section 7.B of the Amalgamated Transit Union (ATU), Local 587 Collective Bargaining Agreement: "A miss, which the supervisor determines was an incident of tardiness beyond the control of the Employee, will be changed to an excused absence and shall not be used for disciplinary purposes". These guidelines have been developed in accordance with previous Operations Section guidelines on this matter.

B. Considerations

The ATU, Local 587 contract is very specific about misses. It provides a lenient discipline progression for misses that allows for numerous misses before the employee is subject to discipline. The contract also has built into it the recognition that transit operators **occasionally experience unexpected events** that result in a late report, absence, or unexcused absence that do not result in disciplinary action such as:

- Oversleeping
- Power outages and mechanical problems
- Traffic congestion
- Misread assignment
- Failure to check overtime or ATL
- Miscommunication with the dispatcher
- Travel delays
- Untimely sick leave verification
- Personal emergencies other than hospitalization
- Expired CDL or medical certification

Many incidents are due to unintended or unexpected events that could have been prevented. The 60/30 day rule for late reports and absences works as intended and allows transit operators to improve their records through their own efforts following a miss without any intervention on the part of management.

Sometimes, there are events beyond their control that prevent transit operators from arriving to work on time, and the contract provides for these misses to be downgraded to absences or changed to excused absences.

C. Process

Misses which are clearly the result of a work unit error with substantiating documentation may be changed to excused or voided by the chief.

All other requests for miss changes must be made in writing and submitted to a chief within five days of the occurrence. Operators should be advised to include in their request how the incident of tardiness was beyond the control of the employee and a specific statement requesting the type of change desired.

All chiefs will bring their miss change requests to the weekly staff meetings where they will be read anonymously (without names) and discussed. The chief presenting the miss

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change request will make a recommendation. If possible, the chiefs will attempt to reach a decision by consensus. If not, a decision by each of the chiefs will be taken and the majority will rule. The base superintendent will make the final decision in the event of a tie. The base superintendent retains the authority to override the chiefs' decision, if necessary, to ensure consistency with all applicable policies and procedures.

D. Guidelines

Changing Miss Unexcused Absences

When determining whether a miss unexcused absence should be reduced to a miss absence, or excused completely, the amount of responsibility the transit operator had for the miss should be weighed. The miss should **only** be considered for changing if it was an **incident** that was **clearly** beyond the transit operator's control. To the degree the transit operator had some control over the situation; the miss unexcused should **not** be reduced to a miss absence or totally removed.

Reasons that may qualify for a miss to be reduced to a miss absence or changed to an excused absence (this is not an exclusive list):

- Critical family or personal emergencies. Documentation may be required. Consideration will be given to the notification given to the work unit and to the amount of time the transit operator had to deal with the emergency.
- Base errors caused by a dispatcher, planner, or chief that resulted in a miss.
- A mixture of possible base and transit operator error may result in a miss unexcused being reduced rather than removed such as a miscommunication between a dispatcher and operator that could not be confirmed as to who was responsible.
- Major and significant road blockage. Indications include: several employees experiencing similar delays; significant increases in travel time; confirmed blockage of major freeways or arterials. Consideration will include the amount of travel time the transit operator allowed in his/her commute. That is, did s/he leave with plenty of time to account for routine traffic delays? Or did s/he allow barely sufficient time for normal traffic patterns?
- Canceled airline flights, missed connections, and other travel disruptions. Consideration will include the amount of lee way the transit operator included in his/her travel plans for unexpected delays.
- Involved in an accident caused by someone other than the employee on the way to work (documentation required). Repeated minor accidents may be given closer scrutiny.
- Failure to submit sick leave verification within five days after return from the illness and the verification confirms that the employee was seen during the illness as required. The first occurrence may be changed and subsequent occurrences should receive greater scrutiny before being accepted.

Reasons that will NOT qualify for a miss to be reduced to a miss absence or changed to an excused absence (or sick leave)

- Alarm did not go off
- Power outages
- Overslept
- Routine traffic delays

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- Routine child care
- Had the wrong report time
- Did not check overtime
- Employee error in requesting work assignments or time off
- Failure to be seen during an illness resulting in an unexcused absence for “unverified sick leave”

Work record

In cases where it is not absolutely clear that the miss was “beyond the control” of the transit operator, the transit operator’s miss record will be reviewed during the evaluation of the miss. Transit operators with a history of similarly documented misses that were changed will be required to provide more convincing evidence that the event could not have been avoided and was truly beyond their control.

E. Special Addendum: Adverse Weather Miss Guidelines***When operating under stage 3, stage 4 or stage 5 (Adverse Weather Contraction, Drawdown or Emergency Service Network) as declared by the Transit Control Center or Division Operations Center***

All transit operators should be directed to report for work even if they will be significantly late.

Any transit operator who notifies a base chief at least 30 minutes prior to the start of his/her assignment that s/he will be late and makes it to work the same day, regardless of how late, will not be issued a miss. The chief will make a notation that the transit operator arrived late and how s/he was assigned. The transit operator shall be paid only for time worked.

Regular miss policy/procedures apply to all other miss situations during adverse weather.

Subject: Positive Performance Counseling (Pg. 1 of 8)

Approval by Manager:

Bill Burdick

Issue Date: 6/6/83

Revision Date: 3/25/16

A. General guidelines:

Discipline and performance counseling should be administered as quickly after the infraction as possible.

The labor agreement requires employees to sign the discipline memo to acknowledge receipt. If the employee refuses to sign the discipline memo, make a note of that on the discipline memo and date and sign the note.

ATU 587 employees who are in an acting chief position will not issue discipline (oral and written reminders, suspensions or discharges). They may both conduct and be involved in all preparatory work such as investigations and pre-discipline hearings. They may also participate in the discipline meeting. However, they will not issue the discipline and will not sign the "issued by" portion of the Performance Report (PR) form when discipline is issued. Local 587 employees who are in an acting chief position can, however, issue minor infractions that result in counseling sessions.

B. Non-disciplinary actions:

1. Non-Disciplinary Counseling for Minor Infractions:

- a. A counseling session is not a disciplinary action, and is intended to inform the employee of specific policies and procedures, behavior expectations, and to provide the employee with an opportunity to improve performance and maintain a satisfactory employment record.
- b. If an employee commits an infraction and has not been issued any prior infraction in that category during the previous twelve months, then, except as noted below, the chief may hold a non-disciplinary counseling session rather than issuing an oral reminder.
- c. Disciplinary action instead of a counseling session will generally be issued in the following situations:
 - (1) When the employee knowingly violates a policy and conducts him/herself in a manner that undermines the safety of our service or Metro's ability to provide a safe and secure work place.
 - (2) When an investigation into a customer complaint results in a conclusion that the employee is at fault.
 - (3) Failure to make an acceptable number of stop announcements.

2. How to hold a Counseling Session:

The Counseling Session is a non-disciplinary discussion between a chief and an employee about a performance problem, intended to inform the employee of a rule violation in an informative and relaxed manner.

- a. Discuss with the employee his/her version of the incident.
- b. Determine if the infraction is valid. (An invalid PR may be voided after discussion with the work unit which recorded the infraction). Counsel employee on preferred procedure and issue the PR.
- c. Record on employee's contact sheet:
 - (1) The date of occurrence.
 - (2) The date of the interview.
 - (3) The specific rule violation.
- d. Briefly document any corrective actions (such as training or ride checks) either on the PR or on a separate memo.

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- e. Make a copy of the PR and any relevant documentation and attach the copy to the contact sheet. Forward the original PR with any relevant documentation to the base administrative specialist, who will scan the document(s) into the employee's base file (Laserfiche).

3. Non-Disciplinary Letters of Notice:

When there is actual or suspected behavior that could be considered a major or serious infraction and Metro determines a suspension or termination is not the most appropriate action, an informational letter of notice may be issued to the employee. The letter will generally contain a description of the behavior, a clear statement that it is unacceptable, and that such conduct in the future will result in discipline, up to and including discharge.

4. Remedial Training:

Employees may be assigned to attend mandatory training to address a specific performance deficiency. The employee will be directed to actively participate in the training, and may be required to report to his/her supervisor, either in writing or orally, on what was learned during the training and how the employee will modify his/her behavior subsequent to the training.

Failure to report or reporting late for assigned training will be considered a miss and will be issued as appropriate. Refusal to attend or appropriately participate in training may be subject to discipline for insubordination.

If, upon completion of the remedial training, the employee is not able to demonstrate the ability to adequately perform required job skills, Metro may take additional action as appropriate, which may include assigning the employee to additional training, or placing the employee on administrative leave and separating him/her for the inability to perform job-essential functions.

C. Progressive discipline for minor infractions:

The steps of progressive discipline for minor infractions are outlined in Article 4, Section 4 of the ATU bargaining agreement.

An employee contact sheet will be maintained for each represented employee and used by the chief to record counseling sessions, disciplinary actions and commendations. The contact sheet is also used as a convenient reference system for tracking those employees who require additional counseling. If an employee commits an infraction, notations are made on his/her contact sheet. After each employee contact due to a Performance Report (PR), or an otherwise documented performance infraction, the contact sheet entry must be completed.

For minor infractions that are over one year old, circle the action in red and shred the PR. All discipline memos will remain in the employee's personnel file.

1. Steps of Progressive Discipline for Minor Infractions:

When an employee is issued a minor infraction, the appropriate level of discipline is determined by the number of disciplinary actions issued within a twelve-month period and within a category of minor infractions (as defined in Policy 23). The level of discipline is based on the date of the infraction(s) within the same classification.

- a. If the employee has been counseled during the prior twelve months, but not disciplined, the employee will receive an oral reminder.
- b. If the employee has one disciplinary action in the prior twelve months, a written reminder is issued.

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- c. If the employee has two disciplinary actions in the prior twelve months, a two-day suspension or other appropriate discipline depending on the severity and nature of the infraction is issued.
- d. If the employee has three disciplinary actions in the prior twelve months, the employee will be suspended without pay for five days.
- e. If the employee has four or more disciplinary actions in the prior twelve months, the infraction will result in termination.

D. How to issue an oral reminder:

The Oral Reminder is a documented conversation between a chief and an employee about a discipline problem.

The purpose of the Oral Reminder is to correct a performance or discipline problem by bringing it to the employee's attention in an informational but serious manner.

2. Investigate the infraction as necessary and prepare for the meeting/conversation.
3. Conduct the session:
 - a. Discuss with the employee his/her version of the incident.
 - b. Determine if the infraction is valid. (An invalid PR may be voided after discussion with the work unit which recorded the infraction).
 - f. Counsel the employee on the nature of the infraction and expected behavior.
 - g. Issue the PR and attempt to correct the performance problem in a relaxed, non-confrontational and informative manner.
 - h. Inform the employee that this is an "Oral Reminder", the first step of the progressive discipline system. Inform the employee that you will document the Oral Reminder in a memorandum.
 - i. The Oral Reminder may be prepared before the meeting and given to the employee at the end of the session, provided that the employee did not provide any additional information that would change the content of the Oral Reminder.
4. The Oral Reminder must include:
 - a. The date of the conversation.
 - b. That the memo is an Oral Reminder, the first step in progressive discipline.
 - c. The specific rule(s) violation or performance problem that occurred.
 - d. A reference to your previous conversation(s) and action(s) about the performance problem.
 - e. A statement of the specific change in the employee's performance or behavior you expect.
 - f. Relevant comments or statements the employee made during the conversation.
 - g. Potential consequences of future infractions.
5. Have the employee sign the memo to acknowledge receipt of the Oral Reminder.
6. Distribution:
 - a. Discipline letter: Original to the employee, copies to the employee's file
 - b. PR: Scan the original into the employee's file, copy to the employee
7. Record on the employee's contact sheet and attach a copy of the PR

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E. How to issue a written reminder:

A Written Reminder is a formal conversation between a chief and an employee about a discipline or performance problem providing him/her with a written record of the conversation and of the need to improve.

1. Investigate the infraction as necessary.
2. Prepare for the session by reviewing prior infractions, counseling sessions and discipline.
3. Conduct the session:
 - a. Review the prior infractions, counseling sessions and discipline with the employee.
 - b. Discuss with the employee his/her version of the incident.
 - c. Determine if the infraction is valid. (An invalid PR may be voided after discussion with the work unit which recorded the infraction).
 - d. Counsel the employee on the nature of the infraction and expected behavior.
 - e. Issue a PR.
 - f. Attempt to correct a performance problem in a non-confrontational and informative manner.
 - g. Inform the employee this is a "Written Reminder", the second step of the progressive discipline system. Inform the employee that you will document the Written Reminder in a memorandum.
 - h. The Written Reminder may be prepared before the meeting and given to the employee at the end of the session, provided that the employee did not provide any additional information that would change the content of the Written Reminder.
4. The Written Reminder must include:
 - a. The date of the conversation/session.
 - b. The memo is a Written Reminder, the second step in progressive discipline.
 - c. The specific rule(s) violation or performance problem that occurred.
 - d. A reference to your previous conversation(s) and action(s) about the performance problem.
 - e. A statement of the specific change in the employee's performance or behavior you expect.
 - f. Relevant comments or statements the employee made during the conversation.
 - g. Potential consequences of future infractions.
5. Have the employee sign the memo to acknowledge receipt of the Written Reminder.
6. Distribution:
 - a. Discipline letter: Original to the employee, copy scan to the employee's file.
 - b. PR: Scan the original to the employee's file, and then attach a copy to the employee's contact sheet.
 - c. Record on the employee's Contact Sheet.

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F. How to issue a suspension:

A Suspension involves serious discussion between the employee and chief about misconduct involving multiple minor infractions or for a serious or major infraction. Following the pre-disciplinary meeting, the chief may suspend the employee from work without pay for one or more of his/her workdays.

1. Prepare for the investigative meeting.
 - a. Investigate the infraction.
 - b. Review prior infractions, prior disciplines, and notes on prior disciplinary actions.
2. Conduct the investigative session.
3. Issue a pre-disciplinary (Loudermill¹) meeting notice :
 - a. The notice is to be in writing, and may be issued in person or if the employee is not available, by US mail.
 - b. The notice will include:
 - (1) A summary of the infraction, prior discipline and the results of your investigation.
 - (2) Proposed discipline.
 - (3) The date and time of the pre-disciplinary meeting at which the employee can provide additional information.
 - (4) A reminder that the employee may bring a union representative to the meeting.
4. Conduct the pre-disciplinary meeting:
 - a. Review the information in the pre-discipline notice.
 - b. Allow employee and/or union representative to provide additional information
 - c. If relevant additional information is provided that could affect the disciplinary action, inform the employee that you will review the additional information before making a final decision. If, after a review of the additional information, you determine that Suspension is appropriate, prepare the disciplinary decision letter, and continue with step #5 below.
 - d. If the employee/union representative does not provide additional information sufficient to require additional review, you may proceed with step #5 below.
5. Inform the employee of your decision by issuing a letter to the employee. The letter should include:
 - a. Inform the employee that s/he is suspended without pay for X number of days. If the date(s) of the Suspension has been scheduled, include the date(s).
 - b. A summary explanation of the incident which resulted in the discipline, including:
 - (1) A summary of the infraction, and the results of your investigation.
 - (2) The nature and dates of all previous disciplinary actions related to this incident.
 - c. Reference the pre-disciplinary hearing process:
 - (1) Dates of pre-disciplinary letter and hearing.
 - (2) Information the employee/union representative provided at the pre-disciplinary hearing
 - d. Performance expectation.
 - e. Potential consequences of future infractions.

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- f. Mitigating and extenuating circumstances which were considered in establishing the duration of suspension.
6. Have the employee sign the memo to acknowledge receipt of the Suspension notice.
7. Issue the PR.
8. Distribution:
 - a. Discipline letter: Original to the employee, copy scanned to the employee's file, and ATU 587.
 - b. PR: Scan original to the employee's file and attach a copy to the employee's contact sheet.
9. Record on the employee's Contact Sheet.

G. How to issue a discharge:

A Discharge is issued as the final step in progressive discipline or as a result of a major infraction.

1. Prepare for the investigative meeting/session:
 - a. Investigate the infraction.
 - b. Review prior infractions, prior discipline(s) and notes on prior disciplinary actions.
 - c. Review with Transit Human Resources; obtain concurrence on the basis and level of discipline.
2. Conduct the investigative meeting/session.
3. Issue a pre-disciplinary hearing notice (see: How to issue a Suspension, step 3).
4. Conduct the pre-disciplinary meeting:
 - a. Review the information in the pre-disciplinary notice.
 - b. Allow employee and/or union representative to provide additional information.
 - c. Conclude the session and inform the employee the following:
 - (1) S/he will be placed in paid administrative leave pending final determination.
 - (2) S/he will be notified in writing of the final determination.
5. Review information provided by the employee/union representative and make final determination regarding Discharge.
6. If Discharge remains appropriate, notify the employee of such in writing and include:
 - a. The date of Discharge.
 - b. A summary explanation of the incident which resulted in the employee's Discharge, including:
 - c. A summary of the infraction, and the results of your investigation.
 - d. The nature and dates of all previous disciplinary actions related to this incident or within the same infraction category (for progressive discipline).
 - e. Reference the pre-disciplinary hearing process:
 - f. Date of pre-disciplinary letter and hearing.
 - g. Information the employee/union representative provided at the pre-disciplinary hearing.
 - h. Give the employee any information s/he needs about benefits, insurance and similar matters.
 - i. Confirm the employee's current address and telephone number.
 - j. Inform the employee of the checkout procedures (what equipment must be turned in, for example).
7. If the employee requests to resign in lieu of discharge:

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- a. If a written and signed resignation is submitted prior to the employee receiving the discipline letter informing him/her of Metro's decision to discharge him/her, the resignation will be accepted.
 - b. If the request to resign is made after the discipline/termination letter has been issued, review the request with Transit HR prior to approval.
 - c. If approved, notify the employee in writing, with copy to the personnel file, that the employee will not be eligible for rehire.
 - d. Use PCN codes TER/RES.
 - e. Complete a PR with action code "6 – resigned in lieu of termination" and note on the PR if the resignation request was made prior to, or after, the discipline letter was issued. Attach the pre-disciplinary letter, or other documentation explaining the nature of misconduct being investigated or the reasons termination was being considered.
8. Have the employee sign the letter to acknowledge receipt of the Discharge notice.
 9. If an employee is discharged for misappropriation of funds, this should be noted on the Personnel Change Notification (PCN). (This is to alert Payroll so they will not pay the employee his/her unpaid vacation.)
 10. Inform the receiving base if the Discharge occurs between a pick and the shake-up effective date.
 11. Distribution:
 - a. Discipline letter: Original to the employee, copy to the employee's file, send a copy to ATU 587.
 - b. PR: Scan original to the employee's file, then attach a copy to the employee's contact sheet.
 12. Record on the employee's Contact Sheet.

H. Major and serious infractions:

Article 4 Section 3 of the ATU contract defines major and serious infractions. Serious and major infractions fall outside the "progressive discipline" process and may result in Discharge (for major infractions only) or Suspension (for major or serious infractions) regardless of the employee's prior discipline record.

1. Thoroughly investigate the alleged incident.
2. If the initial assessment indicates that the infraction will most likely result in Discharge, relieve the employee of duty with pay while the investigation is pending. If, during the course of the investigation, it becomes apparent that Discharge is not advisable, the employee can be returned to regular duties.
3. Review with Transit Human Resources. In certain cases, Transit HR must review the case with King County HRD and/or PAO prior to issuing the pre-disciplinary hearing notice.
4. In consultation with Transit HR, determine whether the infraction is a Major or Serious and the appropriate discipline. Disagreements regarding the appropriate level of discipline will be resolved prior to issuing the pre-disciplinary notice. Considerations may include:
 - a. Seriousness of the infraction.
 - b. Employee's length of service, prior performance and disciplinary record.
 - c. Actions taken in similar situations.
 - d. Level of notice that the employee had regarding the violation.

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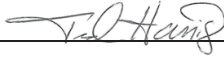
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- e. Quality of evidence available.
 - f. Other mitigating and/or extenuating circumstances.
5. Issue pre-disciplinary hearing notice:
- a. The notice is to be in writing, and can be issued in person or if the employee is not available, by US mail.
 - b. The notice will include:
 - (1) A summary of the infraction and the results of your investigation.
 - (2) Statement that the behavior is either a major or serious infraction.
 - (3) Proposed discipline.
 - (4) The date and time of a meeting at which the employee can provide additional information.
 - (5) A reminder that the employee may bring a union representative to the meeting.
6. Conduct the session:
- a. Review the information in the pre-disciplinary hearing notice.
 - b. Allow employee and/or union representative to provide additional information.
 - c. Conclude the session and inform the employee that:
 - (1) If Discharge is contemplated, s/he will be placed on (or continued on) paid administrative leave pending final determination.
 - (2) S/he will be notified in writing of the final determination.
7. Review information provided by the employee/union representative with Transit HR and make final determination regarding the appropriate discipline.
8. Notify the employee of the final determination in writing. Include:
- a. Inform the employee of the specific discipline being issued (suspension/termination) and the nature of the infraction (serious/major).
 - b. The date(s) of Suspension or Discharge.
 - c. A summary explanation of the incident, including:
 - (1) A summary of the infraction, and the results of your investigation.
 - (2) The nature and dates of all previous disciplinary actions related to this incident.
 - d. Document the pre-disciplinary hearing process:
 - (1) Date of the pre-disciplinary notice and hearing.
 - (2) Summary information the employee/union representative provided at the hearing.
9. If the employee is to be discharged, proceed as noted above under discharge for minor infractions:
10. Distribution:
- a. Discipline letter: Original to the employee, copies to the employee's file, and ATU 587.
 - b. PR: Original to the employee's file, copy to the employee's contact sheet.
11. Record on the employee's Contact Sheet.

Subject: **Personal Electronic Devices** (Pg. 1 of 1)

Approval by Manager:



Issue Date: 9/15/93

Revision Date: 9/15/16

A. Personal Electronic Devices

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

B. Revenue Vehicles

- A revenue vehicle is any vehicle used by King County Metro (KCM) employees for purposes of transporting the public for fare, regardless of whether the vehicle is, at that time, in revenue service.
- Employees shall not use a PED while operating a revenue vehicle. This includes: listening to, speaking into, texting or otherwise manipulating controls on a PED.
- Employees must stow or pocket out of sight all PEDs while operating a revenue vehicle; specifically, the device cannot be stored where it is visible to the public.
- PEDs may be used in the driver's compartment only when the revenue vehicle is safely parked and secured at a layover or terminal.

911 Exceptions: Operators may 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.

Emergency Exception: In the event of a natural disaster (snow, earthquake, flood, etc.) or homeland security emergency, an operator may stop at a safe location and use her or his cell phone or monitor radio broadcasts.

C. Non-Revenue Vehicles (NRV)

A non-revenue vehicle (NRV) is any car, van or truck used by King County Metro (KCM) employees for purposes other than transporting the public for fare, including the use of a personal vehicle while on County business.

Employees shall not use a PED for non-County business while operating a non-revenue vehicle. 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.

Use is still limited by state laws (RCW 46.61.667 and RCW 46.61.668).

No texting shall occur while driving.

D. Penalties

In most cases, the first violation of this policy will be considered serious misconduct and will result in a disciplinary suspension of five days. However, a violation that contributes to an accident or a repeat violation of this policy may cause a suspension of greater than five days or discharge.

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