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**The
Operator's
Rulebook
&
Standard
Operating
Procedures**

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Los Angeles County Metropolitan
Transportation Authority
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Preface

“Treat your customers as you would like to be treated, if you were a customer.”

This manual outlines operating rules and standard operating procedures governing Bus Operators for the Los Angeles County Metropolitan Transportation Authority. The rules and procedures contained in this manual were developed from nearly a century of public transportation experience by the MTA and its predecessor agencies in the Los Angeles area. These regulations may be amended or changed by Transportation Department bulletins or notices. All suggestions, especially with regard to safety or service improvement, are most welcome and should be submitted to your immediate supervisor.

These rules and procedures are based on basic principles of safety, common sense, and a service philosophy which encourages employees to “Treat your customers as you would like to be treated if you were a customer.”

This manual is comprised of two parts: The first part is a book of rules, the contents of which must be strictly adhered to in order to ensure safe operation. The second part contains Standard Operating Procedures (SOP's) which serve as guidelines relating to the

operation of buses in passenger service. This manual reflects the MTA's commitment to quality public transportation by empowering Operators to make judgment calls in the name of courteous service as long as the basic tenets of safety are not comprised. The intent of this manual is to stimulate improved customer service by eliminating perceived conflicts between following "standard" procedures and extending courtesies to customers.

Simply stated, Operators must not violate the rules, but may deviate from "standard procedure" in the interest of better serving the customer, as long as safety is not compromised.

In the field of public transportation, as in any business enterprise, customers are our most valuable asset. Customers are taxpayers entitled to safe, courteous, and reliable service. For the great majority of our customers, you, the bus Operator, are the MTA. You are the agency's principal representative. The public's opinion and perceptions about the MTA are based on the quality and dependability of service provided by the Bus Operators they interact with each day. As a public transportation professional, the MTA Operator must cope with grueling traffic conditions and other human and environmental difficulties which make the need for a positive, service-oriented attitude essential for success and job satisfaction.

Courtesy wins friends. And it is contagious. If you are courteous to your customers, they will usually respond in kind.

As an MTA Bus Operator, you are part of a transportation organization which is second to none. You have every reason to possess the professional pride,

self-respect, and satisfaction which comes with a career dedicated to serving so many. Let us all work together to encourage professionalism in the line of duty while promoting public transportation service to the citizens of Southern California which is characterized by **Safety, Courtesy, and Service Reliability.**

D. Ibarra

Daniel Ibarra
Director of Transportation

How to Use This Manual

This publication is presented in two parts: The first part is the Bus Operators' Rulebook, outlining rules for the safe and effective operation of MTA equipment. The second part contains detailed Standard Operating Procedures (SOPs) which support the rules.

Some rules and SOPs correspond and should be considered together; reading both will help to better understand the letter as well as the spirit of the subject. Various rules and SOPs are classified as safety-related or ADA (Americans With Disabilities Act of 1990)-related. Icons displayed throughout this manual will help identify rule and SOP classifications. Icons are identified as follows:

- ⊕ Safety Related**
- ♿ ADA Related**
- Ⓞ Corresponding SOP**
- Ⓡ Corresponding Rule**

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Attention

Major Infractions

Violation of the Authority's rules may subject an Operator to disciplinary action. Major infractions will subject an Operator to disciplinary action up to and including discharge for the first offense. Major infractions include, but are not limited to, the following:

- Excessive absenteeism
- Insubordination
- Not properly accounting for passengers (NAP)
- Use of or possession of narcotics or drugs and failure to submit to a chemical test immediately
- Accidents
- Missouts (MO)
- Absent without permission (AWOP)
- Railroad crossing violations
- Falsification of Sick Reports
- Verbal threats or physical harm to an Authority Employee who is carrying out his/her duties
- Gross misconduct, including but not limited to:
 1. Failure to report an arrest and/or conviction
 2. Falsification or forging reports, records or documents
 3. Tampering with equipment
 4. Reporting to work in a condition that is a hazard to yourself or others
 5. Failure to comply with applicable laws and regulations after having been advised to do so

- 6. Unnecessary ejection of a passenger**
- 7. Discourtesy to customers or the public by use of threats, physical or verbal intimidation, sexual, racial, ethnic harassment, or other slurs or profanity or failing to comply with directions to deal with customers in a polite and professional manner**
- 8. Other conduct unbecoming an employee**

General Rules

1

1.00 General Statement

This publication governs the performance and conduct of all Bus Operators. At times, situations not covered by these rules and procedures may arise. In these instances, Operators must exercise good judgment. All such situations must be reported to a proper MTA representative. (See Rule 1.05)

A violation of any part of these rules and/or failure to exercise reasonable discretion, may result in disciplinary action appropriate to the nature of the offense.

1.01 Maintenance of Rule Book and SOP

It is the responsibility of each Operator to ensure that their copy of Rulebook and Standard Operating Procedure manual is complete, intact and up to date.

1.02 Knowledge of Rules and Procedures

This book must be carried at all times while on duty. Operators must become thoroughly familiar with and successfully pass any required examination on the rules and procedures contained herein.

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

1.03 Standards of Efficiency ☐

The MTA has the right to establish standards of efficiency and require tests as deemed necessary to ensure the safe and proficient performance of Operators. Operators must successfully pass any examination and/or test as required to determine their ability to perform within these standards.

1.04 Special Orders and Instructions

Special orders and instructions issued in the form of bulletins, notices, memos and schedule letters, supersede the rules and procedures contained herein and are to be obeyed while in effect.

1.05 Compliance with Instructions

Operators must accept responsibility for and carry out the oral or written instruction of any proper MTA representative. Any such instructions take precedence over the written rule.

Proper MTA representatives include:

- MTA Executive Staff Officers
- Division Management Personnel
- MTA Supervisory Personnel

1.06

Reports

All oral or written reports required by the MTA must contain complete, accurate information and must be submitted by the Operator on the date of incident unless relieved of the responsibility by the proper authority.

1.07

MTA Issued Property ☺

Operators must have all MTA issued property and equipment in their possession at all times while on duty. Any such property which is lost or stolen must be reported to the Division Manager on a Miscellaneous Report. (See SOP 1.101 & 2.109 Supplies)

1.08

Bulletin Boards, Bulletin Books and Operators' Mailboxes

Operators must consult the bulletin boards and check their mailbox before and after each day's assignment. Operators who have been absent seven (7) days or more, must also consult the bulletin book for updates and changes.

The defacement or unauthorized removal of any MTA posted material is considered gross misconduct and is grounds for disciplinary action.

1.09

Personal Records

Operators must keep the Division Manager informed, in writing, of their current address, telephone number and family status.

1.10 Laws and Ordinances ☐

The operation of MTA vehicles is governed by the Safety Regulations of the California Highway Patrol and the laws, ordinances and regulations of the State of California and the counties and cities through which MTA vehicles operate. These laws, ordinances and regulations are hereby made a part of these rules and procedures. Fines imposed as a result of violations of these laws, ordinances and regulations are the responsibility of the Operator.

1.11 Cooperation With Police/Fire Department Agencies ☐

Operators must cooperate with law enforcement and fire department agencies. If such cooperation creates a dangerous situation or a departure from established MTA procedure, the Control Center, must be notified immediately. A Miscellaneous Report regarding the incident must be submitted at the end of the work assignment.

1.12 Licenses, Medical Certificates and Verification of Transit Training (VTT) Cards ☐

All employees responsible for operating MTA vehicles must have in their possession the required valid licenses, medical certificates and VTT cards at all times while on duty. Revocation, refusal, suspension or loss of a required license, certificate or card must be reported on a Miscellaneous Report to the Division Manager as soon as possible.

Note: VTT certification is offered by the MTA on a year round basis. It is the responsibility of each Operator to ensure annual attendance of eight (8) hours of training. (See SOP 2.109)

1.13 Physical Examinations

Operators through age fifty-four (54) must pass the State required physical examination every two (2) years. Additionally, the MTA requires that Operators age fifty-five (55) and over pass a physical examination every year. The renewal date will be two (2) years from the date of the last physical examination or the individual's fifty-sixth (56th) birthday, whichever comes first.

1.14 Reporting Sick

An Operator unable to report for duty as scheduled must notify the Division not less than forty (40) minutes prior to scheduled sign-on time. Failure to provide the minimum 40 minutes notice may result in a missout.

1.15 Sick Operator's Travel Restrictions

Operators who are off duty due to illness or injury or who are on indefinite sick leave, must not leave the MTA service area without the permission of their Division Manager. Operators living outside the MTA service area are exempt from this restriction, but are limited to travel within the area of their permanent residence.

1.16 Returning from Sick Leave

An Operator returning from sick leave must report intentions to the appropriate management representative, in person or by telephone, prior to 11:00 AM the day before resuming duty. Submitting a Request for Sick Leave Pay, an Attending Physician's Statement or other doctor's release, does not relieve the Operator of responsibility to report intentions to return to work.

1.17 Doctor's Release

An Operator must obtain a doctor's release in order to return to work after having been absent for three (3) or more working days due to an illness or injury. The release, which must indicate the nature of the illness or injury for which the Operator was treated, must be presented to the appropriate management representative before the Operator will be allowed to return to duty. In the event the release does not indicate the nature of the illness, the Operator will be permitted to return to work pending the MTA's check with the physician.

An Operator who is absent fourteen (14) times in any twelve (12) consecutive month period must obtain a medical release for each subsequent absence. Failure to present a doctor's release when required may result in the Operator being withheld from service.

1.18 Long Term Sick Leave (over 30 days) ☹

Operators who are on long term sick leave must keep the MTA informed, at least every 30 days, of their condition and probable return date. Failure to provide the MTA with the required Attending Physician's Statement and failure to report for treatments as ordered by the doctor, may result in discipline. (See SOP 1.103)

Operators returning from long term sick leave must receive clearance from the Human Resources Department and notify the Division Manager at least forty-eight (48) hours prior to resuming active duty.

1.19 False Sick Reports

Operators must not feign illness to procure sick leave or to avoid a missout or assigned work. Falsification of a sick report may result in discipline.

1.20 Employee Injured On-duty ☹☹

Any personal injury suffered by an employee while on duty, whether medical attention is needed or not, must be immediately reported to a proper MTA representative. (See SOP 1.105)

1.21 Reporting Back from Vacation

Regular Operators returning from vacation must report for duty on the first scheduled work day following their vacation or be charged with a missout. The first scheduled work day of an Extra Board Operator

returning from vacation, will be the first Sunday following the end of the vacation unless prior arrangements have been made with the Division Manager.

It is the responsibility of an Extra Board Operator to contact the Division after 3:00 PM on the last Saturday of the vacation to confirm the following Sunday's assignment.

1.22 Safety ☐

Operators must be mindful of their safety and that of others at all times. Safety must never be sacrificed for schedule adherence or customer convenience. Operators must not, under any circumstances, expose themselves to the risk of assault or injury when faced with unruly customers. Without exception, good judgment must be exercised and safety must be preserved.

1.23 Safety In Yards ☐☐

Operators must be alert and take the necessary precautions to insure their personal safety and the safety of others while on MTA property. (See SOP 1.106)

1.24 Reading While Operating ☐

Operators must not read any materials such as newspapers, books, letters, etc., while operating an MTA vehicle.

1.25 Electronic Devices ☐

Operators must not make use of any electronic device (personal stereo, hand held video game, telephones etc.) while operating an MTA vehicle. Such devices may be used during layovers; however, Operators must use common sense and good judgment to avoid conflict with customers. When not in use, devices of this type must be secured and kept out of sight.

1.26 Lockers

All lockers are assigned. The use of lockers to store flammables, firearms or other weapons, intoxicants, narcotics, amphetamines and derivatives thereof, or any other harmful drug is prohibited. MTA management reserves the right to inspect lockers at any time and assumes no responsibility for loss or damage to locks or any articles stored in the lockers.

1.27 Advertising

No advertisements, cards, posters or signs other than those placed by the MTA or its agents, are permitted either inside or outside of MTA facilities or equipment. Operators are not permitted to display any advertising, political or religious stickers, or badges on their equipment boxes or uniforms. Operators must ensure that MTA authorized service pamphlets and advertisements are safely secured.

1.28 Restroom Facilities ☐

Restrooms provided by the MTA or private agencies (restaurants, service stations, etc.) for Operators' use, must be kept clean. Operators found guilty of vandalism or littering in these facilities will be subject to the appropriate disciplinary action. Where provisions are made, the doors at these locations must be kept locked.

Only customary restroom facilities are to be used for the purpose of personal relief. The use of any part of any building or bus not intended for that purpose, is prohibited.

In an emergency, stopping to use a restroom along the prescribed route is permitted. The Control Center must be notified before or after the personal emergency in order to make schedule adjustments if necessary.

Operator's Procedures

2

2.00 General Statement

This section contains specific rules governing the daily duties and responsibilities required of all Operators.

2.01 Reporting for Duty

Operators reporting for duty must be in proper uniform and fully equipped to work at the time and place set forth by their assignment or as instructed by MTA supervisory personnel.

2.02 Missouts Ⓞ

Operators must report for their assignments at the scheduled time or they will be charged with a missout unless they notify the appropriate management representative of their inability to report, due to illness, not less than forty (40) minutes prior to the scheduled sign-on time. If given a new sign-on time, failure to report in person within eight (8) hours will result in an additional charge of Absent Without Permission (AWOP).

2.03 Absent Without Permission (AWOP)

Operators failing to contact the appropriate on duty management representative within eight (8) hours after their scheduled report time are considered to be Absent Without Permission (AWOP).

2.04 Badge Reader System ☺

While on duty, Operators must have in their possession their assigned Badge Reader Identification Card. The Badge Reader System is for the purpose of signing on and signing off each assignment. (See SOP 2.101)

2.05 Time Check

Operators must maintain their railroad approved watches in a condition that will insure accurate time. Watches must be checked for the correct time with the master clock at the Division each day at the beginning of each assignment. Operators must show their watches to MTA supervisory personnel upon request.

2.06 Supplies ☺

When reporting for duty, Operators must obtain all supplies required to perform their assignment. All supplies must be kept properly secure. (See SOP 2.109)

2.07 Pull-outs, Pull-Ins and Off-route Trips ☹

Operators must strictly adhere to all operating procedures and traffic laws on all pull-out, pull-in and off-route trips. Operators must not park or layover in any unauthorized place. Unnecessary diversions or delays are prohibited. (See SOP 2.114)

2.08 Late Pull-out ☹

Operator pulling out of the division yard in excess of ten (10) minutes late, for any reason, must notify the Control Center.

2.09 Established Routes ☹

Deviations from established routes are prohibited unless directed by law enforcement, fire department or MTA supervisory personnel. When directed to detour by anyone other than MTA supervisory personnel, Operators must immediately notify the Control Center. (See SOP 2.114)

2.10 At Relief Point

Operators scheduled for relief must not arrive at the relief point more than one (1) minute ahead of the scheduled relief or departure time. Operators failing to get relieved must not wait at the relief point longer than one (1) minute after the scheduled relief time unless the Operator making relief is in sight. If the Operator making relief is not in sight, the Operator scheduled to

be relieved must continue in service and notify the Control Center as soon as possible.

An Operator making relief with a CEA unit must park in the prescribed location and give the unit keys to the Operator being relieved. If the bus has not arrived within ten (10) minutes after the scheduled time, the Operator making relief must call the Control Center for instructions.

2.11 Service Delays

When an Operator becomes aware that a delay or blockade will interrupt service for more than ten (10) minutes, the Control Center must be notified immediately. Once the delay or blockade has been cleared, the Operator must call the Control Center and report the time service was resumed.

When a vehicle is delayed enroute and cannot reach the terminal in order to depart less than ten (10) minutes late, the Operator must contact the Control Center for instructions.

2.12 Running Time

Operators shall govern the speed of the bus in a manner that will enable them to safely arrive at time points on schedule and must not depart time points earlier than the scheduled time. Operators must not arrive at fare zone check points more than one (1) minute ahead of the scheduled departure time.

Unless otherwise instructed by MTA supervisory personnel, Operators must depart the terminal/layover at the scheduled time. Operators shall exercise

good judgement in an effort to assist in providing timely service and must notify the Control Center for authorization prior to deviating from the schedule. Operators must distribute running time evenly.

2.13 Announcing Fare Zone Limits and Inspection of I.D. Checks ☒

Operators must clearly announce fare zone check points and request customers to have their fare checks ready. Upon arrival at the fare zone check point, Operators must inspect and/or collect the zone checks to verify proper fares. (See SOP 2.117, 8.125 & 8.126)

2.14 Stops on Turn Around Loops and Detours ☒

While operating through detours and on turn-around loops, stops must be made at any intersection where it is safe to allow customers to board and/or alight.

2.15 Layover Zone ☒☒

Operators must follow all procedures for spotting and securing vehicles in layover zones during the layover period.

When layover exceeds one (1) minute, the engine must be turned off. (See SOP 2.118)

2.16 Vehicle Lights at Layover / Terminal ☒☒

During hours of darkness, the proper interior and exterior lights must remain on. (See SOP 3.107)

2.17 Noise
Operators shall avoid making any unnecessary noise at terminals and layover zones.

2.18 Litter
Operators shall not discard litter except in the proper trash receptacles.

2.19 Unattended Buses ☹☹
When it becomes necessary to leave the bus unattended at any location, the bus must be properly secured and all supplies must be protected and out of sight.
Operators must return to their buses in sufficient time to prepare them for service, allow customers to board, and depart at the scheduled time. (see SOP 2.119)

2.20 Announcing Departure from Stations
Operators must insure that their impending departure has been announced prior to departing from any station.

2.21 Freeway Emergency Call Boxes
If a bus becomes disabled on a freeway the Operator shall attempt to move to the right shoulder. If the bus radio is inoperative, the Operator must properly secure the vehicle, proceed to the nearest call box and re-

quest that the CHP Operator notify the MTA's Control Center. Operators must never attempt to cross the freeway lanes on foot to reach a call box.

2.22 Operating While Ill or Fatigued ☐

Operators must not operate an MTA vehicle if their ability or alertness is impaired as a result of illness, fatigue or any other condition that could create a safety hazard. Operators experiencing such conditions must immediately report the problem to the Control Center or other proper MTA supervisory personnel.

2.23 Authorized Operators

Except for MTA mechanics, MTA supervisory personnel, Transit Police and/or student Operators assigned for instruction, MTA vehicles may only be driven by assigned Operators. A violation of this rule is considered gross misconduct and may result in discipline.

2.24 Transporting MTA Authorized Articles

Operators must carry and deliver articles to the proper destination when instructed to do so by authorized MTA supervisory personnel.

2.25 Lost Articles

Unless otherwise instructed by supervisory personnel, any article found on the street, in an MTA vehicle or on MTA property, must be turned in to the appropri-

ate management representative at the Division the day the item is found.

2.26 Carrying of Animals ☺

Operators must transport authorized animals in accordance with the guidelines set forth on the Standard Operating Procedures. (See SOP 2.122)

2.27 Identification at an Accident Scene ☺

When involved in an accident, an Operator must supply law enforcement officers and the other party(ies) involved with:

- The Operator's name
- The Operator's badge number
- The Operator's division number
- The MTA's vehicle number
- The Operator's driver's license number

Upon request, Operators shall present their current driver's license for inspection. (See SOP 2.123)

2.28 Reporting Accidents or Incidents

Any accident or incident, whether actual or alleged, must be immediately reported to the Control Center by the Operator involved. If the bus radio is inoperative, the Operator must use the first available telephone.

Accidents involving MTA vehicles must be noted on the Vehicle Condition Report Card. Any defects

which may have contributed to the accident must be noted on the report.

2.29 Requests for Assistance ☒☒

Any requests for emergency assistance must be made through the Control Center. Operators may personally request the assistance of a law enforcement officer located at the scene; however, the Control Center must be notified as soon as possible. (See SOP 2.124)

2.30 Courtesy Cards ☒☒

Operators must obtain as many courtesy cards as possible from the customers when required to report an accident or incident. Operators must carry an Accident Kit consisting of at least fifty (50) Courtesy Cards, ten (10) pencils and an accident information envelope in their possession while on duty. (See SOP 2.125)

2.31 Vehicle Accident / Incident Written Report ☒☒

Any accident or incident, actual or alleged, requires a written Vehicle Accident/Incident report at the end of the work assignment. The Division Manager must be notified if the written report cannot be made on the day of occurrence. (See SOP 2.126)

2.32 Vehicle Fire Report ☒☒

A Vehicle Fire Report form must be completed when involved in a vehicle fire. This report must be submitted to the appropriate management representative as soon as possible.

When involved in an accident resulting in a vehicle fire an Operator must complete a Vehicle Fire Report form. (See SOP 2.126)

2.33 Striking a Fixed Object or Unattended Vehicle ☒☒

If an MTA vehicle strikes a fixed object or unattended vehicle, the Operator must make a reasonable effort to locate the property owner or driver of the vehicle. If unable to locate the owner or driver, the Operator must leave a note with:

- The Operator's name
- The Operator's badge number
- The MTA's vehicle number
- The MTA's address and phone number

Place a note with the listed information in a visible place on the object struck. The Control Center must be notified immediately and a Vehicle Accident/Incident Report (SAFE- 3) must be filed upon the completion of the assignment. Failure to comply with this rule is considered gross misconduct and may result in discipline. (See SOP 2.126)

2.34 Hold-Ups, Disturbances and Altercations ☹☹

Operators must report all hold-ups, disturbances and/or altercations to the Control Center as soon as it is safe for them to do so. (See SOP 2.127, sections 9 & 10)

2.35 Witness Reports ☹☹

Operators who witnesses an accident or incident within fifty (50) feet of their MTA vehicle must report the incident to the Control Center as soon as possible and file a Vehicle Accident/Incident Report upon the completion of the assignment. (See SOP 2.126)

2.36 Confidentiality at Accident Scene

The particulars of an accident and the mechanical condition of equipment must not be discussed with anyone other than MTA supervisory or maintenance personnel. Any exchange of information must take place away from customers. Individuals requesting information or statements must be directed to MTA supervisory personnel.

2.37 Unenforced Rule Report ☹☹

Operators must not insist upon compliance with a rule to the point of jeopardizing their safety. Avoid situations which may lead to altercations or cause harm to the employee and/or customers. An Operator must quote the rule once and, if the individual refuses to comply, complete an Unenforced Rule Report (Form

32 56A). All Unenforced Rule Reports must be turned in to the appropriate management representative at the Division upon completion of the Operator's assignment. (See SOP 2.130 & Sec. 7)

2.38 Inspection at Storage Location

Upon arrival at the division yard or any "tie down" storage location, Operators must check their buses for damage or defective equipment. Any damage or defects found must be noted on the Vehicle Condition Report Card.

2.39 CEA Unit Seat Belt Requirement ☐

In accordance with California State Law, seat belts must be used when operating CEA units. Inoperable seat belts, as any other mechanical defect, must be noted on the Vehicle Condition Report Card.

2.40 Bus Change Inside Division Yard

Operators who receive a bus change in the division yard during pre-pull-out inspections, and relief Operators pulling-out a replacement (OK) bus, must notify the Control Center of the new bus number.

2.41 Disabled Bus Outside of Division Yard ☹ ☒ ☒

Operators must notify the Control Center immediately when a bus becomes disabled. If mechanical assistance or a TOS does not arrive within thirty (30)

minutes, the Operator must recontact the Control Center and continue doing so at thirty (30) minute intervals until assistance arrives. If a mechanic arrives and repairs or replaces the bus prior to the arrival of a TOS, the Operator must contact the Control Center for instruction. (See Rule 3.02 and SOP 3.102[3])

2.42 Accepting Bus Changes

Operators must accept a bus change. If the Operator finds the replacement bus unfit for service operations, the Control Center must be notified. Any defects found must be noted on the Vehicle Condition Report Card. In the event the mechanic fails to bring a Vehicle Condition Report Card with the new bus, the Operator must accept the bus and notify the Control Center and request that one be provided.

2.43 Owl Line-up Ⓞ

Buses in the Central Business District (CBD), scheduled to make connections at the Owl line-up, must allow transferring customers sufficient time to board their desired buses. Operators shall not depart the line-up location until such time as directed by MTA supervisory personnel. (See SOP 2.133)

2.44 Owl Connections Ⓞ

Whenever a scheduled Owl connection is not made Operators must notify the Control Center and, if the connecting bus is not in sight after waiting three minutes, continue in service. (See SOP 2.134)

2.45 Transfer Connections ☐

Operators must ensure that customers arriving or approaching a transfer point are given an opportunity to board their buses.

At short-line turn-arounds, Operators on through trips must wait for short-line buses entering the zone.

Operators must check their paddleboards for special notations regarding line connections.

2.46 Completion of Assignments

Operators must complete all scheduled trips unless otherwise instructed by MTA supervisory personnel or law enforcement officers. When directed by law enforcement officers, the Control Center must be notified immediately.

2.47 Bus Check Prior to Pull-in ☐

Upon arrival at the last scheduled terminal, the Operator must check the bus for lost articles and/or sleeping or intoxicated persons. Customers must never be carried into division yards. Operators finding such individuals, must contact the Control Center for instructions before pulling-in.

As always, any damage or defects found must be noted on the Vehicle Condition Report Card.

2.48

Turn-Ins

At the completion of each daily assignment, Operators must turn in the following:

- Operator's Daily Report card
- Transportation's copy of the Operator's Vehicle Condition Report card
- Paddleboard
- Unused timetables
- Unused, over punched and collected transfers
- Copies of issued refund receipts
- Any additional required reports

2.49

Violations of Hours of Service ☹☹

Any Operator who for any reason violates the regulations regarding hours of service or driving time must notify the appropriate management representative immediately and submit a Late Sign Off Insufficient Rest Form, explaining the circumstances, at the completion of the assignment. (See SOP 2.110, 2.111 & 2.112)

2.50

Exchange of Assignments

Operators may not exchange daily assignments without first obtaining permission from the Division Manager or designee.

2.51

Operator's Daily Report Card

The Operator's Daily Report card must be completed each work day and submitted to the appropriate management representative at the completion of the assignment.

Vehicle Operations

3

3.00 General Statement

This section contains rules governing the safe operation of MTA vehicles and equipment.

3.01 Pre-Pull-out Safety Inspection ☐☐☐

Operators must perform a pre-pull-out safety inspection prior to pulling any vehicle out of the division yard and complete a Vehicle Condition Report Card as detailed below in section 3.02. (See SOP 3.101)

3.02 Operator's Vehicle Condition Report ☐☐

After performing the pre-pull-out safety inspection, the Operator must complete the Operator's Vehicle Condition Report card prior to leaving the division yard. This card must be kept in the receptacle provided until the bus is pulled into the division yard. If a safety defect is found, the Operator must contact the Maintenance Department.

Operators making relief must conduct an in-service safety inspection. Operators should note any defects or damage occurring after making relief on the Operator's Vehicle Condition Report card. This card must be kept in the receptacle provided until the bus is

pulled into the division yard. If a safety defect is found, contact the Control Center immediately.

Upon completing an assignment, the Operator must detach the Transportation Department's copy and submit it to the appropriate management representative. Unless otherwise instructed, the Maintenance Department's copy must remain in the provided receptacle. (See SOP 3.103)

3.03 In-service Safety Inspections ☐☑☑

When receiving a bus change outside of the division yard or when making relief, the bus must be inspected for damage and/or safety defects. The Operator assuming control of the vehicle must complete a Vehicle Condition Report Card. When possible, any damage or defects found should be called to the attention of the relief Operator or mechanic conducting the bus change. If necessary, the Control Center should be notified and each party must submit the appropriate report, as directed by the management representative at the division. (See Rules & SOP 3.102)

3.04 Operation Within Division/Storage Yard ☐☑

Vehicles must be operated at a safe speed according to conditions, but never to exceed eight (8) mph. All safety stops must be obeyed. This applies to all vehicles operating within the yard, including CEA units. (See SOP 3.139)

3.05 Tampering with Equipment ☐

Any attempt to adjust, alter or tamper with the position or normal operation of any MTA equipment such as wheelchair lifts, thermostats, governors, fareboxes, door mechanisms, radios, alarm systems, etc., is strictly prohibited.

The attachment of wires, hooks or clips to MTA vehicles is forbidden. Operators finding such objects attached to vehicles must notify the Control Center and submit a miscellaneous report describing the condition in detail.

Operators shall not tape, clip or otherwise attach any newspaper, cardboard or other objects to any portion of the windshield, driver's side window, dashboard or divider behind the Operator's seat for any purpose unless directed to do so by MTA supervisory personnel.

3.06 Signs ☐☐

Operators are to display proper bus run numbers, destination and route signs at all times. When buses are operating out of service on pull-out, pull-in or off-route trips, a "Not In Service" headsign with the route number must be displayed.

Operators are not permitted to display or place in view of customers any sign other than those specified. (See SOP 3.104)

3.07 Starting or Stopping of Engines ☐☑

Operators must not start the engine more than twenty (20) minutes before the scheduled pull-out time from the division yard.

Operators must not start the engine more than one (1) minute prior to the scheduled departure time from a layover zone. (See SOP 3.105)

3.08 Air Pressure ☐☑

Air Pressure must be no less than ninety (90) psi before engaging the transmission or moving the bus. (See SOP 3.106)

3.09 Use of Parking / Emergency Brakes ☐

Operators must test service (foot) and emergency/parking brakes before leaving the yard. The bus must come to a complete stop before setting the hand or air operated parking and emergency brake, except in the emergency of failing service brakes.

3.10 Use of Lights ☐☑

Headlights, clearance, and taillights must be on during hours of "darkness," which are from one half (½) hour after sunset to one half (½) hour before sunrise, and at any other time when there is not enough light to clearly see any person, vehicle, or object at a distance of one thousand (1000) feet. During these hours, all interior and destination sign lights must be turned on.

On in-service interurban buses equipped with reading lights the dome lights may be turned off when operating on freeways or open highways.

Interior lights on buses may be turned on during daylight hours at the Operator's discretion when the interior of a bus is darkened due to inclement weather, operating through tunnels (except Gibson Tunnel on the Busway) or when shaded streets and/or tinted bus windows reduce inside lighting to the point where normal vision is impaired.

High beam headlights must not be used when following a vehicle at a distance less than three hundred (300) feet, or approaching an oncoming vehicle at a distance less than five hundred (500) feet. High beam headlights must never be used to signal another vehicle. Upon entering the contra-flow lane, headlights of the bus must be turned on (low beam) until leaving the lane.

All light circuits must be tested one (1) hour before sunset so that, if necessary, replacement can be made before lights are needed. (See SOP 3.107)

3.11 Care of Tires ☐

Except when curbing wheels for proper securement, vehicles must be operated in such a manner that the tires do not come in contact with the curb or any object that could damage the tires. If damage is done to the tires, the Operator must note it on the Vehicle Condition Report Card and complete a Vehicle Accident/Incident Report.

In the event of low air pressure or a flat tire on any MTA vehicle, the Operator must immediately stop the vehicle in a safe place and notify the Control Center.

3.12 Backing the Bus ☐☐

Operators shall not back a bus unless absolutely necessary. If it becomes necessary to back the bus, a reliable guide and good judgement must be used. (See SOP 3.108)

3.13 Parking ☐

Parking MTA or private vehicles in other than authorized locations within division or storage yards is prohibited.

3.14 Vehicle Cleanliness ☐

Operators must check the interior of the bus for cleanliness prior to pulling-out. If the bus is not clean and presentable, the condition must be reported to the Maintenance Department.

Once in service, Operators must insure that the interior of the bus remains clean and free of debris. Accumulated paper and other trash must be deposited in the proper receptacles. If the bus becomes soiled to the extent that it may cause damage to clothing or discomfort to customers, the Operator must contact the Control Center for instructions.

3.15 Ventilation ☐

The climate control switch must be in the "on" position when operating in service. Should the climate control system fail, prudent judgement must be exercised in ventilating the bus. Emergency rooftop exits must not

be opened unless an operating procedures decal, indicating that it can be used for both emergency exit and ventilation, is attached. The front doors must never be opened as a means of ventilation while the bus is in motion. Should the climate control system fail on a bus equipped with customer windows that cannot be opened, the Control Center must be notified. Note all ventilation system defects on the Vehicle Condition Report Card.

3.16 Proper Use of Vehicle Controls ☐

The controls of vehicles must be handled in a smooth and efficient manner to ensure customer safety and comfort. Under no circumstances shall any door control be engaged for braking purposes.

3.17 Use of Windshield Wipers ☐

When it is necessary to use windshield wipers, both wipers must be used.

3.18 Directional Signals ☐

Directional signals must be properly used to indicate any intended change of direction such as turns, negotiating bus zones and changing lanes. Arm signals may be used in addition to directional signals when considered necessary.

When leaving the bus stop, the left turn signal shall not be activated until the customers have been boarded or alighted and the doors are securely closed.

3.19 Gauges and Indicator Lights ☐☑

The Operator must observe the gauges and indicator lights at frequent intervals to ensure all systems are functioning properly. The air pressure gauge must be observed to make certain that sufficient air pressure is maintained to properly operate the brakes. Gauges and indicator lights must not be obstructed from view. (See SOP 3.101)

3.20 Mirrors ☐☑

All mirrors must be properly adjusted. Mirrors must be checked every three (3) to five (5) seconds to properly observe the area inside and around the bus. (See SOP 3.114)

3.21 Following Distance ☐☑

Operators must allow sufficient distance between MTA vehicles and vehicles ahead to permit a safe, controlled stop. (See Rule 11.02 & SOP 3.128)

3.22 Operating Speed ☐☑

Operators must maintain a safe speed while attempting to remain on schedule. Safety must never be sacrificed for schedule. Extreme caution must be used when operating within any principle business district or congested area. The speed of the bus must be governed to avoid unnecessary use of the brakes.

At no time shall posted speed limits be exceeded. Posted freeway exit speeds are advised for automomo-

biles only. Buses must reduce speed to ten (10) mph below that of the posted exit speed.

When making a right or left turn, or when approaching and operating through curves and dips, the speed of the bus must be reduced to insure the safety of the bus and the comfort of the customers. (See SOP 3.116)

3.23 Operation "Under Control" ☐☐

Operating "Under Control" means that the vehicle must be operated in such a manner that a stop can be made safely with a normal application of the brake. Operators must not conduct any transactions while their vehicle is in motion if it requires the removal of both hands from the steering wheel. Operators must not assume any unnatural or unsafe driving position, and must not engage in any activity that could interfere with the proper observation of traffic or the safe operation of the vehicle.

3.24 Attention While Driving ☐

When operating any MTA vehicle, Operators must devote full attention to driving and traffic conditions. Operators must not engage in any unnecessary conversation while operating the bus.

3.25 Improper Driving Position ☐

While operating any MTA vehicle, Operators must not use any part of the dash, side panel, farebox support

rail, or hand brake as a footrest, nor assume any other unsafe or unnatural driving position.

3.26 Intersections/Crosswalks (Gridlock) ☐☑

When approaching an intersection, the Operator must determine that there is sufficient room farside to allow complete clearance of the intersection or marked crosswalk before proceeding through the intersection. This rule shall also apply when making turns. (See SOP 3.128)

3.27 Traffic Signals ☐☑

Operators must not leave a bus zone or enter an intersection on a yellow or red light. When approaching an intersection Operators must be “under control” (Rule 3.23) so that they will be able to safely stop before entering the crosswalk or passing the limit line should the signal change to yellow or red.

When waiting at the signal, Operators must not advance until the signal turns green and the intersection is safe to enter. Buses stopped at nearside bus zones must remain in that position until the signal turns green and it is safe to proceed.

3.28 Emergency Buzzer and Warning Lights ☐

In the event an emergency buzzer or warning light activates, the Operator must position the bus in a safe location, shut the engine off, and notify the Control Center.

3.29 Pushing or Towing ☐

Unless authorized by MTA supervisory personnel, pushing or towing any MTA vehicle by a non-emergency vehicle is prohibited. Before any MTA vehicle may be pushed or towed, all customers must be requested to alight unless instructed otherwise by law enforcement or MTA supervisory personnel.

3.30 Mechanic Working on Vehicle - Road Call ☐

When a mechanic is working on any portion of the bus during a road call, the Operators must not attempt to move the controls of the vehicle unless specifically instructed to do so by the mechanic performing the work.

3.31 Broken Glass/Mirror ☐

If the window or mirror of a vehicle is cracked or broken while in operation, the Operator must notify the Control Center immediately and, at the conclusion of the assignment, complete a Vehicle Accident/Incident Report.

3.32 Standing Buses ☐

The foot brake must be applied while the customers are boarding or alighting, or while the bus is standing without the parking brake applied. Prior to leaving the seat, the hand or air operated parking brake must be set and the gear shift selector placed in the neutral position. The engine must not be left running for more

than one (1) minute. When it is necessary for the Operator to leave the bus unattended, the engine must be turned off.

3.33 Door Operation ☐☑

Operators must not open or close doors while the bus is in motion. At no time may the rear door be used as a brake. The bus must come to a complete stop before opening the door and the door must be completely closed before moving the bus. The rear door by-pass switch may be used for any customers who have difficulty alighting. Door malfunctions should be reported to the Control Center as soon as possible and must be properly noted on the Vehicle Condition Report Card. (See SOP 3.125, 3.126)

3.34 Vehicle Check at Line Terminal ☐

Upon arrival at line terminals, Operators must immediately select their proper destination signs and then inspect their buses for:

- Sleeping or Intoxicated Persons
- Lost Articles
- Debris
- Damage to Equipment
- Low Tires
- Loose Advertising Signs
- Proper Lights (at night)

3.35 **Grade Operation ☐Ⓞ**

Operators must never hold a bus on an upgrade by using the rear door interlock or by depressing the accelerator to elevate the engine RPMs. (See SOP 3.127)

3.36 **Rear Door Interlock ☐**

The rear door interlock is a safety feature only and must not be relied upon when boarding or alighting customers. Operators must keep the brake pedal depressed until the interlock is completely released. The interlock system must never be used as a parking brake.

3.37 **Obstructions or Hazards in Bus Zones ☐Ⓞ**

When an obstruction or hazard in a bus zone makes it impossible to safely pull the bus into the zone, the Operator must spot the bus four (4) feet from and parallel to the curb. (See SOP 3.137)

3.38 **Street Excavating, Workmen or Hazards ☐**

When approaching and passing locations where construction, street excavation or other hazards exist, Operators must reduce speed and exercise extreme caution in order to protect the safety of workmen and avoid damage to equipment. When operating over excavation work covered by steel plates, buses must not exceed 15 mph.

3.39

Fire Hoses ☐

Operators must not drive any MTA vehicle over a fire hose unless the hose is covered by a hose bridge or directed to do so by law enforcement, fire department or MTA supervisory personnel.

3.40

Deep Water ☐Ⓞ

Buses must never be operated through water in excess of eighteen (18) inches in depth. Under such conditions the Operator must contact the Control Center for instructions. (See SOP 3.121)

3.41

Pedestrians ☐

If a pedestrian occupies a crosswalk, Operators must come to a complete stop and allow the pedestrian to proceed. Should the pedestrian signal the Operator to proceed, the Operator must not proceed until the pedestrian is in the clear.

Operators must not give any hand signals or body motions to pedestrians or others indicating that they may proceed.

3.42

Stopping for School Buses ☐

The Operator of any MTA vehicle must not pass a school bus when its red flasher lights are activated for the purpose of boarding or alighting students. Operators must remain stopped until the lights stop flashing.

A stop is not required when the roadway is divided and the school bus is stopped on the opposite side of the divider or, at an intersection controlled by a traffic control officer or traffic signal.

3.43 Funeral Processions ☐

Operators must not drive through or otherwise interrupt a funeral procession.

3.44 Emergency Vehicles ☐

Upon the approach of an emergency vehicle with lights and/or siren activated, Operators must immediately move to the right lane or shoulder, if possible, and stop. If moving to the right is not possible, the Operator must come to a complete stop and remain in position until the emergency vehicle has passed unless directed otherwise by law enforcement personnel.

3.45 Caravans ☐☐☐

When operating buses in a caravan Operators must adhere to rules regarding following distance as outlined in Rule 3.21. Under adverse conditions or when speeds exceed forty (40) mph, additional time, five (5) seconds or more, is required. (See SOP 3.128)

3.46 School Zone ☐

When operating through a school zone when students are present, Operators must proceed with extreme caution at a speed not to exceed twenty-five (25) mph.

3.47 Off-Street Terminal/Station Operation ☐Ⓞ
While operating through off-street terminals and/or stations, Operators must not exceed eight (8) mph or the posted speed limit and shall be governed by the instructions of the Service Director or MTA supervisory personnel. (See SOP 3.142, 3.139)

3.48 Freeway Bus Stops ☐Ⓞ
In service Operators must operate through designated bus turnouts and freeway bus stop lanes whether there are customers waiting or not. Operators must never pass other buses servicing the same freeway stop. (See SOP 3.143)

3.49 Freeway Lanes ☐Ⓞ
Buses must never be operated side by side in adjacent lanes while on the freeway. (See SOP 3.144)

3.50 Slow Moving Vehicles (Freeway)
MTA vehicles operating at less than the speed of the flow of traffic on a freeway, must be operated in the extreme right hand lane.

3.51 Railroad Crossings ☐Ⓞ
At no time will a stop be made on railroad tracks. Operators must exercise extreme care and take every precaution to make certain that railroad crossings can be safely crossed before operating any MTA vehicle over any such crossing. (See SOP 3.145 - 3.148)

3.52 Approaching Railroad Crossings ☐☐

Operators must approach every railroad crossing during the last one hundred (100) feet under control and at a speed not to exceed fifteen (15) miles per hour.

Coasting with gears in neutral or clutch disengaged on approach to any crossing is prohibited. (See SOP 3.145 - 3.148)

3.53 Stop Required at Railroad Crossings ☐☐

Upon approaching any non-exempt railroad crossing whether in-service or not-in-service, the Operator must bring the bus to a complete stop in the right-hand or curb lane, or the appropriate left turn lane if a left turn immediately after the crossing is necessary.

The Operator must stop at a point where the tracks can be seen clearly in both directions. Such stops must be made not less than fifteen (15) feet nor more than fifty (50) feet from the nearest rail of the crossing.

After making the required stop, the Operator must not proceed over the railroad crossing until having listened for the sound of, and looked in both directions along the track for the approach of, any train. If necessary, the Operator must alight from the bus and visually inspect the track to determine that it is clear and that the railroad crossing can be crossed safely.

When approaching a stop sign at the railroad grade crossing, the Operator shall stop at a limit line if marked. Otherwise, the Operator must stop before entering the crosswalk on the near side of the intersection.

If there is no limit line or crosswalk, the driver shall stop at the entrance to the intersection roadway or railroad grade crossing.

If the railroad crossing is protected by gates, the stop must be made at a location that will not interfere with the railroad crossing gates when they are lowered.

No Operator will proceed through, around or under any railroad crossing gate while such gate is closed. The Operator must not raise or attempt to raise a railroad crossing gate. (See SOP 3.145 - 3.148)

3.54 Exempt Railroad Crossings ☐☐

Operators are not required to make a complete stop at railroad crossings where the “exempt” sign is properly displayed. However, stops must be made when a train is approaching or occupying the railroad crossings or when the Operator cannot see or read such a sign. (See SOP 3.145 - 3.148)

3.55 Controlling Speed While Crossing Tracks ☐☐

The speed of the bus must be controlled by the Operator so that the transmission of the bus will not shift until the railroad tracks have been crossed.

Under no circumstances will an Operator attempt to cross the railroad tracks under the following conditions:

- Activated guard rail
- Flashing lights
- Flagman's warning of an approaching train or car
- Visible or audible approaching train

If an Operator is stopped at a railroad crossing by a mechanical warning device or railroad crossing gate

and said device or gate is defective causing it to remain active, the Control Center must be notified immediately. With the permission of the Control Center, the Operator may proceed through a defective flashing warning light provided the Operator first alights from the bus and makes a visual inspection of the track in both directions. Defective railroad crossing gates must not be altered in any manner to permit the passage of a bus. Operators must request MTA supervisory assistance from the Control Center.

Should a bus become stalled on the railroad tracks, the Operator must immediately request and assist customers to alight to a place of safety and then make every effort, under the existing conditions, to signal any approaching train. (See SOP 3.145 -3.148)

3.56 Accidents at Railroad Crossing

If there is an accident or stalled vehicle on the tracks regardless of whether the Operator is involved, the Operator must report it to the Control Center.

If the Operator has an accident on the tracks, the Operator must attempt to get the bus off of the tracks before contacting the Control Center and checking for damage. If the bus cannot be moved clear of the track, the Operator must immediately request and assist customers to alight to a place of safety away from the tracks and must not stay on the bus with a train approaching.

3.57

Slow Orders ☐

Operators must adhere to all "Slow Orders" and/or "Reduced Speed Orders" listed on route sheets, posted on bulletin boards or directed by MTA supervisory personnel.

3.58

Coasting In Neutral ☐

Allowing any MTA vehicle to coast with the transmission lever in neutral is strictly prohibited.

3.59

Company Equipment Assigned (CEA) Units ☐

CEA's must be inspected prior to leaving the division yard for damage and cleanliness. If damage is found the appropriate management representative must be notified immediately.

Operators' ***Code of Conduct***

4

4.00 General Statement

This section contains rules governing the conduct of all Operators. The MTA expects all its employees to treat customers and co-workers with courtesy and respect. Words or acts of hostility to customers and/or officers, agents, or employees of the MTA will not be tolerated. As employees of a public agency, each of us has the obligation to conduct ourselves in a manner befitting the public's trust.

4.01 Discipline ☐

Violation of the Authority's rules may subject an Operator to disciplinary action up to and including discharge.

4.02 Fighting ☐

Fighting is prohibited except in self defense. Operators must use prudent judgement when dealing with unruly passengers and avoid any use of force. Operators shall not insist upon the enforcement of rules to the point of conflict or alight from the bus to pursue any individual for the purpose of confrontation.

4.03 Language and Conduct

Operators' conduct with customers, co-workers and others must be respectful and civil at all times. Boisterous actions and profane language is not permitted. While in service, Operators must not engage in any unnecessary conversation. Acts of harassment by the use of slurs or derogatory statements involving race, color, national origin, creed, sex, age or disability will not be tolerated. Operators must not engage in behavior which brings discredit upon the MTA and/or its employees.

4.04 Horseplay ☐

Horseplay is not permitted while on duty or on MTA property.

4.05 Acceptance of Service Inspector's Written Notice of Violation

When a Service Inspector gives written notice to an Operator of any violations observed, said report is to be accepted courteously and without incident. Any Operator who verbally or physically abuses a Service Inspector will be subject to appropriate disciplinary action.

4.06 Arrest

Operators arrested, whether on or off duty, must report the arrest to the Division Manager in a Miscellaneous Report as soon as possible. Conviction of a felony or any misdemeanor which brings discredit upon the

MTA and/or fellow employees may be considered gross misconduct.

4.07 Traffic Violations ☐

Operators issued traffic citations while operating MTA vehicles must submit a Miscellaneous Report to the Division Manager at the end of the work assignment. Operators must notify their Division Manager as soon as possible after receiving a traffic citation involving either the company's vehicles or their personal vehicles. California State Law requires that commercially licensed drivers convicted of a traffic violation outside the State of California, notify both their employer and California Department of Motor Vehicles.

4.08 Intoxicants, Narcotics or Drugs ☐

The MTA's Comprehensive Alcohol and Drug Abuse Policy stipulates that, the use of intoxicants, narcotics or other harmful drugs by Operators either on duty, or subject to duty, is forbidden. Operators must not be under the influence of, nor shall their ability to perform their duties be impaired by any intoxicants, narcotics, amphetamines, harmful medications or derivatives thereof. Operators must not have such items in their systems, possession, or the odor of intoxicants on their breath, when reporting for duty, on duty, on or about MTA property. Operators suspected of being under the influence of alcohol or drugs or the residual effects of drugs may be required to submit immediately to a chemical test. Refusal or failure to submit to this test immediately will constitute gross misconduct.

4.09 Possession of Weapons While on MTA Property ☒

Operators shall not use or have in their possession any firearm, lockable blade knife, or other device or object classified as a deadly weapon under the laws of this state, at any time while on duty or on MTA property. Self defense devices such as stun guns, tasers, pepper sprays or any such devices intended for use as a weapon to inflict bodily harm, are prohibited. Operators who carry mace must have in their possession a valid certificate of training and identification.

4.10 Tobacco/Smoking Restrictions

Smoking is prohibited in any MTA vehicle and in all MTA facilities. Operators must not smoke, hold in their hand or mouth, or place on the instrument panel, any cigar, cigarette or pipe, lit or unlit, while operating an MTA vehicle. Operators wishing to smoke while at layovers, terminals or stations, may only do so outside of the bus.

Chewing tobacco or snuff is prohibited at all times while on MTA property.

4.11 Gaming Restrictions

All forms of gambling are forbidden while on duty or on MTA property. Dominos, ping-pong, pool, checkers, chess, MTA authorized mechanical games, and card games are permitted with the following restrictions:

- No gambling of any kind is permitted. No money, tokens, chips or other monetary substitute may be used.

- No card games generally associated with gambling may be played. These games include, but are not limited to: poker, black jack, red dog and acey ducey.
- Card playing in areas other than the trainroom is prohibited.
- The playing of cards, dominoes, checkers and chess will be permitted during designated hours provided there is no interference with Division operations.

Card playing privileges may be suspended if any of these restrictions are abused by one or more Operators.

4.12 Unauthorized Use of MTA Property or Time

The use of MTA property, time or personnel, for other than MTA business, is prohibited.

4.13 Safeguarding MTA Property

Operators must protect MTA property by storing equipment properly, particularly at outside locations. Care in the operation and use of MTA equipment must be exercised. Acts of vandalism and other incidents resulting in damage must be reported immediately. Operators must not engage in acts of vandalism or littering on MTA vehicles and properties.

4.14 Food/Beverage on Board (By Operator) ☐

The consumption of foods and/or beverages on board MTA vehicles is permitted in the Division yard during the pre-pull-out period, and at terminals and layovers, under the following conditions:

- Food and beverage containers must not be placed on the dash panels of vehicles or in any location where spillage would damage the controls or wiring of the vehicle;
- All empty or used containers must be placed in the trash receptacles and the area inside the bus must be kept clean; and,
- Any unused containers or uneaten food must be properly stored and out of public view.

Foods and beverages must not be consumed at any time while operating an MTA vehicle or while riding as a passenger, whether or not the vehicle is in service.

4.15 Transporting Friends or Relatives ☐

Transporting friends, relatives or other unauthorized personnel on not-in-service trips in any MTA vehicle is prohibited.

4.16 Misuse of Employee Pass

Operators must not allow their passes to be used by unauthorized persons. Dependents who allow unau-

thorized persons to use their passes will lose pass privileges.

4.17 Occupying Seats to the Exclusion of Fare Paying Customers

Employees and their dependents riding on passes must not occupy seats to the exclusion of fare paying customers. The seat restriction does not apply to Line Instructors, Schedule Checkers or MTA Supervisory personnel who are assigned to ride for the purpose of checking or instructing. Operators deadheading on in-service MTA buses shall not occupy the first seat behind the driver or the two front seats on the right side of the bus.

4.18 Solicitation

Soliciting money or public support by employees for political, religious, social or other causes while on duty or on MTA property is not permitted without the written consent of proper MTA representatives. Operators must use good judgement in prohibiting solicitors from disturbing customers and distributing or displaying unauthorized materials on MTA property or vehicles. Making lewd or suggestive remarks to customers or soliciting addresses and telephone numbers is prohibited.

4.19 Wage Garnishments

Operators who fail to meet their financial obligations, resulting in garnishment for more than one judgement may be subject to disciplinary action.

4.20 Employment Exclusive

Specific written approval from the Division Manager must be received before an employee may become identified with or engaged in any other business or employment.

● **Appearance**

5.00 General Statement

Since an agency's public image is largely influenced by the appearance of its employees, MTA Operations personnel must maintain a neat and businesslike appearance at all times. Bus Operators interact directly with the public and must therefore present a professional, service oriented appearance.

This section contains rules governing the appearance of Operators.

5.01 When Reporting for Duty

When reporting for duty Operators must appear neat, clean, orderly and dressed in a regulation Operator's uniform as described in Rule 6.01, Section 6 of this book of rules.

5.02 Hair ☐

An Operator's hair must be clean and well groomed. For safety reasons, hair must not hang over the eyes to interfere with peripheral vision.

5.03 Moustache, Beard and Sideburns

Moustache, beard and sideburns must be trimmed and groomed.

5.04 Fingernails ☹☹

In order to ensure maximum control, an Operator must be able to fully grip the steering wheel. As a safety precaution, an Operator's fingernails must not be of a length which would prohibit making a clenched fist with the nails hidden from view. (see 3.117)

6.00 General Statement

This section contains rules governing the Operator's uniform authorized in 1994. When reporting for duty, the uniform must be neat, clean and wrinkle free. Shoes must be shined.

6.01 Uniforms ☺

Operators must report to work in regulation uniforms as prescribed herein. This includes reporting for instruction or additional qualification. Employees who are off duty must not wear the uniform at any time or place that may bring discredit to the MTA. Operators will be considered on duty from the time they report for sign-on until they sign-off at the end of their assignment. Failure to report to work in regulation uniform that is neat and clean, may result in removal from service. (See SOP 6.101)

6.02 Minimum Uniform

The prescribed minimum uniform must be worn when on duty. The wearing of partial uniforms will not be permitted, except for new employees (trainees) who

have not yet completed qualification and are assigned to a Line Instructor.

Fabric for all caps, berets, neckwear, trousers, Eisenhower jackets, and ladies blazers is a dark navy, wool blend (tropical weave).

Fabric for all shirts is a steel-blue, lightweight wool blend.

The minimum uniform is as follows:

Male Operators: Uniform shirt, uniform trousers, black belt, black shoes and black or navy blue socks. Regulation neckwear must be worn when wearing the uniform long-sleeved shirt.

Female Operators: Uniform shirt/blouse, uniform trousers, black belt, black shoes, black or navy blue socks/hosiery. Regulation neckwear must be worn when wearing the uniform long-sleeved shirt.

Student Trainees: Uniform shirt/blouse, dark trousers, black shoes and dark socks.

Uniform jackets, sweaters, shirts and blouses must bear the regulation MTA emblem with a legible badge number.

6.03

Jacket

Mens's: "Eisenhower" styling

Ladies': Modified blazer design. All jackets have lightweight, insulated removable liners.

Bomber Jackets

Unisex styling. Fabric is Dupont Cordura® nylon; dark navy in color with front zipper closures. Features a lightweight, insulated zipout liner with full sleeves and adjustable snap cuffs.

6.04 Trousers

Designed with western-style pockets, permanent front creases, and straight leg styling. The center rear waistband of the ladies' trousers has a non-roll, stretch background.

6.05 Shirts/Blouses

The long-sleeved shirt is designed in dress-styling with front and rear permanent creases. The short-sleeved shirt is designed in sport-styling with a squared bottom edge. Ladies' blouse is identical to the men's except for minor design variations.

If a short-sleeved shirt is worn with a necktie or an Eisenhower or blazer style jacket, the shirt must be tucked inside the trousers. Sleeves on all shirts must not be tucked under, folded or rolled up. Only the top collar button may remain unbuttoned if neckwear is not worn.

Regulation neckwear must be worn with long-sleeved uniform shirts.

6.06 Sweaters

Cardigan Sweaters: Unisex, V-neck design, dark navy. Button-front, with long sleeves and ribbed cuffs.

Sweater vest: Unisex, V-neck design, dark navy. Pullover design, sleeveless.

6.07 Neckwear

Men's tie consist of four-in-hand styling and the ladies' is a mini-ascot design. Both are designed with adjustable band extensions and Velcro® closures. Female Operators may wear the four-in-hand style tie.

6.08 Shoes ☐

Footwear is to be black only, solid in color, hard soles with a polishable finish. Limit on heel - one and three-eighths (1 $\frac{3}{8}$) inches high at instep, sole one-half ($\frac{1}{2}$) inch thick. Closed toe and of conservative style. Dress Boots: Black, solid color, with polishable finish. Trousers leg must remain outside boot at all times. Limit on heel - one and one-half (1 $\frac{1}{2}$) inches at instep, sole one-half ($\frac{1}{2}$) inch thick.

6.09 Accessories

Caps - Approved eight-point cap for male Operators and approved beret for female Operators.

Tie - Approved MTA styles only.

Belt and leather accessories - Black leather only. Belt buckles must be of a conservative style and size.

Socks - Black or dark navy blue in color only.

Punch Holder - Black to match the color of the belt.

Badges and Emblems - MTA-issued shoulder patches with embroidered badge number shall be worn on both sleeves of all uniform shirts, sweaters and jackets. Operators will be allowed to wear United Transportation Union emblems not to exceed one and one-half (1½) inches in diameter on the left breast pocket flap only. One approved MTA-issued service award or other approved pin may be worn on the right breast pocket flap only. No other pins or emblems are allowed.

Undershirts - Any undershirt worn beneath the uniform shirt that may be visible when not wearing a necktie must be white with no lettering or graphics that may be seen through the uniform shirt material. The sleeve of undershirt is not to exceed the length of the uniform shirt sleeve.

Service bars - Regulation Transportation Department issued only. One bar is issued for every five years of service. Bars are displayed on the left sleeves of long-sleeved shirts and Eisenhower jackets and blazers. Two years of part-time service shall count for one year of service for the purpose of awarding service bars.

Collar bars - Right collar: LACMTA
Left collar: Division number

6.10

Watches ☹

All employees whose duties affect the movement of buses must have in their possession when on duty a regulation railroad approved pocket or wrist watch. Operators must have their watches certified by the Instruction Section Personnel. Digital watches are not permitted. (See SOP 6.102)

Operator/Customer Relations

7

7.00 General Statement

In order to reflect a positive image of the MTA, it is imperative that Operators become familiar with and adhere to the rules and procedures governing effective customer relations.

7.01 Customer Relations

Operators shall treat customers in a courteous, respectful and professional manner at all times. Courtesy is the key to continual success in any public enterprise.

MTA recognizes that occasionally during the course of extending service to our customers, a balance should be struck between strict adherence to standard operating procedures and acts of professional courtesy. While rules and basic safety practices must never be violated or compromised, Operators are empowered to assess each situation and, if safe to do so, depart from prescribed procedures in the interest of courtesy and personalized customer service. Principles of safety must never be compromised. (See SOP 7.100)

7.02 Assisting Customers ☐ ☒ ☓

Operators must offer assistance when it appears that a customer needs help with boarding or alighting; however, Operators must never place their hands on customers who do not wish to be assisted. (See SOP 3.124)

7.03 Calling Stops ☐ ☒ ☓

Operators must announce all transfer points, major intersections, destination points, points of interest and any stop upon request. Operators must make announcements at sufficient intervals (stops) along the route. Announcements must be made in a clear, distinct voice to enable all customers to hear and understand. Public address (PA) systems must be used for these announcements when available.

The Americans with Disabilities Act (ADA) of 1990 mandates that all Operators call stops along the route of the line. Calling stops also promotes good customer relations which leads to top quality service.

Announcements at sufficient intervals will help individuals with visual impairments or other disabilities reach their destinations. The calling of stops will greatly assist our customers to alight at their desired stop without difficulty or inconvenience. (See SOP 7.103)

7.04 Passenger Stop Request Signal ☐

In order to allow customers to signal their intent to alight, the "Stop Request Signal Switch" must be in the "ON" position at all times.

7.05 Conversation ☐

In the interest of safety, Operators must avoid all unnecessary conversation while the bus is in motion. Questions must be answered briefly and politely, without diverting attention from the road.

7.06 Fare Disagreements ☐☐

A reasonable effort must be made to collect a proper fare. A reasonable effort is considered to be a courteous, one time quotation of the fare. Should a disagreement arise between the Operator and the customer, the Operator should not pursue the matter. An Unenforced Rule card must be filled out and submitted to the appropriate management representative upon completion of the assignment. (See SOP 8.102)

7.07 Enforcement of Laws, Ordinances and MTA Policy

When requesting customers to comply with laws, ordinances, and MTA policies, Operators must be respectful and civil. Requests for compliance should be made only once. If the customer fails to comply with the request, the Operator must not pursue the matter. An Unenforced Rule Card must be completed and turned in to the appropriate management representa-

tive at the Division upon completion of the day's assignment.

7.08 Detaining Customers ☒

Operators must not attempt to prevent customers from leaving the bus unless it is unsafe to alight. Common sense and courtesy must be exercised when handling situations of this type.

7.09 Ejection ☒

It is illegal and prohibited for an Operator to place 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; however, situations that could lead to altercations must not be pursued.

Should it be deemed appropriate to request the offending party to alight, Operators must use good judgement and common sense. Such requests must not be made in unsafe or uninhabited areas. Small children or persons who appear to be in a helpless condition must not be ejected. However, if the situation warrants, the Operator should contact the Control Center for police assistance.

All ejections must be reported to the Control Center. Additionally, if the ejection was effected by either an Operator or the Transit Police, the Operator must submit a Miscellaneous Report. If the ejection was effected by an outside law enforcement agency, the Operator must submit an Accident/Incident Report. Either report should be accompanied by as many Courtesy Cards as possible.

7.10 Refusing Transportation ☐

An Operator may refuse transportation to any individual(s) who pose a threat to or endanger the safety of the Operator, customers and/or MTA equipment. Incidents of refusal of service must be reported to the Division Manager in a Miscellaneous Report, accompanied by as many Courtesy Cards as possible.

7.11 Passing-Up Customers ☐

Operators must make every effort to insure that customers are not passed-up. Aside from instances of refusing to transport as explained in Rule 7.10, Operators must never intentionally pass-up passengers at any bus stop except for the following reasons:

- ☐ When instructed to do so by MTA supervisory personnel.
- ☐ When the customer load is at full capacity. The Control Center must be contacted any time customers are passed due to a capacity load. Upon resumption of normal revenue service, the Control Center must be contacted and given the location where service was resumed and an approximate number of customers who were passed. A Miscellaneous Report describing the circumstances must be submitted to the Division Manager.
- ☐ When two buses on the same line and route are operating together, they may skip stops to assist one another. However, far terminal buses must make all stops. Empty or partially loaded buses

must not pass a bus that is loading in a zone without first determining that customers are not being passed-up, and Express or Limited buses must not pass any designated Express or Limited stop without first determining that customers who may want such service are not being passed-up.

7.12 Not in Service Trips - Customers ☐

Customers will not be allowed to ride buses on "Not In Service" trips without authorization from proper MTA supervisory personnel.

7.13 Unnecessary Service Delays ☐

While in service, an Operator must never stop his/her bus to purchase food, beverage or conduct personal business.

7.14 Articles Carried Onboard MTA Buses ☐

Customers will be allowed to carry articles aboard MTA buses provided such items can be kept in a location where they will not interfere with the safe operation of the bus or block the aisle or doors. Any item which, because of its size or nature of contents creates a safety hazard is prohibited. The following items must not be carried on MTA buses:

- Glass or sharp objects, not properly packaged;
- Bicycles (except on designated lines);
- Surfboards;
- Explosive, flammable liquids or materials; and

- Any item likely to endanger the safety of the customers.

Note: Disabled persons must be allowed to board with respiratory equipment and/or portable oxygen tank. Additionally, any type of walking aid is permitted.

7.15 Wheelchairs/Disabled Customers ☺☺☺

In compliance with the Americans with Disabilities Act (ADA), Operators must make every effort to accommodate customers with disabilities and afford such persons equal access to MTA services. By law, effort shall include the request that able persons occupying elderly/disabled priority seats surrender them in deference to the boarding disabled party. While Operators are required to make the request, they shall not demand compliance.

If for any reason a wheelchair customer is denied service, the Control Center must be immediately notified of location and the reason the customer could not be accommodated.

Complete wheelchair lift procedures are outlined in Section 7 of the Standard Operating Procedure section of this manual. (See SOP 7.110)

7.16 Standees on Wheelchair Lift ☺☺☺

Specific in ADA guidelines is that use of the wheelchair lift shall not be restricted to persons confined to wheelchairs. Upon request, individuals who, although ambulatory, may have difficulty climbing steps, must be allowed to use the wheelchair lift to board and/or alight

as well. This applies to **all** buses in service with the MTA.

When providing such access, Operators must exercise extreme caution and follow prescribed procedures for safe lift operation. The customer shall be instructed to use the handrails, remain still and be alert to overhead hazards. Only one customer may occupy the lift at a time. (SOP 7.110)

7.17 Walkers/Canes/Crutches/Braces 

Customers with walking aids are afforded the same protection of rights under ADA as are wheelchair bound customers. Operators must make every effort to accommodate and provide seats for customers with such devices.

7.18 Restroom Facilities - Customers

On inter-urban lines, when customers request to use the restroom facilities at a station, Operators must attempt to accommodate them and give them a reasonable amount of time to return to the bus. Operators must not leave any customers behind without first notifying the Control Center of the situation.

Fare Collection

8

8.00 General Statement

The rules in this section govern the collection of fares. Separately published tariff and transfer regulations, current as revised, are hereby made a part of these rules.

8.01 Defective Fareboxes

If a farebox becomes defective or inoperable for any reason, the Control Center must be notified immediately. If possible, customers will be requested to continue to deposit fares in the defective farebox until such time as the unit can be repaired. An Operator being relieved must inform his/her relief Operator of any defects which may exist.

8.02 Tampering With Farebox

Any form of tampering with the farebox is prohibited.

8.03 Depositing Fares ③

All fares, including fare zone overrides, must be placed in the farebox by the customer whenever possible. Operators may only deposit fares for person(s) with disabilities who are unable to do so for themselves. At

terminals, customers who have boarded the vehicle during the Operator's absence must be requested, in a courteous manner, to deposit their fares in the farebox. (See SOP 8.101)

8.04 Fare Disagreements ☒ ☑ ☑

A reasonable effort must be made to collect the proper fare if a customer presents invalid fare media or refuses to pay. Once a reasonable effort has been made, and the proper fare clearly stated, do not pursue the matter any further. The Operator must report such incidents on an Unenforced Rule Card. (See Rule 2.37, 7.06, SOP 2.131, & 8.102)

8.05 Not Accounting for Passengers (NAP)

Missed fares, unnecessary hand collections, improper sale or acceptance of transfers or tickets, failure to handle fares correctly, failure to issue or inspect identification checks, failure to turn in transfers collected, as per these procedures, will be considered as not accounting for passengers. Violation of any part of this rule is a major infraction.

8.06 Confiscating Passes/Fare Media ☒ ☑

Operators must never snatch or risk altercation attempting to ascertain a suspected counterfeit pass or other type fare media. Should an Operator come in contact with counterfeit fare media discretion must be exercised. A "Counterfeit Fare Media Incident Report"

must be submitted providing identification and other pertinent information of person(s) using or attempting to use the fare media. (See SOP 8.118)

8.07

Fare Identification Checks ③

All Operators must issue and collect fare ID checks to identify and verify customers proper fare payment when service includes fare limits. Fare limits are listed on the reverse side of the route map (individual line tariff).

Operators must ensure that current individual line tariff instructions are adhered to. (See SOP 8.125)

Two-Way Radio Operation

9

9.00 General Statement

The Bus Operations Control Center's (BOCC) ability to effectively manage emergencies and routine requests for assistance is dependent on the individual Operator's knowledge of and ability to follow the procedural guidelines governing the use of the two-way radio system. Operators must exercise good judgement and avoid unnecessary calls to the Control Center.

9.01 Radio Conduct Ⓞ

MTA'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:

- The use of obscene or profane language;
- Unauthorized use of messages;
- Excessive, false, or deceptive signals or communications;
- Unauthorized call signs; and

- ❑ **Tampering.** (The components which make up the radio must not be tampered with at any time. Only authorized, licensed radio technicians shall perform repair functions on radio units.)

Each Operator bears the responsibility to project a positive image of the MTA by transmitting clear concise messages via radio. Unnecessary comments, slang terms and profanity are prohibited without exception. (See SOP 9.101)

9.02 Restrictions

- ❑ **Operators must not pick up the handset unless the call is for them.**
- ❑ **Operators must not request that the Control Center give customers information over the handset or radio loudspeaker.**
- ❑ **The radio system must only be used by authorized personnel.**
- ❑ **Operators must not disclose the system's characteristics or emergency features to customers or other non-MTA parties.**

9.03 Channel Assignments 

Prior to pulling-out and when making relief, Operators must insure that the channel selector on the control head is set to the assigned channel.

Note: Operators being relieved enroute, must inform the relief Operators of any temporary channel assignment changes which may have been issued via Code 1 broadcast. (See SOP 9.102)

9.04 Radio Codes ③

MTA radio codes must be used while transmitting over MTA radio systems. (See SOP 9.105)

9.05 Discretionary Use ③

Operators must never abuse the system by using the radio needlessly, and must initiate calls through the proper mode, ie., request to talk or priority. Failure to comply could possibly delay the response to bona fide emergencies. (See SOPs 9.102 & 9.103)

Rulebook • Two-Way Radio Operation

Silent Alarm System

10

10.00 General Statement

This section contains rules which must be followed when it becomes necessary to activate the Silent Alarm System (SAS).

10.01 Restricted Use ☹

Operators must activate the Silent Alarm only when immediate danger or potential for physical harm to the Operator and/or customers exists. (See SOP 10.100, 10.101)

10.02 Clearing the SAS ☹

An active SAS must be cleared and the Control Center must be notified immediately when it is safe to do so. (See SOP 10.102, 10.103, 10.104)

Rulebook • Silent Alarm System (SAS)

El Monte Busway Regulations

11

11.00 General Statement

This section contains specific rules governing the operation of buses on the busway lane between El Monte and Union Station.

11.01 Laws and Ordinances ☐

The operation of MTA vehicles on the busway lane is subject to the laws and ordinances contained in the Vehicle Code of the State of California. All such laws and ordinances are hereby made a part of these rules.

Operators must comply with any directives given by law enforcement officers, even if they are in conflict with the regulations contained herein. When such directives are given, the Control Center must be notified as soon as possible and a Miscellaneous Report must be submitted at the completion of the day's assignment.

11.02 Following Distance on the Busway ☐

Operators must maintain a minimum five (5) seconds following distance time when operating buses on the busway and a minimum three (3) second following distance for other MTA vehicles.

11.03 Busway Speed ☐Ⓞ

The speed of the bus must be governed by the posted speed limit and the Basic Speed Laws of the California Vehicle Code. Speed restriction at certain busway locations must be obeyed. (see SOP 11.101)

11.04 Gibson Tunnel ☐

When entering and passing under the railroad bridge and through the Gibson Tunnel at the east end of the Busway lane, the eastbound speed must not exceed forty-five (45) MPH and westbound speed must not exceed thirty-five (35) MPH. If a train is operating through the tunnel in the opposite direction, the speed should be further reduced.

Operators should not turn the bus interior lights on during daylight hours to travel through this tunnel.

11.05 Fremont Curve Restrictions ☐

Westbound speed should not exceed forty-five (45) MPH when approaching and operating through the "S" curve near Fremont Avenue. Caution should be exercised due to vehicles exiting the busway lane onto the freeway.

11.06 Del Mar Ramp and Speed Restrictions ☐

Speed should not exceed thirty (30) MPH when operating on the Del Mar Avenue ramp. When operating eastbound, Operators should reduce vehicle speed to a point that will enable them to make a safe smooth

stop under control, before entering Del Mar Avenue should the traffic signal change.

11.07 Standing Vehicles - Emergency Stopping Areas ☐
When passing standing vehicles on the Busway lane, Operators must reduce speed to a maximum of twenty-five (25) or MPH slower if necessary for passing safely. Operators should tap the horn while approaching and be prepared to stop.

11.08 Stops (Busway) ☐
Operators are required to service all Busway stations in both directions and must operate in the lanes established for these stops. Operators entering stations to service stops must reduced their speed to a maximum of ten (10) MPH when approaching the loading area and should stop the bus in the most forward available loading position. Operators should not attempt to pass another bus when both are in a loading lane.
Operators leaving the Busway stations must yield the right-of-way to through traffic in passing lanes.
The posted speed limit must be observed when operating in passing lanes at Busway stations.

11.09 Disabled Bus on Busway ☐
Should a bus become disabled on the Busway, the Operator must activate the hazard lights and position the bus in the emergency lane. During daylight hours only, if the hazard light system is not functional, the

Operator must raise the engine cover of the bus. Exercising extreme caution, the Operator should place emergency reflectors to the rear of the bus and notify the Control Center.

When passing a disabled bus, Operators must reduce speed to a maximum of 15 mph. No stop shall be made behind a disabled bus unless an MTA supervisor or an officer of the CHP directs an Operator to position the bus for customer transfer. When stopping to render such assistance, Operators must activate the emergency flashers.

11.10 Merging Traffic ☐

The right-of-way must never be contested. If a doubt exists as to who has the right-of-way, the Operator must yield. Operators on the Busway must yield to merging vehicles.

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General Procedures

1

1.100 General Statement

This section contains general information on standard operating procedures not covered in other categories.

1.101 MTA Issued Property ③ ③

Operators are personally responsible for all MTA property issued to them. Any such property which is lost or stolen must be reported to the Division Manager on a Miscellaneous Report. When terminating employment, all MTA issued equipment must be returned. Items not returned or returned damaged, will be charged to the Operator. (See Rule 1.07& 2.109 Supplies)

1.102 Leave of Absence

Operators may be granted leaves of absence limited to ninety (90) days in a one (1) year period without loss of seniority. Special consideration will be given to Operators in instances involving illness or death in the family or major confirmed personal problems. Extended leaves may be granted through agreement between the MTA and the Local or General Chairperson of the UTU. Operators shall not lose seniority due to leave of absence because of illness or injury up to twelve (12) months within a sixteen (16) month period.

If said leave is in excess of twelve (12) months, it may be granted through agreement between the MTA and the Local or General Chairperson of the UTU.

1.103 Long Term Sick Leave (over 30 days) Ⓢ

The submittal of an "Attending Physician's Statement" is required for Operators on long term sick leave. (See Rule 1.18)

1.104 Jury Duty

Any Operator receiving a notice to report as a prospective juror or notice of a call to jury duty shall show the notice to the Division Manager within three (3) days from the date of receipt.

1.105 Employee Injury (On Duty) ⓈⓈ

Any Operator injured while on duty shall complete the necessary report(s) on the same day of occurrence and see the company physician.

Reports for Injuries

- HCM Claim Initiator

- Employee's Claim for Workers' Compensation Benefits

- Acknowledgment of Receipt of the Worker's Compensation Claim Form

- Accident/Incident Report

If injury is such that a report cannot be made, notify the Division Manager at the earliest opportunity. First aid will be provided or arrangements for medical attention will be made if required. Medical attention is authorized at MTA approved medical facilities only. Doctor, hospital and pharmacy bills associated with an on-duty injury must be directed to the Division Manager.

Any Operator reporting a recurrence of a previous occupational injury must submit on the day of occurrence a completed report and see the original physician. (See Rule 1.20)

1.106 Personal Safety In Yards, Terminals, and Other Facilities ☐☐

To avoid pedestrian accidents in the division yards, terminals and other facilities, Operators must adhere to the following yard safety instructions:

When Driving

- Enter and exit yards, terminals or other facilities only at the appropriately marked gates.
- Make a complete stop at all stop signs, stop lines and crosswalks.
- Adhere to the eight (8) mph maximum speed limit, or the posted speed limit. Slower speeds may be warranted due to inclement weather or yard conditions.
- Use headlights between sunset and sunrise or when visibility is poor.

- Drive cautiously and watch for moving vehicles and/or persons walking in MTA yards.

When Parking

- Park vehicles within the lines; crosswalks must be kept clear of parked vehicles..
- Watch for persons walking within the yard or facility.
- Do not park in unauthorized locations.

When Walking

- Do not run in MTA yard.
- Be alert for moving vehicles.
- Cross yard only in designated pedestrian crosswalks when possible. If necessary to walk between parked vehicles or alight from a vehicle, be cautious and look in both directions before stepping out.
- Stay out of open traffic lanes when walking through parking areas. (See Rule 1.23)

1.107 Earthquake Instructions ☺☺

The following procedures are designed to protect both Operators and customers in the event of a significant earthquake:

Earthquake procedures

- Remain on the bus, stay calm, and alert all passengers to do the same. Explain to the passengers that

it is safer to remain on the bus. The bus provides some protection.

- Instruct customers to move away from the windows if possible.
- When possible, drive away from high buildings, power poles or other objects that could fall on the bus.
- If the bus cannot be moved, or is in a safe and open area, shut the engine off to prevent a possible fire hazard in the event of leaking fuel. Instruct customers to not smoke.
- If on a freeway or open area, pull the bus to the shoulder or side of the road and await instructions.

Caution: If possible, do not stop under or on a bridge or overpass and do not stop in a tunnel.

When the earthquake has ended, customers may be allowed to get off the bus provided no dangerous conditions exist outside. If there are electrical wires near the bus, inform the customers and advise that they not alight. If the bus cannot be moved, and fire is near and appears to be threatening, evacuate customers in an orderly manner, directing them to use the emergency exits as needed according to the conditions outside.

The radio should not be used unless a severe emergency exists such as a serious injury to the Operator and/or a customer(s). Emergency instructions will be broadcasted by the Control Center.

If it is safe to proceed, the Operator should continue on route unless instructed otherwise by law enforcement or MTA supervisory personnel. (See SOP 12.102)

1.108 Fire Safety ☹☹☹

An Operator may spend an entire career without experiencing a bus fire; however, it is always advisable to be prepared. Vehicle fires, due to the available fuel source, can spread quickly and produce heavy, incapacitating smoke. Following, are some guidelines which will help reduce the risk of Operator/customer injury and/or damage to MTA equipment:

- Check the fire extinguisher during the pre-pull-out inspection. Ensure that it is unused, fully charged with the pin in place, and that it has been inspected within the last twelve (12) months.
- If a fire occurs, immediately stop the bus in a safe location, place the transmission in neutral, set the parking brake, activate the hazard lights. open the front and rear doors(if safe to do so)and shut the engine off.
- Request the customers to evacuate, quickly but orderly, and move to a location a safe distance away from the bus. Ensure that all customers comply.
- Without taking undue risk, attempt to put the fire out. Remove the fire extinguisher from the bracket,

pull the pin, aim the unit at the base of the fire and use a sweeping, side to side motion to extinguish the fire.

- If it is safe to do so, contact the ControlCenter via the bus radio, otherwise, use the first available telephone.

A Vehicle Fire Report (Risk Mgmt.-3) must be submitted on the same day of occurrence. (See Rule 2.32 & SOP 12.103)

Operator's Procedures

2

2.100 General Statement

This Section is designed to assist Operators in the day-to-day operation of their buses. As professionals, Operators must become thoroughly familiar with this section.

2.101 Badge Reader System Ⓢ

The following is a step by step guide for using the Badge Reader System. Contact the appropriate management representative or TOS-Instruction when experiencing any problem with the system.

Note: Operators may use the Badge Reader no more than forty (40) minutes prior to their scheduled sign-on time.

To sign-on or sign-off

- ① Insert the identification card into the Badge Reader slot, with the MTA logo facing up and away with about ¼ inch of the Badge Reader Card remaining outside the card slot.
- ② Press PUNCH IN or PUNCH OUT.
- ③ Respond to messages received.



Following is a list of messages that may be displayed on the Badge Reader

PLEASE INSERT BADGE

The Badge Reader is functioning correctly and waiting for the card to be punched in or out.

REMOVE BADGE

This message appears after inserting the card and pressing the PUNCH IN or PUNCH OUT button. It prompts the Operator to remove the card so that the system can validate the sign-on or sign-off.

STAND BY

The Badge Reader system is processing your request.

THANK YOU

The Operator has successfully signed on or signed off from the system.

SEE DISPATCHER

The Operator must see the appropriate management representative immediately.

ERROR SEE-DIS

A system error has occurred during the badge-on procedure. The Operator must see the appropriate management representative immediately.

DRVE BADGE=

The Operator has punched in with an Admin card. The Operator will then enter the correct badge number (leading zeros are not necessary) and press the ENTER button.

DRVR BADGE INVALID

An Admin card was used and the badge number was either omitted or incorrectly entered prior to pressing the ENTER button. Wait for the INSERT BADGE message and try again.

PLEASE TRY AGAIN

The Badge Reader was not able to read the card. The Operator must wait for the INSERT BADGE message and try again. If the problem persists, please see the appropriate management representative.

BADGE UNREADABLE

The Badge Reader is unable to read the card. (Example: The card may have been inserted backwards.) Wait for the INSERT BADGE message and try again. If the problem persists, contact an appropriate management representative.

INVALID ENTRY

The Operator has pressed a button other than PUNCH IN or PUNCH OUT (except when using an Admin Card). The Operator must wait for the INSERT BADGE message and try again.

REPORT TO WINDOW

Sign-on with the appropriate management representative.

USE PAPER BACKUP

The Badge Reader has lost power. Sign-on with the appropriate management representative.

(ADMIN) CARD

Operators who report for work without a badge reader card may be issued an ADMIN card by the Division management representative. After inserting the ADMIN card and pressing the "Punch IN" button, the Badge Reader will prompt the Operator with the message "DRVR BADGE=." At this time the Operator should use the number keys to enter his/her badge number and press ENTER. If all has gone correctly, the system will display the message "THANK YOU." ADMIN cards must be returned immediately after the sign-on process is completed. (See Rule 2.04)

2.102 Missouts Ⓜ

To avoid a missout, the Operator should allow enough travel time so that a delay while enroute will not prevent an arrival to work on time. For example, setting an alarm clock fifteen (15) minutes earlier may make the difference if an Operator encounters heavy traffic conditions or experiences mechanical difficulties on the way to work.

Operators are advised to set two alarms, one electric and one wind-up clock in case of a power failure. (see 2.02)

2.103 Work Run Book

The following is an example of a work run sheet describing what each column represents:

Work Run - The assignment the Operator is scheduled to work.

Bus Run No. - The bus' assignment number.

Sign - On - The time the Operator is scheduled to sign on to an assignment.

Time - On - The time the Operator is scheduled to pull the bus out of the Division or make relief.

(1st Note column) - Tells the Operator to pull the bus out of the Division, (i.e., P-10 indicates the bus pulls out of Division 3210) or in what direction relief is to be made. If a line has more than one relief point, the first letter in the note column will indicate the location and the second letter will indicate the direction.

Time-Off - The time an Operator is scheduled to be relieved or pull the bus into the Division yard.

(2nd Note column) - Tells whether the Operator gets relieved or pulls the bus into the Division yard. If a line has more than one relief point, the first letter in the note column will indicate the location and the second letter will indicate the direction.

Sign - Off - The time the Operator is scheduled to sign off an assignment.

Vehicle Time - The time accumulated from "time-on" to "time-off".

Deadhead Travel - The time the Operator is enroute to or from the relief point or terminal.

Miscellaneous Time - Preparation time and/or the time it takes to walk from the Division yard to the building.

Work Time - The time accumulated from "sign-on" until "sign-off".

Overtime - Time in excess of the guaranteed minimum.

Premium Time - The time added to guarantee minimum eight (8) hour pay and/or time in excess of maximum allowance for split assignments worked by regular and Extra Board Operators.

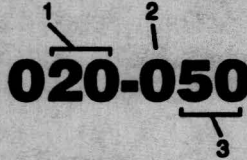
Pay Time - The total time paid for the assignment.

Symbols used in the Work-Run book

- * Deadhead by driving as assigned vehicle**
- % Deadhead by assigned vehicle. (passenger)**
- \$ Assigned work**
- @ Deadhead by assigned coach**
- # Deadhead by line service**
- There is no symbol for walkovers**

How To Read A Work Run Number

- ① The number to the left of the hyphen indicates the Line number.
- ② The first digit to the right of the hyphen indicates the Type of Assignment. For example, the "0" to the right of the hyphen in assignment '020-050' indicates that 020-050 is a regular run
- ③ The last two numbers indicate the sequential Assignment Number.



2.104 Calling For Assignment

When calling for an assignment at the Division, the Operator must sign on to the Badge Reader System and give the appropriate management representative the following information:

When pulling a bus out of the Division

- ① Bus Run Number
- ② Line Number
- ③ Sign-On Time
- ④ Badge Number

The Operator should obtain the following Items

- Operator's Daily Report card
- Bus number and location

- Paddleboard
- Transfers
- Operator's Vehicle Condition Report card

When making relief

- ① Work Run Number
- ② Sign On Time
- ③ Badge Number

The Operator should obtain the following items

- Key to the CEA Unit (If required)
- Operator's Daily Report card
- Operator's Vehicle Condition Report card
- Transfers (Recommended)

When making a Walkover Relief or using line service the Operator is required to sign on to the Badge Reader System and report to the appropriate management representative before proceeding to the relief point.

2.105

Maximum Report Time Before An Assignment

When pulling a bus out of the Division, the Operators should not call for their assignments more than forty (40) minutes prior to the scheduled sign-on time. When using a CEA unit, the Operators should not call for their assignments more than ten (10) minutes prior to the scheduled sign-on time.

2.106

Paddleboards

The following is an explanation of a paddleboard and its various symbols:

Different color paddle boards denote

White - Week Day Yellow - Sunday or Holiday

Green - Saturday Pink - Temporary

Symbols used on paddles and pink letters

A	Alternate route	Q	Special layover instruction
C	Line-up connection	S	School Day
DEP	Departing	SA	Saturday
EX	Except	SU	Sunday
FR	Friday	TF	Thursday, Firday
G	Fuel Bus	TH	Thursday
H	School Holiday	TTH	Tuesday, Thursday
K	Special running time. Normally left of first timepoint	TU	Tuesday
		WD	Wednesday
		X	Express
LVG	Leaving	Y	Remain in layover zone allow follower to pull-in or pull-out to depart
MO	Monday		
MTW	Monday, Tuesday, Wednesday		
N	Note	<	Indicate
P	Pull-out or Pull-in	*	Assiged radio channel
R	Race Day		

2.108 Extra Board

Extra Board Operators are marked-up to their assignment(s) in the following manner:

- ① Assignments are marked-up in order from earliest sign-on time to the latest sign-on time.
- ② The extra board is posted each day at 3:00 P.M. The extra board should be checked for the next day's assignment.
- ③ The extra board rotates 1 to 3 Operators per day, depending on the number of Operators at each Division.
- ④ Days off are by seniority choice.
- ⑤ Extra Board Operators are guaranteed eight (8) hours pay within an eleven (11) hour spread.

2.109 Supplies

Along with the items issued daily by the management representative the Operator should have the following:

- Valid Verification of Transit Training (VTT) card
- Valid Medical Card
- Valid California Class B Drivers License with P endorsement
- Transfer Punch
- Transfer envelopes
- Accident envelopes
- Courtesy Cards and Courtesy pencils

- Unenforced Rule Report cards
- Refund Receipts
- Current Tariff and Transfer Regulations
- Current Map, Route and Stop sheets
- Current Destination Code sheets
- Line Schedules/Timetables
- Advertisement/Service Pamphlets
- Flashlight
- Report of Counterfeit Media
- Graffiti Report

Extra board Operators must have in their possession current map, route and stop sheets for each line operating out of their Division. (See Rules 1.12 & 2.06)

2.110 Hours of Service ☐☑

Operators are governed by the Safety Regulations of the California Highway Patrol regarding hours of service. Operators may bid runs and trippers with a total daily "work time" not to exceed eleven (11) hours and forty (40) minutes within a sixteen (16) hour period. An Operator must have eight (8) consecutive hours off duty within each twenty-four (24) hour period. (See Rule 2.49)

2.111 Work Time ☐☑

Work time is the period of time between when an Operator begins to work or is requested to be in readiness to work, until the time the Operator is relieved from all responsibilities for performing work.

The allowable on-duty time may be computed by deducting from the total pay time any premium time and/or overtime. (See 2.49)

2.112 Driving Time ☐Ⓜ

This time includes all time spent in operating a vehicle, plus any time spent driving company equipment to or from relief point or terminal. The total shall not exceed ten (10) hours driving time. If an Operator is on a pull-in trip or en-route to a regularly scheduled relief point at the end of ten (10) hours driving time and the total time required to reach the relief point and return to the Division does not exceed one (1) hour, this additional time will not be counted as driving or operating time. The allowed driving time of ten (10) hours shall be completed within a spread of sixteen (16) hours. (See 2.49)

2.113 Biddable Trippers

Regular Operators may bid only one (1) biddable Tripper per day which can be worked either before or after their regular runs, provided there is no violation with hours of service and driving time regulations.

2.114 Diverting from Established Routes ☐Ⓜ

Operators are generally notified in advance of any blockades or unusual conditions which will cause buses to be diverted. However, there is always the possibility that a situation may arise without warning and with no authority at the scene. At such times, in the interest of limiting delays in service, the Operator may divert from the established route. Extreme caution and good judgement must be exercised and the Control Center must be notified immediately. (See Rule 2.07, 2.09)

2.115 At Relief Point ☐☐

Operators scheduled for relief must not arrive at the relief point more than one (1) minute ahead of the scheduled relief time. Prior to surrendering the bus to the relief Operator, the Operator being relieved must, complete all fare transactions; notify the relief Operator of any condition such as a temporary radio channel change, vehicle defect or detour effecting service; secure the bus by placing the gear selector in neutral and setting the parking brake; turn on all interior and exterior lights; open the front door; activate the rear door; and, actuate the emergency hazard lights.

If the assignment the Operator is to relief has not arrived at the relief point within ten (10) minutes after the scheduled time, the Operator must call the Control Center for instructions. Operators not relieved as scheduled must not wait at the relief point longer than one minute beyond the scheduled departure time. If the relief is not in sight, the Operator must continue in service and notify the Control Center immediately.

When using a CEA unit to make relief, Operators are required to use their seat belts according to California State Law and must comply with the MTA Smoking Policy. The relief Operator must park the vehicle at the designated location, secure as described in SOP 2.119, and give the keys to the Operator being relieved. If the CEA cannot be parked at the designated location, the Operator being relieved must be informed of the exact location of the vehicle. Operators must never park CEA units on private property unless so specified in the route sheet or directed to do so by MTA supervisory personnel or law enforcement personnel. However, Operators may exercise prudent judgement should an emergency arise. When more

than one Operator is being relieved, the keys shall be given to the Operator designated by the Work Run Book as the driver. (See Rule 2.10 & SOP 2.119)

2.116 Service Delays ☹

When a bus is running so late that it cannot reach its terminal and depart on time, the Control Center may decide to set up a relay for that bus.

A relay works as follows:

- ① The division sends a relay Operator and a bus (B) to the terminal where the late bus (A) is heading.
- ② Bus (B) will depart the terminal at the scheduled time indicated on bus (A)'s paddle.
- ③ Bus (A) and Bus (B) are in service working toward each other.
- ④ When the buses meet, the Operators will stop, secure their buses, take all their equipment, and walk across the street to the opposite bus.
- ⑤ The Operator that was late is now on bus (B) and back on scheduled time.
- ⑥ The relay Operator is on bus (A) and upon arrival at the terminal, will be under the direction of the Control Center. **Note:** A relay allows for all stops to be serviced and all stops to be completed. (see 2.11)

The items and information the relay Operator should have when making a relay are

- Take three Operator's Vehicle Condition Report cards, two (2) for the relay Operator and one (1) for the late Operator
- Bus Run number of the late bus. (The relay bus will use the same bus run number).
- Bus number of late bus.
- Destination sign to be used.
- Departure time from the terminal (on paddle for late bus).
- Approximate location where the buses will meet.
- What to do after the relay has been made.

2.117 Announcing Fare Zone Limits and Collection of I.D. Checks ®

Fare information, location of fare zone limits and instructions on the collection of I.D. checks can be found on the back of the route map of each line.

Operators shall adhere to the following procedures at fare zone limits:

- ① Announce fare zone limits at least one (1) block prior to arrival and request that customers have their checks ready for inspection.

- ② Do not arrive at the fare zone limit more than one (1) minute prior to the scheduled departure time.
- ③ Ensure that the bus is properly secured before leaving the driver's seat to inspect or collect I.D. checks.
- ④ Ask that alighting customers use the rear doors to exit. Customers requesting to use the front door shall be allowed to do so; however, the front door must be safely closed before leaving the driver's seat to inspect or collect checks.
- ⑤ After the I.D. checks have been collected or inspected, return to the Operator's seat, open the front door and allow any additional customers to board.
- ⑥ Customers who do not have the proper I.D. checks should be quoted the correct fare and politely requested to deposit the amount due in the fare box. The matter should not be pursued beyond this one time quote. If a dispute arises, the matter should be handled as per Section Eight (8) of this manual. (See Rule 2.13, 7.06 and SOP 8.102, 8.126)

2.118 Layover Zone ☐☐

When arriving at a layover zone, the Operator should spot the bus in the foremost position. If the Operator must leave the bus unattended before moving into the foremost position, good judgement must be exercised

to ensure the zone is free of obstructions for the next bus entering the zone. When the bus has to be spotted outside the occupied layover zone, the Operator must make sure that the bus is parked in a position that will not create a safety hazard and is clear of intersections, driveways, alleys, crosswalks, etc.

If the Maintenance Department has attached a "Do not shut off engine" tag to the instrument panel, the engine should be kept running. The Operator is not required to remain in the driver's seat provided that the bus has been properly secured.

Operators taking scheduled layover may keep the bus doors closed except under the following conditions:

- ① On a Line on which the scheduled layover is enroute, customers are on board and the bus is left unattended (Example Line ; and
- ② On turn-around loops when customers have boarded on the loop, wish to remain on board and the bus is left unattended (Example: Line 204 at Vermont Ave. and Hollywood Blvd.)

Note: During times of inclement weather (rain, excessive heat, etc.) Operators must allow customers to board the bus while at the layover. (See Rule 2.14, 2.15)

2.119 Unattended Vehicles ☐

When it becomes necessary to leave any MTA vehicle unattended at any location, it must be properly se-

cured. This includes curbing the front wheels, placing the transmission in neutral, setting the parking brake and turning the engine off. Operators shall secure all personal and MTA issued property when leaving the vehicle.

To prevent the vehicle from rolling into the street in the event the brakes fail, the wheels must be curbed as follows:

Downhill - Turn the steering wheel clockwise to the maximum, place the transmission in neutral, allow the front tire to roll gently against the curb and set the parking brake. If there is no curb, turn the wheels fully to the right and set the parking brake.

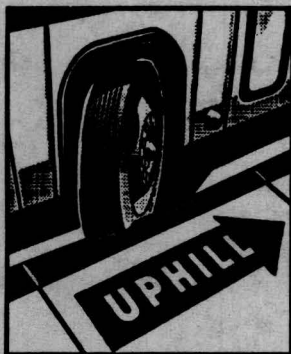
Uphill - Turn the steering wheel counter-clockwise to the maximum, place the transmission in neutral, allow the front tire to roll gently against the curb and set the parking brake. If there is no curb, turn the wheels fully to the right and set the parking brake.

Level ground - Turn the steering wheel clockwise to the maximum and set the parking brake.

Note: If the vehicle fails to hold, contact the Control Center immediately.

Buses left unattended at any off-street terminal or layover zone should be parked in the designated parking lane with the front wheel(s) touching the concrete wheel barrier and properly secured as described above.(see 2.19)

Note: Operators should follow the instructions of the operating procedures for each terminal. At stations where waiting room facilities are available, the Operator may close the front doors of the bus when leaving it unattended, provided that there are no customers in the bus and the bus has been properly secured.



2.120 Freeway Emergency Call Boxes ☐☑

When a bus becomes disabled on the freeway, the Operator must use extreme caution while moving to the shoulder and should notify the Control Center immediately. If the bus radio is inoperable, the Operator can summon assistance using one of the freeway emergency call boxes spaced approximately ¼ mile apart along the freeway and equipped with telephone handsets connected directly to the California Highway Patrol.

- ① Use extreme caution while walking to and from the nearest call box. Never walk across traffic lanes in order to get to a call box.
- ② Give the CHP operator your location, direction and the call box number.
- ③ Request that the following information be relayed to the Control Center:
 - ☐ Badge Number
 - ☐ Line Number
 - ☐ Bus Run Number
 - ☐ Bus Number
 - ☐ Nature of problem

If a bus becomes disabled in a traffic lane on the freeway and cannot be moved safely to the shoulder, the Operator should remain on board and wait for assistance from the CHP or MTA supervisory personnel. (See Rule 2.21)

2.121

Lost Articles ☹

An Operator finding any lost article in the bus, on MTA property or on the street, should comply with the following procedures:

- Lost articles must be turned in to the appropriate management representative, along with a completed "Lost Article Tag," on the same day as found.
- If found by a customer, attempt to obtain the person's name and include it on the "Lost Article Tag."
- Unless otherwise instructed by authorized MTA supervisory personnel, an Operator must never attempt to contact the owner to return a lost article. (See Rule 2.25)

2.122

Carrying of Animals ☹☹☹

Except under the following conditions, carrying animals on MTA buses is prohibited:

- A small dog or other pet enclosed in a suitable carrier, the size of which does not interfere with the comfort or convenience of other customers; and
- "Service Animals", which include:

Guide Dogs - assisting persons with visual impairments (Guide dogs vary in size and breed and are not required to be muzzled);

Guide Dog Puppies - being trained as guide dogs (The dog must be wearing a bright yellow jacket, which identifies it as an International Guiding Eyes Puppy); and

✧ **Signal/Service Animals** - trained to assist the hearing impaired or perform tasks for disabled individuals. (If an Operator has sufficient reason to doubt a customer's claim that their animal is a licensed service animal, the customer may be requested to provide proper documentation.)

Consistent with Section 53.06.2 of the Los Angeles Municipal Code, leashes must not exceed six (6) feet in length. Owners must have full control of their animals and are held liable according to the law.

If assistance is required to handle the animal when boarding, the customer is considered to not have full control of the animal and must not board. A disabled customer and a service animal may board the wheelchair lift together.

Operators should notify customers attempting to board with an animal if there is already another animal on board. Although these animals are trained to be non-aggressive, there is always the possibility of aggression between any two animals. Good judgement must be employed and the prospective customer should be allowed to make the final decision. (See Rule 2.26)

2.123 Procedures at Scene of Accident/Incident ☒

Operators must adhere to the following procedures when involved in an accident or incident:

- **Note the exact time and location**
- **Unless it is obvious that an ambulance is needed, do not ask the person(s) involved if one is desired. If an ambulance is requested, contact the Control Center immediately.**
- **Protect the injured person(s) but do not attempt to move them.**

If fire/ambulance service is summoned make note of the following:

- The time of arrival;**
- The name and unit number;**
- The hospital to which the victim is being transported; and**
- The name(s) of persons transported or treated on scene.**
- **Unless otherwise instructed by law enforcement personnel, when injuries are evident the bus must not be moved until the Control Center has been notified and instructions have been issued by authorized MTA supervisory personnel.**
- **Attempt to obtain the names and addresses of the owner, driver, and passengers of any other vehicles involved.**
- **Attempt to obtain the driver's license numbers and**

insurance information of the other party(ies).

- Issue Courtesy Cards to all customers on board the bus and to any pedestrians or other persons who may have been in a position to witness the accident.
- Write "non-customer" across the top of any cards returned from persons who were not on board the bus.
- Note the names, badge numbers, and agency affiliation of any law enforcement officers responding to the accident. Obtain the report number, if available.
- In the event of an accident in which there is property damage only, exchange information as above and contact the Control Center immediately.
- Should members of the news media arrive at the scene before the TOS or other MTA support, make no comment relative to the particulars of the accident or incident. The Control Center must be informed of the presence of news media personnel and all questions must be referred to the MTA's News Bureau. (See Rules 2.27 and 2.28)

2.124 Request for Assistance Ⓞ

Property identified MTA personnel at the scene of an accident or incident should render assistance to fellow employees at any time such is needed.

All requests for assistance should be made through the Control Center. If the bus radio is inoperable, Operators may contact the Control Center by telephone at 1-(800)-252-9292 or (213) 972-6111. (See Rule 2.29)

2.125 **Courtesy Cards**Ⓞ

When involved in an accident/incident, the Operator should attempt to obtain as many courtesy cards as possible. The Operator must be courteous and professional when requesting courtesy cards to be filled out.

When in the process of issuing the courtesy cards to the customers, start at the rear of the bus and ask, *"Would you please fill out this card? I am required to account for customers on the bus at the time of the accident/incident"*. The customers should be requested to fill out the courtesy cards completely.

It is important to obtain as many courtesy cards as possible from customers, pedestrians and other persons who may have been in a position to witness the accident or incident. The Operator should write "non-customer" across the top of any Courtesy card obtained from persons who were not on board the bus at the time of occurrence. (See Rule 2.30)

2.126 **Vehicle Accident/Incident Written Reports** Ⓞ

The Vehicle Accident/Incident Report is one of the most important reports an Operator may be required to complete. Operators should be mindful of the fact that this report is a legal document and may be used as evidence in a legal proceeding. Additionally, hurrying

through this report for any reason may result in the omission of important information which could affect the decision as to whether or not the accident is chargeable. Accidents or incidents which are not actually witnessed by Operators but are reported to them by third party(ies) shall be considered "alleged" and shall be reported as such. For example: If a customer tells the Operator, "I bumped my head as the bus came to a stop a few blocks back," the report should not indicate; "A male customer bumped his head." Rather, it should indicate, "A male customer claims to have bumped his head," or "Male patron allegedly bumped his head." (See Rule 2.31, 2.32)

2.127 Hold-ups, Disturbances or Altercations ☺☺

In the event of a hold-up, altercation, disturbance or other situation which threatens safety or presents the need for a police response, or upon observing the presence of suspicious persons on or about MTA properties and terminals, Operators should comply with the following procedures:

- Remain calm and be observant.
- Offer no resistance
- Come to a safe stop as soon as possible.
- If possible, open the doors so that customers who wish to alight may do so.
- If it is safe to do so, press the "PRI" button on the radio control head. When answered, advise the

Control Center of your exact location and if possible, give an appraisal of the situation and a description of the subject(s) involved.

- If it is unsafe to use the radio, activate the "SAS" as per the rules and procedures outlined in Section 10 of this manual.**

- In a safe and inconspicuous manner, formulate a description of the offending party(ies):**
 - **Approximate height, weight and age;**
 - **Ethnicity (Asian, Black, Latin, White, etc.)**
 - **Complexion (dark, light, pale, freckled, etc.)**
 - **Hair (black, brown, blonde, long, short, etc.)**
 - **Eyes (blue, green, brown. etc.)**
 - **Marks, scars, tattoos or other distinguishing characteristics.**
 - **Speech (quick, slow, nervous, stutter, etc.)**

- Observe the subjects mode of operation (MO).**

- Observe the subjects departure. Note the direction of travel and the mode of transportation (auto, bicycle, on foot, etc.) If departure is in another vehicle, attempt to identify the make, model, color, year and license number of the vehicle.**

Should members of the news media arrive prior to MTA personnel, Operators should make no comment relative to the particulars of the incident. The Control Center must be advised of the presence of media personnel and all questions should be referred to the MTA News Bureau. (See Rule 2.34 and SOP Sections 9 & 10)

2.128 Miscellaneous Reports

Operators should submit miscellaneous reports to the Division Manager when reporting unusual occurrences or conditions that do not require a Vehicle Accident/ Incident Report. The following are some instances when a miscellaneous report should be used:

- Passing up customers
- Insufficient or excessive running time, overloads, etc.

2.129 Urgent Situation Report/Report of Unsafe Condition or Hazard ☐

Operators should report any urgent situation, unsafe condition or hazard on Form IPPO-1-“Report of Unsafe Condition or Hazard” to the Division Manager as soon as possible.

2.130 Unenforced Rule Report ☐☐

Customers are requested to observe certain rules while riding MTA buses. Since customers do not always abide by these rules, Operators should ask the customers “once” to comply. Since Operators are not expected to force customers to comply, the Unenforced Rule Report Card should be completed when customers fail to follow the rules. This report furnishes the MTA with a method for reporting the violation and informing the Transit Police of an existing problem. Completed Unenforced Rule Reports should be turned in to the appropriate management representative at

the completion of the assignment. The following are examples of instances where the Unenforced Rule Report can be used: (See Rule 2.37 & SOP Sec. 7)

Instances for using Unenforced Rule Report

- Improper or no fare
- Customer(s) smoking
- Customer(s) creating a disturbance/annoyance
- Food and/or beverage on board (carrying or consuming)
- Improper transfer
- Smoking marijuana
- Customer(s) playing a radio

2.131 Schedule Problem Reports

An Operator who encounter consistent scheduling problems such as overloads, insufficient running time, missed connections, etc., should complete a "Schedule Problem Report" to be forwarded to the Scheduling Department for review and resolution. Although it sometimes takes several weeks, the Operator will receive a response and when feasible a solution to the problem will be implemented.

2.132 Storage Location Procedures ☐Ⓞ

After arriving at the designated storage location and before leaving the driver's seat, the Operator must place the transmission in neutral, set the parking brake and turn off the engine and check bus for any damage or defective equipment.

2.133 Owl Line-Up ©

The scheduled owl line-up at 7th & Broadway will be released by TOS personnel. If a TOS is not present, the buses may depart as scheduled provided all lines scheduled to make the line-up have arrived and all customers have been allowed sufficient time to safely board their desired bus.

If all connecting lines are not present at the line-up, Operators must wait for the missing line(s) arrival. If after three (3) minutes beyond the scheduled departure time the connection is still not in sight, the Operators may depart. If any uncertainty exists, the Control Center should be contacted for instructions.

All buses in the CBD scheduled to make connections with the buses departing the line-up, must wait at the designated transfer point in order to provide customers ample opportunity to transfer. (See Rule 2.43)

2.134 Owl Connections ©

Operators must check their paddleboards for special notations regarding line connections. If a scheduled connecting line has not arrived at the designated point, Operators must wait a minimum of three (3) minutes beyond the scheduled time before departing. If after waiting the prescribed time the connecting bus is still not in sight, the Operator may continue in service. The Control Center must be advised of all missed owl connections. (See Rule 2.44)

Vehicle Operations

3

3.100 General Statement

This Section is designed to familiarize the Operator with the proper procedures regarding the day-to-day operations of MTA equipment.

3.101 Pre-Pullout Safety Inspection ☐Ⓞ

A pre-pullout safety inspection must be performed in compliance with Rule 3.01. Operator should perform the inspection in the same manner each time so that they will be less likely to overlook any of the required elements.

The following inspection procedure description is provided as a guide. However, Operators may perform the inspection and incorporated tests in any sequence which is convenient to them provided each element is covered. (See Rules 3.01 & 3.02)

Start of Bus Inspection

While approaching the bus look for evidence of fluid leaks, graffiti and body damage. Before starting the engine, be seated, have the foot brake applied and ensure that the parking brake is set and the transmission is in neutral. Turn the master control switch to the "RUN" position and engage the starter, without using the accelerator. Do not engage the starter switch

longer than 15 seconds continuously. If the bus fails to start, wait one minute and try again. Once the engine has started, activate the "fast idle" switch, if so equipped, to build the necessary air pressure.

Now, move the master control switch to the "Lights/Night Run" position, activate the high beams and place the dome light switch to the normal position. While the engine is warming and the air pressure is building, check the following:

- Ensure that the accelerator and brake pedals are in good working order.
- Activate turn signals (using foot switch)
- Activate hazard lights
- Check furnished indicator lights (using "tell-tale" button, if so equipped)
 - Hot Engine *
 - Transmission Oil *
 - Low Air *
 - Low Oil *
 - Brakes
 - Rear Door Open
 - High Beam
 - Generator Stop
 - Fire (engine compartment) *
 - Speed Light Switch

(Designed to illuminate when the bus is operating at less than two (2) mph, this sensor is a safety device which prevents the rear door from opening when the

vehicle speed exceeds two (2) to five (5) mph. and should be on when the bus is stopped.)

* also listen for audible alarm

- Check furnished gauges
 - Ammeter/Voltmeter ..
 - Oil Pressure
 - Air Pressure
 - Fuel
 - Low/Hot Water
 - Engine/Temperature

- Check the heater/defroster and climate control system for proper operation.

- Check for excessive play in the steering wheel. (Grumman buses, series 75/76/7700, should have no more than five (5) inches of free play. All other buses should have no more than two and three-quarter (2 $\frac{3}{4}$) inches of free play.

- Ensure that the horn is working properly.

Note: In areas prohibiting excessive noise, such as Divisions 6 & 7, the horn should be tested as directed by the Division Instruction Department.

- Ensure that the windshield wipers function properly and that the washer has fluid.

- Ensure that the sun visor is present and in good working order.

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- Verify that the vehicle registration and declaration of insurance forms are present.
- Move the door handle fully forward. If the front door fails to open, verify that the "dump valve" is properly set. Verify that the green light over the rear door is lit and activate the rear door touch bar by-pass switch to open the rear door.
- Set the line number, bus run number and destination sign to the proper readings. Ensure that the headsign compartment door is properly secured.
- Verify that the radio power light is on. Ensure that the handset is firmly set in the cradle and set the channel selector to the assigned channel.
- Test the P.A. system.
- Verify that the passenger signal switch is turned on and that the chime functions properly on both sides of the bus.
- Check for damage to the farebox and ensure that the vault is present. Verify that the power light is on and that the night light is working.
- Check the driver's seat and seat belt for damage. Ensure the seat adjustment works properly and adjust for comfort.
- Check and adjust mirrors. (There are six (6) mirrors on a two-door bus, four (4) mirrors on a one-door bus.)

- Verify that there are as least three (3) reflectors present, secure and in serviceable condition.**
- Confirm that the fire extinguisher is properly charged and that the inspection tag is current and dated within the last 12 months. Ensure that the pin is secured, the wire or plastic seal is unbroken and the hose or nozzle is undamaged. If the fire extinguisher is housed out of sight, verify that a sign indicating its location is present and visible.**
- Check for the presence of emergency decals on all exit windows and roof hatches. Ensure that the emergency exits are secure and free of obstructions.**
- Check that all seat frames, cushions, stanchions and handrails are secure and unbroken. (On buses with seats fastened to the bus wall, the seat should be checked by lifting the seat frame to be certain it is not loose.) Check the priority seating areas and wheelchair securement devices for clear access and proper operation.**
- Ensure that the bus floor is clean and clear of hazards and check for graffiti on the seats, walls, ceiling and windows.**
- Ensure that the doors are undamaged and function properly. Check the rear door touchbar operation and verify that the stepwell lights are lit. Ensure that the glass over the emergency exit valve housing (if equipped) is unbroken and that the hammer is in place.**

- If applicable, check the door sensitive edge.
- Ensure that trash receptacles are secure and available.

Prior to alighting the bus for the exterior inspection, ensure that the master control switch is set to the "Lights/Night Run" position as previously indicated and activate the rear door interlock, hazard lights and high beams.

Right Side of the Bus

The exterior inspection should begin at the right outside mirror and proceed to the rear of the bus. Begin by checking the right outside mirror for proper mounting and adjustment. Check for damage to the outside of front/rear doors.

- Check for body damage and/or graffiti. Inspect side sign for correct line number and destination.
- Check windows for cracks or scratches. Taped Windows are to be noted on Operators' Vehicle Condition Report card.
- Check the front tire for obvious defects, cuts or cord showing. Verify that tire is not recapped or regrooved.
- Check rim for loose, missing or rusty lug nuts (each lug nut must be checked; rust around the lug nuts may mean nuts are loose). Check for cracks in the rim.

- Check for damage to the valve stem. Listen for sounds of air leaking from the brake lines and/or bellows.
- Check the tires for even wear. Ensure that the mud flap and splashguard are present and in good condition.
- Check for grease leaks from wheel bearing seal. Inspect front brake drum (through openings of rim) to see if it is discolored (bluish/black), cracked or if there is any other evidence of damage.

CHP/DMV Test

For right and left front tires

The Operator must also be able to identify the method for checking the condition of the brake drums, brake linings and brake adjusters. The DMV requires at least $\frac{1}{2}$ of an inch in tread depth for front tires (steering axle). MTA standard requires $\frac{1}{2}$ on an inch in tread depth.

- Check for loose access/compartments doors, fuel cap, and advertisement signs/holders. Ensure that there are no fluid leaks, i.e., fuel, transmission or engine oil.
- Check the exterior lights/reflectors and turn signal indicator(s) for proper working order. Check the lenses for damage.
- Check the rear dual tires for obvious defects, cuts or cord showing. Check the wheel for loose, missing or rusty lug nuts (each lug nut must be checked;

rust around the lug nuts may mean that the nuts are loose).

- Check for cracks in the rim. Check for damage to the valve stem. Listen for sounds of air leaking from the brake lines and/or bellows. Thump the tires with transfer punch to check for possible flat. Check the tires for even wear. Ensure that the mud flap and splash guard are present and in good condition. Check for oil leak from axle seal.

CHP/DMV TEST

For right and left rear tires

Check for proper tread depth the Operator must check for at least $\frac{3}{32}$ of an inch in tread depth. MTA standard requires $\frac{3}{32}$ of an inch in tread depth. Actual inspection of brake condition, inside of drum, the lining and adjusters will be performed by MTA Maintenance Department. Physical inspection for tread depth of tires will be done by Goodyear Tire Representative and/or Maintenance Department.

Rear of Bus

- Check for body damage and/or graffiti. Check the bellows for proper inflation.
- Ensure that the engine cover is secured and that the inspection door(s) are in place. Ensure license plate is clean, secured, light to illuminate plate is working, and reflecting on the plate.
- Check the turn signals/hazard lights, running/clearance lights, tail lights, brake lights and reflectors, for damage and proper working order. Backup

lights will not be inspected to see if they work. Operators shall not leave their seats with shift selector in gear. Schematics that show rear light configuration for all buses in service as of the issuing date of this document are included as attachments.

- After checking signal/hazard lights and brake lights, turn off hazard light switch and rear door interlock. For Neoplan buses, also turn master control to "night park". Return to rear of bus and check to see if tail lights are working. Reactivate hazard light switch after inspecting rear of bus. If it is a Neoplan bus, restart the engine.
- Check for damaged and/or loose advertisement signs/holders.
- Check for obvious fluid leaks on ground (i.e., coolant, transmission or engine oils). Check for excessive smoke from exhaust pipe. Listen for excessive noise.

CHP/DMV Test

For rear of bus:

- The Operator must be able to identify which lights are for tail, brake, and signal/hazard operation.
- The Operator must identify the location and method for checking all fluid levels (coolant, motor oil, transmission and power steering fluids), and the method for checking belts and hoses. Inspection of fluids will be done on a regular basis by the Main-

tenance Department. Operators are expected to check fluid levels if bus should breakdown.

Left Side of the Bus

- Check for body damage and/or graffiti. Check windows for cracks and scratches. Taped windows are to be noted on Operators' Vehicle Condition Report card.

- Check the rear dual tires for obvious defects, cuts or cord showing. Check the rim for loose, missing or rusty lug nuts (each lug nut must be checked; rust around the lug nuts may mean they are loose). Check for cracks in the rim. Check for damage to the valve stem. Listen for sounds of air leaking from the brake lines and/or bellows. Thump the tires with transfer punch to check for possible flat. Check the tires for even tread wear. Ensure that the mud flap and splashguard are present and in good condition. Check for oil leak from axle seal.

- Check for loose doors, advertisement signs/holders and fluid leaks on ground.

- Check that exterior lights, reflectors and turn signal indicator(s) are working properly. Check for lens damage.

- Check the front tire for obvious defects, cuts or cord showing. Verify that tire is not recapped or regrooved.

- Check rim for loose, missing or rusty lug nuts (each lug nut must be checked; rust around the lug nuts may

mean they are loose). Check for cracks in the rim.

- Check for damage to the valve stem. Listen for sounds of air leaking from the brake lines and/or bellows. Check for even tread wear. Ensure that the mud flap and splashguard are present and in good condition.
- Check for grease leaks from wheel bearing seal. Inspect front brake drum (through openings of rim) to see if it is discolored (bluish/black), cracked, or if there is any other evidence of damage. Check the left outside mirror for proper mounting, adjustment and damage.

Front of the Bus

- Check for body damage and/or graffiti. Ensure the turn signals/hazard lights, headlights (high and low beam), destination sign light, and running/clearance lights are working properly. Ensure the lenses are clean and free of dirt and not damaged. Inspect destination sign for correct line number and destination.
- Check windshield for cracks, scratches, dirt, illegal signs/stickers or other obstructions. Check windshield wiper blades for damage (rubber not hard or torn) and proper spring tension.
- Check the bellows for proper inflation. A bus that is not level may indicate uninflated bellows.
- Check for fluid leaks on ground and that no one is underneath the bus.

- Go to driver's seat and shut off the "Fast Idle" switch if it is on. Ensure the air pressure is at least 90 p.s.i., low air warning light does not illuminate, also the buzzer should not sound.

Final Air Brake system Check ..

With Engine Running

- Check Air Compressor Governor "Cut-Out" (130 psi Max). The governor controls when the air compressor will pump air into the air storage tank (reservoir). To Perform this check, depress the accelerator using about one third ($\frac{1}{3}$) throttle for air pressure buildup. The air pressure shown by the gauge needle should stop rising when the governor "cuts out" the air compressor at a level no higher than 130 psi. At this point, the governor stops the compressor from pumping air into the storage tanks. Vehicle Code 26504 and 26505

Note * If gauge needles do not work as described notify the Maintenance Department.

With Engine Running

Air Compressor Governor "Cut-in" (85 psi min.) When the air tank pressure falls to a "cut-in" pressure (no lower than 85 psi) the governor allows the air compressor to start pumping air back into the air storage tank (reservoir). Perform the following check by applying and releasing one full application to the service brake. Pause and check the air pressure gauge. The gauge needle should rise to indicate that the governor has "cut-in". Repeat this procedure until governor cuts in. If the gauge needle fails to rise after several repeats (lower than 85 psi), notify the Maintenance Department. Low Pressure Warning Devices With Engine

Running Light and alarm should activate between 55 and 75 psi by slowly pumping the service brake to reduce air tank pressure. (Vehicle Code 26506)

Static Pressure With the Engine Off

Pressure loss should not be greater than two (2) psi within a period of one (1) minute. Perform the following test with the air system fully charged (typically 110-120 psi/125-130 psi for Neoplan buses). The service and emergency parking brakes and the rear door interlock should be released. However, if the bus is on a grade, the emergency parking brake must be applied. (California Code of Regulations Title 13, Article 1245(f))

CHP/DMV

Test Requirement

If the parking brake is applied for static pressure test the Operator must state the reason why to the test examiner.

Applied Pressure With the Engine Off

If applied, release the parking brake and continue with the test. Pressure loss should not be greater than three (3) psi within a period of one (1) minute. The service brake should be fully applied. (California Code of Regulations Title 13, Article 1245(f))

Emergency Parking Brake With Engine Off

Emergency parking brake should activate between 20 and 45 psi (the knob will pop up) by slowly pumping the service brake to reduce the air tank pressure. This valve is spring loaded and is designed to assist in the movement of the piston within the valve should the air pressure drop below 40 psi.

All buses with the exception of the RTSII (4400 and 8200-9139) and TMC-RTS (1900-2400), use the same parking brake valve. The RTSII and TMC parking valve is not spring loaded. If air pressure should drop below 40 psi the valve must be manually pulled to activate the parking brake. Check with the Instruction Section for clarification. (Vehicle Code 26508 [b][1])

Rear Door Interlock With Engine Running

Activate the rear door. With the air pressure over 90 psi, place the transmission shift selector in forward gear, release the parking brake, the bus should not move and the accelerator should not function.

Parking Brake With the Engine Running

With the parking brake released, allow the bus to roll forward slowly, less than five (5) mph; when the parking brake is applied the bus must come to a stop. With the parking brake set and the transmission shift selector in forward gear, attempt to accelerate. The bus should not move.

Service Brake Test With the Engine Running

Allow the vehicle to move slowly (less than five [5] mph), make a firm application of the service brake. Check for any pulling motion to the right or left side, unusual feel or delayed stopping motion.

Note: If the bus fails any of these tests, immediately notify the Maintenance Department or if outside the division yard notify Control Center.

End of Final Air Brake System

Wheelchair Lift and Kneeling Unit Test

Unless tagged inoperable, cycle wheelchair lift in designated area. Ensure that the unit operates as designed. If the unit fails, it must be reported to the Maintenance Department. The lift barrier should not hang down or out at the end of the cycle. If equipped, verify that the lift alarm is working.

Kneeling

Check the kneeling unit for proper operation by kneeling and raising the bus. If equipped, verify that the kneeling alarm is working.

3.102

In-Service Safety Inspections ☐Ⓞ

1. Making Relief at Terminals

When the Operator making relief arrives at the relief terminal, the Operator getting relieved will open both doors, turn on all exterior and hazard lights, make sure the transmission is in neutral, and the parking brake is set. The Operator getting relieved will handle all transactions at the relief terminal.

The Operator making relief will check for:

- Audible air leaks
- Any fluid leaks
- Damage to the interior/exterior
- Lost articles/sleeping or intoxicating customers
- Deflated/damage tires
- Lights/signals properly working and undamaged
- Loose advertising signs
- Proper headsign/bus run number

2. Making Relief Between Terminals

When arriving at the relief point, the Operator getting relieved will turn on all exterior and hazard lights, place the transmission in neutral, set the parking brake and open both doors.

The Operator making relief will quickly make a visual walk-around inspection (if it safe to do so) checking for audible air leaks, damaged or burned out lights, fluid leaks, tire and body damage. The Operator getting relieved will handle all transactions at the relief point and turn off the exterior lights before leaving the bus.

If traffic conditions are such that it would be hazardous for the Operator to walk out in the street to inspect the left side of the bus, the Operator shall make a visual inspection of the left side for damage and defective turn signals while standing at the front and rear of the bus. Operators will complete their Safety Inspection of the left side while performing a terminal safety inspection. Upon arrival at the first terminal (layover zone), the Operator will check the previous Operator's Vehicle Condition Report Card and inspect the interior of the bus for damage, lost articles, sleeping or intoxicated persons before continuing in service.

3. Bus Change.

An Operator receiving a bus change outside the Division Yard will check to see if the bus has had a pre-pullout safety inspection earlier in the day (Verification will be a completed Operator's Vehicle Condition Report card with the current day's date).

If the bus has been inspected, the Operator will perform an in-service safety inspection as described in:

- No. 1 - If bus change is at terminal
- No. 2 - If bus change is in-service

The Operator's Vehicle Condition Report card must be completed. If the bus has not been inspected, the Operator will perform a pre-pull out safety inspection and complete the Operator's Vehicle Condition Report card. (See Rules 3.01, 3.02)

Note: The Operator should check all lights at least one (1) hour before sunset. If a safety related defect is noted, notify the Control Center immediately and request assistance.

3.103

Operator's Vehicle Condition Report Card ☐☐

A Vehicle Condition Report Card (Trans-173) must be completed for each bus operated and the Transportation Department's copy shall be turned in after the completion of the assignment. The following information must be included:

- Date
- Line Number
- Bus Run Number
- Bus Number
- Name (Signature)
- Badge Number

After performing the pre-pullout inspection, place a punch mark in the box marked "Performed Pre-Trip Inspection." If any defects or damage was found during the inspection, place a punch mark in the box

corresponding to the element in question. Indicate any body damage by placing a circle around the area as shown on the card.

Be specific and print clearly when describing the defect or damage in the "Operator Remarks" section. Any defect in an area not listed must be noted in the space provided on the bottom of both the Transportation and Maintenance Departments' portion of the card. If no defects are found during the inspection, place a punch mark in the "No Defects" block.

The Operator must retain possession of the card until the completion of the assignment. The Operator will then detach the Transportation Department's portion and turn it in to the appropriate management representative. The Maintenance Department's portion of the card will be left with the bus.

Operators who encounter safety defects or experience mechanical difficulty outside of the Division yard, should note the problem on the Vehicle Condition Report and contact the Control Center for instructions. (See Rule 3.02)

3.104 Signs ☐®

An Electronic destination sign code sheet must be carried at all times. While in-service or not-in-service the proper headsign should be displayed.

When the display of a destination or message in the headsign is not necessary enter the code "000". This will cause the headsign to go blank and thereby reduce the sun's fading of the display dots. (See Rule 3.06)

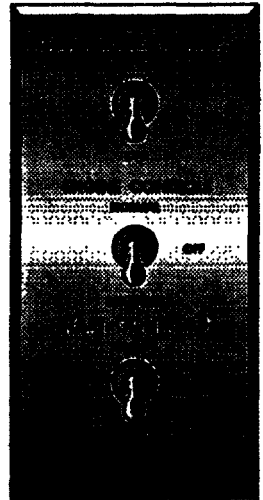
3.105 Starting/Stopping of Engines ☐☐

Prior to starting the engine, ensure the parking brake is set, the shift selector is in the neutral position and the master control switch is in the "ON" position. After doing so, engage starter switch/button without accelerating to start the engine. If equipped, use the "Fast Idle" switch to build up the necessary air pressure. On buses without the fast idle device, no more than one third ($\frac{1}{3}$) throttle shall be used for air pressure build-up.

Caution: Do not engage starter switch longer than 15 seconds continuously. Wait one (1) minute before attempting to restart.

If when pressing the starter switch/button the engine does not start, make sure the transmission is in neutral, leave the master control switch in the "RUN" position, go to the engine compartment, lift the cover and:

- If equipped, ensure that the damper has not been tripped;
- Ensure that the rear control switches are in the normal position; and
- Attempt to start the engine from the rear by placing the engine control switch in "REAR RUN" position and holding the starter switch in the "REARSTART" position. If the engine starts, flip the



switches up to "NORMAL" position, close and secure the engine compartment door.

If all attempts to start the engine fail, notify the Maintenance Department. If out side the Division yard, notify the Control Center.

When stopping the engine, set the parking brake, place the transmission in neutral and the master control switch to the "OFF" position.

When the engine cannot be shut off by the master control switch, the engine damper (emergency stop switch) is used to cut off the air intake needed to keep the engine running. Once used, it must be reset manually by pushing up or down on the damper reset cam lever located on the engine near the intake hose and blower.

At times, for no apparent reason, the damper may trip itself. The engine may not die immediately if the damper has been tripped, but it will not accelerate and will emit excessive amounts of black smoke. If this occurs, get the bus to the side of the roadway and reset the damper. (See Rule 3.07)

3.106 Air Pressure ☼®

Never operate the bus with less than 90 psi of air pressure. If air pressure will not build to a minimum of 90 psi, the Maintenance Department must be notified. If outside the division yard, contact the Control Center. Do not operate the bus in this condition.

The "Fast Idle" switch should be used to build up the required air pressure. If not equipped with a "Fast Idle" switch, do not use more than one third ($\frac{1}{3}$) throttle to build up the air pressure. (See Rule 3.08)

3.107 Testing and Use of Lights ☐Ⓞ

Interior and exterior lights must be used and tested in compliance with Rule 3.10. Operators should test all lights in the following manner:

- ☐ With the engine running, the transmission in neutral and parking brake set, turn the Master Control switch to the "Lights/Night Run" position.
- ☐ Place the dome and destination sign light switches to the "Normal" position and activate the high beam lights.
- ☐ Activate the rear door interlock. (This activates the brake lights.)
- ☐ Exit the bus and verify that all lights are working.
- ☐ De-activate the hazard lights and rear door interlock and return to the rear of the bus to insure that the taillights are functioning. (The taillights on Neoplan buses may be checked by placing the Master Control in the "night parking" position.

When interior and exterior lights are needed while at the terminal/layover zone, place the Master Control switch in the "CL/ID" position to activate the clearance lights, destination sign lights and appropriate interior lights. (See Rule 3.10)

3.108 Backing the Bus ☐®

Avoid backing whenever possible. Should it become necessary to back the bus, the following should be kept in mind:

- Good Judgement and extreme caution should be maintained.
- Never back into traffic unless assisted by MTA, Police or Fire personnel to monitor the rear of the bus during the backing movement.
- Make sure the area to the rear of the bus is clear and remains clear until the backing movement is completed. Remember to check for low hanging tree branches, poles and signs.
- Use both outside mirrors when backing.
- Turn on hazards lights and sound horn intermittently when backing.
- Back slowly.

Note: When backing the bus into a parking space and there is a lane marker line, the left side of the bus should be parallel to and approximately three (3) inches from the guideline. (See Rule 3.12)

3.109 Heating and Air Conditioning ☺☺

Heating

In order to engage the heating system the appropriate switch or valve must be activated and the climate control switch must remain on.

Air Conditioning

Most air conditioned buses re-circulate about 80% of the air from the inside of the bus and bring in about 20% of the air from the outside. The system is designed to work in such a way that the doors can be opened a certain number of times per hour, remain open a certain length of time at each stop, etc., and still cool reasonably well. However, when a window or vent is left open, too much air comes in from the outside, and the system overloads. The more the bus is sealed off from outside air the better the system will work.

Note: On G.M. buses, in order for the air conditioning to come on, the alternator must be charging and the engine idling. The air pressure must be at a minimum of 90 psi for the system to operate.

Defroster:

To prevent fogged windows, ensure that the defroster is working properly. Do not attempt to clean fogged windshields while bus is in motion. (See Rule 3.15)

3.110 Checking Tires ☺

When checking air pressure on the rear tires a light tap on a tire with the Operator's punch will reveal either suspected low air or flat tire. A dull "thud" will be heard

when a low or flat tire is struck. Comparing taps on a fully inflated tire will result in immediate recognition of the condition. If in doubt, contact the Maintenance Department and have the tire(s) checked.

3.111 Door Master Control Switch ☐

This switch is designed to be the main control of the rear door system. It is located in the lower right compartment of the dash, right top of the windshield, or inside the destination headsign compartment (location varies with bus type). This switch is used when there are problems with the rear door and it is necessary to shut off the electrical circuits including the brake interlock. When the switch is off, the rear door and the interlock will not work. For instance, if the rear door fails to close or keeps popping open, shut off the master door control switch, proceed to the rear door and close it by hand. Return to the panel and turn the switch back on.

If the problem continues to exist, turn the switch back off and close the doors. Do not operate bus until the Control Center has been notified. Note the defect on the Operator's Vehicle Condition Report card.

Note: When leaving the driver's seat, ensure that the bus is secured with the emergency parking brake set and the transmission in neutral.

3.112 Door Dump Valve ☐

The door dump valve controls the air supply to the front door system. The valve is located on the panel to the

driver's left side or below the control console (location varies with bus type). To operate the front door manually, the valve must be in the "OFF" position. To restore normal door operation, the valve must be in the "ON" position.

3.113 Seat Adjustments ☐

Cushion: Adjustments should be made so that the seat cushion is in a flat position. This will eliminate unnecessary pressure to the tailbone and the back of the knees. The seat adjustment must not interfere with the ability of the Operator to keep the bus under control or make emergency maneuvers. The bus should be operated without incurring injury.

Seat Height

Adjustment should be made while seated and with at least 90 psi. Place both feet flat on the floor and raise or lower the seat to a position where there is no pressure on the back of the lower thigh and visibility through the windshield is not restricted.

Front and Back

Adjustment should be made so that the accelerator, brake, signal controls and the top of the steering wheel (12:00 Noon), can be reached and operated comfortably.

Note: Seat adjustments vary between buses. Contact the instruction section for further information.

3.114 Mirror Adjustment ☐☐

Before adjusting the mirrors, be sure the driver's seat is adjusted properly.

Left Outside mirror

The distance the left side mirror can be adjusted from the side of the bus depends on the length of the arm. The Operator should place two fingers on the inside edge of the mirror. This two-finger measurement is the area in the mirror that should reflect the side body of the bus. The remaining left side of the mirror should reflect the area next to the bus (approximately 200 feet to the rear).

Front door mirror

Adjust the mirror so that the front door stairwell and the area immediately outside the bus can be seen. This mirror should be used to make certain that the door is clear and ready to be closed. By checking this mirror before closing the door, Operators may be able to avoid a boarding or alighting accident caused by a customer blocking their view of the door at a critical moment.

Right outside mirror

The right and left side on the mirror should be perpendicular to the ground, the top and bottom should be perpendicular to the side of the bus. The inside edge of the mirror should reflect a two-finger width of the bus body, with the remaining area used to observe the lane and/or area next to the bus. Adjust the mirror so that the view of the top of the rear bumper is positioned in the center of the mirror. Proper adjustment should result in the ability to see 12 to 18 feet behind bus.

Note: To observe other vehicles on the right side of the bus, slightly lowering the head will allow Operators to see at least 200 feet to the rear of the bus.

Except for Neoplan buses, the maximum distance that the right outside mirror arm may be set away from the bus is to the point where the left inside edge of the mirror does not extend beyond the right outside body of the bus.

Interior rear-view mirror

Tilt the mirror at a right angle if it is possible. The Operator should be able to see customer movement inside of the bus, the rear door and the area outside the window near the first cross seat on the right side. This inside mirror adjustment enables Operators to see objects in the blind spot area on the right side; however, responsibility of visually checking by turning their head to observe the right side and right outside mirror is not excused.

Rear exit door mirrors

The mirror located above and to the rear of the exit stairwell is used in combination with the mirror located at the right front inside corner of the bus near the ceiling.

The mirror at the front inside corner should be adjusted to and used to reflect the mirror at the rear door area to view alighting customers.

Adjust the mirrors so that the rear stairwell and the area immediately outside the rear exit door can be seen. (See Rule 3.20)

3.115 Turns ☐

The speed of the bus has a direct effect on its ability to make turns. The slower the speed, the sharper the turn possible; the faster the speed, the wider the turn necessary.

Right Turns (Ideal Turns)

Approach right turns in the lane closest to the curb with the right turn signal activated at least one hundred (100) feet prior to the intersection. Under ideal conditions, the bus should be parallel and four and one-half (4½) feet from the curb. Pull ahead and begin turning the steering wheel when the center of the right front wheel is in line with the curb line of the street the bus is turning onto.

Note: On R.T.S. type buses line up the rear of the right front wheel with the curb line prior to beginning the turn.

Right Turns (with object/vehicle parked near corner)

The right turn signal must be activated at least one hundred (100) feet prior to the intersection. Under ideal conditions, the bus should be parallel and 4 ½ feet from the curb or the left side of the object/parked vehicle to be cleared. Then pull ahead and begin turning the steering wheel when the center of the right front wheel is in line with front of the object/parked vehicle to be cleared.

Note: On R.T.S. type buses line up the rear of the right front wheel.

Customer stop before right turn (7 and out) When a customer stop is made before a right turn:

- **Make the stop at least twenty-five (25) feet before reaching the corner.**
- **When preparing to leave the zone, activate the left turn signal, check left and right outside mirrors for a break in traffic and/or any types of potential hazards (i.e. pedestrians, pedicycles). After ensuring it is safe to do so, begin pulling away to obtain seven (7) feet clearance from the curb with the front end of the bus.**
- **Activate the right turn signal. When the right corner of the front bumper is seven (7) feet from the curb the, back end will be out two (2) feet from the curb.**
- **Move the bus forward, turning steering wheel to the right to parallel the bus to the curb obtaining (4½) feet right-side clearance.**
- **Begin your right turn, when the center of the right front wheel lines up with the curb of the street the bus is turning onto or the outer most left side of objects such as parked vehicles. At this point continue your turn regulated to ensure the safety of the bus and comfort of the passengers.**

Note: On R.T.S. type buses line up the rear of the right front wheel.

Right turns - obstructions or hazards (Pivot)

When conditions on the street make it necessary to commence a right turn less than four and one-half (4½) feet from the curb, the bus must be pulled far enough ahead before commencing the turn so the rear wheels will not contact the curb of the street the bus is turning onto. The right turn signal must be activated at least one hundred (100) feet prior to commencing the turn.

Example: If the bus is only one (1) foot from the curb, 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 any right turn, extreme caution must be exercised to avoid conditions which would allow vehicles to squeeze in between the bus and the curb. Attention must be given to opposing traffic in the street the bus is turning onto.

Note: Extreme caution must be exercised to avoid pedestrian accidents. Special attention should be paid while turning right on a "fresh" green signal. Watch for pedestrians standing in or near the accessible ramp area or in the street, before and during the right turn. Check the mirrors, look over the right shoulder for surrounding traffic conditions, check both crosswalks being crossed, to the left, straight ahead and to the right. Both before and during the turn be aware of the positions of pedestrians (particularly children, senior citizens and persons with disabilities).

Use extreme caution when observing bicyclists, motorcyclists, individuals on roller skates, roller blades or other devices. If unsure whether it is safe to make

the right turn, attempt should not be made; wait until safety is assured.

Left turns

To turn left, the bus should be in the left or center lane and must have the signal displayed at least one hundred (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 allowed to clear before commencing the turn. Under ideal conditions, the Operator will commence the left turn when the center of the left front wheel is in line with the center of the street the bus is turning onto. Provided that the bus will clear any vehicle which may be next to or approaching the left side of the bus, and will clear any other obstructions, the Operator should complete the turn in the curb lane.

Note: On R.T.S. type buses line up the rear of the left front wheel.

Left turn lane selection

At marked or posted locations (arrows/signs) where a left turn can be made from two or more lanes, the turn must be made from the lane furthest to the right.

Note: During all types of turns speed must be regulated to assure the comfort of the customers and the safety of the bus.

3.116 Operating 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 is a plain hard fact that the bus just won't stop as quickly, maneuver as well or accelerate as fast as a car. As professionals, Operators will have to overcome these differences with knowledge, skill, alertness, good judgment and foresight.

Note: When operating in the division yards or at other MTA facilities, watch for persons walking or standing in these areas. The posted speed limit in the division yards is eight (8) MPH. Reduce speed when conditions warrant. (See Rule 3.22)

3.117 Steering ☹☹

Every maneuver made with the bus depends on how well the steering wheel is controlled. Resting a hand on the rear part of the steering wheel may be the most relaxed position, but it certainly is not the safest.

The best method is to place both hands on the steering wheel, palms down, opposite each other (three o'clock and nine o'clock position), sitting straight in the seat.

To begin a left turn, place the right hand at about eleven o'clock on the wheel, palm down, fingers grasping the rim of the steering wheel and pulling. When the right hand is about eight o'clock position, the left hand should be at eleven o'clock position and begin pulling.

Move both hands in a steady pulling motion, hand over hand, palms down.

To begin a right turn, place the left hand about one o'clock on the wheel, palm down, fingers grasping the rim of the wheel and pulling. When the left hand is at about four o'clock, the right should be at one o'clock and begin pulling. Move both hands in a steady pulling motion, hand over hand, palms down.

Many accidents could be prevented by something as simple as practicing good steering techniques to maximize control. (See Rule 5.04)

3.118 Traffic Signals ☐☐

To help eliminate entering intersections on stale yellow or red lights, an idea can be borrowed from airline pilots. When the 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 is committed to taking off because there is not enough runway left to stop safely. Operators should be prepared to stop should the light change to yellow. At the appropriate distance from the intersection (depending on the speed) Operators will reach a "Decision Point". Beyond this point, they are committed to going through the intersection. Operators should reduce speed and keep their foot over the brake while operating through the intersection. (See Rule 3.27)

Note: Approximately forty (40%) percent of all accidents occur at intersections.

3.119 Application of Brakes ☐

When using the brakes Operators should remember that customers are more likely to fall as a result of quick, shallow application than a smooth, medium, or heavy application. Keep in mind, that while Operators know what they are going to do; customers have to react after it has been done.

In order to make a smooth and safe application, place the right foot on the brake pedal with the heel directly over the hinge at the base of the pedal, then rock the foot forward into the pedal, using the ankle muscle rather than trying to regulate pedal pressure with the leg. Just prior to the bus coming to a complete stop, release a small amount of application pressure and then bring the bus to a stop with a single, smooth application. Don't "Fan" the brakes, it decreases available air pressure and causes the brake linings to wear.

Contrary to what some believe, air brakes cannot be "pumped up" or "fanned". Each time the pedal comes up when the brakes are "fanned" or "pumped," air pressure is lost. On the next downward stroke, there is less pressure available. This tactic does not improve the bus' ability to stop; it hinders it. "Fanning" or "pumping" can also cause the brakes to overheat and thereby, lose some effectiveness.

3.120 Wet Pavement ☐

Every rainy day a number of Operators are involved in accidents because of their failure to take the wet road surface into consideration. On wet pavement an Operator may approach an intersection or a bus stop in the normal manner, then suddenly begin to slide as the brakes are applied. Now the Operator must either

release some braking application to gain control and hopefully stop with lighter brake pressure, or stay on the brake taking a chance on sliding into whatever is in the way.

Such conditions can be avoided by being aware of road conditions and slowing down before getting into trouble. Operators should be especially watchful for streets which have been recently resurfaced; they are extremely slick in rainy weather. The first rain after a dry spell can cause a slippery road condition due to dirt, tree leaves and oil mixing with rain or mist on the road. Reduce speed when these conditions exist.

3.121 Deep Water ☹☹

Whenever an Operator encounters a flooded area, a reasonable effort should be made to determine whether the depth of the water is approximately eighteen (18) inches or more. Normally, if the water reaches the first step of the front door entry it is a good indication that the water depth exceeds eighteen (18) inches. If the water is deep enough to cause possible damage to the equipment (brakes, etc.), avoid driving through it and contact the Control Center for instructions. If the depth of the water is less than eighteen (18) inches and can be safely driven through, proceed with caution at a speed not to exceed five (5) mph. (See Rule 3.40)

3.122 Proper Right Side Clearance ☹

Maintaining proper right side clearance is not always easy. Yet, keep in mind that any time the bus is driven with less than four and one-half (4½) feet of right side

clearance, a real risk is taken. To avoid the risk of having a right side collision due to improper clearance, you must be aware of moving vehicles, doors of parked vehicles that may open, cyclists, pedestrians stepping out into the street and other hazards. If proper clearance is un-obtainable, reduce your speed and remain alert. As "Professionals", Operators must take more than their share of the responsibility for the safety of the "Amateurs".

3.123 Emergency Transferring of Customers ☹️🚰

When transferring customers, make sure the bus is safely positioned with the parking brake set, the transmission in neutral and the wheels properly curbed. Emergency reflectors must be placed at the following locations:

- On the traffic side of the bus, within ten (10) feet of the front or rear corners - to mark the location of the bus.
- About one hundred (100) feet behind and ahead of the bus, on the shoulder of the lane in which the bus is stopped.
- Back beyond any hill, curve or other obstruction that prevents other drivers from seeing the bus within five hundred (500) feet. If stopped on or by a one-way or divided highway, place emergency reflectors ten (10) feet, one hundred (100) feet, and two hundred (200) feet toward the approaching traffic.

Note: In the interests of safety, whenever placing emergency reflectors, Operators should carry them between their bodies and the on-coming traffic.

If it becomes necessary to transfer customers on a freeway, notify the Control Center as soon as possible. The California Highway Patrol or the TOS-Vehicle Operations must be present and the customers must not leave the disabled bus until a safe transfer can be made. The Operator must inform the Control Center if a customer with a disability is on-board. (See SOP 11.104)

3.124 Interagency Customer Assistance ☺☺

If a bus from another agency has broken down, Operators should make every effort to render assistance and should stop if flagged down by another Operator or Inter-Agency Supervisor. If customers are observed, stop and pick them up. Customers boarding do not need to pay a fare. They may ride to any point on the line. If a transfer is needed, a free Emergency Transfer may be issued.

Operators stopping to assist must notify the Control Center and advise if unable to accommodate all of the stranded customers. (See Rule 7.02)

3.125 Loading of Buses through Rear Doors ☺☺

When customers are loaded through the rear door by supervisory personnel, the supervisor will either verbally request the rear doors be opened or signal the Operator to do so by pressing the sensitive edge (if so

equipped) to activate the bell/buzzer. After loading of customers is completed, the supervisor will signal the Operator to close the rear doors by two taps on the side of the bus with the hand. (See Rule 3.33)

3.126 Door Operation ☐☐

The service/foot brake must remain applied until the front and rear exit doors are closed. The left hand must remain on the door control lever while checking the mirrors, making sure the doors are clear. This will avoid trapping a customer in the doors.

The Operator must not move the bus if the view to the front or right side is impaired by customers or pedestrians. If the Operator is unsure whether the persons are safely clear of the bus, the bus must not be moved.

If a situation arises where the door operation may cause injury or damage, contact the Control Center immediately. (See Rule 3.33)

3.127 Grade Operation ☐☐

When stopped on a grade, the service/foot brake must be applied until ready to proceed. To avoid rolling back, depress the service/foot brake all the way to the floor and then quickly depress the accelerator. (See Rule 3.35)

Note: Do not use the accelerator as a brake on a grade.

3.128 Operational Techniques ☐☐**A: Starting**

When stopped behind a vehicle, use the two (2) seconds (four (4) seconds for buses) rule or wait until the vehicle has moved forward at least fifteen (15) feet before starting forward. Ensure that the bus is clear of other vehicles, cyclists, pedestrians and hazards. Be aware of pedestrians (particularly children), senior citizens and persons with disabilities in front of bus.

On dry pavement, start smoothly and accelerate at an even rate. On slippery pavement, start smoothly and slowly, depressing the accelerator gradually. If rear wheels spin or slide, release the accelerator immediately.

If the bus cannot be moved safely because of a lack of traction, notify the Control Center.

B: Stopping

The Operator should know the braking capabilities of the bus at all times. Braking capability will vary depending on such conditions as the number of customers being carried and operation on road surface and grades. When the Operator's foot is not on the accelerator pedal, it should be over/on the brake pedal. The Operator should always operate under control and be prepared to slow down or stop.

On a dry street, apply brakes smoothly to the extent required. Just prior to the complete stop, reduce the brake application gradually to eliminate a jerking motion. On a slippery street, depress the brake lightly. If the drive wheels begin to slide, release the brake pedal immediately to allow the wheels to roll freely. Depress the brake pedal slightly again, releasing immediately if the wheels continue to slide.

The following are several factors involved in the stopping of a vehicle:

Reaction Distance - is the distance traveled while moving your foot from the accelerator pedal to the brake.

Brake Lag Distance - is the distance traveled during the time it takes for the brakes to become effective.

Braking Distance - is the distance traveled after the brakes are applied.

Reaction distance is difficult to measure. It varies from one individual to another. Reaction distance represents the only interval which the Operator has total control. After the brakes are applied, the stopping distance of the bus is strictly a mechanical operation and is determined by the speed of the vehicle and its rate of deceleration. (See Rule 3.21)

Note: Keep in mind that the reaction distance assumes that the Operator has been alerted at the time the brake lights on the vehicle ahead come on or any other reason that requires stopping.

The braking distance is figured under ideal conditions, based on this formula from the CHP.

Panic stops are a major cause of onboard falls. When not operating under control the bus is set-up for a collision-type accident that would force a panic stop. The collision may be avoided but many times a customer falls.

Stopping Distance Chart

MPH	Feet per second	Reaction Distance	Braking Distance	Total Stopping Distance
10	15	11	7	18
20	30	22	28	50
30	45	33	63	96
40	60	44	112	156
55	75	60	212	272

Formulas

Estimated Feet per Second $\text{MPH} \times 1.5$

Reaction Distance $\text{MPH} \times 1.1$

Braking Distance $\frac{V^2 \times 7}{100}$

Note: When coming to a stop, stay at a minimum of seven (7) feet behind the vehicle ahead. When stopped, keep brakes applied.

C: Changing lanes

Whenever possible, buses must be operated in the right-hand curb lane or the designated bus lane. However, there are times when an Operator must change lanes such as:

- To get around a parked vehicle or a fixed object
- To pass slower moving vehicles
- To move into the proper lane before making a turn.

Before changing lanes, the Operator must activate the proper turn indicator, use the mirrors to check along side and to the rear and to be certain the desired lane is clear.

When changing lanes, the Operator should move the bus over at a gradual angle, maintaining proper clearance.

D: Following Distance

When following moving traffic, the Operator must have the bus under control and be able to stop smoothly and safely if the vehicle ahead should suddenly slow down or stop.

Under ideal conditions, use the two (2) seconds plus (four (4) seconds for buses) rule for following distance. Under adverse conditions such as on a downgrade, wet pavement or speeds in excess of 40 mph, increase the following distance to five (5) seconds or more for buses.

If a passing vehicle begins to move into the lane the bus is traveling in, the Operators must place their foot on the brake pedal, reduce speed (stop if necessary), then resume and maintain the proper following distance.

The Operator should be alert and watch the traffic conditions and signals ahead. Anticipate when the vehicles will have to slow down and be prepared to adjust the following distance accordingly.

Because Operators may have difficulty estimating proper following distance by using the "one vehicle length for each ten miles per hour" method, the MTA recommends the two (2) seconds plus (four (4) seconds for buses) rule. To use this method, the Operator should observe the vehicle traveling ahead of the bus.

As that vehicle passes a point or fixed object (such as a sign or post) ahead of the bus, measure how long it takes the bus to reach that same point or object by counting "one thousand one, one thousand two, one thousand three, one thousand four". If the point or object is reached before counting to four, the bus is too close. (See Rule 3.21)

E: Intersection Operation

When approaching an intersection the Operator should have the bus under control, with both hands on the steering wheel, proceeding at a reduced speed. Approximately one hundred (100) feet before the intersection (actual speed considered) the Operator should place a foot over the brake pedal and while closely observing the indication of all traffic signals, be prepared to make a smooth, safe stop. The Operator should never enter the intersection if the signal is amber or if the entire bus will not clear. Failure to clear the intersection constitutes Grid lock and is against the law.

When entering or traveling through an intersection, the Operator should yield to pedestrians and other drivers. Regardless of who has the right-of-way, resume speed only after clearing the entire intersection.

Operators should always be alert while approaching alleys, driveways, intersections or other locations where vehicles may cross into the path of the bus. Also be alert at crosswalks near or in front of the bus zone and the people who may be in the zone as the Operator pulls out. It is important that Operators be aware of the position of pedestrians, particularly children, senior citizens and persons with disabilities near the bus. (See Rule 3.27)

F: Passing

When passing parked vehicles or fixed objects, the Operator should maintain four and one-half (4½) feet right-side clearance where possible. Where clearance is less than four and one-half (4½) feet, the Operator must proceed using extreme caution, being prepared to stop if necessary. There are many indications that a parked vehicle may pull into the path of the bus; such as a driver in the seat, exhaust smoke, lights on, front wheels turned out, vehicle door opening, etc. If this occurs, the Operator should place a foot over the brake pedal, sound horn to warn the other driver of the intention to pass and be certain that a safe stop can be made if the vehicle pulls out.

When passing vehicles moving in the same direction, the Operator should check the mirrors to be certain that the intended passing lane is clear and use the proper turn indicator while changing lanes at a gradual angle. The Operator should maintain a safe clearance and reduce speed if the vehicle moves towards the bus or accelerates. Be prepared to take evasive action, slow down or stop. If vehicles moving in the opposite direction should cross the center line, watch for hand signals or other indications that a vehicle may turn into the path of the bus.

3.129 Spotting bus in zone ☐

When spotting RTS, RTS-TMC and Neoplan buses in the bus zone, the bus must be spotted twelve (12) to eighteen (18) inches from and parallel to the curb, with both doors clear of any obstructions or hazards. All

other buses must be spotted six (6) to twelve (12) inches from and parallel to the curb.

When unable to make a customer stop in a bus zone because of the unsafe conditions of gutters, curbs, sidewalks, or obstructions of any kind, spot the bus four (4) feet from and parallel to the curb.

It is not always possible to get the bus into the zone six (6) to twelve (12) inches or if applicable, twelve (12) to eighteen (18) inches and parallel. Operators should be aware that stopping the bus in any position, other than parallel to the curb significantly increases the probability of an accident. The driver of an automobile may not go to the left far enough when attempting to pass and may strike the left rear of the bus. In this case, the Operator may have greatly contributed to the cause of the accident. Always spot the bus parallel to the curb.

Pulling into the Curb

When unable to make a customer stop in a bus zone because of the unsafe conditions of gutters, curbs, sidewalks, or obstructions of any kind, spot the bus four (4) feet from and parallel to the 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 the 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 align the bus parallel with the curb. Look out for any obstructions or objects along the curb. Remember, fifteen feet more than a bus length is needed after the front bumper is at

the curb to make a stop six (6) to twelve (12) inches or twelve (12) to eighteen (18) inches and parallel to the curb. Look into the outside right rear-view mirror before stopping. If the bus is not parallel turn the steering wheel to the left about a quarter of a turn and continue forward until the bus is parallel. Make sure the doors are clear of any obstruction. Open the doors after coming to a complete stop.

Operators should remember that the speed of the bus has a direct effect on the amount of open curb needed to spot the bus parallel to the curb. The less open curb available the slower the bus must operate.

The "Circle of Danger" begins at the stop line or curbline when approaching and leaving an intersection. At this point, the greatest danger to safe operation occurs: converging traffic, pedestrian crossings and unexpected vehicle maneuvers. (See Rule 3.37)

Note: The Operator must be alert for pedestrians who lean out over the street to peer at an oncoming bus headsign. Also the Operator should be aware of cyclists riding along the right side of the bus.

3.130 Operation at Customer Stops ☐

Whenever a bus zone is of sufficient length to accommodate two or more buses, Operators must adhere to the following procedures:

First loading position - The bus in the first position should be spotted with the front doors adjacent to and clear of the bus stop sign.

Note: Buses stopping in the first position at zones where the stop sign is placed other than that position must be pulled forward to the foremost part of the zone.

Second loading position - When the first position is occupied, the second bus should stop seven (7) feet behind the first bus, except at locations where a driveway is located behind the first position. In this situation the second bus must stop just prior to the driveway.

Third loading position - When the first and second positions are occupied the third bus will stop seven (7) feet behind the bus in the second loading position except at locations where the front doors are positioned over the driveway. In this case, the bus should be stopped just prior to the driveway. Operators should exercise good judgement before opening their doors in the third loading position, especially at farside stops in the downtown area. If it is anticipated that the bus will be stopped for any length of time for customers to board or alight before the bus can be moved, the doors must not be opened until the bus can be pulled to the first or second loading position in order to avoid blocking out any buses approaching from the rear. When stopped in the third loading position, a second stop must be made in the first or second loading position if there are any customers in the bus zone.

Fourth or more loading position: If a bus is stopped in the number four (4) or more position, the Operator must not open the doors unless directed to do so by appropriate supervisory personnel.

When operating on Limited or Express service and the stop is specifically made to discharge customers

only, the Operator may open the doors provided that customers can be safely discharged. Prior to closing the doors and leaving the stop, ensure that there are no customers attempting to board.

3.131 Near-Side Stops ☐

When approaching a nearside bus stop with parked vehicles or other obstructions just prior to the bus zone, position the bus approximately four and one-half (4½) feet from such objects. Pull ahead until the center of the front wheel is even with the front of the parked vehicle or any object to be cleared. At this time start a gradual turn into the bus zone.

Note: On RTS II and RTS-TMC buses use the rear of the front wheel. At this point, start the gradual turn into the curb. The front end of the bus must travel down the curb line at least fifteen feet (15) more than one bus length in order to bring the rear of the bus six (6) to twelve (12) or if applicable, twelve (12) to eighteen (18) inches and parallel to the curb.

When stopped at any near-side bus zone which is governed by a traffic light, the Operator must remain stopped with the bus in the "safe loading position" during the entire duration of the red light cycle. The purpose for this procedure is to ensure that all customers, including wheelchair patrons, who arrive at the bus zone during the red light cycle can safely be boarded.

3.132 Unobstructed Near-Side Stops ☐

Ninety (90) feet or more available in the bus zone:
When approaching and entering a bus zone with ninety (90) feet or more available, the Operator must maintain four and one half (4½) feet clearance from any parked vehicles. When the center of the right front wheel is in line with the furthest part of the parked vehicle, start the gradual turn into the curb. RTSII and RTS-TMC coaches should use the back of the right front wheel since the wheel base is longer on these buses. The front end of the bus must travel down the curb line at least fifteen (15) feet more than one bus length in order to bring the rear of the bus into the curb.

When the right front corner of bus is two (2) feet from the curb, the Operator should begin straightening out and continue forward until the wheels are within six (6) to twelve (12) inches of the curb. Check the right outside mirror to make sure the bus is parallel before stopping. If the rear of the bus is out in the lane of traffic, turn the steering wheel a quarter turn to the left just before stopping. This will bring the bus parallel with both doors six (6) to twelve (12) inches from the curb.

Note: RTS-TMC, RTSII and Neoplan buses are stopped 12 to 18 inches from the curb.

3.133 Obstructed Near-Side Stops ☐☐

A: More than a bus length but less than ninety (90) ft
When approaching and entering a bus zone with more than a bus length but less than ninety (90) feet free from obstructions, the Operator should maintain four and one half (4½) feet clearance from any parked

vehicle or fixed object. When the center of the right front wheel passes the furthestmost part of the parked vehicle or fixed object, bring the bus to the right, positioning it four (4) feet from and parallel to the curb. RTSII and RTS-TMC coaches must use the back of the right front wheel since the wheel base is longer on these buses.

B: Less than one bus length available

When approaching and entering a bus zone with less than one (1) bus length available, the Operator should maintain four and one half (4½) feet clearance from the parked vehicle and position the bus four (4) feet and parallel to the curb with the parked vehicle protecting the right side for boarding and alighting customers. (See Rule 3.37)

3.134 Far-Side Stops ☐Ⓞ

A common hazard occurs at far-side stops after an Operator has prepared to depart, and begins to move the bus. About this time, a vehicle makes a right turn from the cross street behind the bus and attempts to pass on left side. This situation can be avoided by checking the inside rear-view mirror and right outside mirror just before moving to see if any vehicles are approaching the intersection.

When departing far-side or midblock stops, it is often necessary to use at least part of an adjacent lane in order to clear an object just beyond the end of the bus zone. Operators must make sure to check their clearance from that object as they begin to straighten the bus out in the operating lane.

Operators approaching a far-side stop must not activate the right turn signal until entering the intersection in order to avoid giving confusing signals. Other drivers may get the impression that the bus is about to make a right turn onto the cross street. Operators must also position the bus forward in the bus zone to lessen the probability that cars making a right turn from the cross street will hit the left rear of the bus.

3.135 Unobstructed Far-Side Stops ☐

When approaching an unobstructed far-side stop, the Operator should not activate the turn signals until the bus is half way through the intersection and spot the bus six (6) to twelve (12) inches or twelve (12) to Eighteen (18) inches from and parallel to the curb, making sure it is clear of the intersection and crosswalk.

Note: RTS-TMC, RTSII and Neoplan buses are stopped twelve (12) to eighteen (18) inches from the curb.

3.138 Obstructed Far-Side Stops ☐☐

When approaching and entering an obstructed far-side stop, the Operator should spot the bus four (4) feet from and parallel to parked vehicle or fixed object, insuring that the bus is clear of the crosswalk and doors are free from any obstructions. (See Rule 3.37)

Note: Customers should be warned to be careful in boarding or alighting.

3.137 Obstructions or Hazards ☐☐

Low wires, overhanging tree branches, potholes, or other obstacles which may create a hazard should be reported to the Control Center as soon as possible. A written report of unsafe conditions (IPP/01) should be submitted to the Division Manager.

The following are examples of hazards which may cause unsafe operation:

- Oil
- Diesel slicks
- Objects lying on the freeway
- Dead animals

(See Rule 3.37 & SOP 2.129)

3.138 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 the right foot to the accelerator. In most cases, before the brake releases completely, the engine's R.P.M. will increase enough to begin pulling the bus and prevent it from rolling back. To avoid being bumped by vehicles rolling back into the bus, maintain at least seven (7) feet clearance in front of bus when stopped on a grade. (See Rule 3.35 & 3.21)

3.139 Station, Facility and Yard Operations ☐☐

Follow all Injury and Illness Prevention Program (IPP) instructions and procedures.

Operators must never run up or down steps in any MTA facility. If there are spills on the steps, Operator must report this to their supervisor. Operator must use extra caution when steps have been cleaned or mopped. Operator must use proper lifting techniques.

Operators must never walk near or into a maintenance shop area unless they have proper authorization and it is necessary to do so to conduct MTA business.

When it is necessary to enter a shop area, Operators must never jump over a service pit or use boards as a walking surfaces. They must walk cautiously around the pit. Operators must also keep away from equipment and machinery, particularly revolving machinery such as brake lathes. Do not go near revolving machinery, such as brake lathes. Do not look at welding operations or expose yourself to other hazards in and around shop areas.

When walking in a station, facility or division yard be alert for moving vehicles and always use designated crosswalks. Be cautious and look in both directions when crossing between parked vehicles. Stay out of traffic lanes when it is necessary to walk through a parking area. Be alert while walking in the shop and around fueling, parking and the service pit areas.

When operating through stations extreme caution must be used by operating vehicles at a safe speed, never exceeding eight (8) miles per hour, or as otherwise posted. When entering, leaving or operating through the station, Operators should also adhere to any verbal instructions given by a Service Director or appropriate supervisory personnel.

Watch for persons walking within the yard when driving in that area. The eight (8) mph speed limit must

be adhered to, unless otherwise posted. A slower speed may be warranted according to conditions. The headlights should be used between sunset and sunrise or when visibility is low. Make complete stops at all stop signs, stop lines and crosswalks. Always enter and exit yards and facilities at appropriately marked gates.

It is the responsibility of the Operator to return to the bus with ample time to properly prepare for service, collect the proper fares and depart as scheduled. (See Rule 3.47& 3.04)

3.140 Unmarked Bus Stops ☐☐

In areas where bus stops are not specifically posted, make all customer stops at any intersection where it is safe to do so, insuring that the bus is clear of any crosswalks, obstructions or hazards that would impair the safety and comfort of the customers. When operating in open territory or in sparsely populated areas where intersections are not within a reasonable walking distance, make courtesy stops for the convenience of the customers whenever it is safe to do so. (See SOP 7.103)

3.141 Posted Bus Stops Without Curbs ☐

When operating a bus on streets where there are no curbs, spot the bus with the front doors in the vicinity of the bus stop sign with both front and rear doors clear of any obstructions including the bus stop sign.

3.142 Off-Street Terminal Operation ☐☐

When operating a bus within an off-street terminal, the bus must be maintained under control at all times. Unless otherwise posted, the speed of the bus must never exceed eight (8) miles per hour. Reduce speed if the conditions warrant.

During any layover exceeding one (1) minute, the wheels of the bus must be curbed, the engine shut off and the bus properly secured.

If the Mechanical Department has attached a tag to the instrument panel which reads, "DO NOT SHUT OFF ENGINE", leave the engine running at idling speed. If the layover exceeds one minute the Operator is not required to remain on the bus as long as the bus has been properly secured. (See Rule 3.47)

3.143 Freeway Bus Stop Lanes ☐☐

In order to ensure the safety and comfort of the customers and to prevent any damage to the equipment, a safe and reduced speed must be used when entering or operating through any freeway bus stop lane. The speed must never exceed the posted limit. Be alert for excessive dust, water and other obstructions in the vicinity of the bus stop. These bus stops must be serviced even if there are no customers waiting at the stop. (See Rule 3.48)

3.144 Freeway Lanes ☐☐

Avoid making any unnecessary lane changes. Always operate the bus defensively and adjust accordingly to

the various road, weather and traffic conditions. Buses are not restricted to any particular lane on the freeway; however, Operators should use good judgement with choice of lane. (See Rule 3.49)

3.145 Left Turn Across Railroad Tracks ☐☑

When railroad tracks are running down the middle of a divided roadway at intersections controlled by a traffic signal, the Operator should wait in the number one lane within the intersection until the turning movement can be safely completed. (See Rules 3.51 & 3.55)

3.146 Exempt Railroad Crossings ☐☑

Operators are not required to make a complete stop at railroad crossing where the "exempt" sign has been installed. If for any reason, the "exempt" sign is no longer present a positive stop is required. (See Rules 3.51 & 3.55)

3.147 Stop Not Required ☐☑

A complete stop shall not be required at a crossing protected by an on duty police officer directing traffic. If there is a traffic signal on the near-side of the track activated to flash red by approaching trains, the crossing is considered to be signal controlled for that direction of travel and a stop is not required. (See Rules 3.51 & 3.55)

3.148 Railroad Track Safety ☉☉

There are a number of bus routes that cross the railroad tracks operating the Blue Line. Thus, it is extremely important that Operators keep the following in mind when operating over railroad tracks:

- Trains may come from any direction on any track at any time.
- Trains operate at different speeds according to conditions. The train's speed is difficult to judge.
- When there is more than one track, trains may be on one or all of them; traveling in opposite directions.

Be aware that one train can obstruct the Operator's view of another train. Do not cross the tracks until all tracks can be seen clearly in both directions. (See Rules 3.51 & 3.55)

- At no time shall an Operator attempt to cross any railroad track unless the bus will completely clear the farthest rail.

3.149 Parking Buses in the Division Yard ☉

The left side of the bus should be approximately three (3) inches from the left lane line. This allows enough room to walk between rows. Should the air in the bellows leak out overnight, the bus may lean to one side. By parking the bus properly, two buses can lean toward each other and not make contact at the top.

The left front wheel should be centered over the "Hash" mark to provide necessary clearance - front and rear. Don't obstruct crosswalks when you're parking vehicles in the yard. Vehicles must be parked within the lines.

3.150 Methods to Avoid Accidents when Entering and Leaving the Bus Zone ☐☑

A: Entering Customer Stops

- ① Prepare for stops by decelerating slowly and braking smoothly, remember customers 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 six (6) to twelve (12) inches and parallel or four (4) feet and parallel if ideal spotting is not possible When vehicles or obstructions make it impossible to get four (4) feet and parallel, remain in the street and use the vehicle or obstruction in the zone to block traffic on the right for customer safety.

Note: RTS-TMC, RTSII and Neoplan buses are spotted twelve (12) to eighteen (18) inches from and parallel with the curb.

- ⑤ Keep doors closed until bus is completely stopped.

B: Leaving Customer Stops

- Use mirrors to check that boarding and alighting customers are clear of doors before closing.
- Make sure customers are seated or holding on prior to moving.
- Activate turn signal.

Note: Check the following:

- Left outside mirror to ensure lane is clear.
- With a sweeping eye movement from left to right check front of bus to ensure that it is safe to proceed.
- Right outside mirror insuring that the right side of the bus and the doors are clear of pedestrians.
- The left lane again glancing quickly over the left shoulder to ensure there is no vehicle in a blind spot.
- Check that the traffic signal is green for your direction of travel.
- If there is a vehicle in the traffic lane or ahead of, use the two (2) seconds plus (four (4) seconds for buses) rule or wait until the vehicle has moved at least fifteen (15) feet ahead before starting; then move forward, gradually gaining your four

Note: On dry pavement start smoothly and accelerate at an even rate. On wet/slippery pavement start smoothly and slowly, depressing the accelerator gradually.

3.151 Methods to Avoid Accidents in the Bus Zone ☐

- ① Spot the bus six (6) to twelve (12) inches from and parallel to the curb.

Note: RTS-TMC, RTSII and Neoplan buses are spotted twelve (12) to eighteen (18) inches from and parallel to the curb.

- ② Always strive to stop the bus clear of the traffic lane.
- ③ Where six (6) to twelve (12) inches of clearance cannot be achieved, stop the bus four (4) feet from the curb in such a manner that parallel parking is possible and customers 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 readily avoid the left rear corner of the bus.
- ⑤ Signal intentions to stop well in advance. After stopping keep right turn signal activated while boarding and alighting customers.
- ⑥ Encourage “tailgaters” to pass by slowing the bus gradually.

3.152 Methods to Avoid Onboard Falls ☐

- Stay aware of customer movements onboard and adjust your operation accordingly.
- Observe traffic closely for sudden deceleration.
- Maintain safe following distance
- Avoid unnecessary sudden brake applications; begin stopping sooner.
- Anticipate braking requirements to permit a smooth stop with a single application.
- Partially release the brake just as the bus stops to avoid backlash.

3.153 Methods to Avoid Accidents Between Intersections ☐

- Regulate the speed to match adverse conditions such as weather, traffic, etc.
- Maintain proper right side clearance four and one half (4½) feet if possible.
- Watch for vehicles entering and leaving driveways, alleys, etc.
- Watch for "Tip Offs" from parked vehicles such as exhaust smoke, lights, wheels turned, persons (especially children) inside or near parked vehicles.
- If potential hazard is sighted, reduce the speed and

prepare to stop. Do not depend on the horn to stop the potential hazard.

- ① Signal intention to change lanes.
- ② Treat vehicles as if they were going to “Cut In” after they pass.
- ③ Avoid unnecessary lane changes.
- ④ Do not be distracted.
- ⑤ Maintain safe following distance.
- ⑥ Keep a firm grip and never place hands on the spokes of the steering wheel.
- ⑦ Be on guard for drivers looking for a parking place; they may stop suddenly.
- ⑧ Stop back from vehicles attempting to park, allowing enough space for the backing maneuver.

3.154 Methods to Avoid Accidents at Intersections ☺

- ① Approach all intersections with the foot over the brake pedal, prepared to stop.
- ② Regulate speed to the range of vision of cross traffic.
- ③ Observe traffic carefully before entering and while crossing intersections; looking first to the left, then to the right, then left again.

- Don't be distracted.
- Never assume or insist on right of way, regardless of what traffic signals indicate.
- Remember amber signals are not "Go" signals.
- Make a full stop at all stop signs.
- Signal intentions to turn, and keep proper right side clearance.
- Wait for opposing traffic to clear before making a left turn.
- When proceeding straight across an intersection, be alert for opposing traffic waiting to make a left turn.

3.155

Company Equipment Assigned (CEA) ☐☐

Operators must inspect the CEA units prior to leaving the division yard for the following:

Defects to look for:

- Body Damage
- Interior Damage
- Tires - Low, Flat, Bald, or Damaged
- Cleanliness

If any of the above mentioned conditions are found, they must be reported to the appropriate management representative immediately. (See Rule 3.58)

3.156 Contra-Flow Lane Ⓜ

Operators must use extreme caution while operating through the Spring Street Contra-Flow lane and must adhere to the following procedures:

- Reduce speed;
- Keep headlights on (low beam);
- Operate as close as possible to the double yellow line;
- Watch for pedestrians, especially at intersections and crosswalks;
- Must not pass between Ninth and First Streets, unless authorized by Supervisory Personnel; and
- May pass between First and Macy Streets but, must use extreme caution when doing so.

(See Rule 3.10)

6.100 General Statement

All MTA Operators will be required to provide and properly maintain prescribed uniforms while on duty. Operators shall purchase uniform items only from the approved uniform source by calling and ordering direct from the uniform contractor. The telephone number is available at all divisions. Uniform items will be delivered to each Operator's home division.

6.101 Uniform Purchasing Procedure ©

The yearly uniform allowance called for in the collective bargaining agreement will be credited to each Operator's individual account with the designated uniform provider on the first payday following the Operator's employment anniversary date. Uniform purchases in the amount up to the credited stipend may be made after an Operator's anniversary date. Uniform items purchased which exceed the stipend amount may be paid for by check or credit card.

Additional uniform items may also be purchased on the Payroll Deduction Plan. Operators may use payroll deduction once yearly up to a maximum of \$200.00.

1. New Operators during their ninety (90) day probationary period will be required to provide themselves a uniform shirt and tie, and will be allowed to wear dark slacks, which may or may not be regula-

tion. Operators, after passing their ninety (90) day probationary period, will be required to provide themselves with a regulation uniform which may be paid for by check, credit card, payroll deduction.

2. Operators who have completed basic training and are assigned to a division are required to wear a regulation shirt and dark trousers while on duty.

6.102 Watches @

Operators who prefer not to pay cash for their watch may arrange through the Division Manager to purchase their watch through payroll deduction, subject to the following conditions:

- A. An Operator may purchase a regulation watch provided that it does not exceed \$150 and that there is no previous balance on a watch purchased through payroll deduction. Any amount exceeding \$150 must be paid directly to the vendor by the Operator. Any watch purchased by payroll deduction can only be made at approved contract vendors.
- B. A student Operator who has been qualified to be placed in service, may purchase a regulation watch through payroll deduction upon approval from their Division Manager. Only one (1) voucher is allowed per calendar year to purchase a watch through payroll deduction. Exceptions are lost, stolen, or broken watches. (See Rule 6.10)

Note: A Payroll Deduction form may not be used for any reason other than for obtaining the approved regulation items.

Operator/Customer Relations

7

7.100 General Statement-Customer Relations ©

Next to safety, maintaining professional and courteous relations with customers is the most important aspect of an Operator's job. Courtesy is the key to success. Every Operator must remain aware that no public service organization can survive without the understanding and support of its customers.

The Operator is MTA's most important public relations representative. In most instances, the Operator is the only personal contact the customer will have with the MTA. The public's perception of and attitude toward our agency is formed by the contact between the Operator and customer.

This section details specific procedures which, when used in conjunction with Section 7 of the Rules, will ensure a safe operation, promote positive customer relations and help form the image necessary to sustain public support and patronage.

Procedures outlined in this section reflect the MTA's philosophy that Operators are public transportation professionals who are empowered to use their judgment when it becomes necessary to deviate from standard procedures in the interest of optimal service and convenience for our customers. However, with this empowerment comes the ultimate responsibility for ensuring that the principles of safety are never compromised. (See Rule 7.01)

7.101 Communication/Language Barriers

Operators dealing with customers who cannot speak English, have speech impediments or hearing impairments, or otherwise find it difficult to communicate, should remember that it is frequently as frustrating for the customer as it is for them. Often, Operators may unconsciously shout in an effort to be understood.

Loudness does not facilitate understanding. Most times, it only makes the customer nervous and less likely to comprehend. In these situations, the Operator should exercise patience, face the customer when possible, speak slowly and distinctly, and if necessary, request assistance from another customer.

7.102 Requests for Information ⓘ

Operators should provide customers with general information when requested to do so. An Operator who is new to a line or area and does not know the answer to a question should politely suggest that the customer call the MTA's Public Information Service at one of the phone numbers listed on each timetable:

Customer Service phone numbers

213-626-4455

714-620-1871

800-252-9040 – *for the hearing impaired*

7.103 Calling Stops ⓘ ⓘ ⓘ

Announcing transfer points, major intersections, points of interest and other stops when requested is required by the Americans with Disabilities Act (ADA). If the bus

is equipped with a public address system, and it is in working order, it must be used for this purpose. Announcements should be made in a clear, distinct voice.

Not only is this practice reflective of a professional transit system, it assists the Operator as well as the customer. The Operator will experience fewer missed stops, fewer complaints, less dwell time at each stop and will become more familiar with the stops along the route and be better equipped to answer a customer's questions. (See Rule 7.03)

7.104 Exterior Speakers ☐☑

Exterior Speakers should be used for the purpose of announcing a wheelchair lift deployment, the line and destination at stops that service more than one bus line, or in the event of an inoperable headsign.

7.105 Alighting ☐

In an effort to allow passengers to board freely and reduce congestion around the farebox, alighting customers should be politely requested to use the rear doors.

7.106 Standees ☐☑

Customers unnecessarily blocking the aisles or standing in the stepwells should be requested in a courteous manner to move toward the rear of the bus.

7.107 Smoking, Food/Beverage, or Radios on Buses - Customers ☐@

When a customer smokes on board or attempts to board with a lighted cigarette, cigar or pipe; eats or drinks or attempts to board while eating or drinking; or plays a radio or other such sound device without benefit of a personal headset, the Operator should courteously inform the customer that such activity is prohibited on board MTA vehicles. If the customer persists in the activity, the Operator should not pursue the matter. An Unenforced Rule Report regarding the incident or activity should be completed and turned in to the appropriate management representative at the completion of the day's assignment. (See Rules 2.37, 7.06 & SOP 2.131)

7.108 Carrying Customers Past a Stop ☐

If for any reason customers are carried past their stop, the Operator should allow them to alight at a safe location and, if necessary, offer emergency transfers back to the desired location.

7.109 Customer Convenience/Emergency Stops ☐

Operators must employ prudent judgement and extreme caution whenever it becomes necessary to discharge customers at locations other than established bus stops. Safety must always be the primary consideration.

7.110 Accessible Service ☐ⓈⓈ

Wheelchairs - Operators shall check the bad order (B.O.) wheelchair lift list from the Maintenance Department posted inside the division train-room prior to departing for their assigned bus. Buses tagged B.O., and listed on the B.O. wheelchair lift list will not be tested prior to pull-out. However, the defect will be noted on the Operator's Vehicle Condition Report card.

Operators must report to the Maintenance Department, prior to pull-out, all inoperable wheelchair lifts that are not tagged or noted on the B.O. wheelchair lift list. Any defects found after pulling-out must be reported to the Control Center and noted on the Operator's Vehicle Condition Report Card and when being relieved, notify the Operator making relief of the B.O. lift.

Always select a flat, open area for loading or unloading of customers. Never deploy the wheelchair lift where trees, utility poles, fire hydrants, and other such obstacles could jeopardize the safety of the customers, or cause possible damage to the lift.

Always make sure that the barrier plate is in the correct position prior to boarding customers. The barrier must be up at all times, except when the lift platform is resting on the ground or in the fully stowed position.

If a malfunction should occur or if you are unsure of the proper method of operation, discontinue the use of the lift and notify the Control Center. Do not use a wheelchair lift that has malfunctioned and has not been repaired.

Wheelchair customers should be allowed to board first and alight last. This will cut down on the amount of time spent in the bus zone.

Note: If the bus is filled to capacity and a customer in a wheelchair wishes to board, the customers on board must be requested to vacate seats in the disabled area to accommodate the boarding customer in a wheelchair.

Operators should call the Control Center each time a customer in a wheelchair boards an MTA bus and report the boarding location and destination.

If for any reason the customer in a wheelchair is refused a ride, the Operator must inform the customer of the reason for the pass-up and notify the Control Center.

Special attention should be given to Rule 7.03 "Calling Stops", to prevent customers in wheelchairs from riding beyond their destination.

All wheelchairs must fit safely onto the wheelchair lift without overhang. The wheelchair brake should be applied to prevent it from bumping or rolling into the outer barrier. Wheelchairs may be boarded facing towards or away from the bus. It may be suggested to the customers that they back onto the lift to minimize the maneuvering required to fit into the securement area.

Customers in wheelchairs will be permitted to ride on non-accessible buses at any time. The customer must be in a standard size folding wheelchair and be accompanied by a person who is physically able to assist with boarding, seating and alighting.

Securement Devices - At least one of the three methods of securement must be used

- ① Rear wheel clamp device
- ② Two (2) wheel securement
- ③ Harness type seat belt

Braking Device - All customers in wheelchairs should, but are not required, apply the braking device while on the ramp or securement area. It is the responsibility of the Operator to ask if the customer is secure, both on the lift and in the securement area.

Responsibility for wheelchair securement rests with the customer; however, the Operator must assist when requested to do so.

Note: Remember to cycle the lift properly; if done incorrectly, the lift may collapse. Stowing of the lift with a customer on the platform could result in serious injury to the customer. No customers or other objects should be on or near the lift platform during the stow operation.

Expanded Services - Elderly customers and persons with disabilities not using wheelchairs, will be allowed the use of the lift to board and alight upon request. (See Rule 7.16)

Operators will follow the current MTA procedures for safe wheelchair use when servicing the customers. Operators must be particularly alert that the patron does not lose balance.

Customers are to be instructed to use the handrails and remain still while the wheelchair lift is in motion. The Operator should be extra cautious for overhead hazards to prevent the customers from striking their heads on the door frame. For safety reasons, only one customer at a time will be allowed to board the wheelchair lift.

Operators should attempt to secure seats for the customers who are elderly or have disabilities. Operators should notify the Control Center when the wheelchair lift is used.

Neoplan 1100 series buses

Loading customers in wheelchair

- Spot the bus 12" to 18" and parallel to the curb. Before operating the wheelchair lift, set the parking brake, activate the hazard lights, place the transmission in neutral and open the front door.

- Prior to activating the wheelchair lift, instruct potential customers waiting to board to stand clear.

To apply power to the wheelchair lift

- Lift the cover on the MASTER SWITCH and turn the switch on.

To deploy wheelchair lift

- Turn selector to extend position and depress FUNCTION button until the lift is fully extended. If the lift contacts the curb, release the FUNCTION button immediately. Lift the cover on HIGH CURB switch and turn on. The bus will raise to clear a 14" maximum curb height.

- Turn the selector to DOWN position and depress FUNCTION button until the lift comes to rest on the ground and the ramp is lowered.

Customer is now ready to board

- Instruct the customer to roll onto the center of the platform and set the wheelchair brake.

To raise platform

- Turn the selector to UP position and depress the FUNCTION button until the barrier has reached the floor level.

- Instruct the customer to release the wheelchair brake and proceed to the designated seating area and secure the wheelchair as described earlier in Securement of Wheelchair.

To stow wheelchair lift

- Turn the selector to STOW position and depress the FUNCTION button until the lift is fully stowed. The NO STEP light will go out. Turn the selector to OFF position, and MASTER SWITCH to off position. Return the key to the WHEELCHAIR LIFT master switch and turn to the OFF position.

Unloading of customer in wheelchair

- Follow steps 1-4 for "Loading Customer(s)".
- Instruct the customer to roll onto the center of the platform and set the wheelchair brake.
- Follow step 5 for "Loading Customer(s)".

- ④ After the customer has alighted, follow steps 7 and 9 for "Loading Customer(s)".

Fixible 1800 & 2700 series

Loading of customers in wheelchair

- ① Spot the bus 12" to 18" and parallel to the curb. Before operating the wheelchair lift; set the parking brake, activate the hazard lights, place the transmission in neutral, open the front door and engage fast idle.
- ② Prior to activating the wheelchair lift, instruct the potential customers to stand clear.

To apply power to the wheelchair lift

- ③ Depress POWER ON button.

To deploy wheelchair lift

- ④ Turn the selector to the PLATFORM position. Press the FUNCTION button until the lift is fully extended.
- ⑤ Turn the selector to the LOWER position. Press the FUNCTION button until the lift comes to rest on the ground and the ramp is lowered.

Customer is now ready to board

- ⑥ Instruct the customer to roll onto the center of the platform and secure the wheelchair brake.

To raise platform

- ⑦ Turn the selector to the RAISE position. Press the FUNCTION button until the inner barrier has reached floor level.

- Instruct the customer to release the wheelchair brake and proceed to the designated seating area and secure wheelchair as described earlier in Wheelchair Securement.

To stow wheelchair lift

- Turn the selector to the STOW position. Press the FUNCTION button until the lift is fully stowed and the NOT STEPS light is out. Disengage FAST IDLE and close the front door.

Note: POWER ON light will go off when the front door is closed.

Unloading customer in wheelchair

- Follow steps 1-4 for "Loading Customer(s)".
- Turn the selector to the RAISE position. Press the FUNCTION button until the inner barrier has reached floor level.
- Instruct the wheelchair customer to roll onto the center of the platform and set the parking brake.
- Follow step five (5) for "Loading Customer(s)".
- After the customer has alighted, follow step nine (9) for "Loading Customers".

TMC-RTS 1900, 2000-2200, 2300-2400 series

Loading customer in wheelchair

- Spot the bus 12" to 18" and parallel to the curb. Before operating the wheelchair lift; set the parking

brake, activate the hazard lights, and place the transmission in neutral.

- ④ Place the door control handle in the REAR DOOR OPEN position. This is designed to render the accelerator inoperative, and activate the rear door interlock. It also will turn on the green light over the rear door, the rear door stepwell lamp and the exit door lamp.
- ⑤ Insert the wheelchair lift key into the WHEELCHAIR LIFT MASTER KEY SWITCH, located at the right-hand switch panel. Turn to the ON position and remove the key. This is designed to lock the exit door in the open position, energize the wheelchair lift outside overhead lamp, illuminate the wheelchair lift telltale lamp on the instrument panel and flash the LIFT IN OPERATION lamp on the control tower.

Right-hand Switch Panel

- ⑥ Using the WHEELCHAIR LIFT MASTER KEY, unlock and lift cover on the control panel located at the rear door. To apply power to the wheelchair lift
- ⑦ Lift guard cover on POWER switch and turn the switch on. Exit doors will automatically go to the full open position.

Note: The POWER ON light will come on only if the doors are in the "full" open position.

- ⑧ With the POWER switch on, all telltale lights can be tested by depressing the PUSH TO TEST lamps switch.

Note: Releasing any control switch will stop that switch's function immediately.

To deploy platform

- Rotate the MODE switch to the PLATFORM DOWN position. Push and hold the START switch and release it when the platform is fully deployed and the FULL DEPLOY light turns on.

To lower platform

- Rotate the MODE switch to the PLATFORM DOWN position. Push and hold the START switch and release it when the platform reaches ground level.

To lower restraint

- Rotate the MODE switch to the RESTRAINT DOWN position. Push and hold the START switch and release it when the restraint reaches ground level.

Customer is now ready to board

- Instruct the customer to roll onto the center of the platform and set the wheelchair brake.

To raise restraint

- Rotate the MODE switch to the RESTRAINT UP position. Push and hold the START switch and release it when the restraint reaches "full up".

To raise platform

- Rotate the MODE switch to the PLATFORM UP position. Push and hold the START switch and release it when the platform is at floor level and the FLOOR LEVEL light turns on.

- Instruct the customer to release wheelchair brake and proceed to the designated seating area and secure the wheelchair as described in the Securement of Wheelchair.

To stow wheelchair lift

- Rotate the MODE switch to the PARK position. Push and hold the START switch. After a time delay the platform will begin to stow. Release the switch when the platform is fully stowed and the PARKED-LOCKED light turns on.

To turn power off

- Turn POWER switch to OFF and lower the guard cover. Close and lock control panel lid. Return the key to the WHEELCHAIR LIFT master switch and turn to the OFF position.

Note: When switch is turned off, the exit doors will automatically close.

Unloading customer in wheelchair

- Follow steps 1-7 for "Loading Customer(s)".
- Instruct the customer to roll onto the center of the platform and set the wheelchair brake.
- Following steps 8-9 for "Loading Customer(s)".
- After the customer has alighted, follow steps 11,12,14 and 15 for "Loading Customer(s)".

Flexible 2500-2600 series buses

Loading of customer in wheelchair

- **Spot the bus 12" to 18" and parallel to the curb. Before operating the wheelchair lift, set the parking brake, activate the hazard lights, place the transmission in neutral, open the front door and engage fast idle.**

- **Prior to activating the wheelchair lift, instruct the potential customers to stand clear.**

To apply power to the wheelchair lift

- **Depress POWER ON button.**

To deploy wheelchair lift

- **Turn the selector to the EXTEND position. Press the FUNCTION button until the lift is fully extended.**

- **Turn the selector to the LOWER position. Press the FUNCTION button until the lift comes to rest on the ground and the ramp is lowered. The outer barrier should lower when the lift contacts the street or curb.**

Customer is now ready to board

- **Instruct the customer to roll onto the center of the platform and secure the wheelchair brake.**

To raise platform

- **Turn the selector to the RAISE position. Press the FUNCTION button and as the lift begins to raise, check to be sure that the outer and inner barriers are in the raised position. Continue to hold the FUNCTION button depressed until the platform is**

at floor level and the inner barrier has formed a bridge to the floor. Observe operation carefully to be sure the safety of the customer is maintained.

- Instruct the customer to release the wheelchair brake and proceed to the designated seating area and secure wheelchair as described in the Securement of Wheelchair.

Stow wheelchair lift

- Turn the selector to the STOW position. Press the FUNCTION button until the lift is fully stowed and the NOT STEPS light is out. Disengage FAST IDLE and close the front door.

Note: The POWER ON light will go off when the front door is closed. If the lift will not “stow” depress the NOT STEPS and FUNCTION buttons simultaneously.

Unloading customer in wheelchair

- Follow steps 1-4 for “Loading Customer(s)”.
- Turn the selector to the RAISE position. Press the FUNCTION button until the inner barrier has reached floor level.
- Instruct the customer to roll onto the center of the platform and set the parking brake.
- Follow step five (5) for “Loading Customer(s)”.
- After the customer has alighted, follow step nine (9) for “Loading Customers”.

Fixible 2700 series

See wheelchair instructions for Fixible - 1800 Series.

Neoplan 3300-3700 series

Loading of customer in wheelchair

- Spot the bus 18" to 24" and parallel to the curb. Before operating the wheelchair lift, set the parking brake, activate the hazard lights, place the transmission in neutral and open the front door.

- Prior to activating the wheelchair lift, instruct the potential customers waiting to board to stand clear.

To apply power to the wheelchair lift

- Depress MASTER SWITCH button. Button will glow "red".

To deploy wheelchair lift

- Turn selector to PLATFORM. Press and hold FUNCTION button until the platform is formed and green light glows.

- Turn the selector to LOWER position. Press FUNCTION button and hold until the platform comes to rest on the ground.

- Turn the selector to BARRIER-DOWN position. Press and hold FUNCTION button until platform barrier is down.

Customer in now ready to board

- Instruct the customer to roll onto the center of the platform and set the wheelchair brake.

To raise barrier

- Turn the selector to BARRIER-UP position. Press and hold the FUNCTION button until the barrier is up and the platform is level. The green light will glow.

To raise platform

- Turn the selector to RAISE position. Press and hold the FUNCTION button until the platform is level with coach floor and inner barrier is down.
- Instruct the customer to release the wheelchair brake and proceed to the designated seating area and secure the wheelchair as described in the Securement of Wheelchair.

To stow wheelchair lift

- Turn the selector to STEPS position. Lift the red cover over the STEPS switch and hold the switch in the up position. Press the FUNCTION button until the red NO STEP light goes out. Press MASTER SWITCH button, close the front door and release the parking brake.

Unloading of customer in wheelchair

- Follow steps 1-4 for "Loading Customer(s)".
- Instruct the customer to roll onto the center of the platform and set the wheelchair brake.
- Follow steps five (5) and six (6) for "Loading Customer(s)".

- After the customer has alighted, follow steps eight (8), nine (9) and eleven (11) for "Loading Customer(s)".

Note: When the rear door malfunctions on the Neoplan buses, it may be required, under the direction of the Control Center or TOS-Vehicle Operations, to deactivate the rear door, along with the rear-door interlock. When the rear-door interlock is turned off, the wheelchair lift must not be used under any circumstances. Unlike other coaches, the Neoplan bus can inadvertently move while the lift is being used, if the interlock is deactivated.

If the doors should malfunction while a customer is on board, call the Control Center. Arrangements will for a TOS-Vehicle Operations to deal with the situation.

RTS II 4400 series

See wheelchair instructions for RTS II - 8200-9100

RTS II 8200-9100 series buses

Loading customer in wheelchair

- Spot the bus 12" to 18" and parallel to the curb. Before operating the wheelchair lift, set the parking brake, activate the hazard lights and place the transmission in neutral.
- Place the door control handle in the REAR DOOR OPEN position. This is designed to render the accelerator inoperative and activate the rear door interlock. It also turns on the green light over the

rear door, the rear door stepwell lamp and the exit door lamp.

- Insert wheelchair lift key into the WHEELCHAIR LIFT MASTER KEY SWITCH, located at the right-hand switch panel. Turn to the ON position and remove the key. This is designed to lock the exit door in the open position, energize the wheelchair lift, illuminate the outside overhead lamp, the wheelchair lift telltale lamp on the instrument panel and flash the LIFT IN OPERATION lamp on the control tower.

Right-hand switch panel

To apply power to wheelchair lift

- Using the WHEELCHAIR LIFT MASTER KEY, unlock and lift cover on the control panel located at the rear door.
- Lift guard cover on POWER switch and turn switch on. The POWER ON light will come on.
- With power switch on, all tell-tale lights can now be tested by depressing the PUSH TO TEST button.

To deploy the platform

- Push the left hand PLATFORM switch to the DOWN position and hold. Release switch when the platform is fully deployed and the FULL DEPLOY light turns on.
- Push the right hand PLATFORM switch to the DOWN position and hold. Release the switch when the restraint reaches ground level to avoid possible damage.

To lower restraint

- Pull up and move the restraint switch to the DOWN position and hold. Release the switch when the restraint reaches ground level.

Note: Releasing any control switch will stop that switch's function immediately.

Customer is now ready to board

- Instruct the customer to roll onto the center of the platform and set the parking brake.

To raise restraint

- Pull up and move the restraint switch to the UP position and hold. Release the switch when the restraint reaches the FULL UP position.

To raise the platform

- Push the right hand platform switch to the UP position and hold. Release the switch when the platform is at floor level and the FLOOR LEVEL light turns on.
- Instruct the customer to release the wheelchair brake and proceed to the designated seating area and secure the wheelchair.

To stow lift

- Lift the guard cover on the PLATFORM UNLOCK switch. Push the PLATFORM UNLOCK switch on at the same time the left hand PLATFORM switch is pushed to the park position and hold both switches. After a time delay the platform will begin to park. Release both switches when the platform

is fully parked and the PARKED-LOCKED light comes on. Lower guard cover on the PLATFORM UNLOCK switch.

To turn power off

- Turn power switch off and lower guard cover. Close and lock control panel lid. Return key to the wheelchair lift master switch and turn to the off position.

Unloading customer in wheelchair

- Follow steps 1-7 for "Loading Customers".
- Instruct the customer to roll onto the center of the platform and set the parking brake.
- Follow steps 8-9 for "Loading Customers".
- After the customer has alighted, follow steps 11, 12 and 14 for "Loading Customers". (See Rules 7.15 & 7.16)

7.111

On-Time Performance Warranty Program ④

In an effort to build customer confidence and show that the MTA is committed to providing reliable service, customers will be allowed to ride free or at reduced fares when a bus arrives fifteen (15) or more minutes late. (See SOP 8.130)

7.112

Customer "Flash Cards" ④④④

Customers who have difficulty reading bus headsigns due to visual impairments, etc., may obtain line/route

identification cards from the Customer Relations Department. The 3" x 6" cards can be easily seen when approaching the zone.

Operators should be alert for customers who may be displaying these cards, particularly when servicing bus stops which serve more than one bus line. Every effort must be made to afford the customer ample opportunity to board the desired bus. If available, the Operator should use the exterior speaker to announce the line/route number. (See SOP 7.104)

S.O.P. • Operator/Customer Relations

Tariff Regulation

Fare Collection

8

8.100 General Statement

This section details the proper procedures used in the collection of fares and accounting for MTA revenues. These procedures may be amended or changed from time to time by Bulletins, Notices, and Special Instructions which will be made available to all Transportation Department personnel. Operators must apply these procedures while adhering to the rules in Section 8 of the Operator's Rule Book.

8.101 Fare Collection@@

Customers are requested to render the exact fare to utilize the MTA transportation services. Cash fares are payable with United States coins and currency only. All cash and token fares must be deposited directly into the bus farebox by the customer. All other forms of fare payment will be inspected for the proper validation. This includes but is not limited to monthly passes, transfers, ticket vendor machine (TVM) tickets and employee passes. (See Rule 8.05)

8.102 Fare Disagreements ☐

Operators must make a reasonable effort to collect the proper fare. Occasionally, a customer may refuse to pay a fare or may present a transfer which for one reason or another is invalid. When this occur, the Operator should politely quote the current fare or inform the customer that the transfer is invalid, explain why, and quote the new fare, whichever applies. If the customer persists in refusing to pay the proper fare, the Operator should not pursue the matter, but should submit an Unenforced Rule Report card. (See Rule 2.37, 7.06 & SOP 2.130)

8.103 Local Service

Local service lines are numbered 001 through 299. These lines service all designated bus stops from terminal to terminal on a designated route of line. No restrictions apply to this type of service. Basic fare applies to any destination on the line.

8.104 Limited Service

Limited service lines are numbered 301 through 399. These lines operate in local service until they arrive at the first designated limited stop. Generally, limited stops are at major cross streets with connecting lines. Limited stops are listed on the reverse side of the route map under "service restrictions". Limited lines do not operate on the freeways. Basic fare applies to any destination on the line.

8.105 Express Service

Express service lines are numbered 401 through 599. These lines operate in combined local and/or restricted service with portions of the route operating on the freeway or via the Busway. Distance increments will be charged based on the number of miles traveled on the freeways or Busway. Refer to the line tariff on the reverse side of the route map for appropriate fare instructions.

Certain lines operate express service during rush hours only and local for the balance of the day. When express service is operated, portions of the line will require the base fare only and portions of the line will require distance increments.

Note: Special Services lines are numbered 600 - 699

8.106 Express Increment Stamps

Customers may purchase express increment stamps to pay distance increments. These express increment stamps are affixed to the regular and the joint regular monthly passes. Only one express increment stamp may be affixed to each pass.

Example: A customer with a number one (1) increment stamp affixed to the pass, who boards a line that requires a number two (2) increment stamp, will be required to pay the difference in cash or tokens.

Customers cannot use a monthly pass in combination with a transfer for payment of express distance increments. Increment stamps are not valid for partial payment of fare on special event lines.

8.107 Zones Outside Los Angeles County

Buses traveling outside Los Angeles County will refer to individual line tariff for fares. These zones are found on the reverse side of the route map.

8.108 Printed Tariffs

Lines with fare instructions, fare check procedures and service restrictions such as express distance increment, fare limits where checks are collected, and stops where customers board or alight only, are printed on the reverse side of the route map. A route map without printed tariff indicates that the base fare and local/limited procedures apply. To identify this type of service, the words "Reverse side intentionally left blank" are printed on the front of the route map.

8.109 Monthly Passes - Los Angeles County

Current monthly passes are valid for unlimited use in Los Angeles County. The regular monthly pass is valid on all local/limited services to any destination or as base fare payment on lines with express increments in Los Angeles County.

Transfers may be issued on monthly passes at the appropriate transfer cost for transferring to municipal carriers.

Customers using monthly passes cannot alight and board the same bus to avoid paying additional fares (increments or zone charges).

Certain cities offer discounted monthly passes to residents that qualify. Senior citizens and customers with disabilities that reside in the city of Los Angeles

may qualify to use Cityride Scrip coupons toward the purchase only of a Senior or Disabled monthly pass.

There are no distance increment charges on express services when valid Senior/Disabled customer passes are used.

Note: All forms of fare media issued and honored by MTA are posted at all operating divisions.

8.110 Joint Monthly Passes

Customers who desire to utilize joint monthly services on Long Beach Transit or Foothill Transit and MTA service can purchase a joint monthly pass. These monthly passes are identified with a stamp affixed to an MTA pass. The stamp will be the same color as the monthly MTA stamp. The stamp's cost, and the letters LBT/MTA or FH/MTA is imprinted on each stamp.

Note: MTA monthly passes are not valid on Foothill Transit Zone buses. However, these passes are valid in L.A. County on lines 110/496 operated by the Inland Empire.

8.111 Student passes (Elementary, Jr. High, High School and College/ Vocational)

Student passes are intended for use by students who meet MTA requirements. Student passes are valid in Los Angeles County only. A valid student pass must bear a photo of the holder, a current monthly stamp, and the effective and expiration dates. There are no

distance increment charges on express services when valid student passes are used.

There is no reduced fare for students paying a cash fare. Additional fare may be required for special services.

8.112 Special MTA V.I.P. Passes

This special pass will be honored for travel on all MTA buses and trains. The holder of this pass will be exempt from any express increments. This pass will bear the holder's name and an expiration date.

8.113 Use of Passes on Special Events

Instructions will be given on individual special event tariffs, or by Transportation Department notices (TD).

8.114 Employee Passes ©

When presented by the person to whom it was issued, an annual MTA pass or temporary employee pass will be honored on all MTA lines, in all fare zones, during the period of time stamped on the face of the pass. Employee passes must be carried while on duty.

Operators must not abuse, nor permit their dependents to abuse passes by riding throughout more than one trip. Dependents are not allowed to ride on pull-in, pull-out or out-of- service trips. (See Rule 4.16)

8.115 Exchange of Employee Pass Privilege Between Orange County Transit Authority (OCTA) and MTA
Employee, spouse, dependent and retiree annual passes will be honored for fare to all destinations on all lines serviced by the OCTA and the MTA. OCTA passes are easily identified by the OCTA logo. The holder's photo is affixed to the pass.

8.116 Exchange of Employee Pass Privilege Between Omnitrans and MTA
Employee passes will be honored for fare to all destinations on all lines serviced by the San Bernardino bus lines (Omnitrans) and the MTA. Omnitrans employee passes are identified by the blue Omnitrans logo on a white background. The employee's photo will not be on the pass. Spouse and dependent passes are not valid.

8.117 Exchange of Employee Pass Privilege Between RTA and MTA
MTA employee passes will be honored for fare to all destinations on all lines serviced by the Riverside Transit Agency (RTA) and the MTA. RTA employee passes are identified by the RTA logo on a white background. The employee's photo will not be on the pass.

MTA employee passes will be honored for fare to all destinations on the 110 and 496 lines. Spouse and Dependent passes are not valid.

8.118 Confiscating Passes/Fare Media ☐

If an Operator suspects that a customer's pass or other fare media may be counterfeit, the Operator should make an attempt to ascertain where the pass was purchased. Politely request that the customer surrender the pass, explaining that the pass is invalid and ask the customer to contact MTA's Customer Relations Department. If the customer refuses to cooperate, the Operator should not pursue the matter or attempt to "snatch" the pass. Use good and sound judgement to prevent such matters from leading to altercations. If necessary, contact the Control Center for assistance.

Operators who suspect that an individual is in possession of, or abusing a stolen MTA employee or dependent pass, should attempt to obtain the individual's identification, request that the subject surrender the pass and contact the Human Resource Department for recovery. Again, proper discretion must be exercised in order to avoid altercations.

Upon completion of the assignment, a "Counterfeit Fare Media Incident Report", must be submitted providing the identity and other pertinent information.

8.119 Senior Citizens

Customers requesting a Senior Citizen fare for MTA services must present one (1) of the following proper identification cards. These cards must be shown to the Operator at the time the fare is paid, regardless of the method used for paying the fare.

- **Medicare Card** - This is not a photo I.D. card. Customers must be 62 years of age or older.
- **Senior Citizen Reduced Fare Permit** - This yellow card is issued by Los Angeles County. Customers must be 62 years of age or older.
- **Department of Motor Vehicles Identification Card** - Customer must be 62 years of age or older. The customer's photo is affixed to this card.
- **MTA Senior Identification Card (L.A. City)** - Customer must be 62 years of age or older. The customer's photo must be affixed to this card. Also, a current monthly stamp can be affixed to the card.
- **MTA Senior Identification Card (L.A. County)** - Customer must be 62 years of age or older. Also, a current monthly stamp can be affixed to the card.

Senior Citizen Reduced Fares do not apply on certain special events services. See individual special event tariffs for further instructions.

Note: Senior citizens boarding express buses and paying a cash fare or presenting a transfer must show the proper identification to pay the reduced cash fare and the reduced express increment charge.

8.120

Persons with Disabilities

Customers requesting a reduced disabled fare for MTA services must present one (1) of the following

proper identification cards. These cards must be shown to the Operator at the time the fare is paid, regardless of the method used for paying the fare.

- **Los Angeles County Transit Operator's Association Card (LACTOA) "DISABLED" and the "Expiration Date" must be clearly visible on the face of this laminated card. The customer's photo is affixed to this card.**
- **DMV Placard Identification Card - This is not a photo I.D. card.**
- **Medicare Card - This is not a photo I.D. card.**
- **Disabled Veteran DMV Placard (I.D. card) - This is not a photo I.D. card.**

Any current valid identification card issued by another transit agency to any person with a disability or handicap shall be honored.

Customers who are disabled and are presenting a transfer for a fare must show proper identification to retain the transfer at reduced fare. When paying a cash fare for reduced express service, the proper identification must be shown.

Disabled reduced fares do not apply on special event services. See individual special event tariffs.

Customers in wheelchairs are entitled to the reduced rate without providing a reduced fare identification card.

8.121 MTA Monetary Tickets

Strip Tickets

Strip tickets, previously sold by MTA agents, will be honored on all MTA bus lines for the printed face value toward the appropriate fare. Strip tickets are not valid on rail lines.

Ticket Vending Machine tickets (TVM)

TVM tickets are sold at all rail stations. These tickets are printed in two colors, yellow or blue. The yellow TVM tickets are valid for fare on the rail lines only. The blue TVM tickets are valid on the Rail Lines, MTA and municipal buses. Only a valid blue TVM ticket is used to transfer between MTA services and/or municipal buses. Bus Operators receiving the blue TVM tickets are to inspect the tickets expiration time, the date, and the letter indicating the type of fare paid.

R = Regular

RR = Regular (Round Trip)

E = Senior/Disabled

ER = Senior/Disabled (Round Trip)

If no further transfer is requested, the Operator will collect the blue TVM ticket and turn it in along with the other transfers received. If further transfer is required, the Operator will collect the appropriate fare and return the blue TVM ticket to the customer.

Note: TVM tickets are not to be deposited in the farebox.

8.122 Tokens

The New LA Token is accepted on MTA buses for base fare and/or toward fare increments. Any combination of tokens and cash is acceptable for fare payments.

Henry E. Huntington and MTA tokens previously sold by the Authority have the equivalent value of \$.85 credit toward the base fare or fare increments.

Tokens will not be accepted to purchase transfers.

Refunds will not be made to customers when the value of the tokens deposited in the farebox exceed the fare to be paid. In no event will tokens be redeemed for cash.

Note: MTA Olympic tokens will no longer be accepted for payment of fare.

8.123 Transfers - Los Angeles County

Customers may purchase from MTA Operators a transfer (form DD-1) which may be used to make transfers to other MTA buses, rail lines and municipal buses in Los Angeles County. This transfer is a daily dated form. Transfers will be issued only at the time the fare is paid.

The following information is on the DD-1 transfer:

- Issuing line number (Punched by the Operator)

- Expiration time (Punched by the Operator)

- ① **Optional Privileges (Punched as required by the Operator)**
- ② **Direction in which a transfer was issued (Identified by color of icons or symbols)**
- ③ **Date of issue**

Note: Customers using transfer form DD-1 to transfer from bus to rail and then back to bus will not have to pay a transfer charge for the rail to bus transfer portion of travel.

Transfer charge

The DD-1 transfer is primarily a paid ticket requiring a charge of \$.25 (\$.10 Senior / Disabled) for each use to all customers transferring between MTA, municipal buses and the rail lines.

Customers riding through terminals

On lines that have been joined together or new routes established resulting in line number changes while a bus is enroute, customers will not be required to pay a new fare or a transfer charge.

Free Transfers

DD-1 transfers are issued free of charge to customers when service has halted due to scheduling, emergencies, breakdowns or a bus change on the line. (see Line Continuation and Emergency Transfers)

Sections of the Transfer

DD-1 transfers contain two parts. The lower part contains information pertaining to the line number, time, etc., which will be described in the following pages. The upper part is a detachable coupon which has the date and factual information regarding the transfer. The coupon plays an important role in the issuing and honoring of transfers. **Paid transfers** are issued with the coupon attached. **Free transfers** are issued with the coupon detached.

Transfers Assigned Daily

Transfers are assigned to Operators on a daily basis. The amount of transfers issued to each assignment is monitored to avoid waste. An Operator who receives too many, or not enough transfers, should notify the on-duty TOS (Division) or the appropriate supervisory personnel.

Punching of Transfers

Transfers should not be punched in a manner whereby debris will litter division floors or tables.

Securing of Transfers

On buses, transfers not in immediate use are to be kept in a secure location out of the sight of the customers. Some buses are equipped with lockable boxes specifically provided for securing transfers. Operators leaving their buses must keep transfers in their possession. Operator must immediately notify the Control Center of any stolen transfers.

Turning In Transfers

At the completion of the assignment, an Operator must turn in transfers "received" and "over-punched". Those

transfers received for fare will be placed in a transfer envelope marked "received". Transfers over-punched will be placed in a separate envelope marked "over-punched". These transfers and all daily dated transfers that have not been punched must be turned in to the appropriate management representative. Operators being relieved will leave the unpunched transfers for the relief Operator.

Icons or Symbols on Transfer DD-1

Transfers will be issued to customers using the proper color graphic pattern indicating direction of travel. The paddle board will indicate the proper direction to use. The icon or symbol pattern extends vertically along the center portion of each transfer. Transfers issued for all four directions (north-south-east-west) will consist of the same icon or symbol on the day of issue. However, each date of issue, the icons or symbols will appear different. The following colors indicate the direction of issue:

- North - Red**
- South - Blue**
- East - Green**
- West - Brown**

Line Number Section

Each transfer issued must indicate the line of issue.

- A. Line numbers with one digit - punch the number in the right column.**
- B. Line numbers with two digits - punch first digit in the center column and the second digit in the right column.**

- C. Line numbers with three digits - Punch the first digit in the left column, second digit in the center column and the third digit in the right column.**

Punching the Expiration Time on the Clock

All transfers issued must be punched to indicate the expiration time by punching the "clock" on the transfer as follows:

- Numbers 1 through 12 indicate the hour.
- The inner circle (00) indicates the hour, 20 and 40 indicates minutes after the hour. The upper portion is for the AM. The lower portion (shaded) is for the PM.
- In the center of the clock the ND indicates the next day. Previous day's transfers that are punched from 12:01 AM to 6:00 AM must be punched in the "ND "next day section. All transfers punched after 6:00 AM must show the current day's date.

Far Terminal

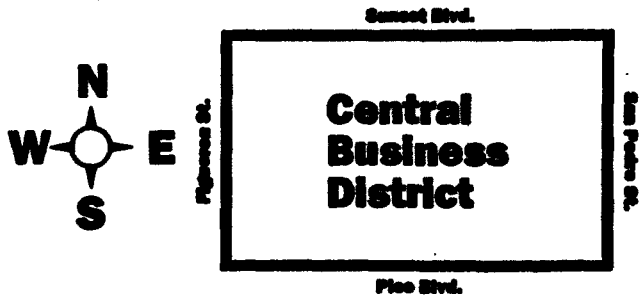
On lines that do not operate through, or terminate in or just outside of the Central Business District (CBD), Operators will add 1 hour to the scheduled arrival time of the far terminal. When necessary move time forward to the next time interval. (Example: The scheduled arrival time is 3:21 PM. Adding 1 hour to 3:21 PM is 4:21 PM, moving time forward to next time interval, the transfer expiration time is now 4:40 PM).

Using CBD Boundary and Far Terminal

On lines that operate into and through the CBD, Operators will use two sets of transfers. The first set of transfers will use the time point nearest to the CBD boundary, adding 1 hour to this time or when necessary adjusting the time forward to the next time interval. Upon entering the CBD, Operators will start issuing the second set of transfers based on the scheduled arrival time at the far terminal, adding 1 hour to this time or/ when necessary, adjusting time forward to the next time interval.

Customers who purchased a transfer prior to entering the CBD and have continued their travel through the CBD, will be entitled to a transfer punched for the far terminal scheduled arrival time. This means, if the customer requests more time, issue one of the second set of transfers punched and lift the first one issued with the coupon still attached

Operators whose terminals are beyond the Los Angeles County line will use the time point nearest to the county line to determine the time to be punched. Where Los Angeles County line fares extend into



adjacent counties, Operators will use the terminal arrival time.

When properly punched, transfers will expire not less than one (1) hour and no more than one hour and twenty minutes (1hr. 20 min.) after the scheduled arrival time at the designated time point or terminal.

Honoring Transfers

Transfers will be honored for the appropriate base fare only (Regular or Senior/Disabled) when presented within the time limit indicated on the transfer.

Stopovers

Customers in Los Angeles County will be allowed to alight and board MTA buses and Rail lines at any stop with a valid DD-1 transfer, except in the reverse direction on the line of issue.

Reversing Direction

Transfers will not be honored in the reverse direction on the line of issue nor on alternate route numbers of the same line.

Exceptions:

- At junctions of a line where customers must reverse direction to arrive at their destination; and
- On "U" shaped lines where customers must transfer from one leg of the line to another.

Customers using transfers

Customers can use their transfers until time has expired. Upon receiving transfers, Operators will inspect the transfers for the valid date, expiration time, line

number and direction of issue. If no further transfer is requested, lift the transfer. If the customer requests further transfer, the Operator will:

- Detach the coupon and collect \$.25 (\$.10 Senior/Disabled);
- If the coupon has been detached, punch the #1 in the 1x section and collect \$.25 (\$.10 Senior/Disabled);
- If the #1 has been punched, punch the #2 in the 2x section and collect \$.25 (\$.10 Senior/Disabled);
- If the #2 has been punched, punch the #3 in the 3x section and collect \$.25 (\$.10 Senior/Disabled);
- If the #1, #2 and #3 have been punched, punch the x in the 1x section and collect \$.25 (\$.10 Senior/Disabled);
- If the x in the 1x has been punched, punch the x in the 2x section and collect \$.25 (\$.10 Senior/Disabled); or
- If the x in the 2x has been punched, punch the x in the 3x section and collect \$.25 (\$.10 Senior/Disabled).

Should a customer present a transfer where all these sections have been punched with time remaining, and the customer needs to transfer again, the Operator will return the transfer to the customer, and collect \$.25 (\$.10 Senior/Disabled).

Expired Transfers

Transfers must always be lifted when the time has expired or when the customer does not request further use. To assure proper passage for customers who may be traveling on lines with one hour or more headway, transfers will be honored on the first connecting bus after the time has expired.

Transfer options A and B sections

These sections may be used to permit special procedures on a line. See individual tariffs for specific instructions.

Line Continuation Transfers

Under the following conditions, line continuation transfers shall be issued at no charge with the coupon attached and LC punched:

- At short line terminal/turnaround loops, when customers must alight and board through buses to their destination;

- In the event of a breakdown where customers must alight and board next the scheduled bus to continue to their destination;

- At El Monte Busway Station, when busway buses terminate (shortline) during non-peak hours. (Transfers will be honored at the station only for trips in the same direction on inbound-to-inbound and outbound-to-outbound and for not more than the base fare. Express increments, when necessary, must be collected on connecting lines.);

- On express shortline buses, when customers have boarded express shortline buses and mistakenly paid express increments, (Operators will issue a (LC) free transfer with coupon detached. Punch LC and a second punch mark on the #1,#2,or #3 section indicating the number of increment paid. This transfer is honored at short line terminal only.); and
- When transferring from local to limited or limited to local (on certain lines where local buses operate on the same streets as limited buses, Operators will issue (LC) free transfers (coupon detached) as follows: from local to limited: Issue this (LC) free transfer with the [to local] section punched. These transfer will be honored between limited and local buses of the same line only (example 20-21-22/ 320-322) and only in the same direction of travel.);

Note: All LC transfers must be lifted.

Emergency Transfers (EM)

Emergency situations may arise requiring the need for a free emergency (EM) transfer. Operators will issue a free transfer with the coupon detached and the (EM) punched under the following conditions:

- **Alternate Route:** On a line which has more than one route and a customer boards a bus routed alternate to the correct destination, punch EM once.
- **Wrong bus:** When customers mistakenly board a bus and pay the fare before discovering they are on the wrong bus, punch EM once.

- **Passed Stop:** When customers have been carried beyond their intended stop and wish to return to their original destination, punch EM once.
- **Return to Junction:** When customers mistakenly board the wrong leg of the line and ride beyond a junction to which they wish to return, double punch the EM section. The Operator receiving this transfer in the reverse direction will punch the star and return the transfer to the customer, honoring this transfer back to the junction of the line. Operator receiving this transfer at the junction will honor and lift the transfer.

Operator honoring emergency transfers must lift them immediately upon receipt. Emergency transfers will not be honored after the expiration date.

Paid Emergency Transfers

Paid transfers may be punched emergency. If the Operator finds it necessary to issue an emergency transfers and a customer has purchased a paid transfer, the Operator will punch the EM section and leave the coupon attached. If the coupon has been removed, the Operator will punch the EM section and punch the MTA logo. This will indicate to the Operator receiving this transfer that it was a paid transfer. The receiving Operator will lift the paid transfer and upon request, issue a regular paid transfer free of charge with the coupon attached.

Double Star - Reserved for future use.

To Rail/To Bus - Reserved for future use.

Sold On Pass - Customers with monthly passes and MTA employee and dependent(s) can present their passes to purchase transfers (Form DD-1) for the appropriate fare for transfer to municipal carriers. Operators will punch the [sold on pass] section once.

Transfers punched in this section will not be valid on Authority buses or Rail lines.

Emergency Transfer Form E-1

Occasionally, when an Operator's supply of daily dated transfers is exhausted, lost or stolen, form E-1 Emergency Transfers are issued by the TOS (Vehicle Operations). These transfers are to be punched in the same manner as Form DD-1; however, the direction, month, date and day of the week must also be punched.

8.124 Transfers to/from Municipal Carriers in Los Angeles County

Transfer Form DD-1 may be used by customers wishing to transfer to municipal carriers that have interagency transfer agreements with the MTA.

Municipal carriers in agreement with the MTA will issue transfer Form TLAC-5 to customers wishing to transfer to MTA buses, and rail lines. These transfers will be punched to indicate the date, issuing agency, direction and the coupon is torn off or punched to indicate the expiration time.

Operators will honor TLAC-5 transfers for the base fare (\$1.10 Regular - \$.45 Senior/Disabled) towards the applicable one-way fare to the customer's destination. Operators will lift all TLAC-5 transfers immedi-

ately upon receipt. If further transfer is requested, collect \$.25 Regular (\$.10 Senior/Disabled) and issue a regular DD-1 paid transfer with the coupon attached.

Purple color stripe extends across the TLAC-5 transfer covering the twelve (12) months of the year.

Additional municipal and public carriers will be identified by Transportation Department Notice as transfer agreements are reached.

Note: See the last page of SOP section 8 for a list of municipal and public carriers that have interagency transfer agreements with the MTA.

8.125 Identification Checks - Issuing ③

Fare checks identify the number of express increments or zones paid. Checks will be issued on all types of fares, i.e. cash, monthly passes, Senior/Disabled etc. Operators must use the proper color fare checks as indicated by the individual line tariffs (See reverse side of route map).

The day of the week must be punched on each check issued. (See Rule 2.13)

8.126 Identification Checks - Collecting ③

Operators will stop their buses at locations as designated on the reverse side of the route map and collect/inspect fare checks. Overrides/Fare payments collected during ID checks must be deposited in the fare box by the customers. (See Rule 2.13)

8.127 Children Under the Age of Five Years

Children under the age of five (5) years will not be transported unless accompanied by a parent or guardian. For each MTA established fare paid by a parent or guardian, a maximum of two (2) children under the age of five (5) years may be transported free of charge.

Example: One (1) adult fare, two (2) children; two (2) adult fares, four (4) children; etc.

Note: Minors who are required to pay a fare because of the above limitation, do not qualify as having paid an adult fare for the purpose of transporting additional children under the age of five.

8.128 Transportation of Customers with Visual Impairments

The following customers will be carried to any destination MTA services at no charge:

- Persons carrying white canes or traveling with service animals;
- Persons presenting valid Braille Legally Blind cards; and
- Persons presenting Braille Institute Student Identification cards.

8.129 Public Law Enforcement and Traffic Control Officers
Law enforcement officers of local police agencies, marshals, sheriffs and traffic control officers may ride MTA buses and rail lines at no charge under the following conditions:

- ① Officers must be in full uniform. (No further identification is required.)
- ② When non-uniformed officers present an MTA Police Officer Transportation Pass. (This pass is red and white and bears the picture of the holder.)

Note: MTA Police Officer Transportation passes are invalid on Park/Ride buses.

- ③ When non-uniformed Transit Police employees present a Civilian Transit Police Employee identification card. (This card is blue and white and bears a picture of the holder. Also on this card is the employees name, position, date of employment, employees signature and other pertinent information.); and
- ④ When Traffic Control Officers, in full uniform and wearing their cap piece board in the area bounded by Washington Blvd. on the south, Sunset Blvd. on the north, Alameda St. on the east and Figueroa St. on the west. (This applies only between the hours of 7:00 A.M. to 6:30 P.M. daily, except Sundays and holidays.)

8.130 On-Time Performance Warranty ©

The purpose of this program is to build customer confidence and to show that MTA is committed to providing reliable service. Customers may ride free or have their fare refunded when a bus arrives at the boarding location 15 or more minutes late.

Customers using monthly passes - will be issued On-Time Warranty cards having 40 spaces for punch marks. When a bus arrives late and the customers presents the card, the Operator shall place a punch mark in the next available box. (Only one punch mark per boarding.) Customers will receive a prorated discount based on the amount of punch marks on their card. This discount will be applied towards the purchase of their next monthly pass.

Customers requesting a refund - will be issued an On-Time Warranty card. The Operator will not punch this card unless the customer boarded with a transfer.

The refund can be obtained by either calling the phone number on the card, by mailing the card to the MTA, or by visiting a Customer Center.

Customers boarding with cash or token - may ride for free upon request, including any express charges that apply.

The free ride does not include transfers or any county charges other than L.A. County. If a transfer is requested, collect the appropriate transfer charge.

Customers boarding with a transfer - wanting to transfer to another bus, will be issued a new transfer (DD-1) free of charge and the old transfer will be lifted.

If the customer does not intend to transfer again, collect the transfer and, upon request, issue an On-Time Warranty card. When issuing these cards for a transfer rider, punch the Transfer Validation box on the card.

Do not collect any express charges that apply to riding on the bus. Collect any other zone charges that apply.

Do not get involved in any disputes with the customers as to whether or not the bus is late. The customer is always right. Let the customer ride for free and, if necessary, issue an On-Time Warranty card. (See SOP 7.111)

8.131 Refund Receipts

The Refund Receipt is a three part form (original and two copies) printed on NCR paper. The original is white: the first copy is yellow, and the second copy is pink. On the reverse side of the (white) original are instructions to customers on the procedure for obtaining a refund. Refund receipts will not be issued for amounts less than five (5) cents or greater than five (5) dollars. There are two instances in which a customer is entitled to a refund:

- ① Customers who are unable to provide the correct change for their fare; and**

● **Customers who mistakenly deposit excess fare.**

Refund receipts will be issued at time overpayment is noted. Before handing the receipt to the customer to fill out, be certain that the form has an original and two copies.

Note: It is not permissible to make fare refunds by failing to register fares from other customers.

Customers requesting refunds shall be requested to fill out a Refund Receipt and furnish their name, address, zip code, telephone number and date and return the form to the Operator. Operators will then enter their line number, bus run number, division number, farebox number, vault number, bus number, badge number and name in the appropriate spaces.

The Operator must indicate the amount of refund by punching the numbers on the receipt in the Dollars, Tens and Units columns. For example; if the customer is due a refund of 66 cents, the Operator must punch "No" in the Dollars column, "60" in the Ten column, and "6" in the Units column. Failure to do this will make the receipt invalid.

Once the form is completed, the Operator will issue the top (white) to the customer. The remaining copies will be retained by the Operator and turned in along with a miscellaneous report to the appropriate management representative upon completion of the assignment.

If an error on a refund receipt is made prior to issue, the Operator should keep the receipt intact, mark it void and turn it in to the appropriate management

representative with a miscellaneous. The serial number of the receipt should be entered in the proper place on the Operator's Daily Report and marked void.

If an error on a refund receipt is discovered after it is issued, a Miscellaneous Report to the Division Manager must be turned in explaining the error.

Refund receipts bear a serial number in the upper right hand corner. This serial number is very important for control and accounting purposes. Serial numbers of receipts issued must be entered on the proper line of the Operator's Daily Report Card.

Operators are originally issued a supply of five (5) Refund Receipts. These receipts are a part of the supplies which must be in their possession when reporting for duty. Operators who have less than two (2) in their possession must submit a Miscellaneous Report to the Division Manager requesting a new supply.

Refund receipts discovered lost or stolen must be reported immediately to the division manager on a Miscellaneous Report. When this report is received, the supply of receipts will be replenished. If the receipts are recovered they must not be used; they must be turned into the appropriate management representative with a miscellaneous.

Note: Refund receipts will not be accepted for fare or partial payment of the fare.

Refunds over \$5.00

The following procedure is to be followed when a bill larger than \$5.00 is mistakenly deposited into the farebox.

Notify the Control Center immediately giving the denomination of the currency deposited and the amount of refund due along with the customers name, address, telephone number, farebox number, vault number, bus number, line number and bus run number. The Control Center will then notify the Cash Counting Department. When the vault is examined and the currency claimed to have been deposited is verified, a check will be mailed to the party requesting the refund. The Operator must submit a Miscellaneous Report to the Division Manager, explaining the circumstance and include the information given to the Control Center.

8.132 MTA Operation in Orange County - Tariff

Orange County Transit Authority (OCTA) has adopted an off - peak period fare structure for Senior Citizens/ Disabled. Peak hours, during which a greater cash fare will be collected, are between 6:00 A.M. to 9:00 A.M. and 3:00 P.M. to 6:00 P.M. Peak period fares apply week days only, except holidays.

Peak period fare collection

Peak period fares will be collected from customers whose origin and destination are solely within Orange County. Operators will begin collecting peak period fares at the first time point after the county line. Operators will stop collecting peak hour fares at the last time point before the end of the peak hour period and upon reaching the county line. Operators running late at the beginning of peak periods should collect fares based on the scheduled time points. Operators running late at the end of peak periods should stop collecting peak

period fares when the end of the peak period has passed.

Customers boarding in Los Angeles County whose destination is in Orange County will pay the off - peak fares.

Student fares

Orange County Transit Authority tariff does not provide for a student cash fare. Students providing the proper identification are permitted to purchase an Orange County Discount Local Pass. This pass is good for fare in Orange County on MTA buses.

Transfers

Customers requesting a transfer for use in Orange County will be issued transfer Form AA-1. This transfer will be issued for \$.05 and will be good to any destination within Orange County.

AA-1 transfers will be honored by both MTA and Orange County lines. Orange County Operators will use their regular "In House" transfer which will be honored by MTA Operators to the county line or zone limit. AA-1 transfers will not be issued to customers paying the fare with a monthly pass (See individual line tariffs for any exceptions).

AA-1 transfers are to be issued at the time fare is paid and will be punched to indicate issuing line, month, date, direction and expiration time. Time to be punched on transfers is to allow not less than one hour and forty minutes nor more than two hours beyond the arrival time at the far scheduled terminal or on buses leaving the county, the time point nearest the Orange County line.

AA-1 and Orange County transfers will be honored at connecting points only. AA-1 transfers are not good back on the line of issue in any direction. A valid Orange County transfer will, on request, be returned to the customer. Operator must account for the ride by punching first the 1X, if available, or the 2X. If both 1X and 2X are punched, accept and collect the transfer. Orange County buses operating in Los Angeles County will issue TLAC-5 transfers to customers wishing to transfer to MTA buses or trains within Los Angeles County. (See Transfer Section for details).

Interagency transfer I.D. punch marks	
Carrier	ID Punch
Culver City	CC
Gardena	GBL
Montebello	MBL
Norwalk	NT
Santa Monica	SMMBL
Torrance	TT
Simi Valley Transit	A-1
County of L.A. (Santa Clara Valley) (Altadena Shuttle) (West Hollywood Shuttle)	A-2
City of L.A. (Fairfax Trolley)	A-3
La Mirada Dial-a-Ride	A-4
Rancho Palos Verdes	A-5
Pomona Valley Transportation Authority (Valley Connection) (San Dimas Dial-A Ride) (Get About Transit)	A-7
City of Bellflower	B-1
City of L.A. (Encino Park-and-Ride)	B-2
Thousand Oaks Transit	B-3
City of Paramount	B-4
Carson Circuit Bus System	B-5
City of Glendora	B-6
Foothill Transit Zone	B-7
Orange County Transit District	C-1
County of L.A. (Antelope Valley)	C-2
Whittier Transit	C-3
City of Covina	C-4
Redondo Beach (The Wave Dial-A-Ride)	C-5
Omnitrans	C-6
Torrance (MAX System)	G-7

Two-Way Radio Operation

9

9.100 General Statement

This section contains specific guidelines for the proper use of the General Electric (GE) Two-Way Radio and Digital Communications System. This system was installed primarily to provide rapid response in emergency situations in order to protect the Operators, customers and MTA property. In addition, it serves as a means to report other situations which may affect normal service operations.

In order to make the most efficient use of this valuable tool, Operators must read, understand and properly apply all rules governing the use of the system.

9.101 Radio Use ©

Bus Operations Control Center transmissions are routinely monitored by MTA Operations and support staff personnel as well as public safety agencies, regulatory authorities and news media personnel. It is of the utmost importance that messages be transmitted in a concise, courteous and businesslike manner. Prepare messages in advance and keep them as brief as possible. Air time is valuable and must be conserved. (See Rule 9.01 & 9.05)

9.102 Preparing the G.E. Radio for Use ③

In order to insure that the radio is properly prepared for use, the Operator must perform the following steps:

- Observe that the green (PWR) light on the control head is illuminated indicating that the radio has power. If the green light isn't illuminated, insure that the key operated switch is in the "on" position. Notify the Maintenance Department or the Control Center if the radio doesn't have power or is defective.

Note: The volume control is pre-set so that it cannot be reduced below a pre-determined level. The Operator should keep the volume adjusted so that it can be easily heard, but is not so loud that it will annoy the customers.

- Set the frequency selector switch to the channel assigned to the line being worked. (Channel assignments are posted in the trainroom at each division.)

Note: Prior to pulling-out or making relief, Operators must check the bulletin board for temporary channel reassignments. Operators being relieved enroute, should inform the relief Operator of any temporary changes issued via Code 1 broadcasts. (See Rule 9.03)

9.103 System Use ☐

Before using the system, the Operator should determine whether the message is of a routine or emergency nature. Then follow these steps:

- ① If the message is of a routine nature, press the "REQ" (request to talk) button on the control head once, then release it immediately. If the message is of an emergency nature, press the "PRI" (priority) button on the control head once, then release it immediately.

Note: It is impossible to list all occurrences which would qualify as a "priority call". Operators must exercise sound judgement in all cases. Some instances are:

- A. To report an accident with extensive property damage and/or serious injuries;
- B. To report yourself, another Operators' or customers' illness to the extent that an ambulance is needed;
- C. To report blockades which may affect service;
- D. To report having accidentally activated the Silent Alarm System (SAS);
- E. To report having observed a bus with flashing marker lights or "EMERGENCY, PLEASE CALL POLICE" in the headsign. (Note the correct bus number, location, direction, and if possible the line and bus run numbers.);

- F. To report a situation which caused the activation of the Silent Alarm System (SAS); and**
- G. To report that the Transit Police (TP) need assistance;**
- **After pressing the proper button on the control head, observe that the "ACK" (acknowledge) light illuminates within one minute. When the light comes on, it is an indication that the Control Center has received the request to talk and the call will be answered in the order in which it was received. (Priority calls will of course be answered within seconds). If the "ACK" light fails to illuminate after one minute, press the button ONCE again and wait one additional minute. If the "ACK" light fails to illuminate, pick up the handset and listen. If there is no conversation or busy signal, firmly depress the "push to talk" (PTT) button on the handset, wait two seconds then verbally give the line and paddle numbers followed by "to control". (Example: "Line 20, Bus Run 4 to control")**
- **When the "ACK" light comes on, wait to receive a beep tone on the radio which indicates that the BOCC is ready to talk. Upon receipt of the beep tone remove the handset from the cradle, firmly depress the PTT button on the handset, wait two seconds and transmit. Since the bus number, line and bus run numbers have been identified (entered in the Computer Aided Dispatch (CAD) system), start the conversation by giving the badge number, location and direction; then state the reason for calling. Be specific and concise. Use applicable**

codes whenever possible. Let the Dispatcher ask the questions.

- In order to hear the Dispatcher, release the "PTT" button and listen through the handset. Remember, wait two seconds each time after pressing the "PTT" button before speaking, or the first part of the transmission will be lost. When speaking use a moderate tone of voice, keep the "PTT" button firmly depressed and speak slowly and distinctly in order to avoid the need to repeat portions of the message.

- When the conversation with the Dispatcher has been completed, place the handset back into the cradle, pressing it down firmly, but gently, to avoid damage to the holder unit.

The red transmit (TX) light on the control head will glow whenever the "PTT" button is depressed. If this light remains on after the "PTT" button is released, replace the handset in the cradle and notify the Control Center of the problem as soon as possible by telephone or the radio on another bus. If left uncorrected this malfunction will cause the frequency to which the radio is set to become disabled.

Messages may be received and/or transmitted while the bus is in motion provided it is safe to do so. When necessary, wait until conditions are such that it is safe to call or answer the Control Center.

9.104 Calls from the Control Center ☐

The Control Center has the capability of calling all Operators at the same time or any one Operator individually.

When a TOS in the Control Center wishes to call all Operators, a voice transmission is used. All buses which have the frequency selector switch set to the channel over which the transmission is sent, will hear the call over the bus radio speaker. Termed "All Calls" such messages are generally sent to provide information; therefore, no response is required. Examples of "All Call" messages are:

- To announce the correct time (normally done at 30 minute intervals);
- To announce a "General Alert" (Code 1, detour, hazard, etc.);
- To alert Operators that a "Code 9" (Digital Communications down (voice only) .

When a TOS in the Control Center calls an individual Operator, a "beep" tone is transmitted to the bus. Upon hearing the tone, the Operator should remove the handset from the cradle, firmly depress the "PTT" button, wait two seconds, then acknowledge the call by voice; giving the correct badge number, location and direction. If after a reasonable amount of time the Operator has not answered the call, the TOS in the Control Center may initiate contact by voice over the bus speaker (i.e., "Control to Line 20, Bus Run 4"). Operators should respond to such calls in the same manner as they would to a "beep" tone.

9.105 Radio Codes ☺☺

Certain radio codes have been adopted in order to prevent loss of time and/or confusion in radio communication. These codes are to be used whenever possible. They have been divided into six categories: (See Rule 9.05)

Emergency Codes

Code 1 - General alert. (Transmitted from Control Center only)

Code 2 - Serious accident. (Police and ambulance needed)

Code 3 - Crime emergency. (Transmitted only when safe)

Code 5 - Community emergency. (MTA not involved; i.e., fire, serious accident, etc.)

Code 6 - Transit Police need assistance.

Code 9 - Digital System down, voice transmissions only. (Transmitted from Control Center only).

A "Code 9" message will be broadcasted whenever a problem exists with the G.E. Radio Digital Communication System. When a "Code 9" is in effect the "REQ", "PRI" and "SAS" functions should be considered inoperable. Contact can be made by voice only. To place a radio call to Control Center when a "Code 9" exists, the Operator should remove the handset from the cradle and listen for conversation. If there is no conversation depress the "PTT" button, wait two

S.O.P. • Two-way Radio Operation

seconds, then verbally state the badge, bus, line and bus run number. If after a 10 second period no response is received, repeat the procedure. If no contact can be made via the radio, use the first available telephone.

Emergency codes

996T: Bomb Threat. Limited Radio Transmissions.

10- 3: Stop transmitting/emergency traffic only

Opening, Closing, and General Codes

10- 4: Message Acknowledged

10-11: In Service

10-13: Repeat message

10-18: Call by telephone

10-19: Time check

10-20: What is your location

Mechanical Codes

10-21: B.O. Farebox

10-22: B.O. Equipment

10-24: Employee stop at Operator's platform

Light Rail

10-25: Dirty vehicle

10-26: Graffiti at stated location

10-29: B.O. Radio

Service and Routing Codes

10-31: Blockade or unusual condition

10-32: Fire at stated location

10-37: Blockade or problem cleared

Schedule Codes

- 10-40: How do you read this transmission!
- 10-41: Operating over 10 minutes late
- 10-42: Radio signal good
- 10-43: Passenger overload
- 10-48: Flood at stated location

Miscellaneous Codes

- 10-52: Lost passenger
- 10-53: Missile struck vehicle
- 10-54: Sick passenger
- 10-55: Sick Operator
- 10-56: Damage assessment
- 10-57: Marijuana smokers
- 10-58: Drug/Alcohol screen
- 10-59: Wheelchair/Disabled customer activity
- 10-71: Collision of an MTA vehicle and a object
- 10-70: On Board Accident/Fall
- 10-72: Collision of an MTA vehicle and a pedestrian
- 10-73: Collision of an MTA vehicle and another vehicle
- 10-74: Collision of MTA vehicles
- 10-75: Derailment
- 10-390: Intoxicated passenger

Customer Misconduct Codes:

- 51-50 Strange Behavior
- 415 Verbal – Disruptive (argumentative)
- 415 Physical – Disruptive (fighting)
- 594 Vandalism (graffiti, etching, etc.)
- 640 A – Fare evasion
- 640 B – Misuse of transfer or pass
- 640 C – Playing radio or sound equipment

640 D – Smoking, eating or drinking

640 E – Expectorating

The Phonetic Alphabet is used in conjunction with the standard codes currently in use to facilitate communication when it becomes necessary to refer to the spelling of street names or letters on license plates, etc.

Phonetic Alphabet

A – Adam

B – Baker

C – Charles

D – David

E – Edward

F – Frank

G – George

H – Henry

I – Ida

J – John

K – King

L – Lincoln

M – Mary

N – Nora

O – Ocean

P – Paul

Q – Queen

R – Robert

S – Sam

T – Tom

U – Union

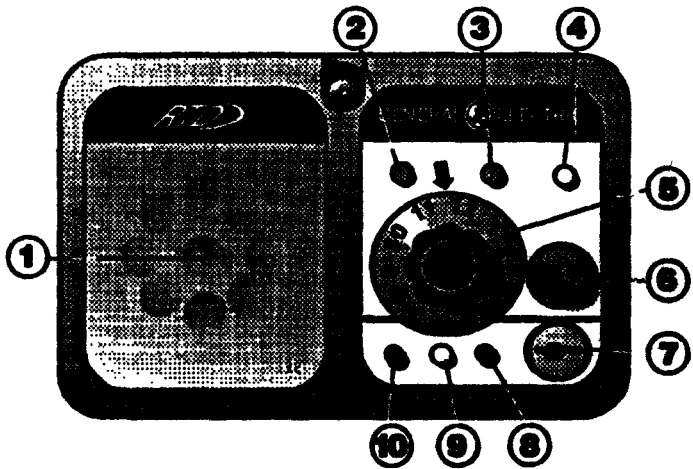
V – Victor

X – X-ray

Y – Young

Z – Zebra

The G.E. Radio Control Head



Parts of the radio

- ① Speaker
- ② Red TX light
- ③ Green PWR light
- ④ Yellow Silent Alarm ACK light
- ⑤ Radio channel selector
- ⑥ Volume control
- ⑦ Key operated on/off switch
- ⑧ Priority PRI button
- ⑨ Yellow ACK light
- ⑩ Request to talk button

S.O.P. • Two-way Radio Operation

Silent Alarm System

10

10.100 General Statement ☐

This section contains procedures which must be followed when it becomes necessary to activate the Silent Alarm System (SAS).

It is always best to use the priority (PRI) in any situation which requires an urgent response. Inform the Control Center that you have a "Code 3" (Crime Emergency) whenever it is safe to do so. This allows for the fastest possible response time since the nature of the problem and the exact location can be communicated. When the Silent Alarm Function is employed, supervisory and law enforcement are dispatched to look for the bus according to its schedule and all communication with the bus is cut off unless initiated by the Operator. *Voice contact should always be made when it is safe to do so.*

10.101 Alarm Activation ☐

All MTA buses are equipped with a Silent Alarm System (SAS). An Operator may activate the system by use of a two-way toggle switch located on the control panel. The first position causes the bus' marker lights to flash and trigger a code in the head sign, causing it to read "EMERGENCY PLEASE CALL POLICE". The second position fully activates the system and, in addition to the above, sends a silent radio

alarms signal to the Control Center. This signal identifies the bus number, line and paddle number. The Control Center then initiates crime response tactics. ***In order for the Control Center to be aware of your need for emergency assistance, this switch must be pushed up to this foremost position.***

Once an "SAS" signal has been activated, communication from BOCC is cut off. In order to re-establish radio contact the Operator *must* activate the "PRI" request to talk button on the radio control head to initiate contact. (This must be done only after the danger to the Operator and customers has passed).

10.102 Silent Alarm Indicator ☐

When the "SAS" is activated an indicator light located on the upper right corner of the radio control head will illuminate. This gives indication that the alarm has been received by the Control Center.

10.103 Procedure to Follow When Danger Remains On Bus ☐

Operators must be mindful of their safety and that of their customers at all times. During a crime emergency, it is important to remain calm, retain composure and not over react. Abide by the wishes of the offender. Without drawing attention, observe the suspect(s) as closely as possible. Pay particular attention to the physical features, manner of dress, and mode of operation. Make note of any weapons.

If possible, continue routine operation and when conditions permit, come to a safe stop, open the doors and allow customers who wish to alight to do so. If it can

be done safely, activate the "PRI" feature and advise the Control Center of the location and nature of the problem.

10.104 Procedure to Follow When Danger Has Passed ☺☺

It is of the utmost importance for Operators to remember that once an "SAS" signal has been received, the Control Center will continue sending help until given the "all clear". Transit Police, local police and sometimes police air units will continue to search for the bus until it is known that the situation is resolved. ***Operators must notify the Control Center immediately after the danger has passed.***

Come to a safe stop as soon as possible and contact the Control Center by activating the "PRI" feature to reestablish radio communications. Provide an account of what occurred along with an accurate description increases and expedites the chances of the apprehension of the suspect(s).

Once law enforcement official have arrived and completed their investigation, if there are no MTA supervisory personnel at the scene, the Operator must contact the Control Center for further instructions. (See Rule 10.02 and SOP 2.128)

El Monte Busway Procedures

11

11.100 General Statement

This section details the proper procedures to be followed while operating or encountering problems on the busway lane between El Monte Station and Union Station.

11.101 Busway Speed

While buses should be operated on time whenever possible, at no time shall safety be sacrificed for schedule. Operators should be mindful of changing conditions such as weather, traffic flow, merging autos, etc., and adjust speed and following distance accordingly. (See Rules 11.01, 11.02 & 11.03)

11.102 Pylons - Reflector Signs / Diamond Lane Markings

Installed vertically on the top of the jersey divider between the Long Beach Freeway (710) and El Monte Busway Station are oblong reflectors. Most of them are spaced two-tenths ($\frac{2}{10}$) of a mile apart (approximately 1000 feet). Operators can use them in judging following distance.

Diamond lane markings are spaced one-tenth ($\frac{1}{10}$) of a mile apart (approximately 500 feet), and can also be used by Operators to judge following distance.

11.103 Inoperable Buses ☐☐

Should a bus become disabled in either direction between the Long Beach Freeway (710) and the Gibson Tunnel, the Operator should stop the bus parallel within the emergency stopping area on the rightside of the busway. Customers must be instructed to remain seated.

Should a bus become inoperable in either direction between the Long Beach Freeway (710) and Alameda Street, the Operator should stop the bus in the right lane, three (3) feet from and parallel with the jersey divider (to the right of the Busway lane). (See Rule 11.09)

11.104 Emergency Transferring of Customers on the Busway Lane ☐

If directed to stop by a CHP officer or MTA supervisory personnel for a transfer move in either direction between the Long Beach Freeway (710) and the Gibson Tunnel, the Operator of the rescue bus must operate into the emergency stopping area from the number one (1) lane. An oblique left turn must then be made so that the bus will be stopped in an angular position thirty (30) feet behind the disabled bus. (see Fig 11-1)

Operator of the disabled bus will then instruct customers to exit via the rear door on buses so equipped. The Operator should stand outside the rear

Emergency customer transfers on the Busway

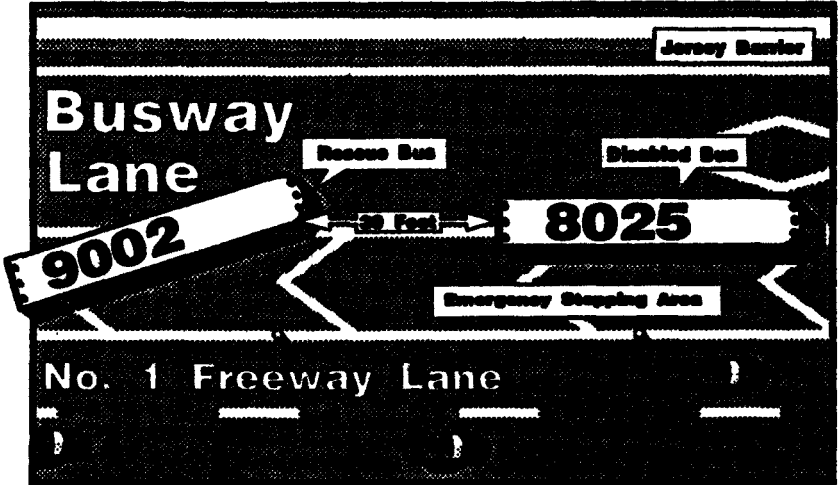


Fig 11-1

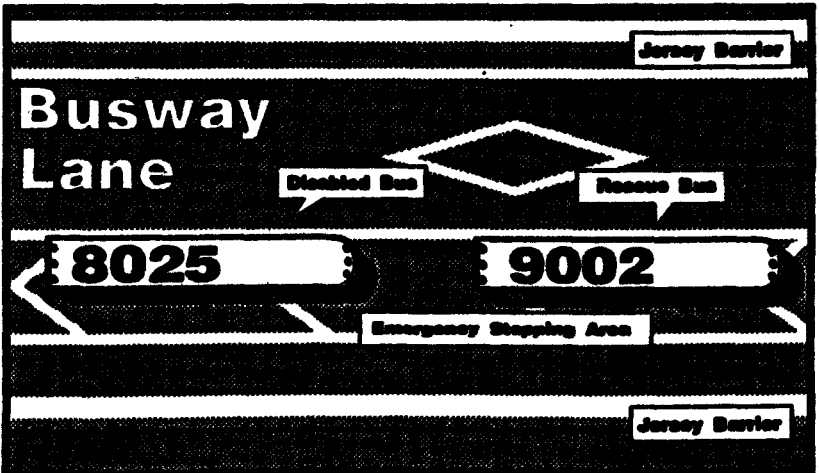


Fig 11-2

door, directing customers to walk as closely as possible to the right side of the bus and board the rescue bus through the front door. Operator of the rescue bus will stand outside the front door and assist customers.

CAUTION: At no time will customers be permitted to occupy any portion of the number one (1) freeway lane. Extreme caution should be exercised in a transfer movement.

For transfer in either direction between the Long Beach Freeway (710) and Alameda Street, the Operator of the rescue bus will pull in front, three (3) feet from and parallel with the jersey divider. (see Fig 11-2)

Operator of the disabled bus will stand by the front door and direct customers to walk along the right side of the bus and board the rescue bus through the front door. The Operator of the rescue bus should be positioned outside the front door entrance and assist boarding customers. At no time will customers be permitted to occupy any portion of the Busway Lane.

11.105 Busway/Rail Station Elevator problems ☐☑

In the event of elevator failure at one of the busway or rail stations, the Control Center will issue a "Code 1" broadcast informing Operators of the problem. Operators should inform customers using wheelchairs who wish to alight at a location at which the elevator is inoperable, that alternate service is available as follows:

General Hospital Station

If at the General Hospital Station, allow the customer to continue to a point at which a transfer to a local bus which services the hospital at street level can be made.

Cal State Station

It would be highly unlikely for both elevators at Cal State to be inoperable at the same time. Therefore, if the westbound elevator is out of order, advise the customer to continue westbound and alight at the County Hospital Station. Any eastbound busway bus may then be boarded to alight at Cal State to gain access to the elevator.

If the eastbound elevator is out of order, advise the customer to continue eastbound and alight at El Monte Station. Any westbound busway bus may then be boarded to alight at Cal State to gain access to the elevator.

County Hospital Station

Customers traveling eastbound from the CBD should be advised to use local service (Line 70/71) to County Hospital.

Customers aboard westbound busway buses should be advised to continue westbound, alight at Spring and Temple and board line 70/71 eastbound to County Hospital. (Local Line 70 service is also available from El Monte Station.)

El Monte Station

In the event the elevator at El Monte Station is out of order, customers using wheelchair may be boarded and/or discharged at the emergency bus pads located

along the station roadway (westbound - just prior to the right turn onto the station ramp and eastbound - just after the left turn from the ramp).

In all cases of elevator failure, disabled customers should be advised of the alternative services available and be allowed to make the decision as to how they wish to proceed.

Emergency Procedures

12

12.100 General Statement

This section outlines basic procedures Operators can employ in order to protect themselves and MTA customers in the event a situation should arise which presents a significant risk to the preservation life and defense of property. Above all, when emergency situations arise Operators must remain calm, be mindful of safety, and exercise good judgement and common sense.

12.101 Remaining at Work ☐

As a condition of employment, as public employees all MTA personnel are governed by the Disaster Service Worker Law. Under California law all MTA employees are designated as disaster service workers in the event of a natural, manmade, or war-caused emergency which results in a state of emergency declaration. During such state of emergency, all MTA employees are subject to disaster activities as may be assigned to them by their supervisors or by law. This may include the requirement to remain at work to aid in the recovery efforts.

12.102 Types of Disasters ☐

Emergency situations may vary in the degree of seriousness and can require different responses. It is important for Operators to be able to respond appropriately to each type of anticipated emergency.

12.103 Earthquake ☐

Earthquake procedures

- Take cover protect yourself and instruct the passengers to do the same.
- Remain calm.
- Stay clear of any falling debris.
- Comfort customers who have begun to panic.
- Do not put yourself in an area of danger.
- Remain inside the bus unless you or your customers are unsafe..

While operating

If an earthquake occurs while operating, maneuver the bus to a safe area away from overpasses, underpasses, buildings, trees, telephone or electrical wiring. If at all possible, use and/or instruct customers to use the DUCK... COVER... and HOLD technique to minimize bodily harm and to protect from any falling debris.

DUCK - Sit on the floor away from windows, or any other item which can cut or hurt you. A good example would be in the aisle. Put your head between your legs.

COVER - Cover your head by tilting your face toward the floor and putting both hands on top of your head.

HOLD - Hold yourself in this position until the quake stops and debris is no longer falling.

Prepare for aftershocks

Evacuation

If you must evacuate the bus after an earthquake, survey the situation outside the bus. Make note and inform the evacuees of any unsafe conditions that may exist. Provide special attention to disabled, elderly and the blind if an evacuation is necessary. Evacuate the customers to an area which will be safe should aftershocks occur.

12.104 Fire ☐

Fires have been known to spread extensively within a short period of time. It is important that upon discovering a fire you act as quickly as possible to prevent its spread, and minimize injury to individuals and property damage.

- Alert customers and evacuate the bus using the safest exit route.
- Do not come in contact with the burning object.

- If the fire is not burning out of control, use the bus' fire extinguisher and, incorporating the PASS method, extinguish the fire.

P - Pull pin from handle.

A - Aim the nozzle.

S - Squeeze the handle.

S - Sweep the base of the fire using a side to side motion, then continue up to the crest.

- Be aware of the possibility of the fire re-igniting after it is extinguished.

- If unable to extinguish the fire, contain it if possible (i.e. evacuate the bus and close the doors if the fire is out of control).

- Inform the Dispatcher of the situation.

12.105 Types of Fires ☐

Fires may involve various types of material. The material determines which one of the four classes the fire is categorized. Below are the four classes which can be used to describe the type of fire:

A - The burning of anything that leaves an ash (example: paper or wood)

B - The burning of combustible liquid (example: oil or gasoline)

C - The burning of electrical equipment

D -The burning of exotic metals (example: magnesium)

Fire extinguishers are designed to specifically handle the type of fire clearly labeled on the side of the canister.

For example

MTA Buses normally carry a 2A, 10 BC type fire extinguisher. The (2) represents the ability to extinguish 2 Square Feet at the base of an (A type) wood, paper or any combustible leaving heavy ash fire. The (10) represents the ability to extinguish 10 Square feet at the base of a (B or C type) fire originating from combustible liquids or electrical equipment.

Note: If clothing becomes ignited use the STOP... DROP... ROLL... technique. Simply, drop yourself to the floor and roll until the fire is extinguished. Above all, DO NOT RUN!

If smoke is present as a result of a fire on the bus, position your body close to the floor so that you remain below the smoke to prevent smoke inhalation. Proceed to the safest exit.

12.106 Medical Emergency Procedures ☐

Emergency training can be useful when medical assistance is limited or delayed. It is often forecast that when

an emergency strikes medical personnel will be scarce. Emergency training not only saves lives, but also prevents any further injury.

Steps to follow until help arrives

Below are a few steps which the bus Operator can follow until the emergency responders arrive:

- **Contact the Control Center (PRI), give all pertinent information include: your name, badge number, location, and nature of the emergency.**
- **Begin first aid or CPR procedures if you are qualified by the Red Cross.**
- **Comfort the victim(s).**
- ***Do not* move the victim if the victim is in an area where danger exists.**
- **Display OUT OF SERVICE sign until help arrives.**
- **Inform other passengers of the situation and encourage them to take another bus, if necessary.**

Glossary

APTA (American Public Transit Association) - An association whose members include transit properties through the United States and Canada.

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

A.S.A.P. - As soon as possible.

Assignment of Wages (Garnishment) - A legal warning concerning the attachment of wages to satisfy a debt or obligation.

ATU (Amalgamated Transit Union) - The union representing MTA Equipment and Facilities Maintenance contract employees.

AVM (Automatic Vehicle Monitoring) - A computer printout of all bus radios and a generation of computer activities of the BOCC (Bus Operation Control Center).

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

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. until 3:00 P.M.

Glossary

Basic Fare - The regular charge for local bus service.

Bellows - Rubber air bags of the suspension system used in place of springs to improve ride and enable the bus to level itself.

Biddable Tripper - A short operating assignment which may be bid by an Operator in addition to a regular assignment.

B.O.C.C. - Bus Operation Control Center.

B. O. Equipment - Bad Order Equipment "vehicle or property with a mechanical defect."

B. O. L. (Bus Over Line) - A method used by the Instruction Section to qualify Operators on a line (route).

Bulletin Board - A location in the train room where various notices are placed for Operator's information.

Bulletin Book - A book kept in the Division and available to Operators containing informational material previously posted on the bulletin board for seven (7) days.

Bus Change - An exchange of one bus for another one, usually made in response to reported mechanical defects while in service.

Bus Run Number - Bus assignment number placed in the windshield area of the bus which identifies the Operators schedule of that particular bus on a particular line.

C. A. D. S. - Computer Aided Dispatch System.

Calling for Assignment - Informing the TOS-Division that you are present and prepared to work your assignment.

Caltrans - California Department of Transportation.

CBD - Central Business District. Boundaries are:

North - Sunset

South - Pico

East - San Pedro

West - Figueroa

CCF - Central Control Facility (Rail).

C.E.A. Unit - Company Equipment Assigned Unit - Refers to an Authority-owned vehicle 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 money counted and prepared for bank deposit.

Clearance Lights - The small red or amber lights located on the upper corners of the body of the bus.

CMF - Central Maintenance Facility (Also called RRC - Regional Rebuild Center)

Contra (Flow Lane) - Reserved lane for buses which run opposite the flow of traffic on a one-way street. MTA operates a contra-flow lane on Spring Street in the CBD of Los Angeles.

Courtesy Card - Cards passed out to passengers to record their presence at accidents or other incidents requiring witnesses.

Glossary

Cycle (of a Traffic Signal) - Interval of time during which a traffic signal changes through the green-amber-red sequence.

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

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

Dead Heading - Not in service movement of employees or equipment.

Detour Notice - Salmon colored notification of temporary changes to regular routes.

Division (Barn) - The location at which Operators receive their assignments and buses.

DOT - Department of Transportation (Federal)

Down Time - The period of time during which a bus is removed from regular revenue service.

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

Dwell Time - Time spent at bus stops loading and unloading customers.

Eight Within Eleven - Eight hours pay within an eleven (11) hour spread.

El Monte Busway - A limited express lane in the center of the San Bernardino Freeway (I-10) for exclusive use by carpools, motorcycles and buses.

Established Routes - A series of streets or freeways, planned and named, for designating the direction for travel of a Authority vehicle between two (2) points.

E. T. A. - Estimated Time of Arrival.

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

Extra Board - A pool of Operators used to fill assignments due to regular Operators vacancies.

Fare Zone Limit - The far boundary of an express increment (step) or zone to which fare has been paid.

Fixed Object - An object that is fixed and stationary (utilities pole, fire hydrants, barricades.....).

Fluid Drive - Transmission gear range before it changes into direct drive, normally at speeds below twenty-two (22) 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.

FTA - Federal Transportation Administration (formerly UMTA - United Mass Transportation Administration)

Glossary

GOA - Gone on Arrival.

Headsign - Destination sign located above the windshield.

Headway - The amount of time between two (2) 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 assignment vacancies bid by extra board Operators.

HRMIS (Human Resources Management Information Systems) - System used to track absenteeism and other data for employees.

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 CBD.

Inspection Plate - Portion of the farebox on which coins and tickets land and can be seen by the Operator.

Interlock - The brake interlock system is designed to supply partial air pressure to engage the rear service brake when used in conjunction with entrance and exit door operation, kneeling system, fast idle and the wheel chair lift.

Jersey Divider - A concrete barrier placed in the center of freeway to prevent collisions with opposing traffic.

Kiss 'n' Ride - A stop or terminal where a commuter can be driven by a spouse or relative so he/she can board public transit.

Layover - A designated stopover point for a bus, at or near the end of the line.

LBT - Long Beach Transit.

Light Rail - Surface or elevated rail transit service operating along its own right of way usually electrically powered by overhead systems.

Limit Line - A line painted on the pavement just prior to a crosswalk before which a vehicle must stop.

Limited Service - Line service with some restrictions on boarding and alighting.

Line Terminal - The extreme ends of a line where layover is provided for.

Line Up - Scheduled downtown connections between two (2) or more lines with all-night service. (See Owl.)

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

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

M. O. - Mode of operation.

Glossary

Monthly Pass - A prepaid card, valid for unlimited riding within designated zones. Special monthly passes are available at reduced rates for student, disabled and elderly patrons.

Non-Biddable Tripper - An assignment, usually more than two hours long, during either the morning or evening peak period.

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

O. C. B. (Ordered Call Back) - An order to work on a day off.

OCTA - Orange County Transit Authority.

Off Route - An alternate prescribed route that buses follow to get from one point to another when the regular route is obstructed.

OK Change - An exchange of one bus for another although no mechanical problems exist with the original bus.

Outbound - A direction of travel from the CBD toward an outlying area.

Owl - An assignment which signs off after 2:00 A.M.

Owl Line UP - Group of buses connecting in the CBD for the purpose of transferring customers.

Paddleboard - An individual bus schedule supplied to an Operator.

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 (customer) Miles - Miles operated in revenue service.

Peak Period - Periods of the day when the greatest number of customers are traveling (usually 6:00 A.M. until 9:00 A.M. and 3:00 P.M. until 6:00 P.M.).

Pink Letter - Bulletin issued on pink paper by the Schedule Department regarding schedule changes or extra work.

Premium Time - Additional 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 - A prescribed out-of-service route from the end of the line to the division.

Pull-out - The trip from the division to the point where revenue services begins.

Pull-out Route - An out-of-service prescribed route between the division and the point where revenue service begins.

Pylon - A cone shaped or cylindrical rubber marker used for guiding traffic.

Radio Control Head - The controlling device, rectangular in shape, equipped with channel selector, TX light, volume control and S. A. S. light.

Glossary

Radio Handset - A device similar in appearance to a telephone, equipped with a push to talk (PTT) button which must be pressed to transmit.

Relief Point - A designated location, specified on the work run sheet, where one Operator will relieve another Operator and assume responsibility for a bus already on the street.

Relief Run - A driving assignment which covers the scheduled days off of another Operator's regular assignment.

Ride the Cushions - Riding as a passenger on a bus in- or out-of-service.

Road Call - The response made by the Mechanical Department to a bus with a mechanical problem on the street.

Route Sheets - A set of street-by-street directions for a particular line.

Route Sign - Designates line number bus is operating on.

RTA - Riverside Transit Agency.

Run - An established driving assignment which usually totals seven (7) hours or more within a prescribed period.

Run Around - Failure to mark extra board in proper sign-on order.

Run Cutting - Process of scheduling individual assignments (or "Runs") on a particular line.

Running Hot / Running sharp - Operating ahead of schedule.

Running Time - The amount of time allowed for travel between time points designated on a paddleboard.

Schedule Building - Structuring bus service for an entire line.

Set Back - Instructions to leave later than the scheduled time on the paddleboard.

Set It Down - Instructions to stop the bus in a safe place until TOS(VO) or mechanic arrives.

Set Up - Instructions to leave earlier than the scheduled time on the paddleboard.

Shake-up - Period of time when Operators select their work assignments based upon their seniority.

Shine Time / Report Time - Time spent by an Operator waiting for an assignment or protecting service in event of absence of another Operator.

Slow Order - An Authority imposed reduced speed limit on a given street.

SOP - Standard operating Procedure.

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 eight (8) hours a day within a prescribed period.

Glossary

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/she finally signs off.

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 (8) hours or more.

Storage Location - Designated facilities where Authority vehicles are kept between pull-in and pull-out, commonly referred to as divisions, auxiliary divisions, or terminal divisions.

Terminal - The end of a bus line or route at any Station, yard, or Authority-leased property.

T. D. (Transportation Department) - T.D. Notices have colors for identity reference such as:

Blue	Refers to Fares and Transfers
Green	Refers to Routing Changes
Orange	Refers to General Notices
Red	Refers to Operating orders

TOS - Transit Operations Supervisors - Supervisors assigned to various locations. The different categories of TOS are:

1. TOS(C) Communication - Personnel assigned to Bus Operation Control Center (BOCC).

- 2. TOS(D) Division - Personnel assigned to Transit Division.**
- 3. TOS(I) Instruction - Personnel assigned to Transit Instruction.**
- 4. TOS(R) Rail - Personnel assigned to Transit Rail Operation.**
- 5. TOS(VO) Vehicle Operation - Personnel assigned to Transit Vehicle Operation.**

Train Room - The area provided at each Division for use by the Operators .

Transfer Points - Where bus routes intersect, join, or divert.

Trippler - A driving assignment that will work not more than six hours and fifty-nine (6:59) minutes.

Turnaround Loop - A designated route used to reverse the direction of a bus.

T. V. M. - Ticket Vending Machine.

UCADS - Upgraded Computer Aided Dispatch System.

Unit - An Authority-owned vehicle.

UTU - United Transportation Union - The labor union which represents the Authority's Operators and Schedule Checkers.

Vault - The part of the farebox that holds the money.

V. C. B. - Voluntary Call Back - An Operator working on their day off at their own request.

Glossary

Vehicle Time - The time a bus is in a service from pull-out time to pull-in time.

VMS - Vehicle Monitoring System.

VTT - Verification of Transit Training Document.

Warning Lights - Lights indicating mechanical problems in one or more of four areas:

1. Hot engine
2. Emergency door
3. Low air
4. Low oil

Work Run - The Operators work assignment.

Zone Checks / Hat Checks - Tickets issued by an Operator as proof of various types of customers fare paid.

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