

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



**SANTA FE TRAILS**

## ***DISPATCHER'S MANUAL***

**April 2007**

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## SECTION 1

### GENERAL RULES FOR DISPATCHERS

#### 1.1 ADDRESS/TELEPHONE NOTIFICATION

It is the responsibility of each Dispatcher to keep Santa Fe Trails 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 Personnel Office.

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

#### 1.2 REPORTING FOR ASSIGNMENT

Dispatchers are required to report **on time** for their scheduled assignments. After reporting (clock-in), it is the responsibility of the Dispatcher to follow the daily procedures for the A.M. or P.M. shift, respectively, as described in Sections 2 and 3 of the Dispatcher's Manual.

#### 1.3 DISPATCHER CONDUCT AND PERSONAL BUSINESS

- While on duty, Dispatchers are required to conduct themselves professionally and courteously at all times.
- Under no circumstances shall a Dispatcher use profane language or gestures while on duty.
- The use of Santa Fe Trails (SFT) equipment or facilities shall be for official City business only.
- Personal business or Union business shall not interfere with the performance of duties.

#### 1.4 REPORTING STRUCTURE

- The Transit Operations Manager is primarily responsible for the fixed-route component of SFT, and will initiate most personnel matters affecting Dispatchers.
  - The Transit Operations Manager is responsible for recruitment, interviewing, hiring, training, scheduling, dispatching, evaluating and disciplining Dispatchers.
  - Dispatchers may consult with the Transit Operations Manager at any time.
- Transit Line Supervisors assist the Transit Operations Manager with street supervision of the fixed-route system and personnel matters.
  - A Transit Line Supervisor will be assigned as a permanent "contact person" for each Dispatcher to assist with any personnel or operations matters that arise in connection with the Dispatcher's job duties.

- Dispatchers may consult with their assigned Transit Line Supervisor at any time.
- Transit Line Supervisors will be rotated from time to time so that they may work with all Dispatchers. Thus, although the “contact person” will not change, there may be a different Transit Line Supervisor on duty.
- Dispatchers shall be responsive to whichever Transit Line Supervisor is on duty at the time.
- Dispatchers shall contact the Transit Line Supervisor on duty to report major operational issues that occur on the buses and routes, and to request assistance with customer service issues, including problem passengers.
- Dispatchers assist the Transit Operations Manager and Line Supervisors with controlling the movement of fixed-route vehicles.
  - **Dispatchers do not have any supervisory responsibility.**
  - Transit Operators shall contact the Dispatcher on duty to request general information, such as the correct time, directions to a specific location, clarification on policies and procedures, etc.
  - Transit Operators shall contact the Dispatcher on duty to report an accident, road closure, detour, bus mechanical problem, passenger in a wheelchair, restroom break, etc.

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

## 1.5 RETRAINING

- All Dispatchers must receive eight (8) hours of refresher training every year. This consists of any combination of classroom or in-service training.
- In addition, Dispatchers will be retrained upon the recommendation of supervisory personnel.
- Upon completion of any required retraining, Dispatchers 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 Dispatcher’s training file.

## 1.6 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.

## **1.7 INJURIES ON THE JOB**

Personal injury suffered by a Dispatcher while on duty **must be reported** to the 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.

## **1.8 LOCKERS**

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

## **1.9 PERSONAL PROPERTY AND WORKSPACE**

Of necessity, Dispatchers share a common workspace in the dispatch office. As a result, it may be difficult to establish “personal space.” Dispatchers are allowed to decorate their workspace within reason, but shall keep in mind that they are sharing the space with others. Good judgment and sensitivity to the feelings of others are certainly in order. Also, Dispatchers shall show respect for the personal property of one another at all times.

## **1.10 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. Dispatchers 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.

## **1.11 LEAVE POLICY**

The City of Santa Fe policy for leaves of absence is found in the Personnel Rules and Regulations, Rule 13, LEAVES.

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

Annual/Personal/Longevity Leave:

- Annual leave, personal leave and any longevity leave shall be requested and scheduled during the month of December for the next calendar year by seniority.
- Only one (1) Dispatcher may be scheduled each day of the year for leave. In emergency situations, additional Dispatchers will be considered for leave on a case-by-case basis.
- Transit management reserves the right, however, to reduce the number of Dispatchers scheduled for annual leave in cases of emergency or abnormally high

absences. In cases where scheduled annual leave is later denied, the Dispatcher with the lowest seniority will be denied first.

Sick Leave:

- If you are sick and unable to work, call the A.M. Line Supervisor at home a **minimum of one (1) hour** before your scheduled shift.
- Dispatchers are NOT to call and leave a voice message at the office.
- It is your responsibility to know which supervisor is on duty and to have his/her home telephone number available.
- **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, someone else (a supervisor, another dispatcher or a standby operator) must start your shift, you will be considered as a **miss-out**.
- If you fail to report (clock in) to work at all, or to inform the 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.

## 1.12 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*.

### **1.13 EMPLOYEE'S VISITORS AND UNAUTHORIZED VEHICLES**

- Employee's Visitors:
  - Relatives and friends are not permitted to sit in the dispatch office for the purpose of carrying on a conversation with the Dispatcher at any time.
  - 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.

## SECTION 2

### A.M. SHIFT DAILY PROCEDURES

#### 1. Open Transit Facility:

- A. Open Transit Facility, turn off alarm, and clock-in on time clock.
- B. Check the Route Assignment Board with the Daily Assignment Schedule for accuracy.
- C. Sign in the Daily Dispatch Log and review the previous day's record. Review all notes left by the previous day's P.M. Dispatcher.
- D. Review answering machine for messages, e.g., sick calls, or late arrivals. Check the time each call was made and inform the on-duty Line Supervisor of any late calls.
- E. Make any changes necessary in the bus assignments.
  - **Dispatchers shall make all bus assignments. Transit Operators are NOT permitted to request or refuse a certain bus assignment.**
  - **Dispatchers shall rotate bus assignments (i.e., Transmarks) equitably and fairly, and keep accurate written records of such rotations.**

#### 2. Fill Open Routes:

If a route is open due to sick or late call take the following action:

1. Assign an A.M. Standby Operator.
2. If there is still an open route, call in Transit Operators on the day off list for immediate duty. Call those Transit Operators whose previous shift ended earliest, first. Always call Transit Operators in for duty by seniority. Remember that Transit Operators must have eight (8) consecutive hours off duty before driving again.
3. If there are still open routes, notify the Transit Line Supervisor that he/she is needed to drive an open route until a Transit Operator can be assigned.
4. Continue calling off duty Transit Operators until all routes are filled.
5. If a crisis situation occurs, and you are unable to get someone on the day off list to agree to work, ask the Transit Line Supervisor for direction.

**3. Issue and Collect Equipment:**

As A.M. Transit Operators arrive for duty give them their bus assignment and any instructions that they may require (route deviations, road construction, etc.). **When issuing hand held radios obtain the Transit Operator's timecard as a deposit.**

**4. Driver Vehicle Conditions Reports (DVCR):**

After A.M. pull out collect the DVCRs from mailbox located near wash bay and transfer information onto the Daily Fuel Log in dispatch office. Give the gold copy of the DVCR to the Transit Fleet Manager.

**5. Check Buses in Yard:**

After all Transit Operators have reported for duty and are on route (approximately 7:30 A.M.), assign a Standby Operator to check the spare buses. The Standby Operator should turn off engines, turn off lights, check fuel amounts and hookups, check buses for cleanliness and report to Dispatcher any problems. Also, pre-trip a spare bus in case a change out is required.

**6. Monitor Two-Way Radios and Telephone:**

- A. Monitor the two-way radio at all times. If you need to leave the dispatch office take a hand held radio with you, or have a trained person relieve you.
- B. Monitor dispatch telephone at all times. If you need to leave the dispatch office have a trained person relieve you, or forward calls to the reception desk. Occasionally, you must leave the dispatch office unattended. In this case, when you return to the office check the "voice mail" and answer calls as quickly as possible, 5 to 10 minutes maximum.

**7. Complaint Calls:**

Complaint calls involving employees, or any safety issue will be forwarded to the Operations Manager, ext. 2012. Should the Operations Manager be unavailable, tell the complainant that a supervisor will contact them as soon as possible.

**8. Reports and Logs:**

All important information will be recorded and communicated **daily** by the Dispatcher through the following reports and logs:

- 1. Computerized Radio Log
- 2. Manual Radio Log
- 3. Van Key Log

4. Handheld Radio Log
5. Fuel Log
6. Transmark Assignment Log
7. Daily Overtime Log
8. Wrecker Rotation Log
9. Verification Sheets
10. Telephone Number Log
11. Daily Assignment Schedules
12. GFI Card Bags

**9. P.M. Transit Operators Assignments:**

- A. Set-up the Route Assignment Board for the P.M. shifts as follows:
  1. Assign buses to all routes.
  2. Assign Transit Operators to routes using the Daily Assignment Schedule.
- B. If route is open, take the following action:
  1. Assign a P.M. Standby Operator.
  2. If no Standby Operator available, ask an A.M. Transit Operator to continue on route until a relief operator can be found. **(Do not exceed the 10-hour maximum driving time.)**
  3. Call Transit Operators for duty from the day off list. Always call Transit Operators in for duty by seniority.
  4. If a crisis situation occurs, and you are unable to get someone on the day off list to agree to work, ask the Transit Line Supervisor to intervene.

**10. Attendance Log:**

- A. Keep track of any late arrivals (2 minutes or more) so that a Standby Operator can begin pre-trip inspection, or if necessary begin the route.
- B. Daily record information for each Transit Operator on your shift in the Weekly Schedule Verification sheets as follows:
  1. Route assigned
  2. If no route assignment, designate duties, i.e., standby (STBY), Dispatcher (DIS), Transit Line Supervisor (TS-1, TS-2, TS-3, TS-4).
  3. Sick (S)
  4. Day off (OFF)
  5. No show (NS)
  6. Late more than 2 minutes (L)

7. Missout (MO)
8. Early out (EO)
9. Annual leave (AL)
10. Leave without pay (LWOP)
11. Compensatory time (CMP)
12. Administrative leave office duty (ADOF)
13. Doctor appointment (DR)
14. Personal holiday (P)
15. Administrative leave (ADL)
16. Medical leave (ML)

**11. Returned Equipment:**

As the A.M. Transit Operators finish their shifts, collect the following items and return their timecards to them:

1. Handheld radios
2. Keys

**12. Procedure for Change-Out on Route:**

During the midday shift change it may be necessary to arrange for vans to transport operators to take over buses at Santa Fe Place (SFP) or Sheridan Transit Center (STC). When that is the case, the following procedure will be used:

1. Dispatcher will notify all A.M. Transit Operators affected that they will be turning their bus over to a P.M. Transit Operator at the end of their shift.
2. Dispatcher will group several P.M. Transit Operators to travel together by van to either SFP or STC to take over a bus.
3. P.M. Transit Operators will take their paddles.
4. P.M. Transit Operators drive the van to the location for the change over.
5. The A.M. Transit Operators then return in the van to the yard.

**13. Daily Assignment Schedule:**

- A. A.M. and P.M. Dispatchers will rotate biweekly the preparation of the Daily Assignment Schedule along with transferring the “exception” information from the Daily Assignment Schedule to the Weekly Schedule Verification form.
- B. As P.M. Transit Operators arrive for duty give them their bus assignment, modules, radios, or keys and any instructions that they may require (route deviations, road construction).

**14. A.M. and P.M. Dispatcher Communication:**

A.M. Dispatcher shall communicate all pertinent information to the P.M. Dispatcher each day at shift change, such as:

1. Route assignment changes
2. Bus repairs
3. Re-routes
4. Road Construction
5. Special events
6. Bus change outs needed
7. Any major problems in the A.M. shift
8. Any potential problems for the P.M. shift

**15. Meal Breaks**

After the P.M Dispatcher arrives at his/her scheduled time and is briefed by the A.M. Dispatcher, meal breaks will occur as follows:

1. P.M. Dispatcher will take over in the dispatch office
2. A.M. Dispatcher will **clock out** and take meal break (usually at 12:30 p.m.)
3. A.M. Dispatcher will clock in again following meal break
4. P.M. Dispatcher will brief A.M. Dispatcher on what occurred during that hour
5. P.M. Dispatcher will remain in dispatch office to assist until his/her meal break
6. P.M. Dispatcher will **clock out** and take meal break (usually at 2:45 p.m.)
7. P.M. Dispatcher will clock in again following meal break
8. P.M. Dispatcher will remain in dispatch office to assist until the A.M. Dispatcher leaves for the day

In unusual circumstances, when the other dispatcher is not available to provide a meal break, the on-duty dispatcher shall inform the line supervisor and a standby operator will be assigned to take over for that hour. When the dispatcher returns from meal break, the standby operator shall brief the dispatcher on what occurred during that hour.

Under no circumstances shall meal breaks be used to arrive to work an hour later, or to leave work an hour early.

## SECTION 3

### P.M. SHIFT DAILY PROCEDURES

#### 1. Reporting for Duty:

- A. The P.M. Dispatcher clocks in at his/her scheduled time.
- B. Once clocked in, the P.M. Dispatcher shall remain in the Dispatch office and assist the A.M. Dispatcher during the transition from one shift to another.
- C. Check the Route Assignment Board to see that all P.M. routes are covered with buses and operators.
- D. Read the Daily Dispatch Log and Daily Report of Operations.
- E. P.M. Dispatcher will verbally communicate with the A.M. Dispatcher regarding all pertinent aspects affecting the P.M. operations.
- F. Check the status of P.M. Standby Operators.

#### 2. Fill Open Routes:

If a route is open, take the following action:

1. Assign a P.M. Standby Operator.
2. If no Standby Operator is available, keep an A.M. Transit Operator on duty to temporarily fill open route.
3. Call in a Transit Operator from the day off list for immediate duty. Always call operators in for duty by seniority.
4. If necessary, notify the P.M. Transit Line Supervisor that he/she needs to drive a route until a Transit Operator can be assigned.
5. If a crisis situation occurs, and you are unable to get someone on the day off list to agree to work, ask the Transit Line Supervisor for direction.

#### 3. Issue and Collect Equipment:

- A. As the A.M. Transit Operators finish their shifts, collect the following items and return timecards to the Transit Operators:
  1. Handheld radios
  2. Keys
- B. As P.M. Transit Operators arrive for duty give them any instructions that they may require (route deviations, road construction, etc.).

**4. Check Buses in Yard:**

- A. After all Transit Operators have reported for duty and are on route (approximately 1600 hours), assign a Standby Operator to check the spare buses. The Standby Operator should turn off engines, turn off lights, check fuel hookups and amounts, check buses for cleanliness and report to the Dispatcher any problems. Also, pre-trip a spare bus in case a change out is required.
- B. Collect the DVCRs from the mailbox located near the wash bay and transfer information onto the Dispatch Fuel Log.

**5. Monitor Two-Way Radio and Telephone:**

- A. Dispatcher will monitor the two-way radio at all times. If you need to leave the dispatch office take a hand held radio with you, or have a trained person relieve you.
- B. Dispatcher will monitor dispatch telephone at all times. If you need to leave the dispatch office have a trained person relieve you, or forward calls to the reception desk between 0800 and 1700 hours. Occasionally, Dispatcher must leave the dispatch office unattended. In this case, when you return to the office check the “voice mail” and answer calls as quickly as possible, 5 to 10 minutes maximum.

**6. Complaint Calls:**

Complaint calls involving employees, or any safety issue, will be forwarded to the Operations Manager, ext. 2012. Should the Operations Manager be unavailable, tell the complainant that a supervisor will contact them as soon as possible.

**7. Reports and Logs:**

All important information will be recorded and communicated **daily** by the Dispatcher through the following reports and logs:

- 1. Computerized Radio Log
- 2. Manual Radio Log
- 3. Van Key Log
- 4. Handheld Radio Log
- 5. Fuel Log
- 6. Transmark Assignment Log
- 7. Daily Overtime Log
- 8. Wrecker Rotation Log
- 9. Verification Sheets
- 10. Telephone Number Log
- 11. Daily Assignment Schedules
- 12. GFI Card Bags

**8. Attendance Logs:**

- A. Keep track of any late arrivals (2 min. or more) so that a Standby Operator can begin pre-trip inspection, or if necessary begin the route.
- B. Daily record information for each Transit Operator on your shift in the Weekly Schedule Verification sheets as follows:
  - 1. Route assigned
  - 2. If no route assignment, designate duties, i.e., standby (STBY), Dispatcher (DIS), Transit Line Supervisor (TS-1, TS-2, TS-3, TS-4).
  - 3. Sick (S)
  - 4. Day off (OFF)
  - 5. No show (NS)
  - 6. Late more than 2 minutes (L)
  - 7. Missout (MO)
  - 8. Early out (EO)
  - 9. Annual leave (AL)
  - 10. Leave without pay (LWOP)
  - 11. Compensatory time (CMP)
  - 12. Administrative leave office duty (ADOF)
  - 13. Doctor appointment (DR)
  - 14. Personal holiday (P)
  - 15. Administrative leave (ADL)
  - 16. Medical leave (ML)

**9. Check Fuel Reserves:**

Check the Daily Fuel Log for all P.M. buses assigned to routes for adequate amounts of fuel to finish route assignment. Those with low fuel reserves should be changed out using Standby Operators in an orderly and efficient manner.

**10. Procedure for Change-Out on Route:**

During the midday shift change it may be necessary to arrange for vans to transport operators to take over buses at Santa Fe Place (SFP) or Sheridan Transit Center (STC). When that is the case, the following procedure will be used:

- 1. Dispatcher will notify all A.M. Transit Operators affected that they will be turning their bus over to a P.M. Transit Operator at the end of their shift.
- 2. Dispatcher will group several P.M. Transit Operators to travel together by van to either SFP or STC to take over a bus.
- 3. P.M. Transit Operators will take their paddles with them.

4. P.M. Transit Operators drive in the van to the location for the change over.
5. The A.M. Transit Operators then return in the van to the yard.

**11. Daily Assignment Schedule:**

- A. A.M. and P.M. Dispatchers will maintain the Daily Assignment Schedule along with recording any “exceptions” to the Daily Assignment Schedule on to the Weekly Schedule Verification form.
- B. Set-up the Route Assignment Board for the next day’s A.M. shift as follows:
  1. Assign buses to all routes
  2. Assign operators to all routes using the Daily Assignment Schedule
- C. If A.M. route is open, take the following action:
  1. Assign an A.M. Standby Operator.
  2. If no Standby Operator is available, call operators for duty from the day off list. Always call operators in for duty by seniority. Do not assign a P.M. Transit Operator to A.M. duty without eight (8) consecutive hours off duty!
- D. If a crisis situation occurs, and you are unable to get someone on the day off list to agree to work, ask the Transit Line Supervisor for assistance.
- E. Assign Transit Operators to the next day’s P.M. shift using the Daily Assignment Schedule. Alert A.M. Dispatcher of any potential scheduling problems by writing a note and entering it into the Daily Log in the computer.

**12. Collect Equipment:**

As the P.M. operators finish their shifts collect the following items:

1. Keys
2. Handheld radios

**13. Fuel Vehicles:**

Between 2000 hours and 2100 hours assign a Standby Operator to fuel all unleaded gasoline buses, vans and service vehicles at the City's fueling station on Siler Road, using the Diesel & Unleaded Fuel Log form.

**14. P.M. and A.M. Dispatcher Communication:**

The P.M. Dispatcher shall leave written communication for the A.M. Transit Line Supervisor and Dispatcher regarding the following:

1. Route assignment changes
2. Bus repairs
3. Re-routes
4. Special events
5. Any major problems in the P.M. shift
6. Any potential problems for the A.M. shift

**15. Closing Procedure:**

- A. After 2230 hours call all buses on route and obtain the fuel and mileage, check the Daily Fuel Log, and Daily Report of Operations Log for completeness.
- B. Take the copy of the Fuel Log and the Daily Report of Operations and file them by date in the appropriate file.
- C. Dispatcher clocks out at 2315 hours. Do not leave shift unless there is a trained person to close the Transit Facility.
- D. If you are assigned to close the transit facility do the following:
  1. Check all buses for cleanliness, windows closed, all lights off, fueling lines attached and fueling.
  2. Make sure gas compressor is running and buses are fueling, if not, call 1-505-345-1841 and report problems. Make sure someone from the Gas Company is on route to fix the problem before leaving work.
  3. Make sure all gates are locked, lights turned off, copy machine turned off, all interior office windows and doors are locked before leaving.
  4. Clock out
  5. Set the alarm
  6. Make sure all exterior doors are locked.

**16. Meal Breaks**

See Page 12.

## SECTION 4

### RADIO PROCEDURES

#### 4.1 Procedures for Two-Way Radio:

- A. Use 10 codes as much as possible when communicating on the radio.
- B. Do NOT use personal names on the radio.
- C. Identify yourself as "Dispatch" or "Base" when sending or receiving messages.
- D. Require Transit Operators to identify by bus number when they send or receive messages.
- E. When sending a message require the Transit Operator to acknowledge receiving the message, then end transmission by requiring the Transit Operator to state "(bus number) - clear."
- F. Dispatcher should end transmission by stating "Dispatch (or Base) Clear" and give the time of day.
- G. Dispatcher will type in the computerized Daily Dispatch Log and write in the manual Daily Dispatch Log any radio procedure problems that Transit Operators are experiencing so that Transit Line Supervisor can train the affected Transit Operator.
- H. When Dispatcher sends a message to a Transit Operator, make sure that Transit Operator acknowledges message by giving a "10-4", or "direct" response.
- I. For lengthy and/or confidential radio communication, use TAC 2 if vehicle is so equipped, or have the Transit Operator use a telephone (10-21).

## SANTA FE TRAILS

### RADIO 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 TRANSIT INVOLVED		
10-35	ACCIDENT TRANSIT NOT INVOLVED		
10-36	CORRECT TIME		

## SECTION 5

### PASSENGER IN A WHEELCHAIR

#### 5.1 Procedures for Passenger in a Wheelchair:

- A. Dispatcher receives call from Transit Operator that a passenger in a wheelchair (10-37) is on board.
- B. Dispatcher requests the following information:
  - 1. Bus number
  - 2. Location
  - 3. Time of day/pick up
  - 4. Destination
  - 5. Time of day/drop off
  - 6. Downtime at destination or next time stop
- C. If the Transit Operator reports that the wheelchair lift is inoperable, use the following procedure:
  - 1. Call the next available bus on that route and verify that their wheelchair lift is working.
  - 2. Notify first Transit Operator that the next bus on route will transport the passenger. Instruct Transit Operator to inform the passenger that the next bus on route will transport and give an estimated time of arrival (ETA).
  - 3. If the second bus on route has an inoperable wheelchair lift, send a Standby Operator to the location to transport the passenger. Again, call the first Transit Operator and instruct them to inform the passenger that a Standby Operator will pick them up. Give the passenger an estimated time of arrival (ETA).
  - 4. In any event, the time from call in to pick up a passenger in a wheelchair should not exceed 45 minutes.

## SECTION 6

### MECHANICAL BREAKDOWN

#### 6.1 Procedures for Mechanical Breakdown:

- A. When the Dispatcher receives a call from the Transit Operator of a mechanical problem on the bus, the Dispatcher obtains the following information:
  - 1. Bus number
  - 2. Route number
  - 3. Location and direction of travel
  - 4. Time of day
  - 5. Description of problem (operator's perspective)
  
- B. Remind Transit Operator of safety procedures:
  - 1. Turn on 4-way flashers
  - 2. Set out safety triangles
  - 3. Evacuate bus (fire or dangerous location)
  
- C. Dispatcher notifies the following:
  - 1. Inform Transit Fleet Manager or Mechanic's Supervisor on duty that there is a bus down, and a general description of the problem.
  - 2. Send Heavy Equipment Mechanic and/or Service Worker to the down bus and inform the Transit Operator of their estimated time of arrival (ETA).
  - 3. Assign Standby Operator to pre-trip a spare bus.
  - 4. If necessary, send Standby Operator and bus to change out down bus.
  
- D. Depending on the circumstances of the breakdown, Dispatchers can, with supervisor's approval:
  - 1. Direct Transit Operator to go out of service and deadhead to a transfer point.
  - 2. Direct Transit Operator to hold back and miss a route trip.
  - 3. Direct next bus on route to stop and pick up passengers.
  - 4. Direct standby operator or supervisor with a van to continue bus route (tripper) until bus is fixed or a change out bus takes over service.
  
- E. All missed trips and down time will be recorded in the Daily Dispatch Log and Daily Report of Operations. Change out of buses will be recorded in the Daily Dispatch Log and Daily Report of Operations.

## SECTION 7

### ROAD CONSTRUCTION/REROUTE

#### 7.1 Procedures for Road Construction/Reroute:

- A. The Dispatcher receives call from Transit Operator of road construction or reroute (i.e., due to accident or sudden road closure) and obtains the following information:
  - 1. General nature of the construction/reroute
  - 2. Are both inbound and outbound lanes affected?
  - 3. Extent of traffic back up
  - 4. Approximate downtime anticipated
- B. Dispatcher determines if a reroute of bus is both feasible and practical.
- C. Using maps, if necessary, plan both inbound and outbound reroutes. Obtain approval from Transit Line Supervisor on duty before implementing reroute.
- D. Notify all affected Transit Operators and Transit Line Supervisors of reroute plan verbally, and with maps on bulletin boards and in paddles for change of shift Transit Operators.
- E. Dispatch Transit Line Supervisor to affected area to provide direction and/or transportation to passengers waiting at stops that will be missed.**
- F. Instruct all affected Transit Operators to keep dispatch informed of any changes in construction, traffic congestion, or problems with reroute.
- G. Record road construction/reroute information in the Daily Dispatch Log. Any missed trips or downtime will be recorded in the Daily Dispatch Log and Daily Report of Operations.
- H. A.M. Dispatcher will communicate road construction/reroute information with P.M. Dispatcher during changing of shifts. P.M. Dispatcher will communicate to A.M. Dispatcher through the Daily Dispatch Log.

## SECTION 8

### ACCIDENT INVOLVING TRANSIT VEHICLE

#### 8.1 Procedures for Accident Involving Transit Vehicle:

- A. Transit Operator notifies Dispatcher that a bus is involved in an accident (10-34).
- B. Dispatcher obtains from the Transit Operator the following information:
  - 1. Location of accident and direction of travel
  - 2. Bus and route number
  - 3. Nature of injuries, if any (don't be too graphic on the radio)
  - 4. Description of other vehicles or pedestrians involved in the accident
- C. Dispatcher reminds Transit Operator of safety procedures:
  - 1. Turn on 4-way flashers
  - 2. Set out safety triangles
  - 3. Re-check for injuries (do not move severely injured)
  - 4. Render such comfort and aid to any injured, as may be appropriate
  - 5. Evacuate bus, if necessary
  - 6. Keep two-way radio on and monitored
  - 7. Hand out courtesy cards to passengers and witnesses
  - 8. Do not move the bus unless extreme hazard exists
  - 9. **NOTIFY ALL TRANSIT OPERATORS TO LIMIT RADIO USE (10-30)**
- D. Dispatch notifies the following:
  - 1. Police – Call 428-3710
  - 2. Notify Transit Line Supervisor and Transit Operations Manager
  - 3. Notify Transit Operator that Police and Transit Supervision have been called and help is on the way
  - 4. Notify Risk & Safety Division
  - 5. Notify next available bus on route that they may be transporting passengers from accident scene, after Police have released passengers from accident scene
  - 6. Notify Transit Fleet Manager that there has been an accident and that their assistance may be required
  - 7. Assign Standby Operator to pre-trip replacement bus
  - 8. Send Standby Operator and replacement bus to continue route

9. Notify Transit Operator that a Standby Operator and bus have been assigned to continue route.
- E. Record all accident information in the Daily Dispatch Log. Any missed trips, downtime or bus change outs will be recorded in Daily Dispatch Log, Daily Report of Operations Log and Fuel Log.

## SECTION 9

### MEDICAL EMERGENCY

#### 9.1 Procedures for Medical Emergency

- A. Transit Operator notifies Dispatcher that there is a medical emergency on or near the bus.
- B. Dispatcher obtains from the Transit Operator the following information:
  - 1. Bus and route number
  - 2. Location of bus
  - 3. Nature of medical emergency (don't be too graphic on the radio)
  - 4. Whether paramedics are needed, or requested by the passenger
- C. Dispatcher notifies the following:
  - 1. EMT – Call 911
  - 2. Notify Transit Line Supervisor
  - 3. Notify Transit Operator that EMTs and Transit Supervision have been called and help is on the way
  - 4. Notify next available bus on route that they may be transporting passengers from scene
  - 5. Assign Standby Operator to pre-trip replacement bus, if necessary
  - 6. Send Standby Operator and replacement bus to continue route, if necessary
  - 7. Notify Transit Operator that a Standby Operator and bus have been assigned to continue route, if necessary
- D. Dispatcher reminds Transit Operator of safety procedures:
  - 1. Turn on 4-way flashers
  - 2. Set out safety triangles
  - 3. Re-check for injuries (do not move severely injured)
  - 4. Render such comfort and aid to any injured, as may be appropriate
  - 5. Evacuate bus, if necessary
  - 6. Keep 2-way radio on and monitored
  - 7. Hand out courtesy cards to passengers and witnesses
  - 8. Do not move the bus unless extreme hazard exists
  - 9. **NOTIFY ALL TRANSIT OPERATORS TO LIMIT RADIO USE (10-30)**

- E. Record all medical emergency information in the Daily Dispatch Log. Any missed trips, downtime or bus change outs will be recorded in Daily Dispatch Log, Daily Report of Operations Log and Fuel Log.

## SECTION 10

### ALTERCATION/ABUSIVE BEHAVIOR

#### 10.1 Procedures for Altercation/Abusive Behavior on Vehicle:

- A. The Dispatcher is notified by Transit Operator of altercation or abusive behavior through the following codes:
  - 1. 10-42 – Problem with Passenger
  - 2. 10-57 – Drunk/Disorderly
  
- B. Dispatcher will:
  - 1. Notify Transit Operator to stop the bus in a safe place and ask involved passenger(s) to exit the bus.
  - 2. If passenger refuses to exit bus, notify Transit Operator that Dispatcher will call Police for assistance.
  - 3. If problem continues call Police at 428-3710 and notify Transit Line Supervisor.
  - 4. Inform Transit Operator that Police and Transit Line Supervisor are en route to the scene to take appropriate action.
  - 5. Advise Transit Operator to fill out an incident report at the end of the shift.
  
- C. Record Transit Operator's name, bus number, route number and other pertinent information in Daily Dispatch Log. Any missed trips or downtime will be recorded in Daily Dispatch Log and Daily Report of Operations.

## SECTION 11

### POLICE ASSISTANCE

#### 11.1 Procedures for Police Assistance:

- A. Dispatcher receives a call from Transit Operator requesting Police assistance (10-87).
- B. Dispatcher obtains from Transit Operator the following information:
  - 1. Location of incident
  - 2. Nature of incident
  - 3. Description of individual (i.e., race, sex, age, clothing, height, and weight)
- C. If traffic accident not involving bus, obtain:
  - 1. Location of accident
  - 2. Injuries, if any
  - 3. Number of vehicles involved
  - 4. Make and color of vehicles
  - 5. License plate numbers
- D. Call Police at 428-3710 and notify Transit Line Supervisor.
- E. Notify Transit Operator that Police have been called.
- F. Notify all Transit Operators to temporarily limit radio use to emergency only (10-33).
- G. Keep radio contact with Transit Operator.
- H. Instruct Transit Operator to fill out Incident/Accident Report at end of shift.
- I. Record all information regarding incident in Daily Dispatch Log. Any missed trips or downtime will be recorded in Daily Dispatch Log and Daily Record of Operations.

## **SECTION 12**

### **ROBBERY**

#### **12.1 Procedures for Robbery:**

- A. Dispatcher notified by Transit Operator that a robbery on the bus has occurred, or is in progress.
- B. Advise Transit Operator not to offer resistance of any kind.
- C. Ask Transit Operator for the following information:
  - 1. Location and direction of travel
  - 2. Bus and route number
  - 3. Description of person(s) involved in the robbery
  - 4. Direction of departure from the bus.
- D. Advise Transit Operator not to move the bus from the scene of the robbery.
- E. Call Police at 428-3710 and notify on-duty Transit Line Supervisor and Transit Operations Manager.
- F. Notify Transit Operator to have all passengers fill out courtesy cards and to remain at the scene until released by Police.
- G. Advise Transit Operator to complete an Incident/Accident Report at the end of shift.
- H. Record all pertinent information in the Daily Dispatch Log. Any missed trips or downtime will be recorded in the Daily Dispatch Log and the Daily Report of Operations.

## SECTION 13

### FIRE

#### 13.1 Procedures for Fire (on Vehicle)

- A. Transit Operator notifies Dispatch that he/she sees or smells smoke, or sees flames.
- B. Tell Transit Operator to immediately evacuate bus, if the Operator has not already done so. Passengers should be kept together and moved a safe distance from the bus.
- C. Ask Transit Operator for the following information:
  - 1. Exact location of bus and direction of travel
  - 2. Number of injured passengers, if any
- D. Call Fire at 911 and relay information.
- E. Send on-duty Transit Line Supervisor and Transit Operations Manager to the scene.
- F. Contact Transit Management, using emergency call-down list.
- G. Notify Maintenance of the situation.
- H. Re-route service on affected route, as may be appropriate.
- I. Send Standby Operator with backup bus to the scene to transport uninjured passengers to their destination.
- J. Notify Transit Operator to have all uninjured passengers fill out courtesy cards and to remain at the scene until released by Police.
- K. Advise Transit Operator to complete an Incident/Accident Report at the end of shift.
- L. Record all pertinent information in the Daily Dispatch Log. Any missed trips or downtime will be recorded in the Daily Dispatch Log and the Daily Report of Operations.

**SECTION 14**

**BOMB THREAT**

**14.1 Procedures for Bomb Threat**

- A. Dispatcher receives telephone call announcing a bomb threat (10-40).
- B. **Remain calm**, and attempt to keep the person talking while obtaining as much information as possible, as outlined below.

**Bomb Threat Checklist and Procedures**

Exact time and date of call:

---

Exact words of caller:

---

---

---

---

**Voice**

- Loud
- High Pitched
- Raspy
- Intoxicated
- Soft
- Deep
- Pleasant
- Other
- Raspy
- High Pitched
- Loud

**Accent**

- Local
- Foreign
- Race
- Not Local
- Region

**Manner**

- Calm
- Rational
- Coherent
- Deliberate
- Righteous
- Angry
- Irrational
- Incoherent
- Emotional
- Laughing

**Background Noise**

- Factory Machines
- Bedlam
- Music
- Office Machines
- Mixed
- Street Traffic
- Trains
- Animals
- Quiet
- Voices
- Airplanes
- Party Atmosphere

**Language**

- Excellent
- Fair

**Speech**

- Fast
- Distinct

**Familiarity with Threatened Facility**

- Much
- Some

- |                                   |                                    |                               |
|-----------------------------------|------------------------------------|-------------------------------|
| <input type="checkbox"/> Foul     | <input type="checkbox"/> Stutter   | <input type="checkbox"/> None |
| <input type="checkbox"/> Good     | <input type="checkbox"/> Slurred   |                               |
| <input type="checkbox"/> Poor     | <input type="checkbox"/> Slow      |                               |
| <input type="checkbox"/> Other    | <input type="checkbox"/> Distorted |                               |
| <input type="checkbox"/> Pleasant | <input type="checkbox"/> Nasal     |                               |
| <input type="checkbox"/> Other    | <input type="checkbox"/> Lisp      |                               |
| <input type="checkbox"/> Raspy    | <input type="checkbox"/> Other     |                               |

### **Questions to Ask the Caller**

When is the bomb going to explode?

Where is the bomb?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

Why did you place the bomb?

Where are you calling from?

What is your address?

What is your name?

### **Observations**

If the voice is familiar, whom did it sound like?

Were there any background noises?

Telephone number call received at:

Person receiving call:

Any additional remarks:

**SECTION 15**  
**SPECIAL EVENT**

**15.1 Procedures for Special Events**

- A. Obtain written instructions (Driver Alert) and map from Transit Operations Manager.
- B. Make copies of "Driver Alert" and map and place a copy in all route paddles and on bulletin board.
- C. In the event that a previously unknown, "Special Event" is discovered by a Transit Operator en route, and reported to Dispatcher, treat the "special event" the same way you treat unforeseen road construction. Obtain the following information from Operator:
  - 1. General nature of the special event
  - 2. Are both inbound and outbound lanes affected?
  - 3. Extent of traffic back up
  - 4. Approximate downtime anticipated
- D. Dispatcher determines if a reroute of bus is both feasible and practical and notifies Transit Line Supervisor for confirmation.
- E. Using maps, if necessary, plan both inbound and outbound reroutes.
- F. Notify, by two-way radio, all affected Transit Operators of reroute plan.
- G. Instruct all affected Transit Operators to keep dispatch informed of any changes in traffic congestion, blockage or problems with reroute.
- H. Record special event reroute information in the Daily Dispatch Log. Any missed trips or downtime will be recorded in the Daily Dispatch Log and Daily Report of Operations.
- I. A.M. Dispatcher will communicate special event/reroute information with P.M. Dispatcher during change of shifts. P.M. Dispatcher will communicate to A.M. Dispatcher through the Daily Dispatch Log.
- J. Change of shift operators will be notified of reroutes by placing maps in the route paddles and on bulletin board.

## SECTION 16

### IMPORTANT TELEPHONE NUMBERS

**City Police, County Sheriff, EMT and Fire** 911 (or 428-3710 for non-emergency)

**Clean Energy (Compressor Emergency):**

Diego 505-975-4510  
Tellus 505-975-4064  
Bill Vernon 303-503-9458

**Accutech Alarm System:**

False Alarm Call 1-800-441-3662  
Business Call 1-505-828-1719, or Santa Fe Office 983-9424

**Santa Fe Place Security:**

Monday – Friday 473-4253  
Weekends & Evenings 473-4256

**Greyhound Bus/TNM&O Coach** 471-0008

**Capital City Cab Co.** 438-0000

**Transit Division Call-Down List**

<u>Name</u>	<u>Office</u>	<u>Home</u>	<u>Cell</u>	<u>*Pager</u>
Arlene Sisneros	955-2012	471-9201	501-3127	
David Maes	955-2013		670-1939	
Michael Dolen	955-2014	424-1810	501-1333	
Don Wakefield	955-2013	473-5183	699-4362	
Annette Granillo	955-2002	455-2831	501-1180	
Jim Dillingham	955-2017	474-0901		<b>988-0784</b>
Casey Padilla	955-2007	867-3751	550-3720	
Ken Smithson	955-2005	474-6962		
Jon Bulthuis	955-2006	455-7356	690-3493	
Karyn Romero	955-2010	455-3527		

***\*Pager verbal message # 1-800-800-8689 – give operator area code & pager #***

**City of Santa Fe**

Risk & Safety (Debbie Rouse) 955-6405  
(Frank Martinez) 955-6404  
(Carlos Ramirez) 955-6402  
Parking Div. (Vincent Lopez) 955-6581

Parks & Rec. (Ron Shirley)	955-2100
City of Santa Fe Streets	955-2411
City Animal Control	955-2700
County Animal Control	424-2050
Senior Van (Robert Chavez)	955-4738
Senior Center Admin Office	955-4711
Traffic	955-6619

## **SECTION 17**

### **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 Trails' management based on the severity or reoccurrence of the infraction on a case-by-case basis.

#### **8.1 MAJOR INFRACTIONS**

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

- a. Willful failure to carry out a reasonable and lawful order or refusal to carry out assigned duties (otherwise known as insubordination).
- b. Incompetence or inefficiency in the performance of duties.
- c. Smoking or using any tobacco product in transit facilities at any time whether on or off duty.
- d. Carrying weapons while on duty or on transit property.
- e. Sexual harassment of fellow employees or others.
- f. Fighting while on duty or on transit property (except in self-defense).
- g. Threatening, either verbally or physically, a customer, fellow employee, supervisor or other City official.
- h. Carrying, indulging in, or being under the influence of alcohol or drugs while on duty or while on transit property.
- i. Mishandling of City funds.
- j. Stealing, misappropriating or taking any transit property without permission.
- k. Falsifying time or revenue records, radio logs, or attendance reports for Transit Operators.
- l. Fraudulent reporting of sickness, or dishonesty in reporting the death of an immediate family member.

- m. Falsifying any official records or reports, including the Application for Employment.
- n. Conviction of a felony; conviction of a crime of moral turpitude; conviction of driving while intoxicated.
- o. Failure to notify management of a traffic violation; arrest; or loss, suspension or revocation of commercial driver's license.
- p. Failure to notify management when physically unable to operate a bus or when disqualified to drive by a licensed physician.
- q. 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 a dispatcher shall include but not be limited to the following:

- a. 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
- b. Repeated miss-outs. A dispatcher who accumulates three (3) miss-outs in a nine-month period may be subject to dismissal (see Section 8.3).
- c. No shows/no calls. A dispatcher who, for three (3) consecutive scheduled work days, fails to report to work, or fails to inform the supervisor on duty of his/her inability to report to work, may be subject to dismissal.
- d. Excessive absenteeism or pattern of absences; or being observed in an activity that belies the claim of illness.
- e. Excessive customer complaints. A dispatcher who receives three (3) *valid* customer complaints in a nine-month period may be subject to dismissal (see Section 8.3).
- f. Improper use of two-way radio.

- g. Failure to clock out properly for meal breaks.

### **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 dispatcher’s record until July 1 of the following year.
2. Any subsequent infractions before July 1 of the following year count toward the limit.