Operators Handbook

Effective November, 1981

Operator **Badge #**

RTD

Southern California Rapid Transit District
425 S. Main St., Los Angeles, CA 90013

FOREWORD

This operator's handbook is intended to help you to review your knowledge about your job, give some suggestions on bus operating techniques and information on how transit systems work. It is in no way intended to take the place of the specific help you can receive from your Instruction Department or other supervisory personnel at your Division.

Professional bus operators realize that they must control their vehicle and that it will perform properly only through their guidance. However, the vehicle has limitations which the operator must understand in order to operate with efficiency and safety.

Because we deal with a large number of people, maintaining an even temperament is essential if we are to keep an emotional balance that will enable us to cope with the petty annoyances and distractions we must deal with everyday.

Safe operation of the bus is our responsibility. When passengers board, they are placing their safety in our care and none of us has the right or privilege of risking the safety of others for any reason.

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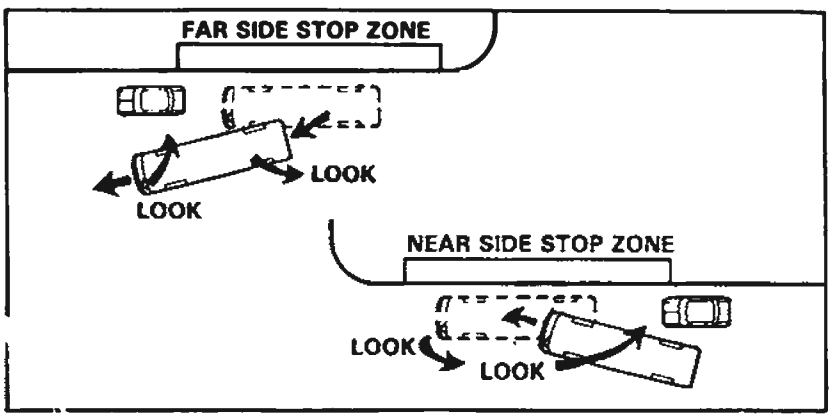
SECTION I

DEFENSES FOR MOST PREVALENT TYPES OF ACCIDENTS

DEFENSES AGAINST ACCIDENTS ENTERING AND LEAVING BUS ZONE



Entering Passenger Stops

1. Prepare for stops by decelerating slowly and braking smoothly — remember passengers are leaving their seats.
2. Use Signals.
3. Approach with proper clearance and observe right outside mirror to avoid hitting parked vehicles — watch for hazards in the zone.
4. Spot the Bus 6"-12" and parallel or 4' and parallel if ideal spotting isn't possible. When vehicles or obstructions make it impossible to get 4' and parallel, remain in the street and use the vehicle or obstruction in the zone to block traffic on the right for passenger safety.
5. Keep doors closed until bus is completely stopped.

Leaving Passenger Stops

1. Check left mirror and look over left shoulder before pulling away.

2. Use turn signals, and hand signals if necessary.
3. Observe right outside mirror as you pass the first parked vehicle to check your clearance.
4. If a parked vehicle is close to the end of the zone, allow traffic to clear so both lanes can be used to clear that vehicle.
5. Don't move the bus with the doors open.

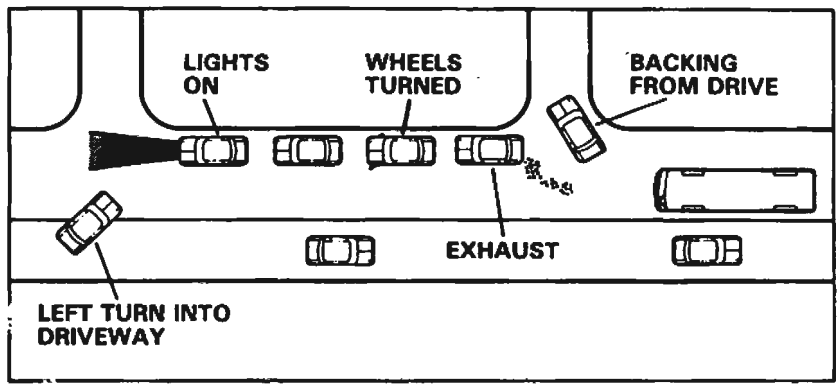
DEFENSES AGAINST ACCIDENTS IN THE BUS ZONE

1. Spot the Bus 6"-12" and parallel to curb.
2. Always strive to stop the bus clear of the traffic lane (front and rear).
3. Where 6"-12" clearance cannot be achieved, spot the bus 4' or more from the curb in such a manner that parallel parking is possible and passengers boarding and alighting are protected from traffic.
4. At farside stops, stop as far forward as possible in the zone so vehicles turning right from behind may more easily avoid the left rear corner of the bus.
5. Signal your intention to stop well in advance and after stopping keep brake lights activated.
6. Encourage tailgaters to pass by slowing the bus gradually.

DEFENSES AGAINST ONBOARD FALLS

1. Stay aware of passenger movements onboard and adjust your operation accordingly.
2. Observe traffic closely for sudden deceleration.
3. Maintain safe following distance.
4. Avoid unnecessary sudden brake applications.
5. Anticipate braking requirements to permit a smooth stop with a single application.
6. Begin stopping sooner.
7. Partially release the brake just as the bus stops to avoid backlash.

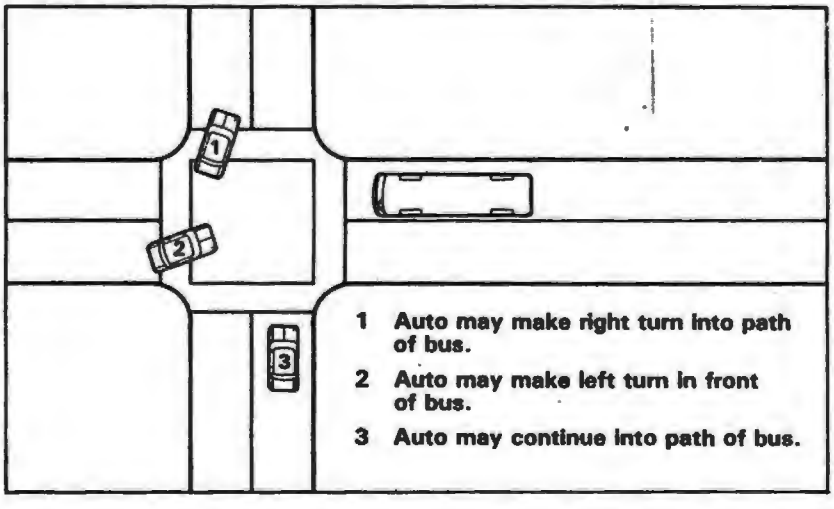
DEFENSES AGAINST ACCIDENTS BETWEEN INTERSECTIONS



1. Regulate your speed to match conditions of weather, traffic, etc.
2. Maintain proper right side clearance. (4½ feet if possible).
3. Watch for vehicles entering and leaving driveways, alleys, etc.
4. Watch for "Tip Offs" from parked vehicles: Exhaust, lights, wheels turned, person entering or in autos, pedestrians (especially children) near parked vehicles.
5. If potential hazard is sighted, reduce speed and prepare to stop, don't depend on your horn to stop them.
6. Signal your intent to change lanes.
7. Treat vehicles as if they were going to "Cut In" after they pass you — many will.
8. Avoid unnecessary lane changes.
9. Don't allow yourself to be distracted.
10. Maintain safe following distance.
11. Keep a firm grip and never use spokes on steering wheel.

12. Stop back from vehicles attempting to park — allow for backing maneuver.
13. Be on guard for drivers looking for a parking place — they may stop suddenly.

DEFENSES AGAINST ACCIDENTS AT INTERSECTIONS



1. Approach all intersections under control prepared to stop.
2. Place foot over brake when approaching intersections.
3. Regulate speed to range of vision of cross traffic.
4. Observe traffic carefully before entering and while crossing intersections.
5. Don't allow yourself to be distracted.
6. Never assume or insist on right of way, regardless of what traffic signals indicate.
7. Amber signals are not "Go" signals.
8. Make a full stop at stop signs.

9. Signal your intentions to turn and keep proper right side clearance.
10. Wait for opposing traffic to clear before making a left turn.
11. When proceeding straight across an intersection, be alert for opposing traffic waiting to make a left turn. They may **not** wait.
12. When approaching an intersection, look first to the left, then to the right, then left again.

SECTION II

OPERATING INFORMATION

"Schedules are kept, not by how fast we run, but by how little dwell time we waste at each stop."

STEERING

Every maneuver we make with a bus depends on how well we can control the wheel. Resting your hand on the rear part of the wheel may be the most relaxed position but it certainly is not safe. If anything happens to the bus or in front of the bus, chances are you won't be able to do anything about it quickly enough.

Once you're accustomed to it, the best and most comfortable method is placing both hands on the wheel, one on each side, sitting up straight with your weight evenly distributed.

To begin a left turn, place your right hand about eleven o'clock on the wheel with your palm down, fingers grasping the rim of the wheel and pull toward you. When your right hand is about eight o'clock, your left should be at eleven and begin pulling. Move your hands in an easy rolling motion hand over hand, palms down.

To begin a right turn, place your left hand about one o'clock on the wheel with your palm down, fingers grasping the rim of the wheel and pull toward you. When your left hand is at about four o'clock, your right should be at one o'clock and begin pulling. Move your hands in an easy rolling motion hand over hand, palms down.

Many accidents could be prevented by something as simple to practice as good steering techniques to maximize control.

LEAVING A BUS STOP

There are certain basic procedures we should follow in order to leave a bus stop safely. The first thing is to check the front door to make sure it's clear, then turn

the door control handle to the close position (keeping your attention on the door and your hand on the handle until the door is completely closed). Then with a sweeping eye movement from right to left through the windshield, make sure it's clear ahead. (Be aware that windshield posts can sometimes block your view of a hazard). Continue to the left side mirror. Check traffic to the left and rear to make sure it's clear. Glance quickly over your left shoulder to see if there's a vehicle in your blind spot. If it's safe, activate your left turn signal, move your right foot from the brake to the accelerator and move smoothly to the left and forward as your attention comes back to the windshield area (and right side, when pedestrians are present).

Keep in mind that if you attempt to accelerate to merging speed before moving the bus to the left, you may not see hazards such as poles or signs on the right and as a result have an avoidable 45 type accident (Striking a fixed object).

If traffic won't permit you to move left, wait until it clears.

NOTE: At nearside stops, be especially watchful for autos making a right turn in front of the bus.

FRONT DOOR MIRRORS

These mirrors should be used to make certain that the doors are clear and ready to be closed. By making it a habit to check these mirrors before closing the door, regardless of whether your direct view of the door is blocked, you may be able to avoid a boarding accident caused by your timing being thrown off due to a passenger blocking your view of the door at a critical moment.

SPEED

Regulating the speed of the bus to fit traffic conditions is a prime deterrent for accidents. Many times accidents occur because someone approached a hazardous condition using excessive speed and then didn't have enough time to take evasive action. It's plain hard fact that the bus just won't stop as quickly, maneuver as well or accelerate as fast as a car. You, as a professional, have to overcome these differences with knowledge, skill, alertness and judgement. For instance: Approaching a congested area in the street ahead, your skill **may** tell you there's enough room to make it, just barely; your judgement **should** tell you there's enough room to make it but **not enough** to make it **safely** so slow down or maybe stop; let the situation sort itself out then proceed. It may take a little longer this way but in the long run, it's really the only reasonable solution. Remember, your passengers consider you a "Pro" when they get on the bus and unless you do something to change their mind, they will still think that when they get off.

APPLICATION OF BRAKES

Brake application: it isn't how much you use but how you use it. Passengers are more likely to fall because of a quick shallow application than a smooth medium or heavy application. Keep in mind, **you** know what you're going to do — your passengers have to react after you've done it.

In order to make a smooth and safe application, place your foot on the brake pedal with your heel directly over the hinge at the base of the pedal, then rock your foot forward into the pedal, using the ankle muscle, rather than trying to regulate pedal pressure with your leg.

Try to bring the bus to a stop with a single, smooth application. "Fanning" the brakes decreases available air pressure and causes brake linings to wear more quickly.

Contrary to what some believe, you cannot "Pump-up" air brakes. What happens when you "Fan" or "Pump" the brakes is that each time you come up with the pedal when you're fanning, you lose air pressure, so on the next downward stroke, there's less pressure available. In effect, you're not improving the bus' ability to stop, you're making it worse. "Fanning" can also cause the brakes to overheat and thereby lose some effectiveness.

WET PAVEMENT

Every rainy day a number of us are involved in accidents because we failed to take the wet road surface into consideration. We approach an intersection or bus stop in the normal manner, apply the brakes and suddenly the bus begins to slide. Now we have a choice, either get off the brake so the bus will straighten out and hopefully stop with lighter brake pressure, or stay on the brake taking a chance on sliding into whatever is in the way. The first solution is usually the best one. What both of them boil down to is making the best of a bad situation. The only good solution is to be aware of road conditions and slow down before we get into trouble. Be especially watchful for streets which have recently been resurfaced — they're extremely slick in rainy weather.

NOTE: Heavy fog and tree leaves can also cause slippery pavement.

TRAFFIC SIGNALS

To help eliminate entering intersections on stale yellows or maybe red lights, we can borrow an idea from airline

pilots. When a plane is taking off, at a certain point on the runway there is a mark, known as the "Decision Point". When the plane goes beyond this point, it's committed to taking off because there's not enough runway left to stop safely. When approaching an intersection, be thinking, "If the light changes to yellow I'll stop". Then at the appropriate distance from the intersection (depending on your speed) you'll reach the "Decision Point". Beyond this point, you won't stop because you couldn't stop safely. If the light does change, you won't have to decide whether or not to stop — you'll already know. But even after passing the decision point, keep your foot over the brake.

Because buses don't accelerate fast enough to help much when trying to clear an intersection on a late light, you're a lot more likely to benefit from keeping your foot over the brake. Remember 1/3 of all accidents occur at intersections.

HAZARDOUS CONDITIONS

Keep in mind that from the time you leave the Division yard until you return — you face a certain amount of danger. The only questions are how much and from where. The closer you are to other traffic the greater the danger, you never know for sure what they're going to do. The greater the number of vehicles around you the greater the number of potential trouble locations. Remember, each moveable object (vehicles, pedestrians, etc.) you're around is a potential hazard, if for no other reason than that you can't control it.

SPOTTING THE BUS IN BUS ZONES

It's not always possible to get the bus into the zone 6"-12" and parallel and provisions have been made for

the situation in the rule book. However to help you to understand why this is so important, you should be aware that stopping the bus in any position, at any time, other than parallel to the curb significantly increases the probability that the bus will be hit on the left rear. It apparently affects, in some manner, the ability of the auto driver to judge the relative position his or her car should take in relation to the bus. In other words they don't go to the left far enough when they attempt to pass. Knowing this, if you stop the bus other than parallel, you may not cause the accident but you will have greatly contributed to it. So stop parallel — always.

PROPER RIGHT SIDE CLEARANCE

Maintaining proper right side clearance isn't always easy, but keep in mind that anytime you drive the bus with less than 4½' of clearance on the right you are taking a very real risk. If proper clearance is unobtainable, reduce your speed and be very alert.

Note in your own experience how many times someone in a parked vehicle opened the door before looking first, or "nosed" their car partially out into your lane before they checked for traffic. How many times have you seen a pedestrian take a couple of steps into the street before looking. Consider what could have happened had you not had the proper clearance or had been a little closer to them when they did it.

For the most part, the reason for keeping the right side clearance is because the District is aware (as you should be) that other people make mistakes and that 4½' of clearance protects you from those mistakes most of the time. Remember: We all know what the other guy **should** do, trouble is they **don't** always do what they should. We as professional drivers, must take more than

our share of responsibility for the safety of the "Amateurs."

PULLING INTO CURB

This maneuver is similar to the straight course, except for the actual turning into the curb and clearing the last object. Before commencing the turn, line the center of the right front wheel with the front part of the last object to be cleared (look into your outside right rear view mirror to check clearance), start the gradual turn into the curb. Just before the right front corner of the bus is going to reach the curb, steer to the left and follow the curb line. Look out for any obstructions or objects along the curb. Remember, you need 15 feet more than a bus length after the front bumper is at the curb to make a stop 6 to 12 inches from the curb. Look into the outside right rearview mirror before you stop, if the bus is not parallel, turn the steering wheel to the left about a quarter of a turn. Open door after completing the stop.

When unable to make a normal passenger stop in a bus zone because of unsafe conditions of gutters, curbs, sidewalks, or obstructions of any kind, stop parallel four feet from the curb.

Remember also that the speed of the bus has a direct effect on the amount of open curb needed to make a stop 6"-12" and parallel. The less open curb available, the slower you must go in order to make the stop.

FARSIDE STOPS

A common hazard at farside stops is when we're ready to leave, we check the mirror on the left, note that it's clear and begin to move. About this time an auto makes a right turn from the cross street behind the bus and is

attempting to pass. Many times this situation can be avoided by checking the inside rear view mirror and right outside mirror just before we move, to see if any vehicles are approaching the intersection.

Remember that when leaving farside or midblock stops it's often necessary to use at least part of the #1 lane in order to clear an object just beyond the end of the Bus zone. Be sure to check your clearance from that object as you begin to straighten the bus out in the operating lane.

When approaching a farside stop, don't activate your turn signal until you enter the intersection. That way, other drivers won't be confused and think you're about to make a right turn onto the cross street. Also, pull all the way forward in the zone, it lessens the probability that cars making a right turn from the cross street will hit the left rear of the bus.

FOLLOWING DISTANCE

Because so many people have difficulty accurately estimating proper following distance by using the "one vehicle length for each 10 m.p.h." method, the National Safety Council now recommends using the "2 second rule" (3 seconds for buses). To use this method, watch the point or fixed object (such as a sign post) that the vehicle ahead of you is passing, then measure how long it takes you to reach that point or object by counting "one thousand one, one thousand two, one thousand three". If you pass the point or object before you get to three (three seconds) **you're too close.**

STOPPING DISTANCE

Just ahead of reaction distance there is an interval known as **"Perception Time."** This is difficult to

measure as it will vary as to the individual. However, it is the interval during which the driver realizes that a hazard exists and decides to do something about it.

Perception and reaction time represent the only interval during which the driver has any control over how long it takes to stop. After the brakes are applied, the stopping of the bus is strictly a mechanical operation and is determined by the speed of the vehicle and its rate of deceleration.

M.P.H.	*FEET PER SECOND	*REACTION DISTANCE	*BRAKING DISTANCE	*TOTAL STOPPING DISTANCE
10	15	11	7	18
20	30	22	50	72
30	45	33	63	96
40	60	44	112	156

*Approximate figures based on formulas:
1.1 x M.P.H. = Reaction Distance
1½ x M.P.H. = F.P.S. (feet per second)
$\frac{V^2 7}{100}$ = Braking Distance

Panic stops are the major cause of on board falls. When not operating under control you are set up for a collision-type accident that would force you to make a panic stop. You might have avoided the collision, but usually a passenger falls.

ROUTES (OUT OF SERVICE) WHY?

In case of problems, it's easier and faster to locate the bus if it's on the established route. Many times a mechanic must use a route sheet to locate the bus if not familiar with the area. Blockades can be allowed for because the District is usually notified in advance. Most of all, because we know the route is safe and clearances are adequate for the bus.

SCHEDULED DEPARTURE TIMES

Any unnecessary deviation from the scheduled departure time is a violation. Leaving late from a terminal or laying back on your schedule can cause heavy loads and thus make you even later. It may cause your follower to have to drag in order to avoid running sharp and definitely causes improper distribution of passenger loads. In fact, running unnecessarily late causes a lot of the same problems that running early causes.

RELAYS

When a bus is running so late that it can't reach its terminal and leave on schedule and providing it's out of place, the Radio Dispatcher or Supervisor may decide to set up a relay for that bus.

When this happens, another bus and Operator are sent out from the Division to the terminal the late bus is working toward. The bus from the Division leaves in service and on schedule, working toward the late bus. When the two buses meet, each driver gets off his bus, walks to the other's bus and continues in service. The Operator being relayed is then back on schedule with a different bus and the Operator making the relay works to the terminal and normally pulls in.

By relaying a bus, all trips are completed and no stops are missed. The six items to remember when making a relay are:

1. Bus run number to be relayed (this is the Bus run # you'll use).
2. Destination sign to be used.
3. Departure time from terminal.
4. Number of bus to be relayed.
5. Approximate location where buses will meet.
6. What to do after relay has been made.

ROLLING BACK ON A HILL

To prevent a bus from rolling back on a hill, apply the foot brake fully, then as quickly as possible, move your foot to the accelerator. In most cases, before the brake releases completely, the engine R.P.M. has increased enough to begin pulling the bus and prevent it from rolling back. To avoid being bumped, always maintain at least 5 feet clearance in front when stopped on a grade.

LEFT TURN OVER RAILROAD TRACKS

Buses making a left turn across tracks running down the middle of a divided roadway at intersections controlled by a traffic signal, should wait in the #1 traffic lane, within the intersection, until the amber signal comes on for the Bus' direction of travel, then begin the turning movement.

By waiting for the amber signal, during the time the bus is making the turn, the red signal for the cross traffic will turn green and the bus will be able to complete the turn and clear the intersection and railroad track in one continuous movement.

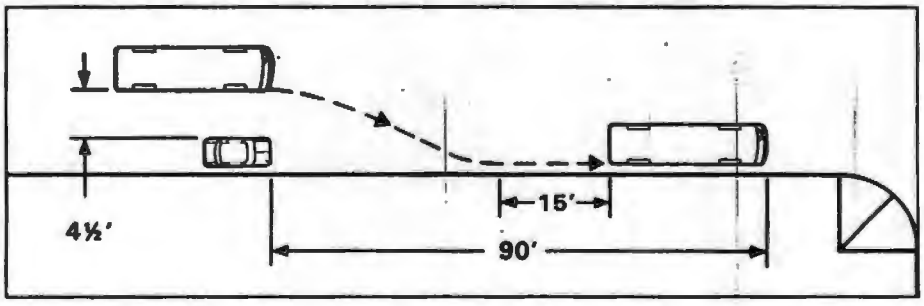
RIGHT TURNS

Approach right turns in the lane closest to the curb, with 4½' of clearance and parallel to the curb. Begin turning the wheel when the center of the right front wheel is in line with the curb line of the street you are turning onto. NOTE: On R.T.S. type buses line up the rear of the right front wheel.

LEFT TURNS

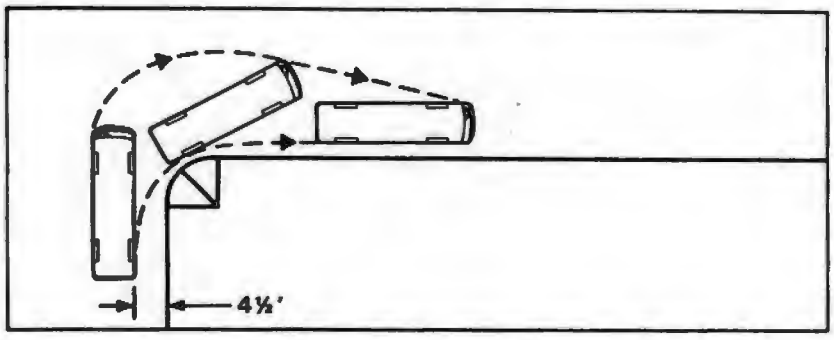
Approach left turns in the lane nearest the center of the roadway, pull forward until the center of the left front

wheel is in line with the center of the street you are turning left onto, wait for opposing traffic to clear then complete the left turn. As a "rule of thumb", left turns must be made from the lane farthest to the right, that it's legal to make the turn. NOTE: The speed of a bus has a direct effect on its turning radius — the slower the speed, the sharper the turn.



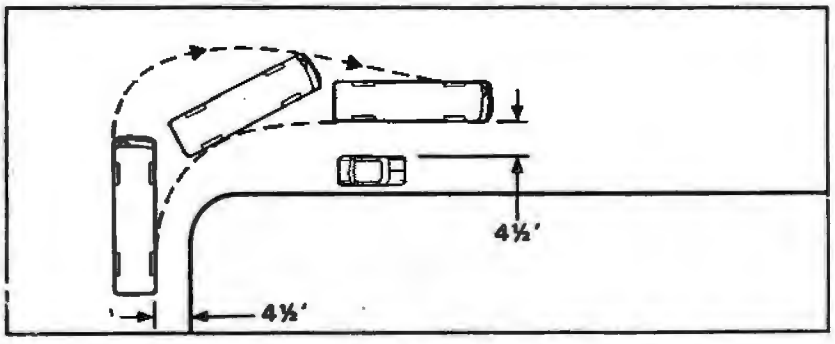
NEARSIDE STOP

When approaching passenger stop, the bus should be approximately 4½ feet from parked vehicles or obstructions. Pull ahead until the *center of the front wheel is even with the front of the parked car or any object to be cleared. At this point, start the gradual turn into the curb. The front end of the bus must travel down the curb line at least 15 feet more than one bus length in order to bring the rear of the bus into the curb.
*On RTS II, use rear of front wheel.



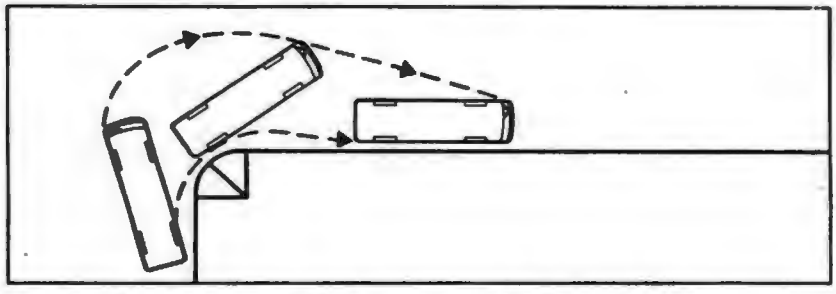
RIGHT TURN

Under ideal conditions, the bus should be parallel 4½ feet from the curb. Pull ahead until the *center of the front wheel is in line with the curb of the street the bus is turning onto (or any object, such as parked cars to be cleared). At this point, commence the turn.
*RTS II use rear of right front wheel.



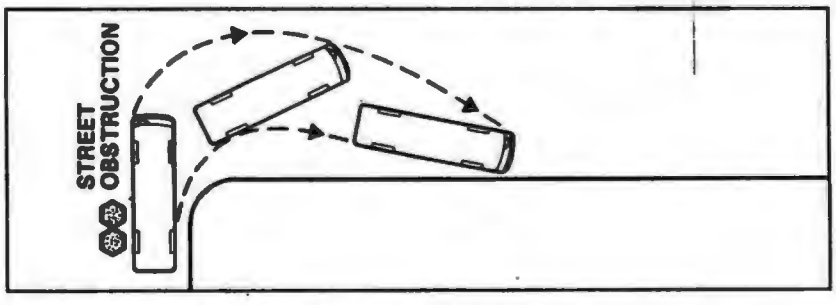
RIGHT TURN
(With Auto Parked Near Corner)

Under ideal conditions, the bus should be parallel 4½ feet from the curb. Pull ahead until the *center of the front wheel is in line with the left side of the object, such as parked cars, to be cleared. At this point, commence the turn.
*RTS II use rear of right front wheel.



PASSENGER STOP BEFORE RIGHT TURN

When a stop is made before right turn, the stop should be made at least 25 feet before reaching the corner. When pulling away from the curb, the bus must average 4½ feet from the curb. Pull the front of the bus out seven feet from the curb. The back end will be out two feet. Pull ahead until the *center of the front wheel is at right angle to the straight part of the curb of the street the bus is turning onto. At this point, start the turn.
*RTS II use rear of right front wheel.



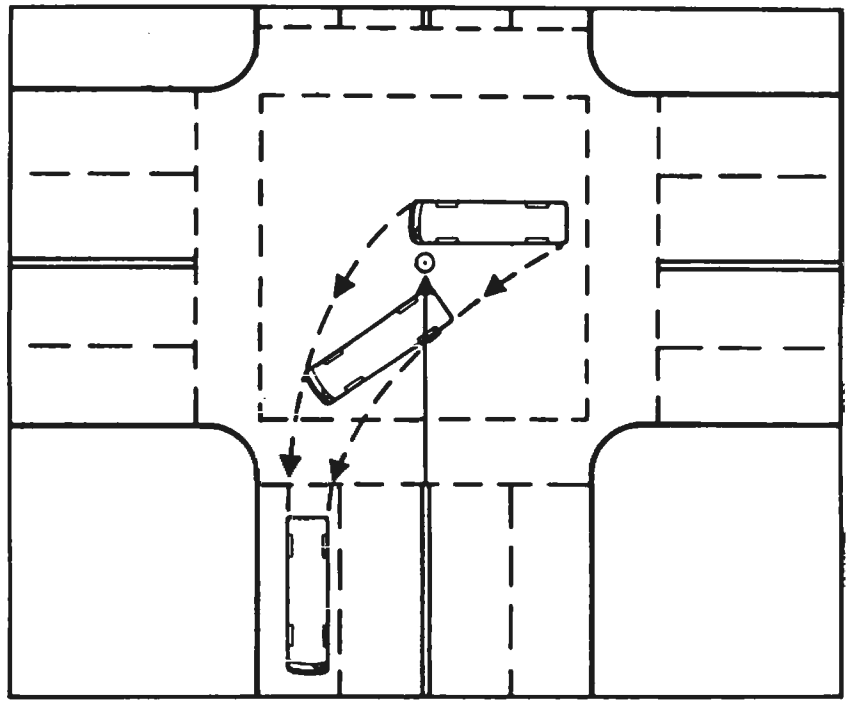
RIGHT TURN
Obstructions or Hazards

When conditions in the street make it necessary to commence a right turn less than 4½ feet from the curb, the bus must be pulled far enough ahead before commencing the turn so the rear wheels will miss the curb of the street the bus is turning onto.

EXAMPLE: If the bus is only 1 foot from the curb,

then the bus must be pulled ahead to a point where the right rear wheel is even with the beginning of the curb curvature before commencing the turn.

When making the right turn, extreme caution must be used to avoid an automobile squeezing in between bus and curb and opposing traffic on street you are turning onto.

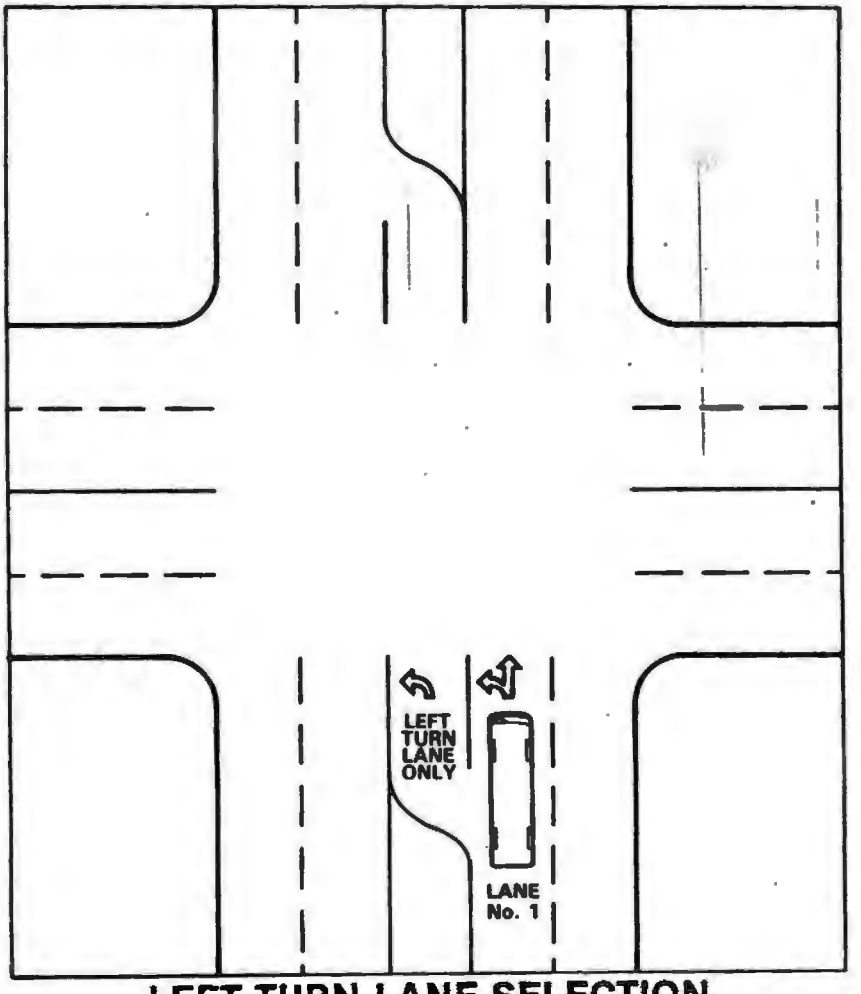


LEFT TURN

To turn left, the bus should be in the left or center lane and must have the signal displayed at least 100 feet before reaching the intersection. The intersection should be approached at a low rate of speed to enable the operator to be aware of traffic conditions.

Oncoming traffic must be cleared sufficiently to avoid danger before commencing the turn. Under ideal conditions, the operator will commence the left turn

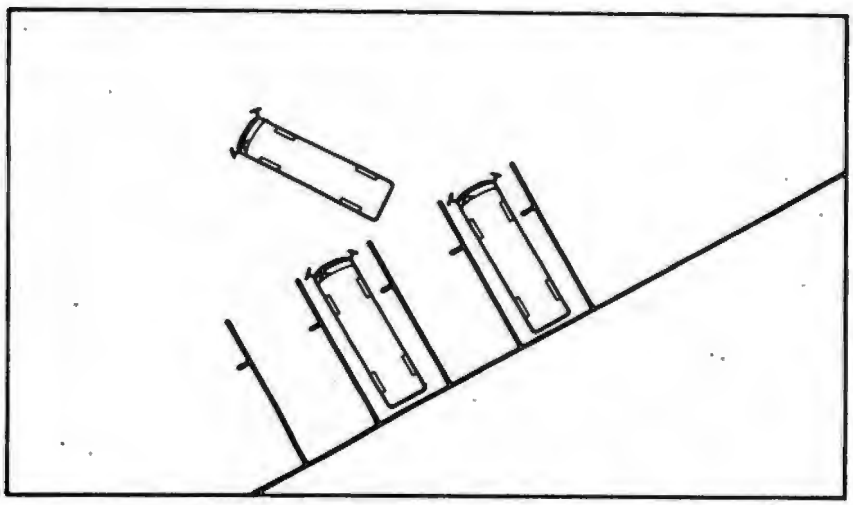
when the hub of the front wheel of the bus is in line with the center of the street which he/she is entering. This is provided that the bus will clear any vehicle which may be sitting or approaching the left side of the bus. The operator must make continuous left side observation and use a safe speed until completing the turn.



LEFT TURN LANE SELECTION

At a marked location (arrows) or posted location (sign) where a left turn can be made from "Left Turn Only

Lane" or from No. 1 lane, you must make left turn from No. 1 lane.



BACKING UP

When backing into a parking space if there is a guide line, the left side of the bus should be parallel to, and approximately three (3) inches from the guide line. This can be accomplished by using both outside rear view mirrors.

PARKING BUSES IN DIVISION YARD

The left side of the bus should be approximately 3" from the left lane line. This allows enough room to walk between rows. When the air in the bellows leaks out overnight, the bus usually leans to one side. By parking the bus properly, two buses can lean toward each other and not hit at the top. The left front wheel should be centered over the "Hash" mark so proper clearance can be had front and rear.

BACKING

1. Avoid backing whenever possible.
2. Use both outside mirrors as you back.
3. Use guidelines if available.
4. Back slowly.
5. **Never** back in traffic unless assisted by someone in authority.
6. Be **sure** area to rear of bus is clear and remains clear until backing movement is completed.
7. Sound horn intermittently as you back.

SUMMARY

The element of surprise is always present whenever a bus stops, starts, turns or changes course in any manner. The idea is to develop the best defensive techniques for those maneuvers. Think of defensive techniques for clearance, speed, mirror observation, braking, acceleration and how to apply them when using the accelerator pedal, brake pedal, door controls and steering wheel.

Let us not forget that as professional bus Operators we have more knowledge of the relative capabilities, dimensions and limitations of our equipment and more awareness of the basic principles of defensive driving than the "Amateur" driver.

SECTION III

EQUIPMENT INFORMATION

CHECKING TIRES

One method for checking air pressure on the rear tires is to check the bottom of the outside dual, if the side wall is straight, both tires probably have adequate pressure. However, if there is a bulge at the bottom of the tire, one of the tires is low or flat. The reason for this is that a single tire cannot support the weight of the rear of the bus without bulging at the bottom. Also a light tap on a tire with your punch will reveal a suspected low air or flat tire. Comparison taps on a fully inflated tire will result in immediate recognition of the condition. If in doubt, go to the mechanical department and have the tire checked.

WHEN ENGINE WON'T START

When you press the start button and nothing happens or the engine turns over but won't start, make sure the transmission is in neutral, leave the master run control switch on and go to the engine compartment, lift the cover. Check the damper, then the rear control switches to make sure they are in the "normal" position. There are normally 3 switches, one is labeled compartment lights, the other two are 3 position switches. One will be labeled "starter" then "normal," "off," and "rear start." The other will be labeled "run control" then "normal," "off," and "rear run." To start the bus from the rear, hold the starter switch in the "rear start" position (remember, you left the master run control on) when the engine starts, flip the switch up to normal, lower and secure the engine compartment. Then go ahead and complete your pre-pull-out inspection. Also remember, don't hold the start switch on more than 15 seconds at a time, then wait 15 seconds before you try again.

Some buses have a "knife switch," toggle switch and a start button. Make sure the "knife switch" is closed and the toggle switch is in normal position.

ENGINE DAMPER

(Emergency Stop Switch) When the engine cannot be shut off in the normal way, the damper is used to cut off the intake air the engine needs in order to run. Once used, it must be reset manually by pulling up or pushing down on the damper reset cam lever located on the engine near the air intake hose and supercharger.

The engine may not necessarily die if the damper is used, but it will not accelerate or pull the bus and will emit excessive amounts of black smoke. At times for no apparent reason it may trip itself. If this happens get the bus to the side of the roadway if possible and go to the rear of the bus and reset the damper.

MASTER DOOR CONTROL SWITCH

This switch is located in lower right compartment of the dash or at the right top of the windshield. This switch is used when there is some problem with the rear door and it's necessary to shut it off. When the switch is off, the rear door will not work, nor will the interlock. For instance: say you have a treadle type rear door and it won't close, it keeps popping back open. You can shut off the master door control switch and go back and shut it by hand, then turn the switch back on. Most of the time, this cures the problem. If not, turn the switch back off, close the doors, continue in service and call the radio dispatcher. (When you get out of the seat to turn off the switch, don't forget to set the hand brake and put the transmission in neutral, because as soon as you turn off the switch, the brake interlock releases).

TREADLE TYPE REAR DOOR

This type of door requires a passenger to stand on the rear steps while you push the treadle switch. The door should remain open 2½ seconds after the passenger steps off the bus. This type of door also has a sensor in the rubber edge so if it closes on something, it will pop back open.

If you see someone who might have trouble with this type of door because of packages, or physical handicap, or someone with little children, you can switch on the treadle by-pass which will open up and hold open the rear door until you turn the switch off.

AIR OPERATED PARKING AND EMERGENCY BRAKE (DD-3 VALVE)

This brake is actually applied by a spring. When you build up air pressure to over 90 lbs., then push down on the button, air pressure counteracts the spring and causes the brake to release. When you lose air pressure (at about 40 lbs.) the button automatically "pops" up and the brakes are applied.

AIR CONDITIONING

Most air conditioned buses recirculate about 75% of the air on the inside of the bus and bring in about 25% of the air from the outside. The system is designed to work in such a way that doors can be opened a certain number of times per hour, remain open a certain length of time at each stop, etc., and still work reasonably well. However, when a window or vent is left open too much air comes in from outside, the system overloads, the cooling coil gets ice on it (from the moisture in outside

air) and air can't pass through it and be cooled. So what you have is a hot bus. The more sealed off from the outside you keep the bus, the cooler it will be.

Note: On air conditioned buses with G.M. engines, in order for the air conditioning to come on, the air pressure must be up to 90 lbs., the generator must be charging and the engine must be idling. In other words the A/C won't come on if you turn it on traveling down the street or freeway.

3 SPEED SUPER-"V" AUTOMATIC TRANSMISSIONS

In order to shift this transmission into gear, the gear selector toggle switch is moved to the appropriate position. A minimum of 90 lbs. of air pressure is required in order for the gear selector to work. Sometimes, due to wear or improper adjustment, 90 lbs. of air pressure is not enough to cause the transmission to go into gear. It may take 100 lbs. or more to activate it.

If, for instance, the air pressure gauge shows 100 lbs. and the transmission won't engage, depress the brake a few times to make the air pressure drop below the "Cut In" pressure (usually about 95 lbs.) for the bus' air compressor, then build up the air to the compressor "Cut-Out" pressure (usually 115 lbs.) and try to place the transmission in gear again. If this doesn't work, notify the radio dispatcher (or mechanical department in the Division yard).

Note: This transmission is always in gear, the neutral setting just disengages the clutch.

NOTIFYING MAINTENANCE

Notifying maintenance of a problem as soon as possible helps to cut down on service delays. If you have the bus

EQUIPMENT DATA SHEET

BUS IDENTIFICATION

Series Number	Engine Type	Damper Equipped	Seats	Fuel Capacity	Length	Width	Air Suspension	Treadle Rear Door	Loader Valve
1000	GMC V-8	Yes	47	95	39'10"	8'7"	Yes	No	No
$1100	Dodge V-8(Gas)	No	20	50	24'	8'0"	No	No	No
1200	GMC V-6	Yes	33	95	29'3"	7'11¾"	No	No	No
2400	GMC V-6	Yes	45	95	35'	8'0"	Yes	No	No
2600	GMC V-6	Yes	45	95	35'	8'0"	Yes	No	No
3000	GMC V-8	Yes	49	125	40'	8'0"	Yes	No	No
3100	GMC V-8	Yes	51	125	40'	8'6"	Yes	No	No
3200	GMC V-8	Yes	51	125	40'	8'6"	Yes	No	No
4000	Cummins V-8	No	35	80	30'7"	8'0"	Yes	Yes	Yes
4200	GMC V-6	Yes	45	95	35'	8'0"	Yes	No	Yes
4300	GMC V-8	Yes	45	95	35'	8'0"	Yes	No	No
R5000	GMC V-6	Yes	51	95	39'10"	8'7"	Yes	Yes	Yes
R5200	GMC V-6	Yes	46	80	39'10"	8'7"	Yes	Yes	Yes
R5300	GMC V-6	Yes	51	80	39'10"	8'7"	Yes	Yes	Yes
R5400	GMC V-6	Yes	51	80	39'10"	8'7"	Yes	Yes	Yes
R5500	GMC V-6	Yes	51	80	39'10"	8'7"	Yes	Yes	Yes
$5700	GMC V-6	Yes	50	95	40'	8'6"	Yes	Yes	Yes
$5800	GMC V-6	Yes	50	95	40'	8'6"	Yes	Yes	Yes

$5900	GMC V-6	Yes	50	95	40'	8'6"	Yes	Yes	Yes
$6000	Cummins V-8	No	50	95	40'	8'6"	Yes	Yes	Yes
6100	GMC V-6	Yes	51	95	40'	8'6"	Yes	No	Yes
6200	GMC V-6	Yes	51	95	40'	8'6"	Yes	No	Yes
7000	GMC V-8	Yes	51	95	40'	8'6"	Yes	No	No
7100	Cummins V-8	No	51	95	40'	8'6"	Yes	No	No
7200	GMC V-8	Yes	51	95	40'	8'6"	Yes	No	No
7300	GMC V-8	Yes	47	125	40'8"	8'6"	Yes	No	No
7400	GMC V-8	Yes	51	125	40'8"	8'6"	Yes	No	No
*7500	Through								
7729	GMC V-8	Yes	46	125	40'8"	8'6"	Yes	No	No
*8000	Through								
8199	GMC V-8	Yes	48	125	40'	8'6"	Yes	No	No
*8200	Through								
9139	GMC V-6	No	43	125	40'8"	8'6"	Yes	No	No
9200	Mann6 (Pancake)	No	67	100	60'	8'6"	No	No	No
9900-10	Cummins V-8	No	84	127	39'	8'6"	Yes	No	No
9902	Through								
9921	Cummins V-8	No	82	125	40'	8'6"	Yes	No	No

* Accessible
$ To be phased out
R In reserve

repaired, don't forget to note the problem you had on the bus condition report (be specific)before you go to the mechanical department, and request a new card for the bus after it's been repaired. This protects you in case you're out late and helps the mechanical department keep record of maintenance performed on the bus.

SECTION IV

PASSENGER RELATIONS INFORMATION

APPEARANCE

A neat and professional personal appearance creates a good self image and the better we feel about ourselves, the easier we find it to deal with others. If we want people to respect us as a professional, we should try our best to look like a professional. In fact, don't we all judge competency in other people, at least partially, by their appearance.?

PASSENGERS WHO DON'T SPEAK ENGLISH

Even though our jobs may be made more difficult at times by trying to assist passengers who don't speak English, keep in mind, it's not easy for the passenger either. Many times, they may speak a little English and if you speak slowly and in a normal tone, they may be able to understand. Many of us will unconsciously raise our voice trying to make ourselves understood. Loudness does not assist understanding, it only makes the other person nervous and less likely to understand. Usually the best methods are to speak slowly and distinctly or request assistance from another passenger.

CALLING STOPS

Some of us have gotten into the habit of not calling our stops, or maybe just calling requested stops (if we remember). There are some real benefits if we again get in the habit of calling out the stops. There are fewer missed stops (and fewer complaints about it), less dwell time at each stop because more passengers are prepared to alight, faster familiarity with the stops we make and thus we're more likely to be able to answer questions ac-

curately. Passengers really appreciate an operator who calls the stops. Calling out stops also keeps us more alert and aware of where we are and what we're doing.

HOW TO SAY "I DON'T KNOW"

Many of us are put in the position of having to tell a passenger that we don't know the answer to their question, due to the fact we're new on the line or new to the area. Some, in the past have resorted to giving false information in an effort to avoid embarrassment. When the passenger discovers the information to be false they become angry, not just at the one operator but all operators and we have another unhappy and uncooperative customer.

If you don't know the answer to a question try saying something like: "I'm sorry, I'm new on this line and don't know where that is yet, if you'll take one of the passenger timetables and call the information number, they'll be able to help you." In most cases, this will solve the problem. In answering, try to be sincere and polite. Ignoring passenger questions or giving curt answers won't help you or the passenger to make the best of an unfortunate situation.

HANDLING INVALID TRANSFERS

Passengers at times present transfers which for one reason or another aren't valid. When this happens, the passenger should be politely informed that the transfer is not valid and why, then requested to deposit the correct fare in the farebox. If the passenger refuses to pay or becomes belligerent, don't press the point, just note the time, location, etc. and when you arrive at the terminal, fill out an unenforced rule report to account for that passenger.

If each operator working for the District notes one invalid transfer each day and collects the proper fare, in a year's time this one procedure could generate more than 3/4 of a million dollars in additional revenues, now figure how much it would be if we caught the majority of the bad transfers presented.

Besides being one of our basic responsibilities as an operator, collecting fares on invalid transfers could generate enough revenue to make a real difference if government subsidies are reduced and cut backs become necessary.

UNENFORCED RULE REPORT

There are certain rules we ask our passengers to observe when they ride with us. We're also very much aware that not all passengers abide by these rules. In order to remind passengers of what the rules are, the District requires that the passengers be asked once to abide by the rule. Since we're not expected to "force" passengers, yet must account for the fact that a passenger has failed to comply, the unenforced rule report furnishes a method for reporting the violation and letting the Transit Police know we're having a problem.

By requesting once that the passenger comply with the rules, and filling out an "Unenforced Rule Report Card" if they refuse, we will have done all that's expected of us and still avoid confrontations and possible altercations with uncooperative passengers.

SECTION V

GENERAL INFORMATION

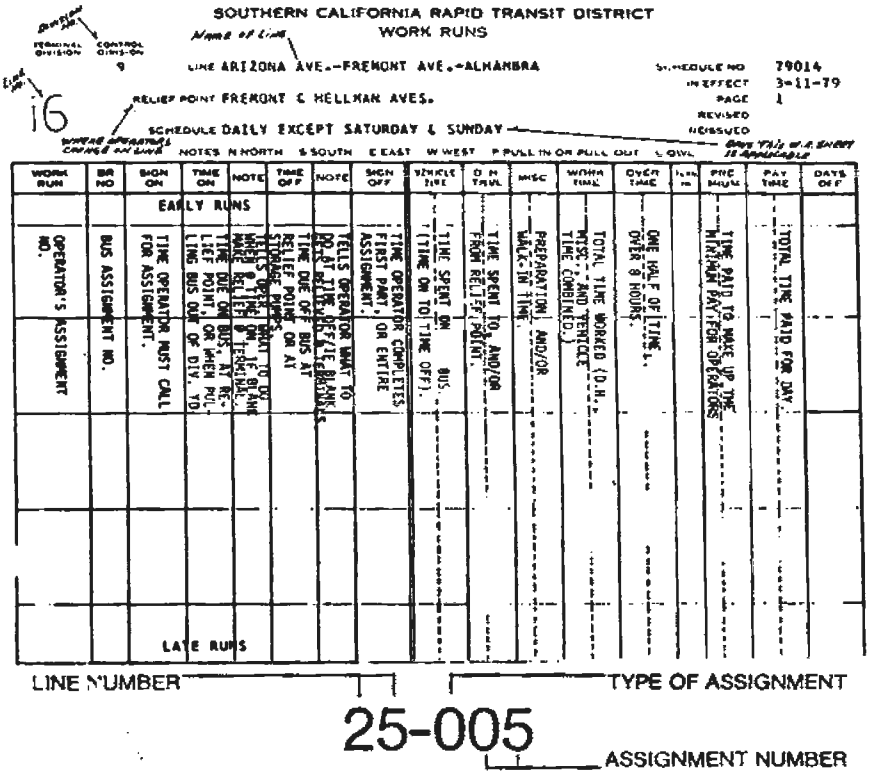
NECESSARY LINE KNOWLEDGE

1. Necessary supplies and where to obtain them.
2. When and how to call for a run.
3. How to find vehicle in yard and prepare for service, and operations within the yard.
4. Pull-out and pull-in routes, destination signs, what to carry, when to change.
5. Use of paddle board and special information on paddle board.
6. Relief points, and use of C.E.A. cars for relief.
7. Route of line, Express, Limited routes, and stops.
8. Layover zones and turnaround loop operation.
9. What to do in case of equipment failure.
10. Location of District Street telephones and how to use radio dispatcher's telephone number.
11. Telephone and radio reports to radio dispatcher: A. In case of B. O. equipment B. Delays C. In case of accidents, etc.
12. Correct use of bus radio, and silent alarm.
13. How to make a bus change or relay.
14. Danger points along the line and freeway operation.
15. Location of R.R. crossings, fire stations, police stations, etc.
16. Response to sirens and funeral processions.
17. Reading traffic conditions, stopping distance, potential accident situations, and proper defenses (there is a defense for most accidents).
18. Accident reports, Courtesy cards, and Miscellaneous reports.
19. Location of public parks, buildings, and points of interest.
20. Fares and fare zones.
21. Transfers issued and how to punch correctly.

22. Transfers received.
23. Transfer points, name and number of lines transferred to.
24. District passes, Monthly passes, and other forms of free transportation.
25. School tickets and Student Identification cards and their value.
26. Senior Citizen I.D. Card.
27. Fare Refund Receipts and unenforced rule reports.
28. How to perform clerical work.
29. Turning in lost articles.
30. Knowledge of all rules.

WORK RUN SHEETS

The work run sheet gives you a breakdown on how your time is accounted for. Below is a chart showing what each column is for. Following the chart is an explanation of what each number in the work run number means.



All numbers to the left of the hyphen are the line number. The first number to the right tells you what kind of assignment it is. For instance, the "O" in the above number means it's a regular run. All numbers to right of the first number are assignment number.

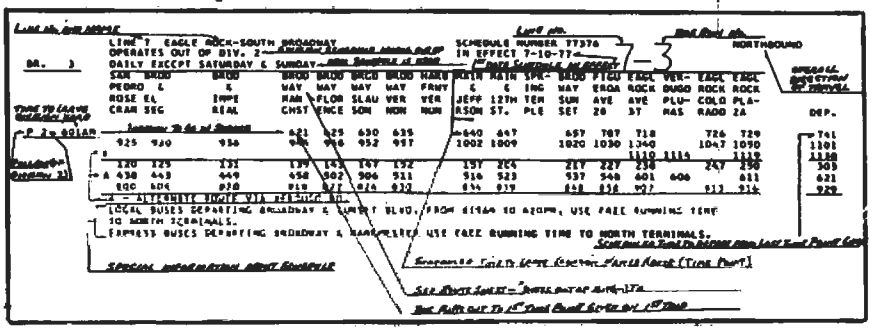
If the first number to the right of the hyphen is a:

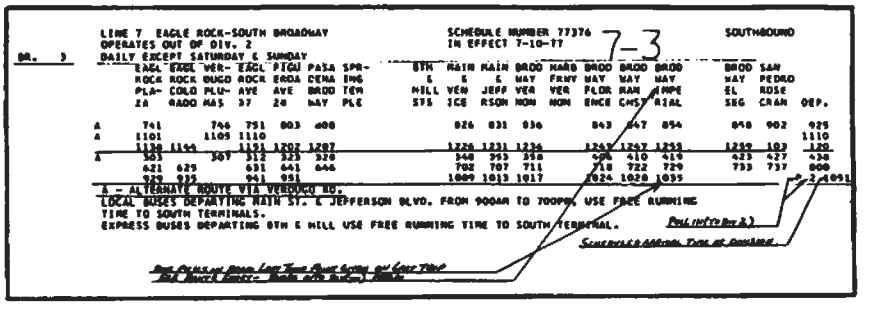
1—Assigned run or tripper
2—Unassigned run
3—Biddable A.M. tripper
4—Biddable P.M. tripper
5—Non-biddable A.M. tripper
6—Non-biddable P.M. tripper
8—Relief Run
9—Extra or non-scheduled runs
or trippers on Pink sheet

Note: On relief runs, the numbers to the left of the hyphen is the Division number.

PADDLEBOARDS

The following is an example and explanation of paddle boards and symbols:





Legend for symbols used in paddles, schedule letters, exclusive of those applying to routes and owl connections.

A—Alternate route
E—Except
F—Friday
G—Fuel bus
H—School holiday
L—Limited
M—Monday
N—Note
NR—Non-race
P—Pull-out Pull-in
R—Race day
S—School day
T—Tuesday
TH—Thursday

PADDLEBOARDS (Cont'd)

W—Wednesday
X—Express
Y—Remain in layover zone to allow follower to pull-in
Z—Relief
☐—Indicates accessible Bus Trip

*—Deadhead by driving assigned vehicle)
%—Deadhead by assigned vehicle)-Work runs only
@—Deadhead by deadhead bus)
#—Deadhead by line service)

$—Regular schedule (or no change)
¢—Change in mileage)-Schedule letters only

EXAMPLE OF OPERATOR'S DAILY REPORT (FORM 32-124)

RTD 32-124
FRONT SIDE
EFF 6/80

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT

OPERATOR'S DAILY REPORT

Date: 2.21.81 Work Location: 3207 Badge No. 0770 Name (Print): Harvey L. Jones

TRANSFER TICKET STATEMENT

Ending No. 126045 Ending No. _____ Ending No. _____
Commencing No. 126001 Commencing No. _____ Commencing No. _____
Issued 44 Issued _____ Issued _____

Did you issue a Refund Receipt? Yes X No ____; If yes, serial number(s): 36485

Number of time wheelchairs lift used 0 Number of wheelchair patrons refused transportation due to lack of wheelchair space 0

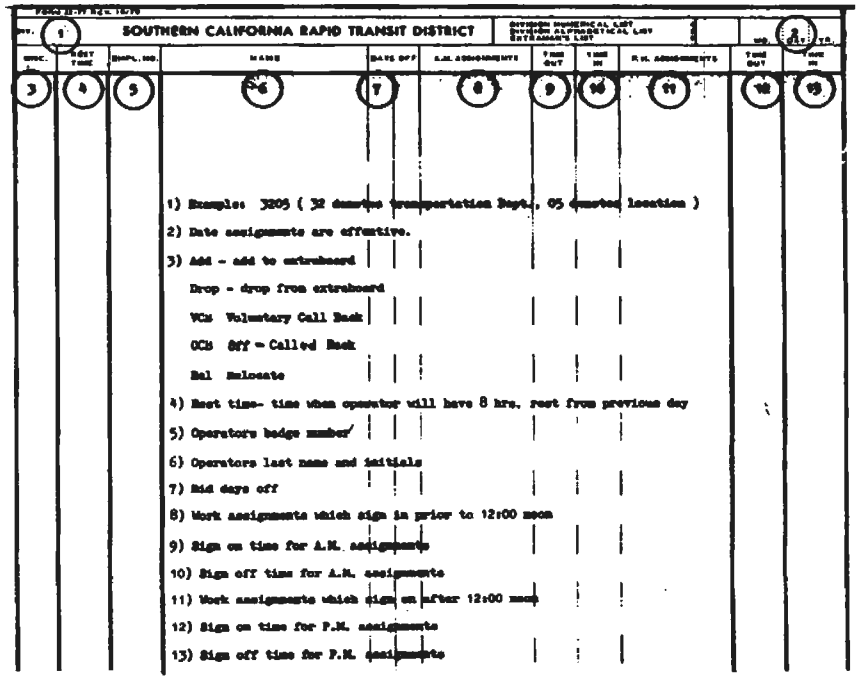
RTD 32-124
REVERSE SIDE
EFF 9/80

RECORD OF WORK PERFORMED

Work Run No.	Time On	Time Off	Bus No.	Line No.	Bus Run No.	Fare Box No.	Cash Vault No.
4-002	5:02 AM	12:21 PM	3127	4	2	163	1643
28-451	3:17 PM	6:16 PM	3222	28	3	1127	827
	AM	AM					
	AM	AM					
	AM	AM					
	AM	AM					
	AM	AM					

SIGNATURE Harvey L. Jones

EXTRA-BOARD



1. Assignments are marked chronologically from earliest to latest.
2. The Extra-board is posted each day at 3:00 p.m.
3. The Board rotates 1 to 3 operators per day (depending on Division)
4. Each operator is responsible for checking for their assignment for the next day.
5. Days off are by seniority choice.
6. Extra-board operators are guaranteed 8 hrs. pay within an 11 hr. spread.

ACCIDENT REPORTS

Probably no other report you write is as important as an Accident Report. Many of us feel that the Accident Report is used only for the purpose of determining whether or not we are to be charged with the accident.

In reality the Accident Report is used for many purposes. One use is for gaining information statistically to help learn what types of accidents are increasing in frequency so we can determine what areas we should concentrate on to help avoid those accidents.

Each year many millions of dollars are paid out for accident claims. We all know some of that money was collected falsely by people trying to take advantage of us. That money could be better spent on holding down fares or better service or better benefits for employees.

So another very important use is to determine whether a claim against us is valid. The Accident Report can, in many cases, tell us that the claim should be settled right away rather than waste our time — and yours — fighting a losing battle that may go on for years. Without accurate information it's very difficult to determine which claims are valid and which are not. (Courtesy Cards are helpful in this area, too).

When we whiz through an Accident Report because in our mind it's clearly unavoidable, we leave open the possibility that we might be charged with an accident because we didn't provide enough information for the Division Manager to understand exactly what happened. Keep in mind that of the 68 different types of traffic accidents, none are automatically chargeable. They all depend on circumstance.

We've included in this book some examples of accident reports which may help you to figure out what information is important to include in your report. There

are also examples of properly drawn and labeled accident diagrams.

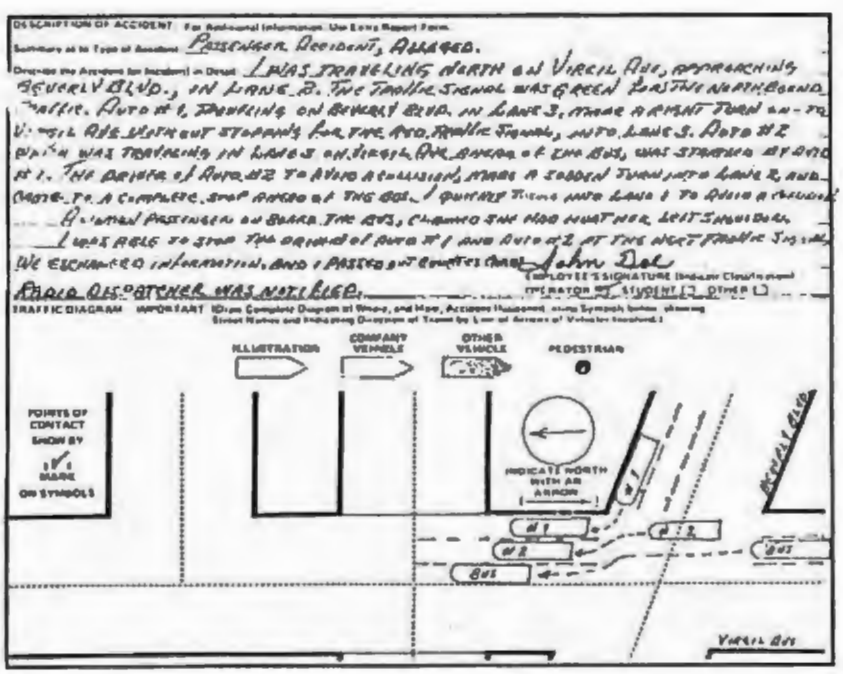
Another hint you might want to keep in mind is that when you report what happened, if you didn't see it with your own eyes, it's an allegation (Claim). In other words, if a person tells you that when you made that stop 2 blocks back, they bumped their head, don't say in your report, "A passenger bumped his head," say instead, "A passenger claims to have bumped his head," there's a difference.

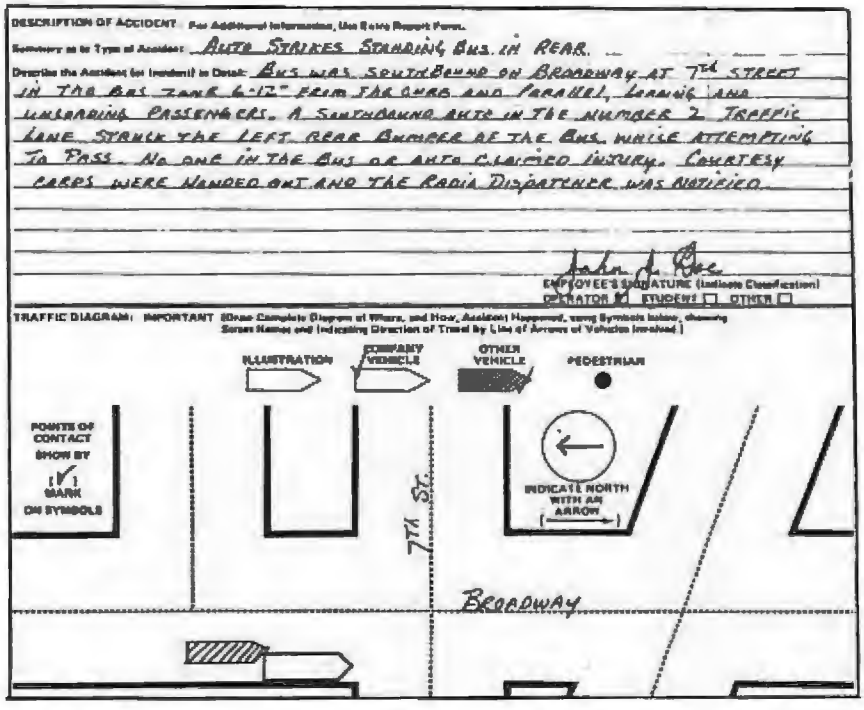
Tips to remember when making out an Accident Report:

1. Include all relevant information.
2. Try to get Courtesy Cards from persons not on the bus, (be sure to note on the card that they weren't on the bus).
3. Have someone read your report, then tell you what happened. If their description doesn't match what happened, re-write the report, you weren't clear.
4. Don't put in a lot of details that aren't related to the accident. In other words, confine it to a description of what happened immediately before and during the accident, and possibly some pertinent details after the accident.
5. Use the "accident kit" described in the rule book. In that way you don't have to remember what to note down, just fill in all the blanks that apply.
6. If there's injury or serious damage, or maybe some problem you are not sure how to handle, call the radio dispatcher and ask for help.
7. Don't let yourself be baited into an argument at the scene, that's not the place to settle it. When we get angry, it's easier to lead us into saying something we regret later.
8. When you hand out your Courtesy Cards, you'll

get a better response if you give them a pencil with it.

9. Don't ask if they'll fill the card out, give it to them and ask them to fill it out.
10. Start handing them out at the back of the bus and work your way forward, then after a couple of minutes, go to the rear and begin collecting them. (Note on the card if it belongs to a passenger claiming injury).
11. Try to be as accurate as possible, including the section on the back of the report that asks about speeds and distances.
12. Take your time and do it right. Once you turn it in you won't get a second chance.





DESCRIPTION OF ACCIDENT: For Additional Information, Use Extra Report Form.

Summary as to Type of Accident: AUTO STRIKES STANDING BUS IN REAR.

Describe the Accident (or Incident) in Detail: BUS WAS SOUTHBOUND ON BROADWAY AT 7TH STREET IN THE BUS ZONE 6-12" FROM THE CURB AND PARALLEL, LOADING AND UNLOADING PASSENGERS. A SOUTHBOUND AUTO IN THE NUMBER 2 TRAFFIC LANE STRUCK THE LEFT REAR BUMPER OF THE BUS WHILE ATTEMPTING TO PASS. NO ONE IN THE BUS OR AUTO CLAIMED INJURY. COURTESY CARDS WERE HANDED OUT AND THE RADIO DISPATCHER WAS NOTIFIED.

EMPLOYEE'S SIGNATURE (Indicate Classification)

OPERATOR ☑ STUDENT ☐ OTHER ☐

TRAFFIC DIAGRAM: IMPORTANT (Draw Complete Diagram of Where, and How, Accident Happened, using Symbols below, showing Street Names and Indicating Direction of Travel by Line of Arrows of Vehicles Involved.)

ASSISTANCE BY EMPLOYEE

In case of an accident, any properly identified District employee should render all possible assistance to the other District employee involved.

MISCELLANEOUS REPORTS

Miscellaneous reports are your official method of telling your Division Manager what your problems are. When details of your job are not correct, use the report. For instance, say there is a problem with your schedule. You write the report to the Manager, (including all pertinent details). He or she in turn forwards the report to Schedule Department. In the Schedule Department there are 5 teams and each team is assigned a certain number of lines they are responsible for.

Your Miscellaneous is given to the team handling your line. You will get an answer to your complaint. It may not be a solution and you may not like the answer, (not all schedule problems are solvable) but you'll get an explanation.

Be patient, before you get an answer, your problem will have to be investigated. It may take several weeks and in most instances, if there is a solution, it will not be implemented until the next shake-up. Taking time to write the Miscellaneous Report may solve the problem. Sitting around the train room griping to one another never will.

MISSOUTS

One of the reasons that missouts are such a problem (besides the problems involved if there's no operator on report to work the assignment) is that when the report operator gets the assignment, it's usually late getting out and the operator may try to make up the time by rushing and could be involved in an accident, or at least will be late leaving on that trip. To avoid missing out, allow yourself enough travel time to have a problem on the way to work, take care of it and still arrive on time.

Many operators set two alarms, one electric and one wind-up clock in case of a power failure.

Setting your alarm 15 minutes earlier may make all the difference if you have a flat tire on the way to work.

SCHEDULE ADJUSTMENTS

Many of us don't understand the circumstances under which the Radio Dispatcher or Supervisor will deadhead a bus to get it back on schedule. Many feel that if they're going to be late leaving the terminal, the bus should be deadheaded from the terminal to get back on time.

Let's examine a situation to see why in most cases the Radio Dispatcher tells us to "work it out." Let's say the line has a 20 minute headway, you're scheduled to have a 15 minute layover when you arrive at the terminal, you're now running 25 minutes late and your follower is 5 minutes ahead of you. You arrive at the terminal 10 minutes after you were scheduled to leave.

Some may feel, under these circumstances, that the Supervisor or radio dispatcher should deadhead the bus to get it back on schedule. Let's see what would happen if he did.

Since you're 10 minutes late, you would have to be deadheaded about 20 minutes down the line, now you're back on schedule but what about your follower?

For the first 20 minutes of their trip, it's a double headway. All the passengers who were waiting for your bus will now get on his and be 20 minutes late instead of 10. On some heavy lines (especially if you're going to pull in when you get to the other end), the Supervisor may have you "Work it out" even though your follower may have already left, just because we need the service. When you consider deadheading, consider that the only

reason we're out there is to transport people, on time if possible, but transport them on time or not. If you were a passenger, would you rather ride a bus that's 10 minutes late or wait 10 extra minutes for a bus that's on time?

If a line is running late, like so many do during Christmas season, in most cases the Radio Dispatcher will wait until the rush period is over before attempting to adjust the service and get everyone back on time. Keep in mind that if the line has a 10 minute headway and all the buses are running 40 minutes late, the service is still OK, as long as the buses are 10 minutes apart.

FUNDING OF THE DISTRICT

Many of us are not aware of how and where the District gets the money to operate and acquire equipment. Currently, revenue comes from basically 3 sources, the farebox, the Federal government (UMTA) and State (¼ of 1 cent of the gasoline tax).

What some don't understand is that many subsidies are given only for a specific purpose, and cannot be used for anything but the stated purpose.

Federal funds are usually given with these "Strings" attached. Such as for acquisition of property or equipment, and no part of those funds can be used to pay our wages or fuel costs or any other operating expense. If the money given is not spent for the stated purpose, it must be returned. State subsidies are allocated by the L.A.C.T.C. (Los Angeles County Transit Commission). The District receives approximately 85% of the funds for Los Angeles County and we provide about 90% of the service. Other agencies provide about 10% of the service but receive about 15% of the funds (ever wonder why their fares are lower? Now you know).

Some transit properties generate as little as 10% of their operating costs from the farebox and make up the rest from subsidies. Maybe you've noticed other agencies have lately raised their fares. In some cases, this was a result of a regulation which was passed that required transit agencies to pay at least 20% of their operating costs out of farebox revenue. Currently, the District pays over 40% of its operating costs out of the farebox, which makes us one of the most self sufficient properties in the country.

SELF CRITIQUE

What profession can you think of that requires skill, judgment, alertness and knowledge yet doesn't require practice in the basics of the job? Doctors, lawyers, professional athletes and more, all practice their skill and constantly examine and evaluate their own performance. Objective self appraisal is probably the best method for obtaining a high level of performance. The key word here is "Objective." If we constantly blame others for what happens, or make excuses for ourselves, we never learn from our mistakes. If, on the other hand, we ask ourselves what we can do in the future to prevent it from happening again, we're on the road to being a true professional. We can apply this to any incident or "Close Call" we avoided by "Good Fortune."

UNIFORM PURCHASE

Operators who do not wish to pay cash at the time the uniform is purchased, may arrange through their Division Manager to purchase uniforms and watches on payroll deduction, subject to the following conditions:

A. An Operator, after having completed ninety (90) days or more of service with the District, may purchase through payroll deduction, only the required and specified uniform items authorized for an amount not to exceed $225. Any amount exceeding $225 must be paid in cash to the vendor by the Operator. Uniform purchases by payroll deduction can only be made at the following contract vendors:

Sam Cook
114 W. Ninth St.
Los Angeles, Calif.

Mr. Man Uniforms
11126 E. Ramona Bl.
El Monte, Calif.

Official Uniforms
15329 Parthenia St.
Sepulveda, Calif.

English Civil Service Uniforms
2350 W. Washington Bl.
Los Angeles, Calif.

Sidney's Uniforms
1956 S. La Cienega Bl.
Los Angeles, Calif.

Uniforms, Inc.
2889 W. Olympic Bl.
Los Angeles, Calif.

Long Beach Uniform Co.
200 Long Beach Bl.
Long Beach, Calif.

Becnel Uniforms
224 E. Sixth St.
Los Angeles, Calif.

Merchandise Center
7720 Lankershim Bl.
No. Hollywood, Calif.

Tom's Mens Wear & Uniforms
3031 E. Main St.
Alhambra, Calif.

Uniforms, Inc.
8146 Van Nuys Bl.
Panorama City, Calif.

California Uniforms, Inc.
5774 Rodeo Rd.
Los Angeles, Calif.

B. Student operators who have been in training for twelve (12) days and are assured of being assigned to a regular assignment must wear a regulation shirt and dark trousers while on duty.

C. Subsequent uniform orders may be issued while there is an unpaid balance remaining on the previous order, provided that the unpaid balance and the newly requested order amount, do not exceed the $225 amount allowed for a specific Operator. A new

order may be issued directing the Operator to purchase the items at the same contract vendor where the previous order was purchased.

WATCH PURCHASES

A. An Operator may purchase through payroll deduction a regulation watch not to exceed an amount of $150 provided he has no previous balance owing on a watch purchased through payroll deduction. Any amount exceeding $150 must be paid in cash to the vendor by the Operator. Only one (1) watch may be obtained during any one year, except in the event of loss or theft of the watch, in which case approval must be obtained from the Division Manager before an additional watch order may be issued. Watches purchased by payroll deduction can only be made at the following contract vendors:

Merit Watch Shop
610 S. Main Street
Los Angeles, Calif.
Phone: 622-6517

J. J. Tholt
598 W. Avenue 28
Los Angeles, Calif.
Phone: 225-8274

Mission Jewelers
1019 San Fernando Rd.
San Fernando, Calif.
Phone: 361-5128

Lee's Jewelers
14421 E. Ramona Blvd.
Baldwin Park, Calif.
Phone: 337-0333

Ted's Clock Emporium
143 Glendale Galleria
Glendale, Calif.
Phone: 956-1086

Ted's Clock Emporium
9301 Tampa Avenue
Northridge, Calif.
Phone: 885-5721

Fred Myer Jewelers
8917 Santa Monica Bl.
Los Angeles, Calif.
Phone: 652-7407

Bennett Jewelers
8416 Van Nuys Blvd.
Panorama City, Calif.
Phone: 891-2500

B. When a Student Operator has been qualified to be placed in service, he may purchase a regulation

watch through payroll deduction upon approval of the Division Manager, subject to the same conditions outlined in section A above. The watch must be certified by the Instruction Department.

C. A Payroll Deduction Authorization form issued for the purpose of obtaining a watch cannot be used for the purchase of jewelry or miscellaneous items.

INSTRUCTIONS FOR FILING OR ACCUMULATING SICK LEAVE ALLOWANCE

Article 47 of the Labor Contract between the Southern California Rapid Transit District and the United Transportation Union provides for the method of computation and the payment of compensable sick leave. The following is the method to be used in claiming paid sick leave which you may be entitled to receive.

A. **Filing Procedure During Illness**

An Operator who wishes to file for part of the sick leave to which he is entitled while still off work on account of illness or off-duty injury, must turn in his doctor's report form as required by the Labor Contract. This form may be filed with the Division Manager at any time during the period of illness. Payment for this sick leave will be made not later than the following payroll period. A claim cannot be filed for less than one week and weekly claims must encompass an entire week.

This procedure of filing for a week or more of sick leave may be repeated, if desired, in the same manner as related in paragraph above, until compensable days have been used up. A separate doctor's report form must be submitted for each period for which claim is filed.

An Operator who wishes to claim all of the paid

sick leave to which he is entitled may wait until such time as he has been off work long enough to collect all compensable sick leave time and then file the doctor's report, Form 32-3 for all of his sick leave.

B. **Filing Procedure Upon Return to Duty**

An Operator who desires to file for sick leave pay for which he is eligible must secure a "Doctor's Report Form" (Form 32-3). This form is to be completed by the employee's attending physician and submitted by the employee to his Division office no later than twenty (20) days after his return to work.

Payment for all of the sick leave pay due the employee will be made not later than the payroll period following the one in which he files his claim.

C. **Failure to Comply**

Employees failing to comply with the procedures as outlined in A and B will not receive payment for sick leave for the current illness.

D. **Procedure for Accumulation of Sick Pay**

An employee returning from sick leave who is eligible to claim sick leave pay for the illness just concluded, who does not wish to claim sick pay at this time, is not required to notify his Division Manager of this intention. In this event, the employee's sick leave pay will be allowed to accumulate and be credited to his account for future use.

Under the State Disability Insurance Act, when an Operator becomes ill, the first full day off work is the determining factor for a waiting period of seven (7) days before drawing State Disability; however, when hospitalized, these benefits become payable immediately. District sick leave may be claimed after one (1) full work day off, unless hospitalized in which event it may be claimed on the first work day of hospitalization.

In all instances, the District will take credit for State Disability Insurance allowance due from the State, whether the Operator files for the allowance or not. Only the difference between the amount paid by S.D.I. and an eight (8) hour day will be charged to the Operator's sick leave account.

EARTHQUAKE INSTRUCTIONS

These guidelines are intended to assist our Operators in protecting their passengers and themselves if a major earthquake occurs in our area.

A. You and your passengers remain in the bus. Be calm and tell them that they are safer in the bus than being outside and unprotected.
B. Instruct the passengers to move away from the windows to the extent possible.
C. Drive away from high buildings if possible. Also, unless the streets are blocked, attempt to drive away from power poles and other objects which could fall on the bus.
D. If it is not possible to move the bus or if you are safely in an open area, shut off the motor, because it would be a fire hazard in the event of leaking gas. This same hazard would require that all passengers be instructed not to smoke.
E. If the bus is on a freeway or in an open area, pull over to the side and follow the above instructions. Do not stop under or on a bridge or overpass.
F. After the quake has ended, passengers may be allowed to get off the bus if there are no dangerous conditions on the outside. If there are electric wires near the bus, announce that fact and do not allow anyone to leave. If the bus cannot be moved and is near a fire and might burn, evacuate the passengers

in an orderly fashion and direct them according to what the conditions are outside the bus.

G. If possible remain in the bus. Instructions as to how to proceed will be broadcast by the Dispatchers to those buses having radios.

H. Do not transmit over your radio unless you have a severe emergency situation such as passengers who are very badly injured and need immediate help.

I. If you are in an area that has been hard hit by the earthquake, all power lines may be down and your bus radio may be the only means of communication out of the area. Transmit emergency messages for anyone in authority that requests same.

J. Follow the directions of those in authority and be guided by their instructions.

K. After the earthquake is over and there are passengers desiring transportation, unless otherwise instructed by proper authority, the Operator should, if he has no radio, continue on his route if in his judgment it is safe to do so.

Those with radios should be governed by instructions from the Radio Dispatcher or by proper authority.

GLOSSARY OF COMMON TERMS

A D B: Advanced Design Bus - The latest model of standard bus. The A D B offers greater passenger comfort as well as increased accessibility for elderly and handicapped patrons.

APTA: American Public Transit Association - An association whose members include transit properties throughout the United States and Canada.

Articulated Bus: A two part bus which bends in the middle and is designed for high occupancy.

A T U: Amalgamated Transit Union - The union to which the District's mechanics and maintenance workers belong.

A V M: Automatic Vehicle Monitoring - A federally funded demonstration project designed to automate data collection on the bus operations and passenger boarding or alighting. Enables better response times in SAS situations.

Badge: An employee's number assigned for record keeping and identification purposes.

Barn: See Division.

Base Period: Refers to bus service operated between the peak periods. (See Peak Period). In Los Angeles, the base period runs from 9:00 A.M. to 3:00 P.M.

Basic Fare: The regular charge for local bus service.

Beep: "Bus Employee Express Program" - A demonstration program operated by the District in cooperation with El Segundo Employee Centers. The Beep experiment is designed to test the attractiveness of a bus service specifically tailored for commuters having a common destination.

Bellows: Rubber Air Bags - Suspension system used in place of springs to improve ride and enable the bus to level itself.

Biddable Tripper: A short driving assignment which can be bid by an operator in addition to his regular assignment.

B. O. Bus:	Bad order Bus - One with a mechanical defect.
Bulletin Board:	A location in the train room where various notices are placed for operator's information.
B O L:	Bus Over Line - A method used by the instruction department to qualify operators on a line.
B R Number:	Bus assignment number placed in the windshield area of the bus.
Bus Change:	An exchange of one bus for another on the road. Bus changes are usually made in response to reported mechanical defects.
Busway:	Exclusive freeway lane for buses and carpools.
Caltrans:	State of California Department of Transportation.
C B D:	Central Business District.
C E A Unit:	Company Equipment Assigned - Refers to a District owned automobile (or unit) used by an operator to go from the division to the relief point. It is returned by the operator being relieved.
Central Cash Counting Room:	The location where all farebox vaults are emptied and the money counted and prepared for bank deposit.
Contra-Flow Lane:	Reserved lane for buses which runs opposite to the general flow of traffic on a one-way street. R.T.D. operates a contra-flow lane on Spring street in Los Angeles.
Courtesy Card:	Cards passed out to passengers to record their presence at accidents or other incidents requiring witnesses.

Damper: An emergency switch which stops a bus engine by cutting off its air supply.

Dashsign: A large card placed in bus windshield, in addition to or instead of a headsign, denoting type of service or destination.

Dead Heading: Not in service movement of operators or equipment.

Division: The location at which operators receive their assignments and buses. The District has eleven operating divisions.

Detour Notice (Salmon Color): Notification of temporary changes of regular routes.

D O T: Department of Transportation.

Dog House: See Train Room.

Down Time: That period when a bus is out of service, usually because of a mechanical defect.

Dragging the Line: Improperly distributing scheduled running time. Operating slow to avoid early arrival at the next scheduled time point.

Dwell Time: Time spent at bus stops loading and unloading passengers.

Early Runs: A regular run that signs off before eight P.M.

Eight within Eleven: Eight hours pay within an eleven hour spread.

Express Bus: A bus which operates via the freeway and makes only designated stops to pick up or discharge.

Extra-Board: A pool of operators maintained to fill assignments and vacancies caused by sickness, missouts, vacations, leaves, etc.

Fluid Drive: Transmission gear range before it changes into direct drive normally at speeds below twenty-two miles per hour.

Free Running Time:	The specific portion of a trip (usually the last). where there are no fixed times at which an operator must be at a certain time point.
Headsign:	Destination sign located above the windshield.
Headway:	The amount of time between two scheduled buses on the same route.
Heavy Rail:	Subway, surface, or elevated type of rail transit operating over its own right of way.
Hold Down:	Temporary vacancies bid by operators.
House Organ:	The internal newsletter of the District. It is called the "Headway."
Idiot Lights:	Indicator lights that warn of problems in the mechanical or electrical systems of the bus.
Inbound:	A direction of travel from an outlying area toward the Central Business District.
Late Run:	A regular run that signs off at eight P.M. or later.
Layover Zone:	A designated stopover point for a bus, at or near the end of the line.
Light Rail:	Modern-day term for a street car type transit operation.
Limit Line:	A line painted on the pavement just prior to a crosswalk beyond which a vehicle must not be stopped.
Limited Service:	Line service with some restrictions on boarding and alighting.
Line Up:	Scheduled downtown connections between two or more lines with all-night (owl) service.

Local Service: Regular line service which stops at any designated bus stop for passengers to board or alight.

Matinee: An assignment that signs on after noontime.

Mini Bus: Small bus usually operated as a circulation vehicle in downtown, airport and other population dense areas.

Mark-Up: Extra board operator's assignment for the day as specified when the extra-board is posted.

Missout: Failure of an operator to report for work at the designated time.

Monthly Pass: A prepaid fare card, valid for unlimited riding within designated zones. R.T.D. offers special monthly passes at reduced rates for students, handicapped and elderly patrons.

Non-Biddable Tripper: A driving assignment from the extra board, usually more than two hours long, during either the morning or evening peak periods.

N.S.R.B.: New Services Review Board - Composed of representatives from the District's major departments. Reviews all proposed service and fare changes.

O B D: Off Balance of Day - Laying off the latter part of an assignment.

O C B: Off-called back
-An operator who has been directed to work on his day off. O C B's are called only after the regular work force and the volunteers have been used.

Off Route: An out of service prescribed route that buses follow to get from one point on

the line to another.

Outbound: A direction of travel from the Central Business District toward an outlying area.

Owl: All night service.

Paddle Board: An individual bus schedule supplied to an operator for his use.

Park'n Ride: A line which serves a parking facility and provides either express or limited service from that facility to a selected destination.

Passenger Miles: Miles operated in revenue service.

Peak Period: Periods of the day when the greatest number of passengers are traveling. These peaks are governed by work and school hours. The peak periods are 6 to 9 A.M. and 3 to 6 P.M. in the Los Angeles area.

Pink Letter: Bulletin issued on pink paper by the schedule department regarding schedule changes or extra work.

Premium Time: Make-up time to comply with guarantees and minimum allowances provided to operators.

Property: A public transit agency or private transit company with responsibility for bus, trolley or rail service.

Pull-in: The trip from end of revenue service back to the division.

Pull-in Route: An out-of-service prescribed route between the end of revenue service and the division.

Pullout: The trip from the division to the point where revenue services begins.

Pullout Route:	An out-of-service prescribed route between the division and the point where revenue service begins.
Regular Run:	An established driving assignment which usually totals 7 hours or more within a prescribed period.
Relief-Run:	A driving assignment which covers the scheduled days off of other operators' regular assignments.
Ride the Cushions:	An operator riding to his assignment on in or out of service bus.
Route Sheets:	A set of street by street directions for a particular line.
Route Sign:	Designates line number bus is operating on.
Run-Around:	Failure to mark extra-board in proper sign on order.
Run Cutting:	The process of scheduling individual assignments (or "Runs") on a particular line.
Running Hot or Running Sharp:	A bus operating ahead of schedule.
Schedule Building:	Structuring bus service for an entire line.
Shake-up:	The time when operators pick their work assignments based upon their seniority.
Shine Time or Report Time:	Time spent by an operator waiting for an assignment or protecting service in event of absence of another operator.
Set it Down:	To stop the bus in a safe place until supervisor or mechanic arrives.
Set Back:	Instructions to leave later than the time indicated on the paddle board.

Set up: Instructions to leave earlier than the time indicated on the paddle board.

Split: Time not on duty between work assignments in a single day.

Split Run: A regular driving assignment consisting of two separate parts which pay at least 8 hours a day within a prescribed period.

Spotting Bus: Parking a bus at a particular location.

Spread Time: The period of time in a particular day from the moment an operator initially signs on until he finally signs off. In addition to driving time, spread time includes time between runs, travel time and dead-heading.

Starter Line: The First Rail Rapid Transit line in a system planned for the Los Angeles area. The proposed subway line is to connect Union Station in downtown Los Angeles with North Hollywood.

Straight Run: An operator's regular work consisting of one uninterrupted assignment paying eight hours or more.

Subscription Service: Commuter express service operated for a guaranteed number of patrons from a given area on a prepaid, reserve-seat basis.

Terminal: The starting or ending point on a line.

T.D. (Transportation Department)

Notice Colors:

Blue—Refers to Fares and Transfers.
Green—Refers to Routing Changes.
Orange—Refers to General Notices.
Red—Refers to Operating Orders.

Train Room:	The area provided at each Division for use by the operators (also known as the ready room or dog house).
Transfer Points:	Where bus routes intersect, join, or divert.
Treadle:	A device placed in the rear door stairwell of a bus which, when activated by the weight of the passenger, enables operator to open the door.
Tripper:	A driving assignment which is shorter than a run.
U M T A:	Urban Mass Transit Administration - A branch of the U.S. Department of Transportation.
Unit:	A District-owned automobile.
U.T.U.:	United Transportation Union; The labor union which represents the District's operators, traffic loaders and schedule checkers.
Vault:	The part of the farebox that holds the money.
V C B:	Voluntary Call Back - An operator working on his day off at his own request.
Vehicle Time:	The time a bus is in service from pull-out time to pull-in time.
Zone Checks or Hat Checks:	Tickets issued by an operator as proof of extra express fare paid. Zone checks are issued only when a line provides both local and express service.