

Palace Transit Bus Operators Handbook

When leaving on your scheduled route, bus operators must have in their possession.

1. Bus Keys
2. Drivers License (CDL required with P endorsement)
3. Daily Schedule
4. Money Can - and moneybag with \$20.00 change.
5. Clipboard with attached reports.
 - a. Parking lot list
 - b. Address list for clinics & beauty shops

When arriving at garage, bus operators must make daily bus inspections with the pre-trip inspection check sheet. Also, you must do the post-trip inspection at the end of your shift.

1. Check oil first, add oil if needed. Oil is kept at the bus garage.
2. Check wheelchair lift, if vehicle is equipped.
3. Any needed repairs or damage must be written down and given to Operation Supervisor.
4. **Buses are to be swept out everyday and kept clean.** It is the responsibility of the driver to clean the bus. Cleaning supplies are kept at the bus garage.
5. Gas tanks to be filled everyday. At the end of your shift there must be at least $\frac{3}{4}$ of a tank in case of emergency.
6. Bus Operator needs to call into the office with the number of gallons. If the office is closed please be sure to note it on your paperwork.

List of rider sheets are used to keep track of daily passengers, these symbols are at the bottom of daily schedule.

1. * ~ write on list your rider sheet so passenger can be billed.
2. \$ ~ rider pays when boarding bus.
3. 0 ~ exempt (no charge)
4. V ~ volunteer ~ RSVP volunteers do not pay for rides when volunteering.
5. P ~ Prestige ~ Avera Queen of Peace Hospital pays for these rides.

Trip record sheet must be done daily by using your schedule. If you need assistance ask another bus operator or the Operation Supervisor. All paperwork is to be done in pencil.

1. If you pick up a passenger write them down as either a one-way or round trip.
2. Pay close attention to the rider sheet to see if you have might have picked up someone that needs to be added, they are billed monthly, some may go twice a day at different times, we need to then bill for 2 rides that day.
3. Total your trip sheet of passengers for each day. Take those numbers and fill in the log sheet for your respective bus along with gallons of gas or add oil amount if needed. (also, if that bus had oil change, headlight, batteries, etc... please note that)
4. Missed charges will be reviewed at the end of the month.

**Closing the RSVP Thrift Store is the responsibility of the Bus Operator.
(you can not have passengers in your vehicle when closing the Thrift Store)**

1. Turn closed sign around.
2. Make sure back door is locked with the 2 x 4 and latched.
3. Make sure coffee pot is off.
4. Make sure restroom and dressing lights are turned off.
5. Turn all fans off and air conditioner off.
6. Monday – Friday, Bring money bag to office – office staff will come out and get the money bag. On Saturdays, lock money bag in the cupboard in the driver's office.

Additional Guidelines

1. Do not use passenger's last names over the 2-way radio.
2. You should never go into a facility to look for a passenger.
3. Never leave your vehicle unattended while passengers are on board.
4. Drivers must drive with their headlights on at all times.
5. Allow a three (3) minute wait for passengers **before** notifying the office to call the passenger.
6. Gas is to be filled each day.
7. Weekday shift bus operators are to use their money cans. (It is a requirement by DOT)
8. Medical rides from nursing homes are **not** to be paid for by the resident. (unless otherwise noted) We have a contract with the homes to provide medical transportation.
9. Helping all passengers on and off the bus **is a must**. Stand by steps outside of bus and lend them a helping hand.
10. At the end of your shift it is your responsibility to check over the interior of your vehicle to make sure everything is all cleaned and ready for the next bus operator.

11. Fares for transit and express go onto two separate money count slips. (express is gold, transit is white) These slips as well as all other paperwork is to be done in pencil.
12. If a passenger rides on two separate days they must pay for 2 separate fares.
(example: if someone goes to work at 11:00 pm and gets off at 6:00 am and needs a ride both ways they pay for 2 1-ways)
13. If a passenger is a no-show that must be documented on your paperwork or if during office hours that no-show must be called into the office.
14. If driving the Express all paperwork needs to be completed. It should include which vehicle was driven, if gas was filled, mileage, pre & post trip inspections. Also, every passenger should be listed as cash, charge, ticket, etc.
15. All fun passes and free ride back tickets must be listed on your paperwork on the day that they were issued.
16. Appointments are not to be called into the office by the bus operators. Passengers must call their appointments into the office to schedule a ride.
17. If keys are taken from the office, they need to be returned back to the office at the end of your shift. A spare set of keys for each vehicle are also kept at the garage.
18. All passengers are required to wear their seatbelts. It is your responsibility as the bus operator to make sure that this policy is followed.
19. All fares are to be paid when boarding the vehicle. No fare – No ride.
20. All uniforms and shoes must be clean each day.
21. Jackets & Coats are to be worn **only** while on duty.
22. Hair must be trimmed and groomed. (bad hair day allowed)
23. When not picking up passengers, park in the JVCC parking lot. Please do not park in gas stations, grocery stores, etc..
24. No stopping for food or beverage while on duty unless authorized by supervisor.
25. Passengers are not concerned about your personal problems. Keep your problems home.
26. It is imperative that you are on one time to start your shift. If you are taking over for another driver you must be ready to start your shift at your scheduled time.

TIPS

1. “Right of Way is a gift”. It must be given.
2. Before proceeding through an intersection, make sure everyone has stopped before moving forward. **TRUST NO ONE.**
3. Always leave for pick-up ten minutes early so you are not rushed.
4. Route familiarization (prepare schedule in advance)
5. Always use common sense.
6. Be punctual, responsible and organized.
7. Take pride in your job, and care about your passengers, greet them in a friendly manner.
8. Provide reliable service, be patient. Some passengers are slower than others and need a

little extra time.

9. Be courteous, **the customer is always right**. Avoid arguments.
10. Having a good attitude always helps.
Definition: Attitude is your mind's eye. How your mind views situations and individuals.
11. Leave your troubles at home.
12. Don't drive in alleys. (Only CDC) BACKING IS PROHIBITED, unless absolutely necessary. If you need to back up, call the office and have someone watch, if possible.
13. Pull to the curb as close as possible. Stay clear of trees, they scratch the buses. Also notify office of trees that need to be trimmed.
14. Accidents: If an accident occurs radio into the office immediately. **Do Not** move the vehicle until the police arrive. Turn on emergency flashers, and assist the injured, but do not move anyone.