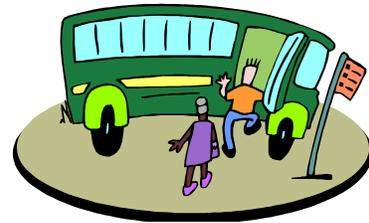


3.2 Passenger Boarding and Alighting

1. Stops to receive or discharge passengers at points along the routes must be made at regulation "Bus Stop" signs for all routes, when available.

When a passenger insists that you stop to let them off at a location outside a bus stop zone, simply say "I'm sorry, I am not permitted to stop at that location". (Or words to that effect.)



2. Do not stop your bus blocking crosswalks or intersections.
3. When making a stop for passengers, pull to the head (front) of the bus stop, if possible, to permit passengers to board from the curb and alight to the curb from either door without stepping into the street. The bus must be completely stopped and should be no further than 6-8" from the curb. If other vehicles are parked in such a way that pulling to the head of the stop will not allow sufficient room to pull back into the traffic lane safely, use your own judgment in positioning the bus. Report all vehicles parked illegally in bus stop zones to Dispatcher.
4. Avoid injury to passengers and damage to the bus — especially doors — by keeping a safe distance from trees, poles, fireplugs, or other obstructions that may be near the curb line. Do not stop with doors opposite an obstruction on the curb or a hole in the street.
5. Operate in the proper lane of traffic so that you can see passengers waiting at loading zones, and at a speed that allows you to make a safe and proper stop at the curb.

Keep a lookout during bad weather for passengers who might be waiting in a sheltered place at or near a bus stop. Sometimes they won't show themselves until your bus is very near the stop.
6. A bus must never start moving or be operated with the doors open! Doors must not be opened prior to bringing the bus to a complete stop.
7. When passing bus stop zones, be extra cautious. Other drivers, aware of the bus stop location, may expect you to make the usual stop.
8. Generally, when two or more buses are stopped at the same bus stop simultaneously, each must stop again at the head of the loading zone, if necessary, to load or unload passengers.
9. When passengers begin to fill the front of the bus, the operator should courteously (but with persistence) ask the passengers to move down the aisle.

EXAMPLE: "Sir/Madam could you please move to the rear of the bus and make it easier for other passengers to get on and off the bus?" (Or words to that effect)
10. At heavy loading points, and especially during rush hours and in bad weather, people are inclined to think only of their own comfort. As soon as the door is opened they will

rush to enter in order to get a seat or get in out of the weather. A jam of boarding and alighting passengers slows up both processes and makes it difficult for the operator to maintain their schedule. Therefore, encourage passengers to alight from the rear door-- when safe and fare policy permits -- to allow easy boarding of passengers through the front door. If they still choose to alight via the front door and people are waiting to board, ask the waiting passengers to let them out first before attempting to board. The operator can make their work easier if they say the proper thing at the right time, and in the proper manner.

11. If for any reason you have carried a passenger past their stop, do not argue whether the buzzer cord was pulled or pushed or whether you heard it. Simply say: "I'm sorry", and let them off at the next stop or as soon as possible if on a county route. When a passenger has been inadvertently carried some distance past their destination, you may transfer them back on a bus going in the opposite direction by issuing them an emergency transfer. Or, if they desire, permit them to ride to the end of the line and back to their destination without paying an additional fare.
12. Elderly or handicapped persons and children should be given any necessary assistance by the operator. It is the operator's duty to watch for all passengers, especially elderly or handicapped persons, alighting at the rear door. However, you should encourage them to exit through the front door for their security and your peace of mind.