

3.4 Running "HOT"

You do your passengers possibly the greatest disservice when you run "HOT" (ahead of schedule). Passengers will forgive you for being late; they understand that you can be delayed by traffic congestion, accidents, weather, and mechanical breakdowns. They will not, however, forgive you for running ahead of schedule.

We have a type of contract with our passengers. We develop and advertise our service to attract passengers. In accepting our offer of service—and walking to the nearest bus stop—they have every right to expect that we will deliver the service as advertised. If we tell them they can expect a bus at a certain time and place, and you pass by two minutes earlier because you have a light load and little traffic that day, we have broken that implied contract. It is an especially serious matter if the weather is bad, the buses are infrequent, or the passenger is elderly or handicapped.

Therefore, an operator who consistently runs "HOT" in obvious disregard of their schedule and their passengers will be subject to disciplinary action. If you have an unusually light load and/or traffic is light and you see that you are starting to get ahead of schedule, increase your dwell (standing) time at stops and transfer points, or decrease your speed in order to catch more traffic lights. Remember that passengers **all along the line** are expecting you to keep the schedule as advertised.