



# **CITY OF SANTA FE SANTA FE TRAILS**

## ***PARATRANSIT OPERATOR'S HANDBOOK***

**June 2007**

## TO ALL TRANSIT OPERATORS:

The intent of this Paratransit Operator's Handbook is to consolidate into one publication general information, rules and current operating procedures that will enable each operator to perform his/her job effectively and with the utmost professionalism.

This Paratransit Operator's Handbook is intended to be complementary to the current Collective Bargaining Agreement between the City of Santa Fe and the American Federation of State, County, and Municipal Employees, Local 3999, Council 18, AFL-CIO, and the City of Santa Fe's Administrative and Safety Manuals.

When it is necessary to amend or make additions to this handbook, corrected pages will be issued to each employee. These revisions or additions should be inserted into the handbook in the proper place and the outdated pages should be removed.

It is your responsibility to be familiar with the contents of this handbook. By being fully aware of the information contained in this handbook, each operator will be able to provide the safe, dependable, and courteous service our passengers deserve. I encourage you to study this handbook carefully and to refer to it often.

It cannot be emphasized enough that you are one of the most important keys to the success of Santa Fe Ride and the essential service we provide. You are one of our front-line customer service representatives, and how you choose to present yourself, the consideration you give your customers, the smoothness, comfort and safety of the ride you offer, and the judgment you use in dealing with customers – even in difficult situations – has a lot to do with the image of our transit system.

You have chosen a rewarding career. What you make of it and what it ultimately brings to you and your family is largely up to you. Santa Fe Ride supervisors will assist you in every possible way. Santa Fe Ride management staff are here to advise you on any problems you may encounter or questions you may have. Please do not hesitate to call on any of them for help. Welcome to the Santa Fe Ride team!

Jon Bulthuis  
Transit Director

**P** Professional

**R** Responsive

**I** Informative

**D** Dependable

**E** Empathetic

*Let's all take PRIDE in our work!*

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## SECTION 1

### GENERAL RULES FOR OPERATORS

#### 1.1 ADDRESS/TELEPHONE NOTIFICATION

It is the responsibility of each Paratransit Operator to keep Santa Fe Ride and the City of Santa Fe informed of his/her current address and telephone number at all times. Change of address forms are available at the Human Resource Office.

All Paratransit Operators shall have a working telephone number wherever they are living.

#### 1.2 OPERATOR'S DRIVER'S LICENSE

- Paratransit Operators on duty must have on their person at all times a valid New Mexico Driver's License and a valid City of Santa Fe Driving Permit.
- If a Paratransit Operator's driver's license is lost or stolen, he/she must immediately notify the Call Center Supervisor.
- Federal law prohibits Transit Operators from possessing more than one driver's license.
- Paratransit Operators must notify their Call Center Supervisor whenever their license is expired, suspended, revoked, restricted, or otherwise made invalid. Operation of a motor vehicle without a valid license is unlawful and will subject the Paratransit Operator to disciplinary action, up to and including discharge.
- Notification to the Call Center Supervisor must occur by the end of the next business day following the day the Paratransit Operator receives notice of the suspension, revocation, restriction, cancellation, lost privilege, or disqualification.
- In addition, Paratransit Operators must inform their Call Center Supervisor of any conviction of any state or local law involving the operation of a motor vehicle, excluding parking tickets.
- Notification by the Paratransit Operator to their Call Center Supervisor of any motor vehicle violation must be made within thirty (30) days of the date of conviction, or finding that a motor vehicle code violation was committed.

- **Notification of any of the above incidences must be made on a “Certification of Violation/Annual Review of Driving Record” form and submitted to your assigned Call Center Supervisor.**

### **1.3 REPORTING FOR ASSIGNMENT**

Paratransit Operators are required to report **on time** for their scheduled assignments in proper uniform attire. After reporting (clock-in), it is the responsibility of the Paratransit Operator to check for any messages by checking with dispatch and checking the driver’s box for information.

### **1.4 UNIFORM SPECIFICATIONS**

The following standards regarding your appearance must be observed when reporting for duty and while on duty:

#### 1.4.1 Daily:

- SFR issued sweaters only.
- SFR issued jackets only.
- SFR issued shirts only.
- SFR issued caps only.
- Black or blue jeans; no cut-off or torn jeans.
- Black street shoes, boots or athletic shoes; no multicolor sport shoes.
- Shorts, black or blue jean no shorter than 1” above the knee.

#### 1.4.2 General Provisions:

- City and SFT pins, patches, and nametags may be worn on uniform. No personal pins or patches allowed.

#### 1.4.3 Other Regulations:

- Paratransit Operators shall keep hair neat and clean. Facial hair shall be neatly trimmed.
- Shirts shall be tucked in to slacks or shorts at all times.

- Shirt sleeves shall not be rolled up at any time.
- SFR uniforms shall not be worn while consuming alcoholic beverages in any public place, or while patronizing an establishment that primarily serves alcohol beverages.
- SFR uniforms shall not be worn while engaged in any outside employment.
- SFR uniforms shall not be worn by any person other than the one to whom they are issued.
- Paratransit Operators who are not in proper uniform attire for their assigned shift will be sent home by their supervisor to change and will receive a miss-out.

## **1.5 CELLULAR TELEPHONES AND ELECTRONIC DEVICES**

**Cellular telephones – including the “hands-free” type – are to be turned OFF and are not to be used to make or receive calls at any time while the vehicle is in motion.** Cellular telephones may be used on breaks or layovers, or in the event of an emergency.

Paratransit Operators are prohibited from using any type of earphones while operating a City vehicle. Also, Paratransit Operators are not to use televisions, scanners, personal digital assistants (PDAs), I-Pods or other portable electronic devices while driving a City vehicle.

## **1.6 PARATRANSIT OPERATOR CONDUCT AND PERSONAL BUSINESS**

- While the van is in operation, you should confine conversation to answering questions, giving directions, and extending courtesies connected with the job.
- While on duty, Paratransit Operators are required to conduct themselves professionally and courteously at all times.
- Under no circumstances shall a Paratransit Operator use profane language or gestures while on duty.
- To preclude lawsuits against both the Paratransit Operator and the City of Santa Fe, do not touch passengers except to assist, with consent, in boarding, disembarking, tie down, or emergency situations. Any other actions that involve contact with a passenger can easily result in charges of sexual harassment and/or assault. Be courteous and helpful, but do not touch anyone

except when necessary to assist.

- The use of SFR equipment or facilities shall be for official City business only.
- Personal business or Union business shall not interfere with the performance of duties.
- SFR transit operators are not to accept cash tips.

## **1.7 REPORTING STRUCTURE**

- 1 The Transit Operations Manager is primarily responsible for the Paratransit component of SFT, and will initiate most personnel matters affecting Paratransit Operators.
  - The Transit Operations Manager is responsible for recruitment, interviewing, hiring, training, scheduling, evaluating and disciplining Paratransit Operators.
  - Paratransit Operators may consult with the Transit Operations Manager at any time.
- 2 Call Center Supervisors assist the Transit Operations Manager with dispatching and street supervision of the Paratransit system and personnel matters.
  - A Call Center Supervisor will be assigned as a permanent “contact person” for each Paratransit Operator to assist with any personnel or operations matters that arise in connection with the Operator’s job duties.
  - Paratransit Operators may consult with their assigned Call Center Supervisor at any time.
  - Call Center Supervisors will be rotated from time to time so that they may work with all Paratransit Operators. Thus, although the “contact person” will not change, there may be a different Call Center Supervisor on duty.
  - Paratransit Operators shall be responsive to whomever Call Center Supervisor is on duty at the time.
  - Paratransit Operators shall contact the Call Center Supervisor on duty to report major operational issues that occur on the vans schedule to request assistance with customer service issues, including problem passengers.
  - Paratransit Operators shall contact the Call Center Supervisor on duty

to request general information, such as the correct time, directions to a specific location, clarification on policies and procedures, etc.

- Paratransit Operators shall contact the Call Center Supervisor on duty to report an accident, road closure, vehicle mechanical problem, wheelchair passenger, restroom break, etc.

Paratransit Operators shall work together closely with the Transit Operations Manager and Call Center Supervisors to ensure timely, efficient and effective transit service delivery at all times.

### **1.8 SUPERVISOR'S REQUEST FOR MEETING**

Supervisors from time to time will leave written requests for a personal meeting with a Paratransit Operator. These written requests will be left with the Call Center Supervisor. If the Paratransit Operator is unable to meet with the supervisor, he/she should notify the Call Center Supervisor on duty and advise when he/she will be able to meet with the supervisor within the next twenty-four (24) hours or next scheduled working day.

### **1.9 RETRAINING**

- All Paratransit Operators must receive four (4) hours of refresher training every month. This consists of any combination of classroom, behind the wheel, or in-service training. Driver safety conferences, safety meetings, or bus rodeo participation also qualify for the annual refresher training.
- In addition, Paratransit Operators will be retrained upon the recommendation of supervisory personnel.
- Upon completion of any required retraining, Paratransit Operators shall be certified by the supervisor conducting the training as having successfully completed the retraining. A copy of the certification of retraining shall be retained in the Paratransit Operator's training file.

### **1.10 SMOKING**

Smoking is not allowed inside SFT facilities or in any City of Santa Fe vehicle at any time. Smoking is allowed only in specifically designated smoking areas.

### **1.11 INJURIES ON THE JOB**

Personal injury suffered by a Paratransit Operator while on duty **must be reported** to the Call Center Supervisor or supervisor on duty, as soon as possible, as required by City of Santa Fe policy, regardless of whether or not the employee is requesting medical attention.

### **1.12 LOCKERS**

When available, lockers are provided as a convenience to Paratransit Operators, and remain the property of the City. Paratransit Operators are discouraged from keeping valuable articles in lockers. SFT will not be responsible for items lost due to theft, fire or other loss. Paratransit Operators leaving SFR employment must vacate their locker, including removing the lock, by the last day of their employment. If a Paratransit Operator fails to clean out their locker, SFT may dispose of any unclaimed items.

### **1.13 PAYCHECK DISTRIBUTION**

Payroll and Transit Administration will make every effort to have all checks to the Administration Facility by 10:00 a.m. on payday. Paratransit Operators will be able to pick up their checks as soon as the checks are available. If another person will be picking up your check, he/she must present a signed note from you authorizing the transaction. Paratransit Operators may not pick up their checks when a passenger is on board unless the pick up or drop off is the SFT administrative building.

### **1.14 LEAVE POLICY**

The City of Santa Fe policy for leaves of absence is found in the Personnel Rules and Regulations, Rule 13, LEAVES as well as the current AFSCME union contract.

In addition to Rule 13, there are a few transit division policies and procedures that must be followed:

Annual/Personal/Longevity Leave:

- Up to one (1) Paratransit Operator may be scheduled each day of the year for leave. In emergency situations, additional Paratransit Operators will be considered for leave on a case-by-case basis.
- Paratransit Management reserves the right, however, to reduce the number of

Paratransit Operators scheduled for leave below one (1) in cases of emergency or abnormally high absences. In cases where scheduled leave is later denied, those Paratransit Operators with the lowest seniority will be denied first.

Sick Leave:

- If you are sick and unable to work, you must call the assigned Call Center Supervisor a **minimum of one (1) hour** before your scheduled shift. If you are assigned a shift that begins prior to the Call Center opening, you must contact (505) 501-1593. The dispatch office telephone number during working hours is **955-2047**. After hours, you may also leave a voice message at the (505) 501-1593 telephone number.
- **Failure to call in sick a minimum of one (1) hour before your assigned shift will result in a miss-out.**
- You are personally responsible for calling in sick, not your spouse or neighbor. The **only** exception for not personally calling would be if you have a debilitating illness or injury and are not physically able to call.
- You are responsible for turning in a P-30 to your supervisor immediately upon returning to work. Failure to do so may result in delays in compensating you for missed time.
- Medical, dental and personal business appointments are to be scheduled on your own time, not during your scheduled work shift. If an appointment cannot be made when you are off work, then a minimum of two (2) days prior notice is required. For medical and dental appointments a valid doctor's note verifying your appointment may be required upon returning to work.

Unexcused absences:

- You are considered **late** if you report (clock in) more than two (2) minutes after your scheduled report time.
- If as a result of being late, your run is started by or assigned to another person, you will be assessed a **miss-out**, and may lose your time for the day.
- If you fail to report (clock in) to work more than 30 minutes past your scheduled shift, or to inform the dispatcher or supervisor on duty of your inability to report to work, you will be considered as a **no show/no call**.
- Being repeatedly late, a miss-out or no show/no call may result in progressive disciplinary action.

## 1.15 DRUG AND ALCOHOL POLICY

The City of Santa Fe's "Drug and Alcohol Testing Policy for Transit Division" establishes procedures for implementing the requirements of the Omnibus Transportation Employee Testing Act of 1991 and Federal Transit Administration Regulations 49 CFR Parts 655 and 40 with regards to certain Transit Division employees performing "safety sensitive functions," as that term is defined in federal law and in this policy. For a complete text of this policy see Rule 16A, *City of Santa Fe Drug and Alcohol Testing Policy for Transit Division*.

## 1.16 MEAL RELIEF (10-50)

- Paratransit Operators shall take assigned meal relief as indicated on the schedule.
- Paratransit Operators shall use the City of Santa Fe Vehicle for going to and from the assigned meal relief. Should the Paratransit Operator choose to use their own vehicle the travel time begins at the end of the last trip.
- Support vehicles are to be used only by Paratransit Operators making a relief or being relieved. These vehicles are for official use only; **unauthorized persons such as family and friends are not allowed to ride in them.**
- It is the responsibility of the Paratransit Operator to know the travel time and routing for their assignments.
- Paratransit Operators need to remove all trash when leaving the support vehicle.

## 1.17 EMPLOYEE'S CHILDREN, VISITORS AND UNAUTHORIZED VEHICLES

- Employee's Children:
  - Paratransit Operators are not permitted to drive a van with their unattended child/children on board.
  - Children under six years of age must be accompanied by an attendant. The van shall not be used as a day-care facility.
- Employee's Visitors:
  - No unauthorized visitors (this includes relatives and friends) are allowed in the maintenance building or maintenance yard without prior approval from your

- supervisor.
- All visitors, relatives and friends will report to the Administrative Building Reception Area. The Receptionist will call the employee to tell them they have a visitor.
  - Employee's Unauthorized Vehicles:
    - No personal vehicles are allowed in the maintenance yard or shop without prior approval from the maintenance section supervisor/manager on duty, and by your immediate supervisor.

### **1.18 VEHICLE CLEANLINESS**

**Paratransit Operators shall keep all transit vehicles clean** by placing trash in the trash receptacles, keeping the driver's area clear of litter and debris, and not spilling food or drink in the vehicle.

Paratransit Operators shall inspect the interior of their vehicles periodically during their shift to ensure that the vehicle remains neat and clean. If necessary, Paratransit Operators shall pick up trash or litter left behind by passengers, and place this in the trash receptacle.

On occasion Transit Management will schedule a paratransit operator extended time to allow the operator to provide additional time to clean their assigned vehicle.

## SECTION 2

### VAN OPERATIONS

#### 2.1 VAN PRE-TRIP/POST-TRIP PROCEDURES

Federal and State Law, and Transit Division policy require that each Paratransit Operator thoroughly inspect their vehicle in order to ensure that it is in safe condition, and that it is equipped as required. The “Van Service Vehicle Condition Report” (VSVCR) must be completed by all Paratransit Operators for all vehicles that are in service prior to leaving the Yard.

- 2.1.1 Failure to complete a VSVCR may result in disciplinary action, and/or a citation from law enforcement agencies. You must sign the VSVCR after completing the inspection.
- 2.1.2 **Vehicle preparation procedures are to begin immediately after the Paratransit Operator’s scheduled clock-in time.** During the allotted preparation time, Paratransit Operators should be gathering their equipment and inspecting their vehicles in order to leave the Yard on schedule.
- 2.1.3 Suggested Inspection Procedure:
  - Approach vehicle checking for general condition (i.e., leaning to one side, which may suggest a flat tire).
  - Enter driver’s compartment and start engine
  - Turn on interior lights, headlights and four-way flashers
  - Turn on heater/defroster/air conditioning, as needed
  - Check dash lights, oil pressure gauge, fuel gauge, temperature gauge and voltmeter
  - Check for warning lights
  - Check horn
  - Check wipers/washers
  - Check rear view mirror
  - Set parking brake
  - Turn lift switch on
  - Check passenger door controls
  - Perform radio check

- Ranger Unit – power is on; stylus is in place; “Connected OK” light is on
- Check farebox
- Check for registration and insurance
- Perform walk through of interior, checking the following:
  - Interior lights
  - Floor – clean; no tripping hazards
  - Passenger seats – clean; secure
  - Flip seats – secure; folding/unfolding properly
  - Securement devices/belts – available and working
  - Seat belt cutter – in its proper place
  - Windows – clean; not cracked
  - Trash receptacle
  - Fire extinguisher – in its designated place; no obstruction to access or visibility; operating instructions on nameplate are legible and facing outward; safety seals and tamper indicators not broken or missing; no obvious physical damage, corrosion or leakage; pressure gauge in operable (green) position
  - First aid kit
  - Bio-hazard kit
  - Triangle reflectors
  - Tire jack/lug handle
  - Passenger steps – clean; no tripping hazards
- Perform walk around of exterior, checking the following:
  - RIGHT SIDE
    - Passenger side mirror – secure; not cracked
    - Passenger door windows/seals – secure; not damaged
    - Right front tire/rim/lug nuts
    - Windows – clean; not cracked
    - Body – clean; no new damage
    - Wheelchair lift door and tie down
    - Cycle wheelchair lift – report any defects immediately
    - Right rear tire/rim/lug nuts
  - REAR
    - Windows – clean; not cracked
    - Doors – secured

- Tail/brake lights
- Flashers
- License plate light
- Body – clean; no new damage
- Bumper – no new damage
- Spare tire - secured
- LEFT SIDE
  - Left rear tire/rim/lug nuts
  - Windows – clean; not cracked
  - Body – clean; no new damage
  - Gas cap - secured
  - Left front tire/rim/lug nuts
  - Driver side mirror – secure; no cracks
- FRONT
  - Windshield – clean; no cracks
  - Wiper blades – in good condition
  - Flashers
  - Headlights
  - Bumper – no new damage
- Re-enter operator’s compartment to complete pre-trip.
- Steering wheel – no more than 2 inches of play
- Adjust driver’s seat
- Driver’s seat belt – working properly
- Adjust steering wheel
- Adjust interior and exterior mirrors
- Ranger Unit:
  - Check that power is on
  - Log in
  - Report any alarms
  - Check Passenger Display schedule
- Perform parking brake check – place transmission in Drive, let vehicle roll forward slowly; depress the brake pedal to see if the brakes are working properly
- Perform back-up alarm check – place transmission in Reverse and listen for alarm

- 2.1.4 **Make certain the VSVCR is properly completed, signed, and the bottom (Yellow) copy is given to the supervisor before leaving the Yard.**
- 2.1.5 **All subsequent Paratransit Operators who drive the same vehicle on the same day shall perform their own inspection, using a new VSVCR and following the steps outlined above, when they take over the vehicle or as soon as possible.** If there is not enough time to inspect the vehicle at changeout, the operator shall inspect the vehicle at the next available time. The vehicle shall leave the changeout point on schedule.
- 2.1.7 **The White copy of any VSVCR that is started for a given vehicle shall remain on that vehicle at the end of the day.**

## **2.2 REQUIRED DOCUMENTS AND EQUIPMENT WHILE OPERATING**

- A valid New Mexico Driver's License.
- A valid City of Santa Fe Driving Permit with an active National Safety Council's Defensive Driving Course certificate.
- Regulation uniform to be worn while in service.
- A timepiece, flashlight, and pen or pencil.
- A SFR Paratransit Operator's Handbook (recommended)
- A complete paddle, which consists of:
  - Copy of the completed VSVCR.
  - Blank VSVCR forms.
  - Courtesy Cards.
  - Accident/Incident Report Forms.
  - Manifest
  - Other passenger information, as appropriate.

## **2.3 FOLLOWING DISTANCE**

Without the proper "space cushion" between vehicles there is no allowance made for the sudden and unexpected stops or slowdowns made by other drivers around you. When following moving traffic, Paratransit Operators must be able to stop smoothly and safely, even when the vehicles ahead have to stop or slow down suddenly. There are five basic rules to follow with moving traffic. They are:

- 2.3.1 When stopped at an intersection or in traffic allow a space cushion between your

- vehicle and the vehicle in front. A good general rule is you should be able to see the rear tires on the car in front of you where they touch the pavement.
- 2.3.2 Start the vehicle slowly and smoothly and accelerate at an even rate. When starting up, if there is a vehicle ahead wait until it has moved and is at least 15 feet ahead before you start up. This allows you a space cushion in case the vehicle stops suddenly (then you won't have to slam on the brakes).
- 2.3.3 The distance you must maintain behind the vehicles in front of you should be a minimum of one vehicle length for each 10 mph you are traveling. A good method for maintaining an adequate distance between you and the vehicle ahead is the three-second rule. The three-second rule works like this . . . When the vehicle in front of you passes a fixed object (like a light pole) . . . start counting "one thousand one, one thousand two, one thousand three . . ." If you reach the same fixed object before you finished counting to three, then you have not allowed enough following distance and you need to slow a little.
- 2.3.4 Watch traffic conditions ahead so that you will be ready to adjust your following distances accordingly.
- 2.3.5 If a passing vehicle begins to move into your driving lane, slow down in order to maintain a gap or "space cushion" between you and the vehicle ahead. **In bad weather, poor visibility, or at speeds above 50 mph, extend the space cushion to five seconds.**

## 2.4 FOUR-WAY FLASHERS

Four-way flashers are to be used only under the following conditions:

- Whenever a van is disabled on a roadway, highway, or freeway.
- Whenever a van is stopped blocking a regular lane or moving traffic.
- When a van is stopped and when crossing over all tracks at a railroad crossing.
- When a van is backing up.
- During van pre-trip inspection.
- While deploying the passenger lift or ramp.
- While loading and unloading passengers.
- When directed by a supervisor or the Dispatcher.
- **Remember that four-way flashers are not to be used when pulling into, or out of a stop.**

## 2.5 RAILROAD CROSSINGS

- 2.5.1 **Signal Use:** When approaching a railroad crossing, at approximately 150 feet, activate the four-way flashers.
- 2.5.2 **Position After Stop:** Stop your bus no closer than 15 feet and no further than 50 feet from the tracks. If there is a white safety line painted in the roadway, you must stay behind it. Use caution to insure that any “safety arm” will not come down on your vehicle.
- 2.5.3 **Look and Listen:** After you have completed your stop, open the front door completely if possible. Look in both directions and listen for an approaching train. If no train is approaching close the front door. If you see or hear an approaching train, you must wait until it passes before proceeding.
- 2.5.4 **Merging into Traffic:** If no train is coming, and the “safety arm” is in the raised position, proceed slowly over the tracks to avoid passenger discomfort and damage to your bus. **Never stop the vehicle, or attempt to shift the transmission while crossing railroad tracks.** Turn off the four-way flashers after you have completely crossed over all tracks.

## 2.6 FIRE HOSES

It is unlawful to cross over fire hoses unless instructed to by a fire department official, or law enforcement officer.

## 2.7 OPERATING ON GRADES

- 2.7.1 **Proper Gear Selection:** The automatic transmission can help the Paratransit Operator drive safely and efficiently. Using the lower gears can save fuel going uphill and reduce wear going downhill. When road conditions are hazardous, such as, ice and snow build up or flooding, use the lowest gear possible for the conditions of the road.
- 2.7.2 **Uphill:** Listen to your engine speed. It will tell you when it is working too hard and should be shifted into a lower gear. If you are not in the proper gear, the vehicle will slow down, even though you keep the accelerator at the same level. The engine may start to “lug” or sound as if it is under stress. It is, and shifting down a gear will help it work more efficiently and do a better job for you. “Lugging” an engine can cause extra wear and tear, and contribute to premature

- mechanical problems. It can also cause over heating during very hot weather.
- 2.7.3 **Downhill:** Use a lower gear to help control downhill speed instead of keeping your foot on the brake all the way down. Even if the downhill is only for a block or two, or very slight, regular use of lower gears can reduce brake wear, and help to avoid brake “fade” on hot days.
- 2.7.4 **Slow Traffic:** Shifting to lower gear in slow traffic may help you reduce brake wear, as well as wear on the braking foot. The lower gear will give you more gradual start and stop. Always remember to shift back into DRIVE when your speed increases to normal. Listening to your engine speed will tell you when it is time to shift.

## **2.8 PASSING ON HIGHWAYS**

On all freeways and highways buses must be operated in the right lane. Exceptions to this rule are when the right lane is blocked by stalled vehicles, an accident, construction work, or when over-taking a slow moving vehicle. SFR vans must not be operated side by side on through lanes. Responsibility for this rule rest with both Paratransit Operators. If you cannot pass quickly and safely, do not attempt the maneuver.

## **2.9 BRAKE INTERLOCK**

**Paratransit Operators shall NEVER use the brake interlock to hold a vehicle.** Whenever you leave the driver’s seat, for whatever reason, you must apply the parking brake and place the transmission in park. (This also protects the charging system, by allowing the vehicle to go into high idle.)

Even at service stops, Paratransit Operators shall keep their foot on the brake pedal, and not rely on the brake interlock to hold the vehicle.

## **2.10 VEHICLE PARKING PROCEDURE**

2.10.1 When a vehicle must be left unattended (you are more than a five-foot radius away from the vehicle), follow this procedure:

- Curb the wheels if on a grade.
- Set the parking brake.
- Put the vehicle in park.
- Shut the engine off.
- Take all valuables.

2.10.2 When parking vehicle in the Yard at the completion of a shift, follow the procedures outlined above, and in addition, do the following:

- Stop in front of administrative building to allow Call Center Supervisor to collect fares from farebox.
- Check for lost articles.
- Do a post-trip inspection including lights, damage, and tires.
- Close all windows and vents.
- Remove your paddle, and any passenger handouts, and place them in the proper receptacles at the dispatch office. Remember to remove any other item you brought aboard.
- Complete and turn in all required reports and survey data to the Dispatcher.

## **2.11 DISABLED/DEFECTIVE VEHICLE**

A defect that may injure you or endanger the safety of your passengers, or cause further damage to the vehicle, must be reported to the Call Center Supervisor as soon as it is detected. If you are being relieved you must inform the relieving operator of any defects. Non-emergency defects are to be reported on a VSVCR.

## **2.12 VEHICLE BREAKDOWN**

A vehicle developing mechanical, steering, braking, or tire problems should be brought to a stop at the nearest safe location. Secure the vehicle and investigate the problem. Use special caution when investigating tire or engine problems because of the danger of an

explosion and/or fire. Contact the Call Center Supervisor for assistance.

## **2.13 BACKING A VEHICLE**

**The Paratransit Operator is responsible for all backing maneuvers:**

- Always exercise extreme caution during all backing maneuvers.
- Except when absolutely necessary, never back-up your van alone. Ask a responsible person to direct you. Always maintain visible and audible contact with your guide. Remember that an operator is responsible for any collision with a fixed object that occurs while backing, even with assistance. Do not use the radio to assist in backing.
- Walk around your vehicle and note any activity in the area before backing.
- Turn on four-way flashers.
- If van is not equipped with a back up alarm sound your horn three times before backing. Give short continuous horn beeps while backing.
- If backing to the right, look in your left mirror first.
- Keep your foot poised over the brake when possible.
- During the entire backing maneuver continuously scan your mirrors for clearance and possible obstructions around your vehicle.
- Backing maneuvers on surface streets should be avoided unless instructed to do so by a police officer, fire department official, or a SFT supervisor. In such cases, ask someone to guide you from outside the bus.

**Generally, avoid getting into a situation where you have to back up the van!**

## **2.14 PUSHING A VAN**

In no instance should a van be pushed by another bus or vehicle, unless authorized by a supervisor or mechanic, or directed by a law enforcement officer.

## **2.15 STEERING**

2.15.1 **Position of Hands:** Paratransit Operators will use the “10 o’clock left hand, 2 o’clock right hand” positions while driving the van.

2.15.2 **Smoothness:** To promote safety and smoothness the operator will use the “push-

pull” method of turning the van as opposed to the “hand-over-hand” method. Using the push-pull method of steering the van is safer because both hands are always on the steering wheel.

2.15.3 **Over Steering:** The Paratransit Operator should avoid over steering the van since it could cause loss of control and unnecessary jostling of passengers.

## 2.16 RESTRICTED VAN SPEED

2.16.1 **Over Limit:** Paratransit Operators must never drive over the posted speed of the road. Excessive speed is the most frequent violation noted on reports of fatal accidents today.

2.16.2 **Too Slow:** Paratransit Operators should avoid driving too slow unless driving conditions warrant such speed. If you are running “hot” find a safe place to pull over until you are back on schedule.

2.16.3 **Fast for Conditions:** Regardless of the posted speed, Paratransit Operators will adjust speed according to the conditions of the road, such as heavy traffic or inclement weather. Never try to maintain the posted speed if it is not safe to do so.

The maximum speed for all vehicles entering or leaving the Transit Yard shall be five (5) miles per hour.

## 2.17 PROCEDURE ON VAN STOPS

### 2.17.1 Passenger Loading and Unloading:

- **Mirror Use:** When approaching a pick-up stop, begin checking the right side mirror for cyclists or small vehicles 150 feet from the pick-up stop. When leaving a stop, check the inside mirror to make sure everyone is safely seated securely. Next, check the left side mirror to determine that it is safe to proceed, and finally check the right side mirror to make sure that no one is running to the van or has fallen.
- **Ranger Arrive Button:** When arriving for a passenger assure you press the Ranger arrive button.
- **Door to Door Notification:** Paratransit Operators are required to advise the passenger of arrival by knocking on the door in an audible manner without banging on the door.
- **Waiting Time:** Paratransit Operators are required to wait 3 minutes for the

passenger before notifying dispatch of the arrival and advisement of arrival to the passenger. Advise dispatch if the passenger has not approached the vehicle. Paratransit Operators are required to wait a minimum of 5 minutes before requesting permission to “No Show” the trip and continue the schedule. If the operator is unable to knock on the door advise dispatch for assistance.

## **2.18 PASSING A STOP**

Before passing an assigned stop, always contact dispatch office to request a 10-38 (reroute) and explain the order in which you determine a more efficient way to pick-up or drop-off.

## **2.19 SCHEDULE ADHERENCE**

- 2.19.1 **On Time Performance:** Schedules must be operated according to the scheduled time points. Time points are departure times unless otherwise indicated on the manifest or ranger unit. The ranger unit clock is considered the official timepiece for Santa Fe Ride Program.
- 2.19.2 **Running Hot:** Paratransit Operators who are observed running ahead of schedule (HOT!) for reservation or subscription trips will be reported to their designated supervisor. This may be grounds for immediate disciplinary action.
- 2.19.3 **Unauthorized Route Deviations:** Paratransit Operators are not allowed to deviate from the route unless authorized to do so by a Dispatcher supervisor. Any Paratransit Operator that is reported off route without permission is subject to immediate disciplinary action.

## **2.20 REGULAR ROUTING AND DETOURS**

All regular service must be operated according to established routes, except in emergencies, or when directed by police officers, dispatcher, or SFT supervisors. The Dispatcher must be notified of any deviation to the established route. When instructed to operate a detour, you are required to pick up and discharge passengers on the detour, unless otherwise directed.

## **2.21 PROCEDURES ON RADIO OPERATION**

### **2.21.1 Federal Communications Rules and Regulations**

The user of a radio transmitter automatically comes under the rules of the Federal Communications Commission (FCC) the instant he/she pushes the transmitter button. The user of a radio transmitter is required by the FCC to know these rules and regulations prior to using a radio transmitter. Ignorance of the rules and regulations is not acceptable as an excuse where a citation for violation is involved.

- **Common Violations:**
- Operation of a radio by unauthorized persons (other than SFR employees).
- Transmitting messages not related to SFR business.
- Use of profane or indecent language.

#### 2.21.2 General Operating Guidelines

- **When Operating a SFR Radio, Keep the Following Guidelines in Mind:**
  - Choose words that are distinct.
  - Enunciate clearly and speak slowly.
  - Review what you are going to say before you transmit.
  - Avoid excitement or anger.
  - Consider what is known of the situation at the message destination, and then use just enough words to add intelligence to what is already known.
  - Do not use any type of slang or informal language. Remember that SFR is licensed to use this system for official business only.
  - In the event of an accident or injury, let the Dispatcher ask the questions. Do not give details on the radio. Try to answer all questions “yes” or “no” if possible.
  - The radio may be used while the vehicle is in motion, provided it is safe to do so. If necessary, wait until conditions are safe for answering or calling.
  - Do NOT interrupt a radio conversation in progress, except in an emergency.

#### 2.21.3 Operating Procedures

The two-way radio installed in each unit is specifically designed to perform the complex requirements of SFT communications. The purpose of the radio system is to (1) improve Paratransit operations, (2) provide supervisory controls, and (3) provide a means to

respond quickly to emergency situations. In order to achieve these purposes operating personnel must follow the procedures outlined below:

- Before leaving the Yard, make sure the radio switch is on. Call Dispatch to verify proper radio working order.
- When calling dispatcher:
  - Pick up the handset and listen to make sure the channel is clear.
  - Wait two seconds after the last call, depress the handset switch, wait one second and give the call sign “Dispatch” or “Base”, then give your bus number.
  - Remember that you must push the button to talk and release the button to listen. Be sure to replace the handset properly when you finish transmitting, and make certain the button is not pushed down.
- When answering a call from Dispatcher:
  - Reply by giving the bus number.
  - Release the handset switch and wait for the message.
  - If the message is understood, indicate so by replying “ten-four” (10-4) or “direct.”
  - Whenever the vehicle is in service, the radio switch must be in the “on” position, with the volume at a level that it can be heard.

#### 2.21.4 Radio Use

- Radio will be used for the following purposes:
  - Report by Paratransit Operator of any emergency condition requiring immediate attention.
  - Conversation initiated by the Dispatcher regarding any business matter that should not wait until the end of the shift.
  - Coordination of pick-up/drop-off and directions.
- Paratransit Operators will confine their identification transmissions to the van number only. Personal names are to be avoided.
- The radio system shall not be used for personal transmissions.
- The radio system shall not be used to spot SFR supervisory personnel in the field.
- No radio transmissions shall be made which create an unfavorable or unprofessional impression of SFR, or its employees.

- Paratransit Operators shall refer to the Dispatcher as either “Dispatch” or “Base.”

## 2.22 RADIO CODES

A list of radio ten-codes is included on this page. Paratransit Operators are expected to familiarize themselves with these ten-codes and use them as much as possible to help reduce radio traffic.

### RADIO TEN-CODES

10-1	RECEIVING POORLY	10-37	WHEELCHAIR PASSENGER
10-2	RECEIVING WELL	10-38	DETOURING
10-4	MESSAGE RECEIVED	10-39	FUELING
10-5	RELAY	10-40	BOMB SCARE
10-6	BUSY	10-41	PROBLEM, CANNOT TALK
10-7	OUT OF SERVICE	10-42	PROBLEM WITH PASSENGER
10-8	IN SERVICE	10-43	SUSPICIOUS PERSON/PACKAGE
10-9	REPEAT	10-44	PASSENGER COMPLAINT
10-10	OUT OF SERVICE, RADIO ON	10-46	NEED WRECKER
10-11	COURTESY STOP	10-48	USE CAUTION
10-12	LEAVING YARD	10-50	MEAL BREAK
10-17	PASSENGER COUNT	10-55	DISCHARGE ONLY
10-18	GFI REMOVAL/PROBLEMS	10-56	REQUEST GCCC/SAWMILL
10-19	RETURN TO YARD	10-57	DRUNK/DISORDERLY
10-20	LOCATION	10-60	OVERLOAD AT STOP
10-21	TELEPHONE THE OFFICE	10-65	NO ONE AT STOP
10-22	CANCEL LAST MESSAGE	10-66	BRAKE PROBLEMS
10-23	STANDBY	10-75	V.I.P. ON BOARD
10-24	MINOR PROBLEM, MAY CONTINUE	10-76	EN ROUTE
10-25	NO RESPONSE	10-80	WEAPON/EXPLOSIVE
10-26	MAJOR PROBLEM, MISSED TRIP	10-85	ARMED & DANGEROUS
10-27	MISSED TRIP	10-87	NEED POLICE/AMBULANCE
10-28	CHANGE OUT	10-88	CRIMINAL DAMAGE
10-30	STOP UNNECESSARY TALK	10-97	ARRIVED AT DESTINATION
10-31	TRIPPER ASSIGNED	10-98	LAST ASSIGNMENT COMPLETE
10-32	RADIO CHECK	10-99	PASSED UP PASSENGER
10-33	EMERGENCY	10-100	RESTROOM BREAK
10-34	ACCIDENT Paratransit INVOLVED		

10-35 ACCIDENT Paratransit NOT INVOLVED  
10-36 CORRECT TIME

## **2.23 RESTROOM BREAKS**

Restroom breaks are permitted when necessary but **operators are expected to use this provision for its intended purpose**, not to purchase food and drinks or care for other personal tasks.

When taking a restroom break, Paratransit Operators shall do the following:

- 1 Inform the Dispatcher that you are “10-100” (taking a restroom break).
- 2 Park where the vehicle will not block traffic or create a hazard.
- 3 Pull into the parking lot parallel to the street, as close to the street as possible, and where you may maintain reasonable line of sight with the vehicle while you are inside. Do NOT park in a manner that will require you to back up in order to exit.
- 4 Before leaving the vehicle, perform the following:
  - Apply the parking brake
  - Place the gearshift in park
  - Do not request a “10-100” with a passenger on board
  - Remove the keys and close the door
- 8 Make your restroom break as quickly as possible so you can keep your schedule and so passengers are not late to their scheduled appointments.
- 9 Do your part to keep the restrooms clean so we don’t wear out our welcome with the businesses who have made their facilities available to us.
- 10 When you return to the vehicle, inform the Dispatcher that you are “10-76” (back en route).

## **2.24 DELAYS**

If the assigned route falls more than five (5) minutes behind schedule for any reason, the Dispatcher shall be notified of the delay. Paratransit Operators are not to delay service for any unauthorized or unnecessary reason.

## **2.25 VEHICLE LIGHTING**

All vehicles in operation during periods of dusk, darkness, and low visibility are to have interior and exterior lights on unless directed otherwise by supervisory personnel. This includes travel to and from the Yard.

- Headlights may be used during daylight hours if, in your judgment, dark or stormy weather has significantly reduced visibility. Special attention must be given, however, to ensure headlights are turned off at layovers and upon returning to Yard.
- Interior lights must remain on while the vehicle is in operation during periods of darkness or low visibility.
- Interior lights must remain on at all times when there are passengers on board.

## **2.26 SAFETY GUIDELINES**

### **2.26.1 Turning:**

- Mirror Use: Paratransit Operators should check all mirrors before, during, and after making a turn.
- Right Turns:
  - Be in the right lane or along the line of parked cars. Activate your right turn signal at least 150 feet before the intersection.
  - At the intersection be approximately 4 feet from the curb or line of parked cars. Using right mirror make sure no moving vehicle is between your vehicle and the curb. Look out for cyclists!
  - Keep your front wheels straight.
  - Begin your turn when you can look down the curb line or line of parked cars in the lane you are turning onto. Make your turn at 3 to 5 mph.
  - Using your mirrors watch the front and sides of your vehicle carefully.
  - Straighten out and maintain approximately 3 feet of clearance from the curb line or line of parked cars.
  - Note: If you must swing partially into the inside lane to make the turn, steer directly back into the right lane, so that another vehicle cannot pull between you and the curb.
- Left Turns:
  - Activate your turn signal and move into the left lane at least 100 feet before the intersection.
  - Stop behind the pedestrian crosswalk if you are at a controlled intersection and wait for a green light.
  - On green light, when there is no vehicle ahead in your lane, pull ahead,

keeping your wheels straight ahead. Note: Do not start up from behind the crosswalk on a yellow light.

- Wait for a gap in traffic.
- Make your turn at 3 to 5 mph. Checking your left side mirror to make sure you are clear of any problem objects.
- Straighten out into the lane closest to the curb.
- Maintain about 3 feet of running distance from the curb or line of parked cars and resume normal speed.
- Turn Signals:
  - Activate turn signals 150 feet before a right turn and 100 feet before the intersection on a left turn.

### 2.26.2 Intersections:

- Forty percent of all city accidents happen at intersections.
- Right of Way:
  - Know who must yield the right of way. Approaching an unmarked intersection at the same time, you must yield to the vehicle on the right.
  - Remember that you never have the right of way over pedestrians.
  - Slow down when approaching an intersection. Be prepared to stop to avoid an accident regardless of who must yield the right of way.
- Covering Brake:
  - Always keep your foot over the brake when approaching an intersection. Just by having your foot poised over the brake, you can stop 33 feet sooner at 30 mph than if you had your foot over the accelerator.
- Mirror Use:
  - Check mirrors frequently and signals so that no one has to guess what you are going to do. Signaling your stops and turns is a legal requirement. When you are at a controlled intersection and the light turns green, check both left and right for vehicles running the light. If clear move into the intersection, go through without hesitation.

### 2.26.3 Steering:

- Position of Hands: Paratransit Operators will use the “10 o’clock left hand, 2 o’clock right hand” position while driving the vehicle.

- Smoothness: To promote safety and smoothness the Paratransit Operator will use the “push-pull” method of turning the van as opposed to the “hand-over-hand” method. Using the push-pull method of steering the vehicle is safer because both hands are always on the steering wheel.
- Over Steering: Paratransit Operator should avoid over steering the van since it could cause loss of control and unnecessary jostling of passengers.

#### 2.26.4 Lane Positioning:

- Proper Lane: Paratransit Operators should select lane which will allow the vehicle to proceed with minimal lane change.
- Position in Lane: Paratransit Operator should maintain an adequate distance from the curb or line of parked vehicles. However, there are times when the Paratransit Operator must change lanes to get around parked vehicles or objects, to pass slower vehicles, or to set up for a left turn.
- Signal Use and Mirror Use: Below is the standard procedure for changing lanes under normal conditions:
  - Be certain that the lane you intended to move to is clear. Check your left and right side mirrors, glance left, and signal your intentions.
  - When changing lanes to pass a vehicle, keep the vehicle as straight as possible and move to the next lane well in advance of reaching the vehicle.
  - Before returning to your driving lane, activate your right turn signal and check your right outside mirror to make sure it’s safe to do so.
  - When returning to your driving lane make sure that the end of the vehicle is past the front of the vehicle that you are passing.
- Lane Merging: Remember that the lane merging into the main lane of traffic on the roadway does not have the right-of -way and must yield.

#### 2.26.5 Defensive Driving:

- Mirror Use: While driving, Paratransit Operators should check both outside mirrors and the overhead interior mirror a minimum of once every 15 seconds.
- Speed for Conditions: As a general rule all vehicles shall drive the posted speed for the road of travel. However, the speed of the vehicle should be reduced as appropriate during inclement weather and during heavy traffic.
- Space Cushion: Without the proper “space cushion” between vehicles there is

not allowance made for the sudden and unexpected stops or slowdowns made by other drivers around you. When following moving traffic, Paratransit Operators must be able to stop smoothly and safely, even when the vehicles ahead have to stop or slow down suddenly. There are three basic rules to follow with moving traffic. They are:

- When stopped at an intersection or in traffic allow a space cushion between your vehicle and the vehicle in front. A good general rule is you should be able to see the rear tires on the car in front of you where they touch the pavement.
- Start the vehicle slowly and smoothly and accelerate at an even rate. When starting up, if there is a vehicle ahead wait until it has moved and is at least 15 feet ahead before you start up. This allows you a space cushion in case that vehicle stops suddenly (then; you won't have to slam on the brakes).
- The distance you must maintain behind the vehicles in front of you should be a minimum of one vehicle length for each 10 mph you are traveling. A good method for maintaining an adequate distance between you and the vehicle ahead is the three-second rule. The three-second rule works like this. When the vehicle in front of you passes a fixed object (like a light pole) . . . . start counting "one thousand one, one thousand two, one thousand three . . . ." "If you reach the same fixed object before you finished counting to 3, then you have not allowed enough following distance and you need to slow a little.
- Watch traffic conditions ahead so that you will be ready to adjust your following distances accordingly.
- If a passing vehicle begins to move into your driving lane, slow down in order to maintain a gap or "space cushion" between you and the vehicle ahead. **In bad weather and at speeds above 50 mph, extend the space cushion to 5 seconds.**
- Uses Good Judgment: Defensive driving is the name of a style of driving that places safety above all else. Common sense that involves good judgment and knowledge of basic accident avoidance techniques are the ingredients of successful defensive driving. Generally, operator error is recognized as a contributing factor in over 85 percent of all traffic accidents. But the key ingredient for you is that you are a professional Paratransit Operator and must adjust to the conditions around you. You are judged on your ability not only to avoid accidents, but also to actively avoid accidents. A defensive driver is

one who actively avoids accidents. Continued improvement depends on concentration and attitude.

- **Smooth Braking:** Feathering the brake means when braking to a full stop, be careful to let up slightly on the brake just as the vehicle stops completely. If you hold the brake down and do not let up slightly just as the vehicle comes to a full stop, there is an abrupt backlash in the opposite direction just as the vehicle stops completely. This abrupt backlash will throw a passenger backward and result in an uncomfortable and unprofessional ride. It could also cause injury. Try to avoid hard “panic” type braking at controlled intersections and bus stops by anticipating the stop and slowing down gradually. This will give a smoother more professional ride, keep the brakes from over heating, (which causes brake fade), and extend the life of the brakes.

#### 2.26.6 Bicyclists

When a bicyclist is sharing the road with you, you must be aware of the danger he/she faces and drive accordingly. By law, bicyclists have the same rights accorded operators of other vehicles, yet they are at a distinct safety disadvantage, since their vehicles offer no protection. There are five major bus maneuvers that bicyclists cite as hazardous. They are as follows:

- Van squeezes bicycle into curb or parked cars. When driving a van and stop or making a right turn, be sure to check your right side mirror. Right turns must be signaled well in advance.
- Van makes a left turn in front of bicyclists. This occurs when there is a failure to judge the speed of a bicyclist relative to the speed of the vehicle.
- Van pulls out when a bicycle is passing. When checking your left side mirror before pulling out of a stop, watch for and yield to all vehicles. Bicyclists passing on your left could be forced into moving traffic.
- Van jumps green light. Condition yourself to look for all vehicles at intersections. Bicyclists are harder to see. Be sure all vehicles have cleared the intersection before proceeding.

Other hazards faced by bicyclists are wind (sometimes caused by passing vehicles), rough roadway (larger vehicles can ignore most holes and storm drains), parked cars (whose doors may open without notice), and general vulnerability to injury.

Remember you and bicyclists have equal rights under the law. However, because of the size difference between a van and a bicycle, bicyclists are extremely vulnerable on the roadway. Use appropriate caution.

## **2.27 OUT-OF-SERVICE VEHICLE**

2.27.1 When a Paratransit Operator during pre-trip/post-trip inspections or in route has an alleged mechanical or safety defect, the following procedure shall be followed:

- The Paratransit Operator shall record on a VSVCR a detailed description of the mechanical or safety defect.
- The Paratransit Operator shall report to the Dispatcher the alleged mechanical or safety defect.
- The Dispatcher shall call the maintenance shop to report the alleged mechanical or safety defect.
- A certified mechanic will physically inspect vehicle in the yard, or if on route, will direct the Dispatcher to have the Paratransit Operator stop the vehicle immediately.
- A certified mechanic will then do a road call to verify the alleged mechanical or safety defect.
- After the certified mechanic has made a determination of the alleged defect, several scenarios could follow:
  - The certified mechanic repairs defect, or determines that there is no defect, or defect is minor and mechanic signs off VSVCR releasing vehicle.
  - The certified mechanic calls maintenance shop to have vehicle towed to the yard and placed out-of-service (a RED OUT-OF-SERVICE TAG is secured to the vehicle).
- The out-of-service vehicle is further inspected, repaired and VSVCR signed off by mechanic(s) performing the repairs.
- After the mechanical or safety defect has been repaired, tested and the VSVCR signed off, a maintenance employee will put vehicle back in service by notifying the Dispatcher.
- **ONLY MAINTENANCE MANAGEMENT OR CERTIFIED MECHANICS CAN PUT A VEHICLE OUT-OF-SERVICE, OR PUT AN OUT-OF-SERVICE VEHICLE BACK IN SERVICE.**

2.27.2 According to Federal Motor Carrier “Safety Regulations” Section 392.7, Equipment, Inspections and Use, the following applies:

- No commercial motor vehicle shall be driven unless the driver thereof shall have satisfied himself/herself that the following parts and accessories are in good working order, nor shall any driver fail to use or make use of such parts and accessories when and as needed:
  - Service brakes, including trailer brake connections.
  - Parking (hand) brakes.
  - Steering mechanism.
  - Lighting devices and reflectors.
  - Tires.
  - Horn.
  - Windshield wiper or wipers.
  - Rear-vision mirror or mirrors.
  - Coupling devices.

## **2.28 MAXIMUM DRIVING TIME**

According to Federal Motor Carrier, Safety Regulations, paragraph 395.3 Maximum Driving Time:

- (a) no motor carrier (transit agency) shall permit or require any driver used by it to drive nor shall any such driver drive:
  - (1) More than 10 hours following 8 consecutive hours off duty; or
  - (2) For any period after having been **on duty** 15 hours following 8 consecutive hours off duty.
- (b) No motor carrier shall permit or require a driver of a commercial motor vehicle to drive, nor shall any driver, regardless of the number of motor carriers using the driver’s services, for any period after –
  - (1) Having been on duty 60 hours in any 7 consecutive days if the employing motor carrier does not operate commercial motor vehicles every day of the week; or
  - (2) Having been on duty 70 hours in any period 8 consecutive days if the employing motor carrier operates commercial motor vehicles every day

of the week.

Under paragraph 395.2 Definitions, **on duty time** means all time from the time a driver begins to work or is required to be in readiness to work until the time he/she is relieved from work and all responsibility for performing work. **On-duty time** shall include:

- (1) All time at a carrier or shipper plant, terminal, facility, or other property, or on any public property, waiting to be dispatched, unless the driver has been relieved from duty by the motor carrier;
- (2) All time inspecting equipment as required by paragraphs 392.7 and 392.8 of this chapter or otherwise inspecting, servicing, or conditioning any commercial motor vehicle at any time;
- (3) All driving time as defined in the term **driving time** in this section.
- (4) All time, other than driving time, in or upon any commercial motor vehicle except time spent resting in a sleeper berth as defined by the term **sleeper berth** of this section;
- (5) All time loading or unloading a commercial motor vehicle, supervising, or assisting in the loading or unloading, attending a commercial motor vehicle being loaded or unloaded, remaining in readiness to operate the commercial motor vehicle, or in giving or receiving receipts for shipments loaded or unloaded;
- (6) All time repairing, obtaining assistance, or remaining in attendance upon a disabled commercial motor vehicle;
- (7) All time spent providing a breath sample or urine specimen, including travel time to and from the collection site, in order to comply with the random, reasonable suspicion, post-accident, or follow-up testing required by part 382 or part 391, subpart H, of this subchapter, whichever is applicable, when directed by a motor carrier;
- (8) Performing any other work in the capacity of, or in the employ or service of, a common, contract or private motor carrier; and
- (9) Performing any compensated work for any non-motor carrier entity.

**Driving time** means all time spent at the driving controls of a commercial motor vehicle in operation.

## **2.29 FATIGUE AWARENESS**

Paratransit Operators are primarily responsible for assessing their own condition and informing their supervisors if they are not able to safely perform their job duties. However, if a supervisor observes or becomes aware of potential fatigue factors that may compromise an operator's ability to perform his/her job duties safely, the supervisor may decide to not schedule the operator or not let the operator keep a scheduled assignment.

## **2.30 PRESCRIPTION AND OTC DRUGS**

Paratransit Operators are required to immediately inform their supervisors of any prescription or over-the-counter (OTC) medications they are taking that may induce drowsiness or otherwise interfere with their ability to safely perform their normal job duties.

Paratransit Operators are also expected to inform their medical providers of the nature of their job duties and their work schedule, so that prescription and OTC drug regimens do not unnecessarily conflict with the performance of their job duties.

## SECTION 3

### PASSENGER RELATIONS

#### 3.1 CONDUCT TOWARD THE PUBLIC

Santa Fe Ride is in business for one reason only – to provide public transportation services for the citizens of Santa Fe. The Paratransit Operator's responsibility is:

- 1 To provide passengers with safe and dependable service.
- 2 To always be courteous to passengers, even when the passenger is in the wrong.
- 3 To show a genuine concern for passengers and their needs.
- 4 To convey a helpful and professional attitude toward passengers.
- 5 To provide service that makes passengers want to ride again.

3.1.1 In order to maintain good customer relations, the operator shall:

- 1 Maintain a neat, professional appearance.
- 2 Drive safely and smoothly at all times.
- 3 Provide a comfortable climate (e.g. turning on the air conditioner or heater as needed), turn on rear dome lights before or after daylight hours, and keep the interior of the bus clean.
- 4 Stay on schedule. NEVER be ahead of schedule, and try to avoid being needlessly behind schedule.
- 5 Deal with passengers so that they believe the Paratransit system operators are concerned with their personal well-being.
- 6 Go out of the way to be helpful.
- 7 Support and explain company policies when dealing with a passenger. If an operator does not agree with a company policy, he/she should discuss it with a supervisor, not with passengers.
- 8 Maintain a constant, conscious effort to be courteous to all passengers, even the difficult ones.
- 9 Maintain a cheerful and helpful attitude and always keep control of his/her temper. An operator shall not allow personal troubles to interfere with his/her responsibility as an operator.

- 10 Explain why he/she can or cannot do something.
  - 11 Be concerned for the safety and convenience of his/her passengers.
  - 12 Know your manifest. Keep up-to-date on landmarks, hotels, places of interest, major businesses, streets, locations of street numbers on route, and intersecting streets.
  - 13 Help passengers understand how to use the bus service. Give out accurate information and thoroughly explain whatever customer information materials are available. An operator should never alarm passengers by spreading rumors about changes in service.
  - 14 NEVER EMBARRASS ANYONE. Quietly, and respectfully, discuss the problem or issue with the goal of helping to resolve it.
  - 15 NEVER PASS ANYONE UP. Do the most actions to try to locate the passenger, this includes notifying the dispatcher so they may try to contact the passenger by phone.
  - 16 Take the time to understand passenger questions and make sure passengers understand the answers.
  - 17 Politely discourage passengers from talking excessively to him/her while the vehicle is in motion.
  - 18 Be a courteous driver. Other motorists and pedestrians are potential riders.
  - 19 Avoid arguments with passengers at all costs. The operator shall be firm, but polite and consistent in enforcing passenger rules.
- 3.1.2 Passengers have the right to file complaints and/or compliments with management regarding the behavior, or perceived behavior, of an operator. It shall be management's responsibility to investigate in the event of a complaint and to determine appropriate disciplinary actions, if necessary. At no time shall an operator confront the complainant about the report or the allegations therein.
- 3.1.3 Transit system passengers are our customers and only through their tax dollars and the support of other citizens is it possible for this system to continue operating. Goodwill and common sense must prevail.

For the most part, passengers will simply get on the vehicle, pay their fare, and ride quietly to their destination. However, at times you may encounter an individual or a group of passengers whose actions are detrimental or annoying to you and others on your vehicle. When responding to these situations, you must put the safety of yourself and

your passengers first. Keeping the peace should be your first consideration when deciding how to react to any potentially volatile occurrence. Most instances must be handled on an individual basis, and you should use good judgment, putting safety first. You need to know how to effectively handle these situations as well.

### **3.2 DISPUTES**

Avoid arguments, no matter what the provocation. Don't take comments personally. Remember, in a tense situation your first statement will influence the attitude of the passenger. Make it as courteous, factual, and positive as possible. Arguing will only provoke a dispute and minimize your ability to handle the situation. Do not physically intervene in disputes or assaults between passengers. At the first indication of possible violence, discretely call the Dispatcher for assistance. Continue operating normally as you feel the situation allows. If the situation worsens, use good judgment. Take appropriate action to ensure safety and defuse the incident. Such action could include stopping, securing the bus, and opening all doors. **A good rule of thumb is: if you cannot resolve the situation from the driver's seat, then call the Dispatcher or a Call Center Supervisor for help.**

### **3.3 ADULT MISCONDUCT**

For acts of misconduct such as vandalism, criminal activity, or passenger disputes call the Dispatcher for assistance. When reporting an incident of this nature, remember:

- Remain calm, speak slowly and clearly.
- Notify the Dispatcher.
- Give your location and do not move your bus.
- Give your bus and route number.
- Do not attempt to detain or chase the suspect(s).
- Note features and mannerisms of the suspect(s) for future identification.
- Complete an Accident/Incident Report detailing the occurrence.

### **3.4 INTOXICATED OR ILL PERSONS**

At your discretion, if the person appears capable of caring for themselves in a safe manner, and is neither aggressive nor likely to annoy or assault other passengers, allow the person to board the vehicle. If the person does not meet these criteria, you may refuse

service. If you refuse service you must notify the Dispatcher. Once aboard, you should not move the vehicle until the passenger is seated. If the passenger is too intoxicated or ill to exit safely, you should call the Dispatcher for assistance.

### **3.5 REFUSING TRANSPORTATION**

In extreme circumstances you may refuse transportation to an individual or group of individuals whom, because of their offensive behavior, or their inability to care for themselves, may compromise the safety of you and your passengers. Examples of extreme circumstances that justify refusing service include those individuals who pose a potential security problem, passengers without shoes or shirts, individuals who have soiled themselves and/or their clothing, or those who give the appearance of extreme intoxication. You must notify the Dispatcher immediately when the incident occurs.

### **3.6 EJECTING A PASSENGER FROM THE VEHICLE**

Be sure you are justified before requesting that a passenger leave the vehicle. Justified examples include extreme annoyance to other passengers, threats of violence, loud profane language, yelling, and physical altercation. Be sure to request, not demand, that the person leave. If the passenger refuses to leave, and there is no supervisor or other person of authority present, call the Dispatcher for instructions before taking further action. You must not forcibly eject a passenger, or put your hands on him/her at any time. If a passenger is removed from the vehicle, they should be left in an area that is safe, well lighted, and near a public telephone. If a passenger is removed from the vehicle, you must notify the Dispatcher immediately so authorities may be contacted if necessary.

### **3.7 DETAINING**

Do not physically detain anyone under any circumstances. It is usually best to make a safe service stop, open the doors and allow the person – and other passengers – to leave the vehicle, if they so desire.

### **3.8 COMPLAINTS**

If you can answer a passenger complaint, do so. If not, refer the individual to the SFR Office at 473-4444. The telephone number is also printed in the Santa Fe Ride

handbook. If a passenger asks you to identify yourself, notify the passenger that you are only required to give your first name.

### **3.9 SMOKING**

#### **SMOKING ON CITY VEHICLES OR WITHIN FIFTEEN (15) FEET OF CITY BUILDINGS IS PROHIBITED.**

If passengers are smoking as they board the vehicle, or if they light up while riding the vehicle, courteously remind them that smoking is not allowed. If the passenger refuses to stop smoking, seek help immediately from the Dispatcher.

### **3.10 ELECTRONIC DEVICES**

Passengers may operate a television, radio, tape player, scanner, or other electronic device only if it is connected to earphones. If a passenger refuses to stop playing equipment that disturbs other passengers, or interferes with your ability to safely operate your vehicle, call the Dispatcher for assistance.

### **3.11 EATING AND DRINKING**

Passengers may not eat or drink on the vehicle. Food and/or beverages may be brought onto the vehicle provided the items are in a closed container and are not consumed while on the vehicle. Lunch pails, grocery bags, fast-food bags and boxes are acceptable closed containers for food. Paper or plastic cups and bottles used for beverages must have a lid. Thermos bottles are acceptable provided they have a lid. **Open soda cans and bottles without lids are unacceptable**, since the beverage could be spilled in the vehicle.

### **3.12 DRUGS AND ALCOHOL**

Passengers may not consume alcohol or illegal drugs on the vehicle. If necessary, contact the Dispatcher to report the use of alcohol or the possession of illegal drugs by passengers.

### **3.13 CHECKING THE VEHICLE**

At the end of a shift, and before returning to base, it is the Paratransit Operator's

responsibility to inspect the interior of his/her bus by walking the entire length of the vehicle. This will ensure the discovery of any sleeping passengers and/or lost and found items. If you find a sleeping passenger on your vehicle, be aware that some people may become violent when awakened. If you determine that it is safe to wake the person, you may do so (but do not touch the person), if not, call the Dispatcher for assistance. Assess each situation and use good judgment.

### **3.14 BAGGAGE PROCEDURE**

In order to ensure the safety and comfort of all passengers, it is essential to provide for baggage transporting under the following conditions:

- No baggage shall be permitted aboard vehicle, which has any dimension in excess of five (5) feet.
- Baggage must be placed so as not to block aisles and/or seats.
- Firearms, explosives, gasoline, and car or other liquid filled batteries are not allowed on City vehicles. In addition, propane tanks, or other pressurized tanks, unsealed or open containers, and materials that produce objectionable odors and any other materials which may endanger the safety of passengers are prohibited. This includes any combustible materials other than portable oxygen supplies in use.
- Animals are not allowed aboard SFR vehicles except in cages specifically designed for the transporting of animals, as long as it can easily be placed on the lap or under the seat. Service animals are exempted from the provision.
- Passengers may only bring as many bags and packages on the vehicle that they can reasonably carry in their arms, and that do not block the passenger aisles or take up seats that are needed by other passengers.
- Two-wheeled shopping carts shall be permitted as long as they are stored in a manner that does not block the passenger aisles, and secured by the passenger.
- Baby strollers shall be permitted as long as they are unoccupied, and can be folded and stored in a manner that does not block the passenger aisles, and secured by the passenger.
- Folding wheelchairs shall be permitted as long as they can be stored in a manner that does not block the passenger aisles, and secured by the passenger.
- Folding bicycles and unicycles are allowed on the vehicle, providing that the wheels and other frame extrusions, such as pedals, are stored in one compact

form and do not pose a danger to other passengers and are secured by the passenger.

- Roller skates and roller blades must be removed from feet prior to boarding. Passengers while riding on City vehicles must secure roller skates, roller blades, and skateboards.

### **3.15 ARTICLES LOST AND FOUND**

Any article found while you are on City property or equipment must be turned into the Dispatcher unless claimed by the verifiable owner. It is your responsibility to protect yourself, your passengers, and the City of Santa Fe in instances when articles are lost and found.

Follow these procedures:

- Always inspect your vehicle before leaving the Yard, at stops and when you return to the Yard at the end of your shift.
- Found items must be turned into the Dispatcher the same day they are found. Be prepared to give the following information to the Dispatcher:
  - Date and Time the item was lost
  - Passenger that may have lost item
- Valuable articles such as a purse, wallet, briefcase, prescription drugs, eyeglasses, cell phone or camera must be reported to the Dispatcher immediately. If possible, have a Call Center Supervisor meet your vehicle and transfer the article to his/her control.
- Do not give money amounts or article descriptions over the air. Please use discretion when giving out any information to passengers about a found item.
- If identifying information is found on or in an article, the Dispatcher or supervisor will attempt to contact the owner. Although SFR is not responsible for lost items, we will, within reason, attempt to return found items.
- Articles will remain in Lost and Found for a period of 30 days. If the article is not claimed, the operator who found the article may claim it. Articles not claimed will be disposed of in an appropriate manner.

## SECTION 4

### ACCESSIBILITY POLICY AND PROCEDURES

The following information summarizes the accessibility service provided by SFR. If you need any additional information on this service, contact your supervisor.

#### 4.1 PUBLIC ACCESS

Every registered member of the Santa Fe Ride Program may board a SFR vehicle through the front doors. The passenger must be assigned by dispatch or be on your manifest before boarding. Should you encounter another passenger inquiring about the status of their vehicle you must contact dispatch. At that point dispatch may advise you to also take the passenger or may give you an estimated time of arrival for the assigned vehicle depending on the destination of the passenger.

Paratransit Operators shall make service stops in a manner that allows persons with disabilities to safely board the vehicle. If this involves moving a short distance to a place where persons with disabilities can readily enter or exit the vehicle, the operator shall make this reasonable accommodation.

**Paratransit Operators shall leave their seats to assist the elderly or persons with disabilities as necessary or upon request.**

#### 4.2 PERSONAL CARE ATTENDANT

A person with a disability may have an approved accompanying Personal Care Attendant (PCA) who may ride SFR vehicles for free, providing the person with a disability has been medically certified for the program. Certified passengers must have a valid SFR identification card with the "Attendant" clearly marked. Should the passenger not have this marked and would like to take a companion they may do so at the same Paratransit cost the passenger pays, i.e., \$2.00 for ADA and \$5.00 for Senior Citizens.

The PCA may assist the person with a disability with boarding/deboarding, carrying packages, etc., but is not allowed to assist with the vehicle restraint and securement mechanisms. **Paratransit Operators shall be responsible for proper securement of wheelchairs and other mobility devices at all times.**

### **4.3 PASSENGERS WAITING AT PICK-UP LOCATIONS**

Paratransit Operators are to knock at the address or enter the building of their pick-up and allow the passenger five (5) minutes to arrive at the vehicle. Should the passenger not be found or there is no answer at the door contact dispatch for directions.

### **4.4 PASSENGER LIFTS**

**On vehicles that require the outer doors to be opened first, Paratransit Operators shall operate the lift from outside the bus.**

#### **4.4.1 Unavailability of Passenger Lift:**

- If the passenger lift cannot be deployed or would be damaged if deployed, or temporary conditions at the stop not under the control of SFR precludes the safe use of the stop by all passengers, operators shall not activate the lift. Paratransit Operators will immediately notify the Dispatcher if this occurs, and request assistance in transporting a 10-37 passenger or request a possible change out.
- If the lift cannot be deployed the operator shall manually enable the lift to complete the assignment before requesting such change out.

#### **4.4.2 Size and Weight Specifications for Passenger Lifts:**

- Any person using a wheelchair or other mobility device may use the passenger lift if the wheelchair or mobility device does not exceed **30 inches in width** and **48 inches in length**.
- The **maximum weight** that can be accommodated on the lift is **600 lbs.**, including the person.
- If a passenger requests deployment of the lift for their mobility device, but cannot meet the size and weight requirements for the particular bus involved, the operator shall immediately notify the Dispatcher and request assistance in transporting a 10-37 passenger.

#### **4.5 PASSENGER REFUSAL TO FOLLOW PROCEDURES**

If a passenger refuses or fails to follow the SFR accessibility procedures, the operator shall notify the Dispatcher and await further instructions.

#### **4.6 SFR EMPLOYEE REFUSAL TO FOLLOW PROCEDURES**

If a SFR employee refuses or fails to follow the SFR accessibility procedures, he/she shall be subjected to disciplinary action up to and including discharge.

#### **4.7 PASSENGER LIFT PROCEDURES**

##### **4.7.1 Passenger Lift Deployment:**

- The Paratransit Operator shall determine that the area is clear of persons and obstacles (rocks, glass, poles, etc.).
- The Paratransit Operator shall approach with caution, positioning the vehicle parallel to the curb. The vehicle shall never be closer than 6 inches, nor farther than 36 inches from the curb, depending on the particular vehicle, lift mechanism, and boarding conditions.
- The Paratransit Operator shall align the lift doors with a level boarding area.
- If the vehicle cannot be pulled to the curb, the operator shall use his/her best judgment to allow for safe boarding/deboarding.
- If there is a problem with boarding safely, the operator shall call the Dispatcher for assistance.

##### **4.7.2 Boarding/Deboarding Procedures for Standing Users of the Passenger Lift:**

- Before activating the lift, the Paratransit Operator shall ensure that passengers on board are clear of the lift area, and that there are no obstructions outside the vehicle where the lift platform will be deployed.
- When necessary the operator shall advise the boarding passenger to move back while the passenger lift is being deployed.
- Once the lift has been fully deployed, the operator shall advise the passenger to board the lift. To ensure safety, standing passengers must face the direction of travel while riding the lift.

- The operator shall advise the passenger to hold on to safety handrails.
- The operator shall advise the passenger that the lift is going to move. The lift shall not be operated until the passenger acknowledges that he/she is ready to move, or the operator has determined it is safe. The operator shall also advise the passenger to lower their head, if necessary, in order to avoid contact with the vehicle.
- The operator should ask the passenger using the lift his/her point of destination, the passenger is required to provide the operator with his/her destination verify the information on the ranger unit or manifest. Passengers are not allowed to change their pick-up location or destination without dispatch approval. Should the passenger change either origin, destination or pick-up time on the day of service the guaranteed reservation shall be canceled and an on-demand request shall be entered with a pickup from 15 minutes up to a 90 minute.

#### 4.7.3 Boarding Procedures for Passengers Using Wheelchairs or Other Mobility Devices

- Paratransit Operators shall check the seats in the wheelchair securement area to ensure that one is vacant. If the seats are occupied, the operator shall advise the passenger(s) occupying the seat to move to another seat in order to accommodate the passenger using a mobility device. If the seated passenger refuses to move, the operator shall contact the Dispatcher.
- Passengers using wheelchairs or mobility devices have first priority to the securement area seats.
- If the securement area is being occupied by a passenger using a manual wheelchair, the operator may inquire whether the wheelchair user would be willing to transfer from their wheelchair to a vehicle seat. If this transfer can be done in a safe and easy manner, and the wheelchair user consents, such transfer may be made. The manual wheelchair of the transferred passenger shall be folded and properly secured.
- Before activating the lift, the operator shall ensure that passengers on board are clear of the lift area, and that there are no obstructions outside the vehicle where the lift will be deployed.
- When necessary the operator shall advise the boarding passenger to move away from the vehicle while the passenger lift is being deployed.

- When necessary the operator shall advise the passenger to move onto the lift platform once the lift has been fully deployed.
- The passenger may board the lift either forward or in reverse.
- The operator shall ask the passenger to lock the brakes on their mobility device, and to hold on to the safety handrails, if possible.
- If the brakes on the mobility device are not working properly, the operator will proceed with extreme caution. When a passenger using a mobility device is not stabilized on the lift by brakes, the operator will advise the passenger of the danger that is present and request that the passenger hold on to the safety handrails. Once the operator has activated the lift, he/she shall observe the passenger on the lift while it is in motion to ensure safety. The operator will also inform the passenger that SFR advises the use of brakes because, without brakes, the wheelchair or mobility device could move on the lift.
- Paratransit Operators may not deny a passenger's use of the lift if the mobility device they are using is without properly working brakes, or the passenger refuses to apply the brakes.
- The operator shall then notify the passenger using a mobility device that he/she is ready to operate the lift. The lift shall not be operated until the passenger acknowledges that he/she is ready to move, or the operator has determined that it is safe. **Note: The passenger lift shall not be operated unless the safety barrier is locked in position.**
- When necessary the operator shall advise passengers using motorized mobility devices not to operate the controls while the passenger lift is in operation.
- **Paratransit Operators shall encourage passengers to utilize all of the various securement devices available, but a passenger has the option of utilizing their brakes, the safety restraint seatbelt and/or shoulder harness.**
- The operator should ask the passenger using the lift his/her point of destination, the passenger is required to provide the operator with his/her destination, the destination may also be located on the ranger unit or manifest. The passenger may not change a reservation origin, destination or pickup time.
- The operator shall complete the boarding by pushing the "depart" button on the ranger unit advising Dispatcher the vehicle is in motion to the scheduled destination.

#### 4.7.4 Deboarding Procedures for Passengers Using Wheelchairs or Other Mobility Devices

- The operator shall inspect the area to ensure the lift can be deployed and will not be damaged; and that there is no temporary condition at the stop, not under control of SFR, that precludes the safe use of the stop passengers.
- The operator shall allow other deboarding passengers to leave the vehicle before proceeding to deboard the passenger using a mobility device.
- The operator shall remove all restraint and securement devices from the wheelchair or mobility device prior to activating the lift.
- Before activating the lift, the operator shall ensure that passengers on board are clear of the lift area, and there are no obstructions outside the vehicle where the lift will be deployed.
- The operator shall un-stow the lift to provide quick and easy access.
- When necessary the operator shall advise the passenger to move out onto the lift so that the back wheels are clear of the vehicle floor.
- Passengers using mobility devices shall deboard facing away from the vehicle.
- When necessary the operator shall advise the passenger to lock the brakes on their mobility device and to hold on to the safety handrails, if possible.
- If the brakes on the mobility device are not working properly, or the passenger refuses to lock their brakes, the operator will proceed with extreme caution. Request that the passenger hold on to safety handrails.
- The operator shall then notify the passenger using a mobility device that he/she is ready to operate the lift. The lift shall not be operated until the passenger acknowledges that he/she is ready to move, or the operator has determined it is safe. **Note: The passenger lift shall not be operated unless the safety barrier is locked in position.**
- When necessary the operator shall advise passengers using motorized mobility devices not to operate the controls while the passenger lift is in operation.
- When necessary the operator shall advise the passenger to move slowly off the lift, once the platform and safety barrier are level with the ground.

#### 4.7.5 Boarding Procedures for Passengers Using Wheelchairs or Other Mobility Devices, and Accompanied by a PCA.

- Paratransit Operators will follow normal boarding procedures as described

above in Sub-Section 4.7.3.

- When necessary the operator shall advise the PCA in the same manner that he/she would advise a passenger using a wheelchair or other mobility device, regarding maneuvering, locking the brakes, securement, and boarding as described above in Sub-Section 4.7.3.
- The PCA may assist the passenger to board the lift either forward or in reverse.
- The PCA shall not ride on the lift with the passenger.
- **Paratransit Operators shall encourage passengers to utilize all of the various securement devices available, but a passenger has the option of utilizing their brakes, the safety restraint seatbelt and/or shoulder harness system.**

#### 4.7.6 Deboarding Procedures for Passengers Using Wheelchairs or Other Mobility Devices and Accompanied by a PCA.

- Paratransit Operators will follow normal deboarding procedures as described in Sub-Section 4.7.4.
- The operator shall advise the PCA in the same manner that he/she would advise a passenger using a mobility device regarding maneuvering, locking the brakes, securement, and deboarding as described in Sub-Section 4.7.4.
- The passenger using a mobility device shall face away from the vehicle when deboarding.
- The PCA shall not ride on the lift with the passenger.

#### 4.7.7 Passenger Lift Failure

If a passenger lift fails to operate properly for any reason, the operator shall immediately cease operating the lift and notify the Dispatcher. Unless there is an emergency situation, operators should not assist passengers using a mobility device off an inoperable lift. However, operators should immediately notify Dispatcher that a manual deployment is necessary and request a change out of vehicle.

## 4.8 SECUREMENT AREA PROCEDURES

### 4.8.1 Securement Procedures – Boarding

- When necessary the Paratransit Operator shall advise other passengers not to interfere with the user of a wheelchair or other mobility device.
- The operator is required to assist the user of a mobility device with the use of securement systems. This assistance shall include the proper application of all wheelchair restraint and securement mechanisms.
- Operators shall always secure wheelchairs in the securement areas with the person facing forward (toward the front of the vehicle).
- Operators shall always secure wheelchairs to the floor using four securement devices on each of the four corners of the wheelchair. The devices shall hook around vertical support pieces of the frame on the wheelchair. The strap shall attain an approximate 45-degree angle to the floor of the vehicle, and shall retract sufficiently to provide a snug fit.
- Three-wheeled scooters shall be secured with four securement devices and the additional strap provided, which shall be wrapped around the steering post, providing a loop for the two front hooks.
- Under no circumstances shall a securement device be hooked to a wheel, footrest, fender or any other collapsible piece of the wheelchair or mobility device.
- In the event a specialized wheelchair or mobility device cannot be secured in the normal manner with the securement devices, the operator shall radio Dispatch for instructions before moving the vehicle.
- The operator driving the vehicle is responsible for ensuring that all wheelchairs and mobility devices are properly secured before moving the vehicle. Even if another Paratransit employee assists with this task, the operator driving the vehicle must check to make sure the task was completed properly.
- UNDER NO CIRCUMSTANCES SHALL A PASSENGER BE ALLOWED TO SECURE WHEELCHAIRS OR OTHER MOBILITY DEVICES.
- When necessary the operator shall advise the passenger to lock their brakes and fasten the seat belt and/or shoulder harness.
- **Paratransit Operators shall encourage passengers to utilize all of the various securement devices available, but a passenger has the option of utilizing their brakes, the safety restraint seatbelt and/or shoulder harness.**
- UNDER NO CIRCUMSTANCES SHALL A PASSENGER WITH NO

ARMS AND LEGS BE TRANSPORTED UNLESS HE/SHE IS PROPERLY SECURED TO THE WHEELCHAIR.

- Operators shall always drive their vehicles in a smooth and deliberate manner so that passengers, and particularly persons with disabilities, are not thrown from their seats when the operator is making stops or turns.

#### 4.8.2 Securement Area Procedure – Deboarding

The operator shall assist passengers using a mobility device with removing all restraint and securement mechanisms on the vehicle.

### **4.9 EMERGENCY EXIT PROCEDURES FOR LIFT PASSENGERS**

#### 4.9.1 Emergency Exit Procedures

- Paratransit Operators shall immediately report any emergency situation to the Dispatcher. If evacuation is necessary, and a passenger who uses the lift to board the vehicle is on the vehicle, the operator shall indicate to the Dispatcher whether they will need further assistance to remove the person from the vehicle.
- Paratransit Operators shall advise other passengers to exit the vehicle via the doors and/or windows, according to standard SFR emergency procedures. (See Section 6)
- In a life threatening situation, the operator shall physically remove any disabled passenger from the vehicle if he/she is able to do so. The operator shall not operate the lift in an emergency situation if this will create or increase danger to anyone on the vehicle.

### **4.10 INSPECTION OF ACCESSIBILITY EQUIPMENT**

#### 4.10.1 Pre-trip Inspection of Accessibility Equipment

During pre-trip inspection, Paratransit Operators shall perform the following functions:

- Completely cycle the lift to ensure proper working condition.
- Inspect floor tracks, and all restraint and securement mechanisms to ensure

cleanliness and operability.

- Ensure that the seats in the securement area can be lifted to allow access for mobility devices.

#### 4.10.2 Reporting Defects of Accessibility Equipment

Paratransit Operators shall immediately report any defect of accessibility equipment to the Dispatcher. **A vehicle with an inoperable wheelchair lift shall not leave the yard for revenue service.**

### 4.11 SERVICE ANIMAL ACCESSIBILITY

#### 4.11.1 Public Access

Every visually impaired, totally blind, deaf, hearing impaired, or physically disabled person shall have the right to be accompanied on a SFR vehicle by a guide or signal dog, or service animal, specially trained to assist the passenger. Any working animal should not be petted or handled by any person other than the owner or trainer.

#### 4.11.2 Fees

No extra costs or fees shall be assessed for a guide or signal dog, or service animal. Passengers shall be liable for any damages done to vehicles or facilities by such animal.

#### 4.11.3 Access for Trainers

Persons licensed to train guide and signal dogs, or service animals may take these animals, for the purpose of training, into transit facilities open to the public. **These trainers may also board SFR vehicle without being required to pay an extra fee for such animal.** The trainers of these animals will be liable for any damage done to SFR facilities or vehicles.

#### 4.11.4 Definitions

- Guide dog: any seeing-eye dog, which was trained by a licensed person.
- Signal dog: any dog trained to alert a deaf or hearing impaired person to intruders or sounds.

- Service animal: any animal individually trained to work for a person with a disability including, but not limited to, minimal protection work, pulling a wheelchair, or fetching dropped items.

#### 4.11.5 Boarding and Deboarding Procedures for Service Animals

- The trained animal, as defined above, shall board and deboard the vehicle by using the steps.
- The trained animal shall not be allowed to board or deboard the vehicle by using the passenger lift. When boarding, the animal must board before the lift is deployed, and when deboarding, the animal must stay in the vehicle until the lift has been properly stowed away.
- The trained animal shall sit by its owner or trainer while onboard the vehicle.

### 4.12 RESPIRATORS AND OXYGEN SUPPLIES

Portable respirators and oxygen supplies consistent with U.S. Department of Transportation rules on the transportation of hazardous materials are permitted on SFR vehicles. **The operator shall ensure that portable breathing devices and oxygen tanks are safely secured before moving the vehicle.**

### 4.13 PROCEDURES FOR ASSISTING A PASSENGER WITH A VISUAL IMPAIRMENT

What to do when you meet a passenger with a visual impairment:

- If a person seems to need help, go ahead and offer your assistance. But do not help unless the individual says you can. Always ask before you act. If you aren't sure exactly what to do, ask the person to explain how you should help.
- To guide the person, let him/her take your elbow or rest his/her hand on your shoulder. Don't grab the person's arm, as this is dangerous as well as insulting and frightening. The individual will walk about half a step behind you, following your body motions. If you encounter steps, curbs or other obstacles, identify them. In places too narrow for you to walk two abreast, bring your arm back and let the guided person follow you.
- When talking to the individual, use normal tone and speed of voice. Shouting or speaking to an adult as a child is very insulting. Blindness does not affect hearing or intelligence. Speak directly to the person, not to a third party.

When you are leaving a room, say so, anyone would feel foolish talking into thin air. Don't avoid using words like *blind*, *look*, or *see*; people with visual impairments use them too.

- When giving the person directions, be as clear and specific as possible. Make sure to point out obstacles in the direct path of travel. Since some people have no visual memory, be careful of using descriptions containing numbers of feet or yards (e.g., 50 feet ahead). If you're unsure of just how to direct the person, say something like, "I'd be happy to give you directions; how should I describe things?"
- When guiding the person to a seat, simply guide the hand to the back of the seat.
- Resist the temptation to pet a working guide dog. If the dog is distracted from its work, its owner can be in danger. Always ask permission of the owner before interacting with the dog.
- Use common sense and sensitivity. Most people with visual impairments can hear fine and comments like, "Isn't she brave!" or "Isn't it a shame he's blind," are usually heard and not appreciated. A person with visual impairment is just like you, only without sight. Give him/her the same respect as you would a sighted person.
- When working or socializing with persons with visual impairments, don't exclude or excuse them from participating because you feel their blindness would be a problem. Let them make that decision. Don't lower your expectations (work load, social activities, etc.) of what the person can do. He or she may surprise you. Give the person the chance to succeed or fail, just like anyone else.
- Make sure meeting places are architecturally accessible to all participants (e.g., raised elevator numbers). Provide alternatives to printed material (cassette tapes, large print, Braille) which sighted participants receive.
- Experience is the best teacher. Get to know people with visual impairments and you will see your misconceptions disappear.

#### **4.14 PROCEDURES FOR ASSISTING A PASSENGER WITH A COGNITIVE DISABILITY**

When you meet a person with a cognitive disability:

- When talking, keep your concepts clear and concise. Use fewer complex

sentences. But it is inappropriate to change the inflection or tone of your voice. Don't talk down to the person. The quality of your conversation won't change by making your points clear and easy to understand.

- It's okay to offer help (e.g., reading signs, explaining directions), but wait until your offer is accepted before doing anything. You may think someone needs help doing something, but they may prefer to do it themselves. Ask first.
- Don't assume that the person is sick. Reduced cognitive ability is not an illness. It is not contagious, and does not cause health problems.
- Don't take advantage of the person. Sometimes their friendliness and eager to please attitude encourages people to ask them to do excessive favors and chores. Don't ask them to do anything you wouldn't ask other folks to do for you.
- Keep in mind that most people with cognitive disabilities have the same activities of daily living as you do. Many of them find it impossible to get a cab to stop for them or to have a clerk wait on them in stores. Remember that persons with cognitive disabilities are customers and patrons, and deserve equal attention when shopping, dining or traveling.
- In some cases the person may seem to react to situations in an unconventional manner or may appear to be ignoring you. Remember that a lack of response or a slow response doesn't necessarily mean the person is being rude to you. The person may simply be slower to respond.
- Interact with the individual as a person first. Talk to adults as adults, not as if they were children. Citizens with cognitive disabilities deserve the same respect and dignity as all other people.

#### **4.15 PROCEDURES FOR ASSISTING A PASSENGER WITH A HEARING IMPAIRMENT**

When you meet a person with a hearing impairment:

- Speak clearly and distinctly, but don't exaggerate. Use normal speed unless asked to slow down.
- Provide a clear view of your mouth. Waving your hands or holding something in front of your lips, thus hiding them, makes lip reading impossible.
- Use a normal tone unless you are asked to raise your voice. Shouting will be

of no help.

- Speak directly to the person, instead of from the side or back of the person.
- Speak expressively. Because persons with hearing impairments cannot hear subtle changes in tone which may indicate sarcasm or seriousness, many will rely on your facial expressions, gestures and body movement to understand you.
- If you are having trouble understanding the person's speech, feel free to ask him/her to repeat. If that doesn't work, then use paper and a pen. Communicating is your goal. The method doesn't matter.
- If you know any sign language, try using it. If the person you are communicating with finds it a problem, the person will let you know. Usually your attempts will be appreciated and supported.
- If the person is with an interpreter, speak directly to the person, not to the interpreter.
- When talking with the person, try not to stand in front of a light source (e.g., a window). The person would find it hard to see your face, which would be silhouetted in the light.

## SECTION 5

### FARE COLLECTIONS AND RIDERSHIP DATA

#### 5.1 GENERAL INFORMATION

Santa Fe Ride provides two specific rates to accommodate our customers. The rules in this section govern the collection of fares.

- Paratransit Operators are expected to have knowledge of customer fare rates, and shall ensure that the fares are collected and appropriately deposited in the farebox.
- Fares are good for passage in a one-way direction only.
- Cash fares are to be deposited in the farebox by customers whenever possible. **Paratransit Operators are not to handle cash fares, unless a passenger is physically unable to place his/her own fare in the farebox.** If this occurs, operators are to make sure that it is obvious to the customers on the vehicle that they are depositing the fare.
- Customers must pay the fare in coins, or U.S. paper currency, or Santa Fe Ride travel vouchers. **Checks are not allowed as fare payment on the vehicle. Customers may come to the SFR facility to purchase travel vouchers which are \$1.00 fare in a book of 10.**
- Three distinctive trips types are offered to Santa Fe Ride customers. They are as follows:
- **Subscription Trips:** Trips for several dates from the same origin, to the same destination, and at the same time. Examples: Work, Physical Therapy, Classes. Customers are to call the call center by 7:00 pm the day prior to service and up to 14 days in advance to arrange for subscription trips. SFR guarantees to arrive no sooner and no later than 15 minutes of the request time. Paratransit Operators are to review the manifest to assure they are on time within the half hour pickup window for all subscription trips. Customers cannot change the origin, destination or pick-up time on the day of service without changing the status to on-demand service.
- **Reservation Trips:** Trips which are requested by 7:00 pm the day before service and up to 14 days in advance. SFR guarantees to arrive no sooner and no later than 15 minutes of the request time. Paratransit Operators are to

review the manifest or contact dispatch to verify the type of trips received to assure they are on time within the half hour pickup window for all reservation trips. Customers cannot change the origin, destination or pick-up time on the day of service without changing the status to on-demand service.

- **On-Demand Trips:** Trips which are requested for the day of service, or trips that were subscription or reservation, but with a request to change origin, destination or pick-up time on the day of service. Requests are processed as soon as possible but customers may have to wait up to 90 minutes for a pick-up. Paratransit Operators are to courteously remind customers that Subscription and Reservation trips take priority over On-demand service.
- Customers of the SFR Program have two specific fares as follows:
- **ADA: (Americans with Disabilities Act)** Disabled applicants must complete a two-part application, with the first portion completed by the applicant and the second portion to be completed by a physician, registered nurse or state licensed social worker. An in-office interview will occur and a determination will be made within 21 days from receipt of application. Applicants may appeal a decision of denial or partial/conditional approval. If approved the fare per one-way trip is \$2.00 per trip.
- **SENIOR:** Any senior citizen 60 years and older living within the Santa Fe city limits may apply for the SFR Program. The SFR Program office is located at 2931 Rufina St., and is open Tuesday through Thursday, from 9:00 a.m. to 11:00 a.m., and 1:00 p.m. to 4:00 p.m. Senior citizens must provide proof of age and residence to the SFR program. When approved the fare per one-way trip is \$5.00.
- **Service Hours:** The SFR Program provides service for all trip types 24 hours a day, 7 days a week, 365 days a year. SFR ensures safe, reliable transportation to all registered participants of the Santa Fe Ride Program.
- Sales of SFR travel vouchers shall be a final action. No refunds shall be made.
- SFR program participants are to present a valid Santa Fe Ride Program I.D. card when entering a SFR vehicle. Should the participant lose or misplace their I.D. card they may purchase a replacement card at the SFR administrative office during the hours indicated under SENIOR section. Replacement cards are \$5.00 per replacement card. Paratransit Operators are to return lost or forgotten cards to dispatch at the end of their shifts.

#### 5.1.1 Collecting Fares

The following fares are to be collected:

\$2.00 ADA passenger per one-way trip

\$5.00 Senior passenger per one-way trip

An ADA passenger may have an approved attendant accompany them at no cost. Attendants must start where the passenger starts and end where the passenger ends. Senior category passengers are not allowed attendants.

All SFR participants are allowed to have one (1) companion accompany them on a trip. The companion shall pay the same fare as the participants. The companion must be requested at the time of arranging the trip.

Paratransit Operators are to ensure that any change to ridership and/or fares are recorded on the Ranger unit during the “departure” portion of the trip.

## **5.2 FARE DISPUTES**

All customers are required to pay a fare, or use a valid SFR travel vouchers upon boarding a vehicle. Exceptions to this requirement are Personal Care Attendants, when accompanying a certified person with a disability.

Customers who refuse, or are unable to pay all or part of the fare, are not entitled to service. However, do not engage in disputes over non-payment of fare. Politely and calmly request that the customer pay the fare, without embarrassing the customer.

In some cases, the inability to pay the fare may be genuine. It is permissible to allow such customers to ride, but inform them that next time they need to have the full fare. Repeat offenders refusing to pay the full fare should be requested to leave the vehicle. If they refuse to exit the vehicle, notify the Dispatcher when safe to do so. If necessary, ask the customer to take a seat so that you may continue in service. Submit an Accident/Incident Report Form to the Dispatcher with appropriate information on time, location, description of customer, etc., so proper follow-up action may be taken.

**Remember, in any fare dispute, PLEASE KEEP THE PEACE.**

## SECTION 6

### EMERGENCIES AND INCIDENTS

Whenever there is an emergency or unusual incident, the Dispatcher must be notified. Timing for notifying the Dispatcher depends on the situation, since your safety, the safety of your passengers and others involved must come first.

#### 6.1 EMERGENCIES

Use the radio ten code “10-33” for any emergency situation when police or medical aid is needed. This includes situations where you have witnessed, or have been asked by a citizen who has witnessed, emergencies such as assaults, accidents or fires that occur either on or off the vehicle. Remain calm. Give your exact location, direction of travel, route and vehicle number. A Call Center Supervisor and law enforcement officers will be dispatched immediately. Do not continue on route until directed by Dispatcher or a Call Center Supervisor. If possible, stay on the radio to allow for Dispatcher verification or transmission of additional information. Give only necessary information and do not continuously speak on the radio so as not to “jam” the radio.

Notify Dispatcher when you are free to resume your schedule. File an “Accident/Incident Report” upon returning to Base.

#### 6.2 FIRE

**If you suspect a fire or if a fire should occur on or in any part of the vehicle, the most important thing you can do is protect the lives of your passengers and yourself.**

- Immediately pull clear of traffic, if possible.
- Stop the vehicle in a safe manner.
- Open all doors and evacuate all passengers to a safe location – about 300 feet away and behind a barrier, if possible.
- Call Dispatcher for assistance. Use a cell phone or pay phone, if necessary.
- Turn off ignition switch.
- **If it is safe to do so**, attempt to locate and extinguish the fire, if possible.
- If the fire is located in the passenger compartment and you are reasonably certain it is small enough to put out, use the fire extinguisher, as follows:

- Pull the pin
- Activate the trigger
- Direct the nozzle at the base of the flame
- If it is a tire fire, use extreme caution as an explosion may occur.
- Notify Dispatcher as soon as the fire is extinguished, or if the fire cannot be extinguished.
- **Do not open the engine compartment door.**
- File a complete “Accident/Incident Report” upon returning to the base.

### 6.3 BOMB THREATS

Bomb threats must not be ignored. All suspicious incidents, persons or items must be taken as serious potential threats to Santa Fe Ride staff, structures and vehicles. Bombs can look like almost anything. Their designs and appearances reflect the ingenuity of the bomber. Never presume that a bomb has only one size and shape. When trying to locate a bomb, be suspicious of anything that looks out of place. Let bomb experts make the determination of what is and is not a bomb.

#### 6.3.1 **Bomb Threat on a Particular Vehicle:**

Once information is received that a bomb is on a particular vehicle, Dispatcher will:

- Notify the Police Department of **Code 40** and location, and then call the vehicle unit number and state “CODE 40.”
- The Paratransit Operator **will not acknowledge** the CODE 40 call from dispatch. Radio transmission by the operator could activate a bomb.
- After the Dispatcher sends out the appropriate CODE 40, the Dispatcher will designate an employee to inform the Transit Director, all transit staff located in the administrative building, and all maintenance staff located in the maintenance building of the bomb threat. All unnecessary staff shall refrain from standing in the dispatch office while Code 40 is in effect.
- CODE 40 tells the Paratransit Operator to immediately park the vehicle in a safe location, evacuate all passengers (300 feet or more) advising them to take all personal items with them, and search the interior of the vehicle for a suspicious device, package, paper bag or article. If a 10-37 is on board, they must be evacuated before a search is made for a suspicious device.

- If the Paratransit Operator finds something of a suspicious nature **DO NOT TOUCH!**
- If nothing is found, the Paratransit Operator will call the Dispatcher and report unit number, location, and 10-4. **That is all!** The Paratransit Operator can then resume the route.
- If a suspicious item is located, **do not use the two-way radio, it could activate a bomb**, just leave the vehicle and join the evacuated passengers. Do not try to remove the device from the vehicle. Leave that to the experts. If a telephone (cellular) is available you may call dispatch and report the suspicious item and your exact 10-20.
- If after 3 minutes the Dispatcher has not received a 10-4 call from the Paratransit Operator, the Dispatcher will notify a Supervisor/Manager to immediately respond to the vehicle giving the Supervisor the vehicle's approximate 10-20 and direction of travel.
- After the Supervisor locates the vehicle and evaluates the scene, the Supervisor will:
  - **If no suspicious device is found**, transmit to the Dispatcher the unit number, location, and a 10-4.
  - **If a suspicious device is found on board**, transmit to the Dispatcher the unit number, an exact 10-20 and direction, and request notification of the Police Department (10-87).
- After the suspicious device has been removed and the vehicle declared safe by the police, Dispatcher will check to see if the Paratransit Operator wishes to continue driving or wants to be relieved. Once cleared by police, the Dispatcher should designate an employee to inform all employees at the transit facility that the bomb threat has been lifted.
- Never permit re-entry into the vehicle until the suspicious device has been removed and the area declared safe by the police.

### 6.3.2 **Bomb Threat on a Specific Location:**

- 1 Follow the same procedures as above except Dispatcher will notify all units on the specific location mentioned that there is a CODE 40. Any unit that has been near or close to the specific location within the last hour must also be searched for a suspicious device.

6.3.3 **Bomb Threat Not Specific – Involving All Units:**

- 2 Follow the same procedures as above except Dispatcher will notify all units in service that there is a CODE 40. In addition, all units in the maintenance yard or shop must be searched for a suspicious device.

6.3.4 **Passenger Reports to Paratransit Operator of Possible Bomb Device on the vehicle:**

- 3 If a Paratransit Operator is in-service and receives information from a passenger that a possible bomb device is on the vehicle, the operator will immediately park the vehicle in a safe location, evacuate all passengers (300 feet), visually confirm the passenger's report, and report to Dispatcher as soon as possible via land line (cellular telephone). **Do not use the two-way radio, it could activate a bomb.**
- 4 If the Dispatcher receives a call from the Paratransit Operator reporting a possible bomb device on board the vehicle, the Dispatcher will obtain the exact location of the unit, declare a Code 40, notify the Police Department, then notify a Supervisor to immediately respond to the unit.

6.3.5 **Bomb Threat to the Transit Facility:**

- 5 Whoever receives a bomb threat to any transit facility (this includes all buildings, transit centers, bus shelters or bus stops) must notify the Dispatcher and then the Transit Director or his designee immediately.
- 6 The Dispatcher to call the Police Department (10-87) and report the nature of the bomb threat.
- 7 If the bomb threat is directed at the Transit Facility (maintenance buildings or administrative buildings), all employees, customers, and visitors must be immediately evacuated from the premises. Evacuation shall be to a safe location at least 300 feet from the building.
- 8 When the police arrive, follow their directions.
- 9 If the bomb threat is at Sheridan Transit Center (STC) or Santa Fe Place (SFP), Dispatcher shall re-route all vehicles to avoid the area until cleared by the police.
- 10 If the bomb threat is at a bus shelter or bus stop, Dispatcher will notify operators affected to avoid the bus stop until further notice. Dispatcher or Supervisor may be required to re-route the vehicles until the stop is cleared by the police.

In the event of a bomb threat, no employee other than the Transit Director shall discuss the matter with the public or media. The Transit Director will inform the Director of Public Works Department, the City Manager, and the Public Information Officer.

#### **6.4 EMERGENCY EXITS AND THEIR LOCATIONS**

All vehicles are equipped with some type of emergency exit, either through windows, roof hatch or emergency doors. Operating instructions are posted in each vehicle. It is the Paratransit Operator's responsibility to make sure they are sufficiently familiar with how to use the emergency exits.

#### **6.5 ROAD EMERGENCY PROCEDURES**

If the vehicle becomes disabled, you must make every effort to protect yourself, your passengers, and other motorists:

- If possible, stop the vehicle on the right side of the roadway, or on the shoulder of the roadway if there is one.
- Turn on four-way flashers.
- Call Dispatcher for assistance.
- Assure the passengers that help will be along quickly.
- Except in case of fire or other dangerous conditions, passengers should remain on the vehicle. If it is necessary for passengers to exit the vehicle, you first exit the vehicle then direct passengers off the vehicle and to a safe area away from the roadway.
- Under no circumstances should passengers be permitted to cross lanes of moving traffic.
- Set up safety triangles in the following manner: On a Two Lane (traffic in both directions) or Undivided Highway, triangles are to be set up 100 feet in front, 10 feet and 100 feet behind the disabled vehicle. On a One Way or Divided Highway, triangles are to be set up 10 feet, 100 feet, and 200 feet behind the disabled vehicle.
- While setting up safety triangles do not walk in a traffic lane.
- Dispatcher will send a mechanic and a replacement vehicle.
- A vehicle sent by the Dispatcher should stop ahead of the disabled vehicle, off the

traveled portion of the roadway if possible, so passengers will not have to walk on the roadway to board.

- If flagging down a passing vehicle, do not stand immediately behind the disabled vehicle; stand back at least one vehicle length.
- Do not permit anyone to walk in traffic lanes.

## **6.6 VEHICLE AND ANIMAL COLLISIONS**

Never swerve to avoid striking an animal. Avoid “panic” stopping which may cause injury to you or your passengers. If your vehicle strikes an animal, notify the Dispatcher immediately.

## **6.7 HAZARDOUS MATERIALS**

In the event of a hazardous material release from a vehicle (or any other vehicle):

- Stop the vehicle. If necessary, evacuate passengers and clear the area. Passengers should be directed upwind of the vehicle and/or the hazardous material release.
- Immediately notify the Dispatcher who will contact the Call Center Supervisor and maintenance personnel. Keep Dispatcher informed as the situation changes.
- Attempt to identify the released material. The most likely materials to be released from the vehicles are: anti-freeze (green liquid), transmission fluid (red liquid), oil (black), and gasoline (clear).
- If the released material is known, attempt to contain the release by diking. Diking can be accomplished by simply blocking the path of the release with a dirt dam, or cloth barrier. Release should never be allowed to enter drains or flow onto soil.
- If the substance is an unknown material and/or cannot be contained, immediately alert the Dispatcher; report the location of the vehicle/release, identify the released material, if possible and the quantity released. Dispatcher will alert “911” if appropriate.
- The Paratransit Operator is the responsible authority at the incident site until supervisory or emergency service personnel arrive and take command.

## **6.8 NATURAL DISASTER PROCEDURES**

If a natural disaster occurs, such as a flash flood or wild fire, Santa Fe Trails is expected

to provide service and support, emergency rescue and recovery activities. **This may involve the calling in of off-duty drivers who have previously turned down a request to work overtime.**

## **6.9 ACCIDENT AND INCIDENT REPORTING**

If your vehicle is involved in a collision with another vehicle, fixed object, bicyclist, or pedestrian; or if a passenger is injured or claims to be injured from falling in, or within fifty (50) feet of the vehicle, or is struck by a closing door, or other incident:

- Immediately stop the vehicle in a safe manner.
- Check the degree of injuries to passengers and occupants of any other vehicle and notify the Dispatcher by radio (or telephone 955-2001; collect, if necessary).
- Provide the Dispatcher with the following information:
  - Your unit number and direction.
  - The exact location of the accident or incident.
  - The nature and extent of injuries to passengers and other people, if any.
  - Whether an ambulance is necessary.
  - The nature and extent of property damage, if any.
- If the vehicle is not radio equipped, or the radio is inoperable, send a responsible person to contact the Dispatcher by telephone with the information set forth above. If unable to contact Dispatcher, 911 should be contacted. **Note: You must not leave the accident scene unless no one is available to summon assistance. If you must leave the accident scene to summon assistance, immediately return to the accident after help has been summoned.**
- The vehicle shall not be moved after an accident unless directed by the police or Paratransit supervisory personnel. If a life-threatening situation exists, and immediate removal of the vehicle is required, move the vehicle without waiting for instructions or chalk marking tire positions.
- Prior to moving the vehicle, in a non life-threatening situation, chalk mark the location on the pavement where the vehicle tires, and/or bumpers are located, and all other tires of involved vehicles.
- Safety triangles shall be placed at 10, 100, and 200 feet behind the vehicle at an accident scene when necessary. Place one safety triangle 100 feet in front of accident if poor visibility exists.
- Obtain the name, address, driver's license number, and telephone numbers of any

drivers involved in the accident. Also, obtain the license plate numbers of any vehicles involved, and exchange all information as required by law, including insurance company name and policy number.

- Courtesy cards:
  - At every accident/incident scene, Paratransit Operators shall obtain as many legible, completed courtesy cards as possible from all passengers, all bystanders, all witnesses, potential witnesses, and from all persons in any involved vehicles.
  - Paratransit Operators shall also obtain courtesy cards from individuals who may not have seen the accident/incident directly, but could have heard, felt, or otherwise perceived information helpful in an investigation.
  - If the Paratransit Operator is unable to collect legible courtesy cards from any passengers, bystanders, or witnesses, it shall be noted in the Accident/Incident Report.
- Paratransit Operators shall fully cooperate with law enforcement and shall give a full and accurate account of the accident or incident to any law enforcement officer.
- **DO NOT** make any statements to anyone except police and Santa Fe Trails supervision describing the accident, how the accident occurred, or your opinion of fault. Simply state that you will make a complete report and forward it to your supervisor.
- Paratransit Operators shall not leave the scene of the accident unless released by law enforcement officials or supervisory personnel. Upon release, notify the Dispatcher and await instructions.
- If you have a reason to believe that anyone involved in the accident is under the influence of alcohol or drugs, attempt to have someone else verify your observations. Have your observer supply you with his or her name, telephone number, and address. Attempt to preserve any physical evidence supporting your observations.

#### **6.10 GUIDELINES FOR ACCIDENT/INCIDENT REPORT**

- All Paratransit Operators are required to have a complete “manifest” in their possession while operating a city vehicle. If you use any items in your paddle they should be replaced as soon as possible; notify the Dispatcher at the end of your shift for replacements.

- The paddle shall contain the following materials:
  - Approximately 20-30 courtesy cards.
  - Accident/Incident Report form.
  - Daily Manifest.
  - Will Call Sheets (10-20)
  - Paratransit Operators are required to carry a working writing instrument at all times while on duty.
- **A Paratransit Operator is required to report the following:**
  - **Accident:** an event involving City of Santa Fe property or personnel that has resulted in personal injury or property damage to City employees, property, passenger(s), and or third parties.
  - **Incident:** an event of an unusual nature that occurs near your vehicle or any other City of Santa Fe property that may affect the City. This includes pedestrian, bicycle, and/or motor vehicle accidents witnessed by the Paratransit Operator that do not involve City property or personnel.
  - **Criminal or Vehicle Code Violations:** any criminal or vehicle code violation, citation, detention, or arrest by a police officer while operating a City vehicle while working for the City, or while on City property.
  - **Accidents or Incidents include, but are not limited to:** Collisions, passenger falls, criminal activity, disturbances, lost or damaged bicycles, vandalism, arrests, traffic violations, assaults, fighting, drug or alcohol use, firearms or any other weapons, or any other incident involving or witnessed by the Paratransit Operator, unless it has already been reported to the Dispatcher.
  - **Note: Anytime a passenger falls, even if the passenger claims he/she is not injured, the Paratransit Operator shall contact the Dispatcher, obtain courtesy cards, and complete an Accident/Incident Report.**
  - The Accident/Incident Report is an official Santa Fe Trails document. It must be filled out accurately and completely by the Paratransit Operator involved in the occurrence. Intentional failure to disclose all information accurate and completely will be considered a major infraction and may result in disciplinary action.
  - A Paratransit Operator shall obtain all relevant information at the accident/incident scene in order to complete his/her Accident/Incident Report, including any spontaneous statement made to any person at the scene of the accident/incident.
  - A Paratransit Operator who was involved in an accident/incident shall complete

an Accident/Incident Report giving a full and accurate account of the occurrence (including the probable cause), and the general nature and extent of any injuries or property damage.

- A Paratransit Operator shall complete the Accident/Incident Report as soon as possible after the accident or incident. The Paratransit Operator shall then hand deliver his/her completed report and courtesy cards to the Paratransit supervisor as soon as possible.
- If you need help completing the report, it is recommended that you contact the Dispatcher and supervisory personnel for immediate assistance.
- In order to protect you and the City of Santa Fe, you must never sign any document or statement pertaining to any accident or incident which occurs while doing the performance of your job duties unless a City Attorney or Risk Management representative advises you to do so. The following exceptions apply:
  - A Santa Fe Trails Accident/Incident Report form.
  - A New Mexico State Accident Report form.
  - Any document required by a police officer or court of law, such as a traffic ticket which constitutes a “promise to appear” and is not an admission of guilt.
  - Any document or statement prepared by a Santa Fe Trails operations manager or supervisor.

## **6.11 PARATRANSIT OPERATOR RESPONSIBILITY**

Any Paratransit Operator who fails or refuses to follow the procedures for any or all of their covered responsibilities, as set forth in this Operator’s Handbook, shall be subject to the disciplinary process as outlined in the AFSCME Union contract.

## **6.12 BLOOD BORNE PATHOGENS**

Blood borne pathogens are microorganisms carried in the blood that can cause serious diseases. There are many types of blood borne pathogens. The two types that are most likely to be transmitted in the workplace are the Hepatitis B virus (HBV) and the Human Immunodeficiency Virus (HIV), which may cause AIDS.

- **AIDS** – stands for Acquired Immune Deficiency Syndrome. It is a disease caused by a virus that attacks the body’s immune system, making it vulnerable to

infection. The opportunistic infections are what kills, not the virus itself.

- **HIV** – stands for Human Immunodeficiency Virus. It is the virus that causes AIDS. HIV is a very fragile virus and is not spread by casual contact. HIV must enter the bloodstream through an open wound or mucous membrane. Means of transmission are:
  - Unsafe sex with an infected person.
  - Sharing needles or a needle stick.
  - Mother to fetus.
  - Contact with infected material involving fresh blood from an infected person.

There is no vaccine for HIV. When HIV attacks the body's immune system to the point that opportunistic infections occur, it becomes AIDS.

- **Hepatitis** – Hepatitis is an inflammation of the liver. There are many blood borne pathogens that can cause the Hepatitis virus. Hepatitis B virus (HBV) can cause mild to fatal damage to the liver. Twenty-five percent of infected individuals develop acute or fatal Hepatitis. Six to ten percent are asymptomatic, becoming HBV carriers, infectious to others, while never showing signs of infection. Means of transmission of HBV are:
  - Unsafe sex with an infected person.
  - Sharing needles or a needle stick.
  - Mother to fetus.
  - Bites, both human and animal.
  - Contact with infected material involving fresh or dried blood.
- **Transmission and Infection** – People become infected by blood borne pathogens when they enter their bodies. The routes of entry include absorption through mucus membranes of the eyes; nose and mouth, through breaks in the skin like a cut or scratch. You can be infected if your skin is punctured by a piece of bloodstained glass, metal or other sharp objects.
- **Universal Precautions – YOU MUST TREAT ALL BLOOD AND BODY FLUIDS AS IF THEY ARE INFECTIOUS.** Disposable gloves and antiseptic wipes are provided to all Santa Fe Trails employees. They can be obtained from your supervisor, in the vehicle accident packet, in maintenance and in all First-Aid kits throughout the Santa Fe Trails facility. Gloves shall be worn when any employee has the potential for their hands to have direct contact with infectious agents, such as, wet or dried blood, vomit, urine, spit or any other bodily fluid.

Employees are to cover any open cuts, sores, chapping or wounds on their skin with a bandage. Take extra care when removing your protective gloves.

### **6.13 BIOHAZARD COLLECTION AND DISPOSAL**

Paratransit Operators should not attempt to do a biohazard clean up. The vehicle must be returned to the yard for proper cleaning and disinfecting. In the event of an accident, the Paratransit Operator's first responsibility is to respond logically and calmly to the situation. This includes care of your passengers, the vehicle, your fellow Paratransit workers and yourself.

- **Steps to take in a biohazard spill:**
  - Secure the vehicle.
  - Radio the Dispatcher and request the required assistance. Inform the Dispatcher if you have been exposed and are at risk. A relief Paratransit Operator and vehicle will be sent as soon as possible.
  - Be sure to inform your relief Paratransit Operator or maintenance personnel of the location and nature of the biohazard.
  - Submit an Accident/Incident Report.
  
- **Exposure Procedures:** Any employee who experiences a splash of blood or body fluid to the eyes, nose, mouth, open wound, or to chapped, abraded, or otherwise damaged skin, or bite with broken skin, or needle stick shall immediately notify the Dispatcher who will contact the Call Center Supervisor on duty. Following an exposure to any potential blood borne pathogen, an Accident/Incident Report must be filed.

## **SECTION 7**

### **PARATRANSIT OPERATOR SECURITY**

The following information is provided as guidelines, which can assist Paratransit Operators in coping with the occasional erratic behavior of others. When faced with a rule violation or fare dispute, Paratransit Operators are to request compliance one time only. If the situation continues to escalate, call the Dispatcher immediately for assistance.

#### **7.1 ASSAULT PREVENTION**

Paratransit Operators are to use the following guidelines to avoid situations where confrontations could occur. Assess each situation and use your best judgment:

- When possible, remain seated.
- Speak in a polite, informative, and calm manner.
- Open doors to avoid “trapping” the individual(s).
- Paratransit Operators are to avoid ejecting passengers from the vehicle. Generally, if a passenger’s actions are serious enough to justify ejection, the situation is serious enough to require assistance. By immediately notifying the Dispatcher, such assistance can be discreetly summoned without further aggravating the situation.
- Generally, Paratransit Operators should not approach passengers who are sleeping, or appear to be intoxicated or drugged. However, if he/she is a regular passenger who you know and feel comfortable approaching, do so. Be aware that some people may become violent when awakened. If necessary, contact the Dispatcher for assistance.
- When using these guidelines never risk your safety or the safety of your passengers. In any case where you have the slightest doubt, call the Dispatcher. Explain the situation and wait for advice or instructions.

#### **7.2 HANDLING SEXUALLY INAPPROPRIATE PASSENGERS**

Individuals who display sexually inappropriate behavior on the vehicle are breaking the law, and need to be apprehended whenever possible. When a situation arises where a passenger behaves in a manner that is personally threatening to you, if such a situation

occurs, contact the Dispatcher immediately for assistance. Behaviors that should be considered inappropriate are as follows:

- Exhibitionism (exposure of private parts).
- Public masturbation.
- Vulgar, offensive, derogatory or sexist questions, comments, or noises.
- Any inappropriate touching (that makes the Paratransit Operator uncomfortable).

### **7.3 SEXUAL HARASSMENT**

Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that interferes with anyone's work performance or creates an intimidating atmosphere. The procedure is as follows:

- Call in on the radio and state that you have an emergency.
- Give vehicle number, location, direction, and whether you are on schedule.
- State the nature of the emergency with some detail or state a "behavior problem."
- The Dispatcher will then ask several questions requiring only a "yes" or "no" answer. Example: "Can you hold your position?" If "yes," the police will meet you, if "no" watch for police along your route.
- Paratransit Operators should **NEVER** attempt to keep a person involved in a sexually inappropriate behavior on the vehicle. If the individual tries to leave let them go. **Your safety and that of your passengers is more important than the apprehension of the suspect(s).**
- To facilitate investigation of the incident, have any witnesses to the incident complete a courtesy card. Complete an Accident/Incident Report after finishing your shift and turn in to the Dispatcher or appropriate supervisor.

### **7.4 THEFT PREVENTION INFORMATION**

Follow these guidelines to make the City of Santa Fe and yourself less vulnerable to theft while on duty:

- Never leave personal property unattended.

- Wear minimal amounts of jewelry.
- Do not carry valuable items in your shirt pocket.
- Carry as little valuable material as possible in your personal bag.
- Place your personal bag on the left side of your seat.
- Carry only minimal amounts of money.
- Never open your wallet or purse in front of passengers.
- When leaving a vehicle unattended, take all personal property with you.
- If someone should attempt to rob you, do not resist. Get a good physical description of the thief and have the Dispatcher summon police assistance. Do not attempt to detain or follow the suspect(s).

## **7.5 WEAPONS**

The use, threatened use, or possession of a weapon, concealed, licensed or otherwise, by a Paratransit Operator while in the performance of his/her official duties, or while on City of Santa Fe property, is prohibited and may result in termination. Weapons shall be meant to include, but not limited to, guns, knives, mace, tear gas, chako sticks, or blackjacks.

## **7.6 FARE DISPUTES**

If a passenger refuses to pay all or part of the fare, he/she is not entitled to service. If a passenger does not pay the prescribed fare, the Paratransit Operator will politely inform them that unless they pay the prescribed fare they will not be transported. However, avoid getting into an argument. If a passenger becomes uncooperative, notify the Dispatcher. If it is safe to do so, continue in service and a supervisor will intercept you en route to assist you as soon as possible.

If a passenger informs a Paratransit Operator that they do not have the complete fare, the Paratransit Operator is to provide a “courtesy ride.” approved by dispatch. But they also must inform the passenger that they are to pay the fare next time. Habitual abusers of this policy should be reported to the Dispatcher.

## **7.7 VANDALISM**

All acts of vandalism (including graffiti) perpetrated against City of Santa Fe property

(vehicle interior/exterior, shelters, benches, etc.) should be reported immediately to the Dispatcher. File an Accident/Incident Report and submit it to the Dispatcher at the end of your shift.

## **7.8 REQUEST BY POLICE FOR ASSISTANCE**

Law enforcement agencies will occasionally ask Santa Fe Trails for assistance in locating suspects, missing persons, or lost children. Paratransit Operators will be instructed to take no action, but to contact the Dispatcher if they have information pertaining to the situation. When the Dispatcher transmits a request to operators, these procedures must be followed:

- Dispatcher will issue the request with an announcement.
- Paratransit Operators will pick up their radio handsets. Information will then be given concerning the type of crime, description of suspects, missing persons, and location last seen.
- In criminal suspect situations:
  - Take no action that would place yourself or your passengers in danger.
  - If possible, contact the Dispatcher and await further instructions. Be casual.
  - You may be requested to “delay” the vehicle on the pretext of checking a malfunction while awaiting police assistance.
  - Under no circumstances should you attempt to apprehend or detain the suspect.
  - If you are not able to contact the Dispatcher, wait until the suspect has left the bus, then notify the Dispatcher giving the location where the suspect left the vehicle, his/her direction of travel, and any other information that may be useful to police.
- Missing person or lost child situation:
  - If the individual is on the vehicle, contact the Dispatcher and await further instructions.
  - If the individual has left the vehicle or is seen on the street, give the Dispatcher his/her direction of travel and any information that might be useful to the police.
  - Make no attempt to detain the individual in question.

## 7.9 PROFESSIONAL DEMEANOR

Paratransit Operators shall maintain a professional demeanor in all situations, including when dealing with a difficult customer. Use good judgment and think before you speak or act, so as not to antagonize the customer, or needlessly escalate the problem. **Remember: other customers may be watching, and the entire exchange will likely be captured on videocassette.** Use these assets to your benefit, and they will come to your defense when you need them.

Paratransit Operators are strongly cautioned to not become too familiar with their customers. It is one thing to be friendly, courteous and genuinely interested in your customers. But it is totally inappropriate for a Paratransit Operator to step over the line of professional courtesy and engage in improper conversation or conduct with passengers, whether the operator is on or off duty.

Paratransit Operators should use extreme caution to not even give the perception of unprofessional behavior. **Remember: you are not your passengers' social worker or family counselor or confidante...you are their vehicle operator.** Your job is simply to transport them safely from one place to another.

A good rule of thumb is: "Treat others as you would want them to treat you." Or, by extension, male Paratransit Operators should treat female passengers as they would want other males to treat their wife, mother, sister, daughter, etc. And female Paratransit Operators should treat male passengers as they would want other females to treat their husband, father, brother, son, etc.

Professional Paratransit Operators are always in the public eye, and shall always set the example; treating everyone with dignity and respect. This will go a long way toward the individual operator and Santa Fe Trails earning the respect of our regular customers, potential customers, members of the community in general (including those who may not particularly support transit) and our city officials.

## **SECTION 8**

### **DISCIPLINARY CODE**

In harmony with the Agreement between the City of Santa Fe and AFSCME (Article 9), formal disciplinary actions shall normally be progressive in nature. However, because of the serious nature of some infractions, a more severe form of discipline, including dismissal, may be taken for some infractions without first having taken less severe forms of discipline. The level of discipline will be determined by Santa Fe Rides' management based on the severity or reoccurrence of the infraction on a case-by-case basis.

#### **8.1 MAJOR INFRACTIONS**

Operators who commit the following infractions may be subject to immediate dismissal:

- a. Operating the vehicle in a careless and/or unsafe manner.
- b. Major preventable collision. A major collision is one in which there is significant property damage and/or injury and/or death.
- c. Failure to report a collision immediately.
- d. Willful failure to carry out a reasonable and lawful order or refusal to carry out assigned duties (otherwise known as insubordination).
- e. Incompetence or inefficiency in the performance of duties.
- f. Talking on cellular telephone, reading, listening to radio or other portable device, watching television, or any other activity which diverts the operator's attention and/or which interferes with the performance of normal duties while operating transit equipment.
- g. Smoking or using any tobacco product on the vehicle at any time whether on duty or as a passenger.
- h. Carrying weapons while on duty or on company property.

- i. Sexual harassment of passengers or fellow employees.
- j. Fighting while on duty or on company property (except in self-defense).
- k. Threatening, either verbally or physically, a passenger, fellow employee, supervisor or other City official.
- l. Carrying, indulging in, or being under the influence of alcohol or drugs while on duty, while on transit property, or while in uniform.
- m. Mishandling of City funds (includes tampering with a farebox).
- n. Stealing, misappropriating or taking any transit property without permission.
- o. Falsifying time or revenue records.
- p. Fraudulent reporting of sickness, or dishonesty in reporting the death of an immediate family member.
- q. Falsifying any official records or reports, including the Application for Employment.
- r. Conviction of a felony; conviction of a crime of moral turpitude; conviction of driving while intoxicated.
- s. Failure to notify management of a traffic violation; arrest; or loss, suspension or revocation of commercial driver's license.
- t. Continuing to operate a vehicle when physically unable to do so and/or when disqualified to drive by a licensed physician.
- u. Failure to follow the established policies and procedures in the *City of Santa Fe Drug and Alcohol Testing Policy for Transit Division* (Rule 16A).

## 8.2 MINOR INFRACTIONS

Other reasons for disciplining an operator shall include but not be limited to the following:

- a. Minor preventable collision. A minor collision is one in which there is \$500 or less in property damage, no injuries and no fatalities. Any two (2) minor preventable collisions in a one-year period may be grounds for dismissal.
- b. Failure to report on time for work assigned. The corrective/disciplinary process for “lates” occurring within a one-year period will be as follows:
  - 1<sup>st</sup> Late: Informal Coaching and Guidance
  - 2<sup>nd</sup> Late: Verbal Warning
  - 3<sup>rd</sup> Late: Written Reprimand
  - 4<sup>th</sup> Late: 2 Day Suspension Without Pay
  - 5<sup>th</sup> Late: 5 Day Suspension Without Pay
  - 6<sup>th</sup> Late: Dismissal
- c. Repeated miss-outs. An operator who accumulates three (3) miss-outs in a nine-month period may be subject to dismissal (see Section 8.3).
- d. No shows/no calls. An operator who, for three (3) consecutive scheduled work days, fails to report to work, or fails to inform the dispatcher or supervisor on duty of his/her inability to report to work, may be subject to dismissal.
- e. Excessive absenteeism or pattern of absences; or being observed in an activity that belies the claim of illness.
- f. Unreported collisions. Such collisions will result in an investigation to try to determine responsibility.
  1. If new damage is noticed, the last five (5) employees (including Maintenance staff) who drove the vehicle will be questioned concerning the damage.
  2. If an employee admits that he/she may have had a collision and did

not report it at the time, the employee will receive a written reprimand for not following proper procedures. If necessary, more progressive disciplinary action will be assessed depending on the employee's past record.

3. If an employee denies having had a collision and the investigation proves that he/she did, the employee will be dismissed immediately.
  4. If all five employees deny having had a collision and it cannot be proven conclusively who did it, the last person to drive the vehicle will receive a written reprimand for not reporting the damage. Also, a notice will be placed in the last five employees' department files about the investigation. A series of such reprimands or notices in any one employee's department file will lead to more progressive disciplinary action.
- h. Unauthorized deviation from route or unauthorized stops. An operator found to be making unauthorized deviations or stops three (3) times in a nine-month period may be subject to dismissal (see Section 8.3).
  - i. Passing time points ahead of schedule. An operator found running ahead of schedule three (3) times in a nine-month period may be subject to dismissal (see Section 8.3).
  - i. Excessive customer complaints. An operator who receives three (3) *valid* customer complaints in a nine-month period may be subject to dismissal (see Section 8.3).
  - j. Allowing family or friends to ride around for the purpose of carrying on a conversation with the operator.
  - k. Failure to collect passenger fares.
  - l. Improper use of two-way radio.

- m. Failure to pull the van out of the yard at the appointed time without informing the dispatcher and/or supervisor of the reason for the delay.

### **8.3 PROGRESSIVE DISCIPLINE**

Where a limit is specifically imposed, progressive discipline will generally follow this succession:

1. Written Reprimand
2. 2 Day Suspension Without Pay
3. Dismissal

Each “nine-month period” will be measured from the date of the infraction.

*Example:* An infraction occurs on October 1.

1. The “nine-month period” begins on October 1 and the infraction remains on the operator’s record until July 1 of the following year.
2. Any subsequent infractions before July 1 of the following year count toward the limit.