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## Introduction

### **AMTRAN Mission Statement**

To improve the economic well-being and the quality of life of our customers, our community, and our AMTRAN Team through the provision of excellent transportation services.

### **AMTRAN Vision**

To be recognized as an integral and irreplaceable component of Blair County's transportation infrastructure, and as an innovative leader in public transportation excellence in Pennsylvania and throughout the USA.

### **AMTRAN Values**

1. Be honest with each other.
2. Treat each other and the customer with dignity and respect.
3. Encourage safety, high quality work and dependable behavior in service to the community.
4. Help each other by sharing information on better ways to do things.
5. Bring a positive attitude to the job.
6. Be dependable.
7. Be patient.
8. Take pride in quality performance and appearance.
9. Respect the individual regardless of differences.
10. Recognize the contribution each member brings to the team.

## **History of Public Transportation in Blair County**

Blair County has a long history of public transportation. Horse-drawn streetcars operated in the city as early as 1882. "The City Passenger Railway Company of Altoona, PA," a for-profit company, opened business with 18 horse cars. They were converted to electric lines in 1891, and in 1892 the Altoona Logan Valley Electric Railway Company was developed with 18 electric cars. The advent of electric cars allowed for the development of suburban property like Llyswen and Eldorado.

During this period, the company began a pattern of substantial growth that would continue for 40 years. As ridership increased, so did the number of employees, cars, and buildings. Most of the property was located in Altoona next to what is now Mansion Park Stadium. AMTRAN's garage has a sign dated 1902 with the initials of the Altoona & Logan Valley Electric Railway.

By 1918 the operation spanned routes of 55 miles, operated 105 motor cars and another 14 trailer cars. In June of 1923 the Logan Valley Electric Railway Company incorporated to become the Logan Valley Bus Company. During most of the company's history, employees of the Pennsylvania Railroad were their major customers. Hundreds of employees arriving for work would depart from the buses while railroad workers completing their shift would crowd onto the buses and head home. Because the PRR shops worked around the clock, the street railway provided all-night service; once an hour to Hollidaysburg, once an hour on an Eldorado-East Juniata route that ran only at night, and every 90 minutes to Tyrone.

In 1946 more than 15 million passengers were carried, however, by the late 1940's ridership declined as automobiles and gasoline became plentiful after World War II.

In 1957, the private ownership of the bus company petitioned the PUC to cease operations because they could no longer make a profit. In 1958, the City of Altoona and Logan Township jointly agreed to create the first public transportation authority in the Commonwealth of Pennsylvania. This new authority took over the public bus operation from Logan Valley on November 1, 1959. The official authority name is “Transportation and Motorbuses for Public Use Authority.” In 1977, the Authority adopted the business name of AMTRAN (short for Altoona Metro Transit).

### **AMTRAN Staff**

A seven volunteer Board of Directors appointed by Altoona City Council and the Logan Township Supervisors guides AMTRAN. AMTRAN currently has 36 operators, 7 maintenance and 12 administrative employees. A General Manager who answers to the Board administers the organization. Reporting to the GM are the Directors of Transportation, Maintenance, Finance, Staff & Customer Services, and Business Development. These positions are responsible for the day-to-day operations.

Support Staff in the administrative office include an Administrative Assistant and an Accounting Assistant. On the operations side, two full-time Transportation Supervisors and one part-time Dispatcher oversee the routine assignment and supervision of operators. These supervisors answer directly to the Director of Transportation.

## **Policies for All Employees**

### **Non-Discrimination**

It is the policy of AMTRAN to set forth uniform guidelines to be followed with regard to the selection of new employees.

All employees and job applicants are guaranteed equality of employment opportunity. The employer will not discriminate against any worker on the basis of race, color, religion, sex, age, national origin, disability, veteran status, or possession of a GED diploma in lieu of a high school diploma.

AMTRAN shall screen each applicant for a particular position using the following criteria, except where said criteria cannot be shown to be job-related:

- A. Prior job-related work experience.
- B. Education and training.
- C. Physical ability required for the position.
- D. Work history.
- E. Applicant's ambitions and goals.
- F. Special qualifications, licenses, or certifications required by position.
- G. Pre-employment assessments.

### **Personnel Record**

AMTRAN maintains, for each employee, a detailed record of his or her employment, including personnel files, safety certificates, physicals, and training files. Access to these files will follow the provisions of the Pennsylvania Access to Personnel Files Act which allows the employee to limit access to their personnel files.

### **Alcohol & Drugs**

AMTRAN has strict policies on alcohol and drug abuse. See AMTRAN's Substance Abuse Policy.

## **Smoking**

Smoking is permitted on AMTRAN property only in designated smoking areas. These areas are posted and away from areas where flammable materials are stored. Smoking and use of other tobacco products are never permitted on an AMTRAN vehicle.

## **Dishonesty/Theft**

The theft of AMTRAN money, property, or services is a significant violation.

## **Care of AMTRAN Property**

Employees are expected to take proper care in using AMTRAN vehicles, tools, equipment, and other property.

## **Gambling**

Gambling is not permitted while on duty or on AMTRAN property.

## **Weapons & Violence in the Workplace**

No AMTRAN employee may possess a weapon of any type in the AMTRAN workplace at any time. Employees may not bring any weapon onto the AMTRAN premises or on any AMTRAN vehicle at any time. "Weapons" shall include, but not be limited to, any firearm, knife, or any other tool, instrument, or implement capable of inflicting serious bodily injury.

Employees may not engage in any activity that could be considered violence in the workplace. Such activities shall include, but not be limited to, any fighting or striking or pushing of another employee.

In addition, employees may not threaten other employees with bodily harm at any time.

Any violation of this policy will lead to immediate discipline, including the possibility of termination for a first offense.

### **Jury Duty**

In the event an employee is called for jury duty, AMTRAN will pay the difference between jury duty pay and the employee's daily pay at their determined regular rate.

### **Promotions**

Subject to terms of the Collective Bargaining Agreement between AMTRAN and Local 801 of the Amalgamated Transit Union, it is the policy of AMTRAN to fill vacancies by promotion whenever possible. Promotion depends upon the employee's qualifications to perform the work, including competent and faithful discharge of present duties, ability to get along with the public and with other employees, and the capability for increased responsibilities.

### **Hiring Immediate Family**

AMTRAN does not hire more than one member of an immediate family. Immediate family is defined as parent, child, spouse, or sibling.

### **Comp Time**

See AMTRAN's Compensatory Time Policy. (This policy is not applicable to members of the Collective Bargaining Unit).

## **Solicitation**

Soliciting money or public support by employees for political, religious, social, or other causes while on duty or on AMTRAN property is not permitted without the consent of the General Manager. Operators must not allow anyone to solicit or otherwise disturb customers, or allow unauthorized materials to be distributed or displayed on AMTRAN property or vehicles.

## **Discipline**

If progressive disciplinary action is appropriate, the Employer and the Union agree to the following progressive disciplinary policy for nonattendance related issues: (1) first written warning; (2) second written warning; (3) suspension; and (4) subject to termination.

*Consent Award – Elliot Newman, Arbitrator, 5/24/04*

## **Additional Policies Attached**

Compensatory Time Policy  
Family & Medical Leave Policy  
Unlawful Harassment Policy  
Workers' Compensation Policy

## **Operator Policies and Procedures**

### **Part 1 - Introduction**

As a coach operator for AMTRAN, you hold a very responsible position. You are not only a driver responsible for the safety and comfort of our customers; you must also be a courteous salesman selling our only product – SERVICE. You are the most visible member of the AMTRAN team and you create AMTRAN's public image. Public relations, good or bad, do not come from what we SAY about ourselves, but what we DO.

The public depends on you for safe and efficient operation of our service and AMTRAN depends on you to properly handle its interests. Friends will be created – and customers will be retained – by your KNOWLEDGE of your work, your APPEARANCE and your CONDUCT on the job. Courtesy is the very essence of our business. All employees of AMTRAN – whether in the shop or in the office – are dependent upon you to represent their interests.

Stop and start your bus gently. Keep in mind that you are carrying a unique cargo, human beings, and they are easily injured. Be especially courteous and helpful to older customers as they may be naturally slower in their movements or more easily confused or frightened. They are also more susceptible to injury from unexpected movements of the bus. Remember, the ride on your bus may be one of the bright spots of their day. Be pleasant. Extend your courtesy and try to make the ride a real pleasure. Also, give an extra measure of consideration to those who have developmental or physical disabilities.

Most people are generally patient, understanding and cooperative. If an operator is doing his or her very best under the circumstances, the public generally senses this fact and is appreciative. Operators

must exercise patience and self-control. Anger at the wheel interferes with safe operations, but self-control and a good attitude win the respect and admiration of all concerned. Operators must never forget they are professionals and as such, must make allowances for the lack of skill or improper attitude on the part of others no matter how trying the circumstances may be.

Customers and pedestrians, as well as drivers of other vehicles, must be treated with courtesy and respect. If following AMTRAN rules causes a complaint to be made to the operator, the complaint should be referred, in a polite manner, to AMTRAN management. People like to deal with friendly people. It is far easier to be courteous, considerate and cooperative than to be indifferent, inconsiderate and uncooperative. Following the golden rule of treating others as you would want to be treated will make your job far more pleasant.

## **Part 2 – Personal**

### **Maintenance of Address and Telephone Number**

Each operator must supply AMTRAN with a home telephone number and address at which he or she can be contacted. The Director of Transportation or Director of Maintenance, respectively, or the on-duty Dispatcher must be notified of any change of address or telephone number within 24 hours of when the new address is official or new number is in order. Maintenance of a telephone number is a condition of employment.

### **Licenses**

A valid Commercial Drivers License with proper endorsements is a condition of employment. Each operator shall be required to have in his possession, while on-duty, any licenses that may be required by law. It is the duty of the operator to keep these licenses

current. It is the operator's responsibility to be aware of all federal and state regulations regarding the maintenance of valid driver's licenses as well as potential penalties for violations of motor vehicle codes that could result in suspensions of driving privileges. AMTRAN periodically checks to ensure that all operators have a valid CDL.

### **Medical Examinations**

Subject to the Collective Bargaining Agreement, medical examinations of employees may be required by the Authority for job-related reasons and the costs thereof shall be paid by the Authority.

New employees must undergo such an examination shortly after notice of employment. This includes drug testing as prescribed by AMTRAN's Substance Abuse Policy.

A physician of AMTRAN's choice shall conduct this examination. The expense of said examination is to be borne by AMTRAN.

### **Language and Conduct**

Operators should be positive, polite, and helpful with fellow employees, customers, motorists, pedestrians, and other members of the public. Operators must remember that their conduct reflects on every other AMTRAN employee. Therefore, operators should conduct themselves in a respectful and civil manner. Boisterous actions, profane language, conversation or language may be construed as harassment. See AMTRAN's Unlawful Harassment Policy. Conversation that is critical of AMTRAN or employees of AMTRAN is not permitted and will not be tolerated especially in the presence of customers.

An operator who has a criticism or suggestion to make in connection with AMTRAN's schedules, routes, operating policies and procedures, or anything else should bring such information to the attention of the Director of Transportation or the Transportation Supervisor on-duty. They will be responsible for relaying it to the proper staff member for evaluation. Such matters should not be discussed with the public, on the radio, or with other employees.

Operators may not make negative comments on the radio or in public regarding other people or organizations. "People" includes AMTRAN customers and employees, motorists, pedestrians, and other members of the general public. "Organizations" include AMTRAN, ATU, PennDOT, the City Authority, municipal departments (police, fire, highway), as well as other businesses and organizations.

### **Personal Appearance**

As uniformed employees, your high public visibility requires that you present a neat, well groomed professional appearance. Transportation Supervisors will insure that operators meet the uniform and appearance code. Please read the uniform and appearance requirements carefully to avoid any misunderstanding. Compliance is mandatory.

A complete uniform is required at all times when on duty in any capacity. Uniforms must be clean and in good condition. Uniforms should not be worn when off-duty, except when an employee is on their way to or from work. Uniforms may never be worn when an operator is in an establishment that serves alcoholic beverages.

AMTRAN has a formal Uniform Committee. This committee is responsible for developing uniform guidelines. These guidelines

are subject to change. It is the operator's responsibility to be aware of any changes to the guidelines.

Uniforms may be ordered from an approved catalog company or, approved local uniform supplier. Order forms are available from AMTRAN's Administrative Assistant. Operators who have problems with or questions about uniforms should contact the Administrative Assistant.

AMTRAN will provide a uniform allowance to all operators and maintenance employees that will be consistent with the current Collective Bargaining Agreement. The cost of items ordered over the annual uniform allowance will be deducted from employee paychecks when AMTRAN is billed.

Operators must be in full and complete uniform before pulling out of the AMTRAN garage parking lot, either in a bus or to report for relief off-site.

Operators who have not yet received their uniforms or are in the probationary period must also present a neat appearance. Transportation Supervisors will make the final determination on the acceptability of the presented appearance. Generally, blue jeans, decorated T-shirts, caps or hats are not permitted.

The general appearance of all operators must be neat and clean. Hands and fingernails must be kept in good condition. Hair, sideburns, mustaches, and beards must be kept clean and trimmed, and the length must not be excessive or extreme. Operators should not have excessive visible tattoos or excessive visible piercing.

### **Arrest of Operators**

An operator, who, for any reason, is arrested for a felony or a misdemeanor, whether the arrest occurred on or off duty, must

report the matter within 24 hours to the Director of Transportation or the Transportation Supervisor on-duty. Failure to report an arrest to AMTRAN may result in discipline. Upon evidence submitted to AMTRAN of a conviction or guilty plea resulting from such arrest, the employee may be subject to disciplinary action.

## **Watch**

Operators must have an accurate watch in their possession at all times while on duty, and will show this watch to a Transportation Supervisor or Dispatcher on-duty if so requested. Watches must be checked regularly for accuracy with the station clock in the Dispatch area. The time on this clock is considered "official" for AMTRAN purposes.

## **Part 3 – General Operations & Customer Service**

### **Reporting to Work**

The report time(s) listed on the assignment sheet is the time in which the bus leaves either the garage or a relief point. Subject to the Collective Bargaining Agreement, an operator must report to work at least ten (10) minutes prior to the time listed on the assignment board to avoid a miss-out, regardless of whether the run starts at the AMTRAN garage or some other relief point. This time period of at least ten minutes is provided:

1. to ensure adequate time to do a thorough pre-trip vehicle inspection as required by the Federal and State Vehicle Codes for Commercial Drivers.
2. to receive route paperwork, transfers and instructions from dispatch or the operator that is being relieved.

## **Daily Assignment Sheet and Extra Board Scheduling**

The assignment sheet for each day will be posted outside the Operations Center before 1:00 p.m. on the previous day. If an operator is in doubt about his or her assignment for the next day, they should call the Director of Transportation or Transportation Supervisor on-duty to verify their work assignment.

## **Trip Sheets**

All paperwork for fixed route or special service, e.g. charter sheets, Passengers in Wheelchairs, etc., are to be completed and returned to Dispatch at the conclusion of that piece of work. In all cases, paperwork must be in the office by the end of the operator's shift for that day.

## **Sign-up Sheet for Extra Work**

The Sign-up sheet for extra work will be posted weekly and is posted outside the Operations Center. This Sign-up sheet will be used for extra work such as working your regular scheduled days off and working in between your already scheduled runs.

"Guidelines for Working Extra Runs" will be instituted at a later date and may be made part of the Collective Bargaining Agreement.

## **Pay**

AMTRAN will not advance pay against hours not worked. Payday shall be every other Thursday. Paychecks may be picked up during regular operating hours on pay Thursdays. All employees quitting after 6:00 p.m. the day prior to payday may pick up their

payroll checks at quitting time that day, provided however, that checks cannot be cashed until the actual payday.

### **Absence from Work**

Please refer to AMTRAN's Absence Control Policy for specific information on occurrences of absence.

According to the Collective Bargaining Agreement, an employee accumulates 13 sick days annually – two in January, one in each successive month. Unless an employee has accumulated 13 days or more in the “sick bank,” a one work day waiting period is required prior to becoming eligible for paid sick leave.

Employees have two options for their yearly accumulated sick days. First, the employee may add it to their sick bank. Alternatively, the employee may choose to be paid 50% of the value of their annual accumulated leave (up to thirteen days) each December.

### **Reporting Off Sick**

Subject to terms and conditions of the Collective Bargaining Agreement between AMTRAN and Local 801 of the Amalgamated Transit Union, an operator who is ill must call the Director of Transportation or the Transportation Supervisor on-duty at least one (1) hour before he or she is scheduled to leave on the assigned run or scheduled to be “on report.” It is the employee's responsibility to speak directly to the Supervisor on-duty when making this call. Leaving a message on an answering machine is not sufficient, nor is leaving a message with any person except the Supervisor on-duty or dispatcher on-duty. Operators may not "call off" and "call on" in the same phone call.

An operator off sick on a given day will be assumed to be back for their next scheduled workday unless they "call off" again for the next day. Operators off three (3) consecutive days are required to furnish a certificate completed by their attending physician before they can return to work.

An operator must inform his supervisor when he or she knows they will be off for an extended period of time and documentation completed by their attending physician must be given to the Director of Transportation. The operator will continue to be carried on the "sick list" until he or she reports back before 1:00 p.m. the day before he or she expects to return to work.

### **Miss-Outs**

Consult the Collective Bargaining Agreement for the miss-out policy.

### **Late Relief**

An operator scheduled to be relieved and finding no relief when arriving at the scheduled relief point should contact a Transportation Supervisor or dispatcher on-duty. They will be required to continue in service one more complete trip. An operator is not relieved until they physically turn over the bus to their relief operator.

Any operator arriving late at the relief point must call the dispatcher on-duty or a Transportation Supervisor to get instructions.

### **Shift Switches**

Operators may switch shifts for their own convenience, with management approval.

Management approval of a shift switch by operators is simply permission to switch. If one of the operators is unavailable to hold up their end of the bargain, management cannot enforce the switch on the other driver. Of course, once one operator has worked their end of the deal, then we will enforce that the other operator must work their end. If an operator has some reason to believe that they are involved in a switch that has the potential to be a problem, they must report it to a Transportation Supervisor in enough time to clarify the situation.

Shift Switches must be agreed to, in writing, by both parties; may not involve either operator to incur overtime over and above their regular bid hours; must occur within the same pay week (Monday to Saturday); and should be comparable in terms of amount of time switched. An operator cannot pay another operator to entice him/her to switch shifts.

### **Family and Medical Leave**

See AMTRAN's FMLA Policy.

### **Resignation**

Operators wishing to resign must so advise the Director of Transportation in writing a minimum of one week prior to resignation.

### **Vacation Picks**

Subject to terms of the Collective Bargaining Agreement between AMTRAN and Local 801 of the Amalgamated Transit Union, designation of intended vacation time by all operators will take place annually in December.

## **Bulletin Board**

Updates on service or policy will be posted on the bulletin boards in the area outside of the Operations Center. Operators should check board daily for new information.

## **Employee Transportation Pass**

Subject to terms of the current Collective Bargaining Agreement and consistent with AMTRAN's Policies and Procedures, employees, their immediate families, Board Members and pensioners or widows will be issued a pass allowing free rides on any fixed-route vehicle. The pass should be shown when boarding a vehicle. Use of a pass by other than the person named on the pass is prohibited. The loss of a pass must be reported to a Supervisor immediately. An operator's uniform, or part of an operator's uniform, will not be considered adequate proof for free passage.

## **Insubordination**

Employees must follow the instruction of, and cooperate with, their Supervisors and Dispatchers at all times. Insubordination is a willful refusal or failure to carry out a direct order, instruction, or AMTRAN rule. Further, insubordination includes the use of abusive or derogatory language towards a dispatcher, supervisor, or manager.

## **Personal Telephone Calls/Mobile Phone Use**

Only incoming personal calls of an emergency nature will be forwarded to employees.

Personal mobile phones are not to be used at any time by the operators while driving the bus. If you need to make a call, you

must wait until you can get to a stop and can get off the bus. Calls should be short and should not interfere with the route schedule.

Company mobile phones on the buses are to be used only for company business. The phones are provided to contact a supervisor in the event of an emergency or difficult situation. AMTRAN receives a printout of usage each month and can see when the phones are used for personal calls.

### **Parking**

All Operators will park only in areas so designated for their use when on AMTRAN property.

### **Smoking on the Bus**

Smoking is prohibited on AMTRAN buses by City ordinance as well as AMTRAN rules. Operators are to politely ask customers to extinguish cigarettes, cigars or pipes prior to boarding the bus and also request customers to refrain from smoking while on the bus. Operators are not to smoke on any bus at any time.

### **Knowledge of System**

A detailed knowledge of schedules, street locations, transfer points, important public and private business establishments and other places of interest on the routes served by the authority is indispensable in order for all employees to be able to give intelligent answers to customer and customer questions.

### **Conditions of Service**

AMTRAN may refuse to serve customers;

- Who do or threaten violence;

- Whose conduct is objectionable, including but not limited to people under the influence of alcohol or illegal drugs;
- Whose personal hygiene is offensive;
- Who do not follow AMTRAN policies.

In any of these situations, the operator should contact the dispatcher on-duty before taking action.

No person who is noticeably under the influence of alcohol or illegal drugs shall be permitted to board an AMTRAN bus, nor shall any customer be allowed to partake of alcohol or illegal drugs while on an AMTRAN bus. If an intoxicated person succeeds in boarding the bus without having been noticed as such by the operator, and is able to maintain proper behavior and not annoy other customers, the customer shall be permitted to ride. If the intoxicated person does cause a disturbance of any kind, the operator shall inform the dispatcher on-duty to seek the assistance of law enforcement personnel. Under no circumstances is an intoxicated customer to be put off the bus unless turned over to law enforcement personnel.

An operator must never engage in a physical encounter with anyone except to defend him or herself or a customer in the unusual event of a direct physical attack. In this event, the operator must have good cause to believe that physical harm, serious injury or even death could result without defensive action. The operator is considered an agent of AMTRAN and in exercising his best judgment in such a situation may only use that degree of force necessary to prevent the attack and restore order.

Operators should fill out an Incident Report any time there is an altercation with a customer or member of the general public. The report should include the names and phone numbers of witnesses.

## **Unauthorized Personnel**

Individuals who are not employees of AMTRAN are only permitted in designated customer areas while on AMTRAN property unless they have approval of Management. Employees may not knowingly escort or allow unauthorized personnel on AMTRAN property.

## **Robbery**

Operators are not to resist a perpetrator in the case of a robbery. A good description - an approximation of height, weight, clothing or other identifying features - of the perpetrator should be obtained and the Transportation Supervisor or dispatcher on-duty should be notified as soon as possible after the perpetrator has left. Witnesses must be obtained if available and a complete report must be filed within 24 hours of the incident.

## **Strollers and Packages**

Packages or other articles that, because of their size, would block aisles, restrict free movement of customers, or are dangerous or offensive to other customers are not permitted on buses. Articles or packages that are permitted on the bus must be placed where they will not interfere with the safe operation of the vehicle or with any other customers. Operators are not responsible for articles left on the bus except, when articles are found, to insure that these articles are returned to their respective owner (if known) or placed in the "lost and found" in the Operations Center. It is the responsibility of the customer to carry their packages (i.e. grocery bags, strollers, etc.) on and off of the bus. Operators are not required to assist customers on and off the bus with packages. However, if an elderly customer or a person with a disability has a lot of grocery bags, you may choose to save time by assisting them. Use your best judgment.

Infants and toddlers should be removed from strollers, and the strollers folded prior to the bus starting in motion. Folded strollers must be held to the side of the aisle. This is to allow for free movement of other customers in the aisles of the bus.

However, operators should use common sense in dealing with customers with strollers. If the customer has several children and/or packages, it would be difficult and time-consuming for them to unload and fold up the stroller. You may choose to allow them to not fold up the stroller. You may choose to save time by assisting them. Use your best judgment.

No one will be permitted to board a bus with weapons or explosives, including gasoline.

### **Customer Stops**

Unless otherwise instructed, buses should be pulled to the curb for boarding and alighting customers. If the stop cannot be made at the curb, the operator should stop the bus far enough away so the customers will have to step into the street, but never so far from the curb that another vehicle could pass between the bus and the curb. The operator should never stop the bus in a position that will induce a customer to leap from the bus to the curb or from the curb to the bus in one step.

### **Customer Stops – Garage**

Pull-out and pull-in from and to the garage are to be treated as regular service with respect to pickup and discharge of customers unless the operator's folder specifically states "not in service."

## **Passing Up Customers**

Operators must not pass up customers. If an operator feels that a customer waiting at a stop poses a threat to his or her safety, they should seek direction from the dispatcher on-duty before opening the door.

## **Conversations with Customers**

Operators are to refrain from unnecessary conversation with customers while engaged in the duties of driving the vehicle.

An answer to a question about a route or schedule should always be answered in a positive, polite, and helpful manner. A greeting to the customer such as "Good Morning" when they board and "Thanks for riding" as they exit are signs that we appreciate our customers and their patronage.

## **Unauthorized Solicitation**

Customers may not display or distribute advertising of any type nor solicit on board the vehicle.

## **Lost Articles**

Articles found on buses must be turned in to the Operations Center as soon as possible, along with the details of the route and time when the article was found.

As a general rule, customers wishing to claim lost articles must do so in person at the AMTRAN office. Operators are never to turn articles they have found back over to customers without consulting a Transportation Supervisor or dispatcher on-duty. If a customer turns in a lost article to an operator, their name and telephone number should be recorded.

## **Destruction of AMTRAN Property**

When an operator notices customers mutilating AMTRAN vehicles or property, the operator must notify a Transportation Supervisor or dispatcher on-duty and request law enforcement intervention. The operator should attempt to obtain names and addresses of witnesses and also file a damage report on the defect card.

In order that AMTRAN may ensure that bus shelters are in good condition for our customers, operators who notice damage to shelters or shelters that are in poor condition should report that to the Operations Center.

## **Customer Assistance**

AMTRAN bus service is curb to curb. Operators are not required to assist customers after they have left the bus, lift, or ramp.

## **Stop Announcements**

In compliance with the Americans with Disabilities Act of 1990, and in order to assist visually impaired customers, operators are required to make stop announcements at the downtown Transfer Center, major destination points, and significant intersections, regardless of whether or not such announcements are requested by a customer. A list of required announcements by route is available from a Transportation Supervisor and should be carried on the clipboard at all times. In addition, if a customer requests that a particular stop be announced, the operator will comply with this request.

Public Address systems are installed in all transit coaches to assist the Operator in making these announcements. Announcements must be intelligible to all customers on the bus.

## **Customers with Disabilities**

AMTRAN will make every effort to accommodate customers with disabilities in compliance with the Americans with Disabilities Act of 1990.

Operators will politely offer assistance to customers with disabilities, but will not impose unwanted assistance unless, in their professional judgment, there is a significant safety issue.

Operators will get out of their seats in order to assist customers with disabilities.

Operators will secure wheelchairs and scooters in the designated tie-down area of the bus.

AMTRAN reserves the right to deny service to customers who use mobility devices that are beyond the requirements of the ADA. An operator should check with the Dispatcher On-Duty before denying service.

## **Animals**

Animals are not permitted aboard a bus except under the following circumstances: 1) A certified guide dog or other certified service animal, 2) A police patrol dog accompanied by a uniformed patrolman, 3) An animal or bird being taken to a veterinarian as long as it is in an appropriate cage or container that will not be a hazard or offense to other customers.

## **Senior Citizens**

Senior Citizens (age 65 or over) may ride free except during state-mandated “peak hours” Monday – Friday between 7:00 and 8:00

a.m. and between 4:30 – 5:30 p.m. Senior citizens boarding the bus prior to these times but alighting during the restricted times are eligible to ride free. A senior boarding the bus before these times but using another bus to continue their trip may use a free transfer for the second bus during the restricted times. Most senior citizens will have a yellow or blue “Senior Citizen” identification card or an AMTRAN photo ID card. However, if a senior citizen produces a Medicare card and a picture identification card with proof of age (PA Drivers License) they may ride for free. Operators should suggest to customers using other proof of age that they obtain a card at the AMTRAN office.

When a senior citizen boards the bus, please ask them if they need a transfer. If they say yes, give them a free transfer and count them as an originating senior citizen customer (farebox key 2). When a senior citizen boards the bus and hands you a transfer, count them as a regular transfer (farebox key \*). Other than the fact that it is free, all other transfer rules apply. If the transfer has expired, count them as an originating senior citizen passenger again (farebox key 2).

The printed schedule times are official times for determining free fare eligibility.

## **Part 4 – Safety**

### **Accident and Safety Policy**

The safety of customers, employees, pedestrians and other drivers should be the operator’s main concern while performing his or her duties. The exercise of good judgment, avoiding risks and strict compliance with operating rules and guidance will in almost all instances prevent accidents. Any act of carelessness, indifference or recklessness will be regarded by supervisors as evidence of unfitness for duty.

In addition to this section, operators should familiarize themselves with Part I of AMTRAN's Safety Program document. That section details AMTRAN's Bus and Service Vehicle Accident Prevention Plan – including safe operating incentives and disciplinary measures. The policies and procedures described in that document supplement these work rules.

### **Defensive Driving**

The principles of defensive driving require all operators to anticipate dangerous or accident-causing situation and take steps to minimize the danger of these situations. These principles call for drivers to assume the worst will happen in any given situation. Following the letter of applicable State or local vehicle codes is not sufficient performance. Operators driving skills will be evaluated according to the higher standards of safety and skill called for by defensive driving principles.

The National Safety Council (NSC) defines defensive driving as follows:

*A defensive driver is one who makes allowances for the lack of skill and lack of knowledge on the part of the other driver who recognizes that he has no control over the unpredictable actions of other drivers and pedestrians, nor over conditions of weather and road, and who, therefore, develops a defense against all these hazards. He concedes his right of way and makes other concessions to avoid a collision; he is defensively alert to avoid the accident traps and hazards created by weather, roads, pedestrians and other drivers.*

*Neither icy road, curves, hills, narrow roads, the absence of signs or signals, signals out of order, nor carelessness, recklessness or ignorance on the part of others, relieves the*

*driver in the slightest degree of his responsibility for driving without accident. These are situations likely to be encountered at any time, and we must drive accordingly.*

## **Accidents and Incidents**

An accident is defined as any occasion in which any part of a vehicle owned by AMTRAN makes contact with another vehicle, person, animal, or object, whether fixed or moving, in which damage, no matter how slight, is done to the AMTRAN vehicle or the object it makes contact with. An accident is also any customer injury that occurs on an AMTRAN vehicle or in immediate proximity to that vehicle.

An incident is defined as any occurrence listed above which does not result in damage to any of the vehicles, objects or persons involved. An incident is further defined as any unusual occurrence involving vehicles or customers. These may be either injury causing (customer falls on the sidewalk at a bus stop) or not. Incidents do not necessarily involve AMTRAN vehicles or customers. These types of incidents would include witnessing hit-and-run collisions or crimes. Incidents could include unusual or threatening conversation with customers, or unusual fare disputes.

## **Accident and Incident Reporting**

An operator involved in an accident or incident must complete a report. The report is to contain the names and addresses of the persons involved, the make and license number of other vehicles involved, names and addresses of all witnesses, and finally a statement by the operator giving all details relating to the accident/incident. The report is to be filed with the Director of Transportation immediately following the accident or incident, or at the end of the shift on the day of the accident or incident.

Supervisors are available to assist in the completion of accident and incident reports.

## **Accident Procedures**

In all accident cases, the situation should be addressed as quickly as possible in order to prevent undue cessation of service or a potential traffic tie-up. In cases of a collision, the operator should first determine if anyone is injured either on the bus or in any other vehicle involved. The operator should then contact the dispatcher on-duty with notification of the accident and await any further instructions. The dispatcher on-duty or Transportation Supervisor is the only individual authorized to make a decision as to the proper procedure for handling an accident or incident. The operator should make every effort to avoid having anyone involved in the accident or incident, including customers, from leaving the scene unless a Transportation Supervisor has instructed the operator otherwise.

The operator is further responsible for securing the names and addresses of all the occupants of the bus; the occupants of any other vehicle involved and detailed information – make, model, year, license plate number – of any other vehicle involved.

Under no circumstances is the operator to make any comments or argue with other drivers or other persons involved in the accident or to make any statements that may unfavorably reflect on AMTRAN, its equipment or personnel.

Operators should give the police only that information required by law. Operators may not discuss any matter relating to an accident with any other person at the scene. No aspect of possible vehicle defect may ever be discussed, and operators may never admit fault. Any person who wishes to discuss any facet of the accident or incident must be referred to a Transportation Supervisor. In no

case should an operator discuss an accident that he or she is involved in with any representative of any insurance company unless directed to do so by a Supervisor.

When any accident occurs, the operator will follow the instructions on the accident report form provided to each driver of an AM-TRAN bus and/or service vehicle and observe the correct radio procedures for reporting an accident. The following steps, if followed, should provide for adequate handling of an accident and/or emergency situation:

- Secure the vehicle.
- Check customers for injuries.
- Advise dispatch. (If radio inoperable find cell phone or public phone after step #6.)
- Evacuate vehicle only if necessary.
- Assist customers with injuries where appropriate.
- Calmly reassure the customers.
- Find registration and insurance information.
- Make a list of customers & other witnesses.
- Cooperate with law enforcement officials.
- Do not assign blame or take responsibility for the accident.
- Do not talk to the media. (*Suggested media response: "Our policy is that all communication with the media goes through the General Manager. I have to go take care of our customers."*)

### **Assistance to Injured Customers**

In case of an accident in which one or more persons are injured seriously enough to require medical attention, the operator's first duty is to take care of the injured. The dispatcher on-duty should be notified to send an ambulance. The operator must never leave the scene of the accident until injured persons are taken care of,

and until instructions to leave are received from the Transportation Supervisor or dispatcher on-duty.

When persons are injured in any accident or incident involving AMTRAN vehicles, employees must give every assistance that circumstances and training permit. Injured persons should not be moved unless failure to move them would result in further injury or death.

In the unusual case where an injured person is taken to the hospital, doctor's office, pharmacy or home by another motorist, the operator must secure the name of the motorist, his or her address and the license number of the automobile.

Operators must not promise to send a doctor to the home of a person who has been injured or tell the person they will be "contacted later." If the injured person insists on going home, they will then be responsible for their own medical treatment.

### **Injuries to Customers**

All injuries to customers during boarding, de-boarding or while riding the bus – no matter how slight – must be reported. The operator must ask for injured customers' names and addresses, how they feel and how they were injured. In the report, the operator must state how the injury occurred, as well as names and addresses of other customers who may be witnesses.

### **Injuries to Operators**

Any operator sustaining an injury in the course of his or her employment, no matter how slight, must report the injury to the Transportation Supervisor or dispatcher on-duty immediately. If no Supervisor or Dispatcher is on duty at the time of the injury, the injury must be reported to a Transportation Supervisor by telephone as soon as possible. The operator must also fill out a

Workplace Injury Report Form as soon as possible after the injury has occurred. See “Workers’ Compensation Policy.”

### **Securing Witnesses**

As many witnesses as possible should be secured for every accident regardless of whether it is serious or slight. Very often it is the accident that seems to be of little consequence which turns out to be the most troublesome.

In securing names either on the street or in the bus, the operator must never ask, “Did you see the accident?” Instead, the operator is to collect the names and addresses of everyone present by asking, “May I have your name for my report please?” Many times persons who did not actually see the accident happen can give valuable pertinent information as to cause or result.

The business of securing names should be done as quickly as possible in order to minimize the time people are delayed. Every effort should be made to avoid the word “witness.” An operator must not allow any question of responsibility to influence him or her in the collection of information and the obtaining of names. Securing the maximum number of names as possible, regardless of the circumstances, can help the operator in his or her own report of the accident.

### **Accident Review Procedures**

Subject to the Collective Bargaining Agreement, the Director of Transportation will review the accident and make a determination as to whether the accident was preventable or non-preventable within seventy-two (72) hours, exclusive of Saturdays, Sundays, holidays, or employee's relief day.

## **Hit & Run**

In the event an operator becomes involved in a hit and run situation with another vehicle, the operator must notify the dispatcher on-duty immediately. Under no circumstances is the operator to move the bus or leave the scene until the operator has been given orders to do so by law enforcement personnel or an AMTRAN Transportation Supervisor.

## **Intersections**

Accidents at intersections are always avoidable. An operator should approach a street intersection with the bus under absolute control, ready to stop instantly. When operating on a street which is not an arterial throughway, more than ordinary caution is necessary. Right-of-way does not mean a thing, especially after an accident. AMTRAN buses will stop at all unprotected intersections. This is called a “Safety Stop.”

The operator must not assume that a vehicle crossing or turning in front of the bus is going to continue to move. The operator must reduce the speed of the bus and be ready to stop in case the vehicle ahead should stop.

## **Observance of Traffic Signals**

Vehicles are not to enter intersections unless the operator knows he or she can maneuver the vehicle completely across. The operator must not proceed into an intersection if the vehicle will block a cross street when the signal changes

## **Speed**

It is important that buses be operated on schedule, but it is more important that customers be given a safe comfortable ride. Buses

must always be operated at a speed that is consistent with traffic, weather, street conditions and posted speed limits. When operating over rough streets, the speed of the bus should be reduced sufficiently so that customers remain comfortable and are not bumped or jostled.

### **Speed in Yard/Garage**

Personal or Company vehicles being operated inside the yard and/or garage must be limited to a speed of five miles per hour inside the garage and 15 miles per hour in the yard.

Vehicles must be brought to a complete stop when exiting the yard and when exiting the garage. Also when exiting the garage, the horn must be blown before proceeding out of the garage.

### **Obscured Vision**

When vision is obscured by fog, rain, sleet, snow, smoke or any other reason, operators must operate their vehicles only at such speed as will permit them to stop within the distance they can see.

### **Pedestrians**

Pedestrians may be a source of danger and must be observed very carefully. The operator must bear in mind that pedestrians have the right of way at all crosswalks. When a pedestrian is crossing a street, it is up to the operator to slow down and make sure the pedestrian is safely out of the way before continuing.

The horn should be used only to warn those persons who are standing at the curb or in a safety zone. Those who have started across a street have the right of way and must be allowed to continue.

It is up to the operator to do the watching and thinking not only for him or herself, but for the pedestrian as well.

### **Sudden Stops**

Sudden stops that result in throwing standing customers must be avoided unless a collision is imminent. Such stops are very apt to cause injury to our customers. If the sudden stop is necessitated by a vehicle cutting in, etc. identification of the vehicle by license number or other means should be noted and reported to the dispatcher on-duty.

Should a sudden stop cause injury to a customer, an accident report must be filed. The report should include the customer's name, address and phone number; a statement of the customer's injuries and a statement from the operator concerning the events leading to the injury.

### **Railroad Crossings**

Railroad crossings are points of known danger and the utmost care and vigilance must be exercised when approaching and crossing them.

Operators approaching a railroad crossing must come to a FULL STOP not less than eight feet from the nearest rail and not more than fifty feet from the nearest rail. While stopped, the entrance door must be opened and the Operator should listen and look in both directions for an approaching train or for signals indicating the approach of a train. The operator of the vehicle may not proceed until it can be done safely.

If a vehicle becomes stalled on a crossing, the operator should request customers to alight and move clear of the track until the vehicle can be restarted and moved clear of the track.

## **Parking Brake**

An operator should never use an open rear door as a “parking brake.” Always use the appropriate parking brake mechanism, (hand or foot brake depending on vehicle type).

## **Backing a Vehicle**

Operators must take every precaution to avoid finding themselves in situations in which they must back their vehicle up. If it is absolutely necessary to back a vehicle, the operator must either (a) go personally to the back of the bus to ensure that there is no object behind the bus, or (b) have another person guide them back. As an added precaution, the horn should be sounded before backing. In all instances, the Transportation Supervisor or dispatcher on-duty must be advised of a backing situation.

## **Traffic Laws**

All operators of any AMTRAN vehicle must be familiar with, and will be held responsible for adherence to, the traffic laws and regulations of the federal, state, and local government. Any questions on pertinent traffic laws should be addressed to a Transportation Supervisor.

## **Right of Way**

AMTRAN vehicles, when operating over the street, have only the rights equal to those possessed by other vehicles on the street. Operators must never take the right of way from another vehicle on the assumption that the driver of the other vehicle will yield.

AMTRAN vehicles must proceed only when it is safe to do so regardless of the right of way. Whether or not a vehicle has the right

of way will not be accepted as an excuse for a collision with another vehicle or a pedestrian.

Police and fire department vehicles, ambulances, and other emergency vehicles have an undisputed right of way. On approach of these vehicles as indicated by a flashing light or audible signal, buses will be pulled to the curb if possible. All vehicle doors must be kept closed while emergency vehicles are passing.

Operators will not break through a funeral procession or military convoy with any AMTRAN vehicle.

### **Fire on Vehicle**

At the first indication or suspicion of a fire on a vehicle, proceed as follows:

1. Stop vehicle immediately and evacuate customers as quickly as possible. All customers must be directed to move a safe distance from the vehicle.
2. The master control switch (depending on vehicle type) must be turned off.
3. If it is safe to use the radio, notify the Transportation Supervisor or dispatcher on duty of all details.
4. If the fire cannot be controlled by an extinguisher, the operator should seek to notify the fire department. If use of the radio is not safe, the operator should seek to find access to a telephone and immediately phone the fire department and then the AMTRAN Office.
5. An incident report must be filled out immediately after an incident or at the end of the shift on the day of the incident.

## **Part 5 – Bus Operations**

### **Preparing Bus for Service**

The following steps should be taken when preparing to put the bus in service:

1. Make sure to take the bus assigned to you.
2. The transmission should be in neutral.
3. The emergency brake should be engaged.
4. The “master switch” should be in the “on” position.
5. Engage the starter – DO NOT engage for more than fifteen (15) seconds continuously.
6. The bus should start with little or no throttle.
7. Racing the engine to build up pressure is not effective and can damage the engine.
8. Check destination sign for proper operation.
9. Set your destination sign and set transfers and fare box.
10. Before leaving the garage area, check gauges and tell-tale lights (air pressure, oil pressure, water temperature, etc.).
11. Test the microphone & public address system.
12. Check vehicle interior for cleanliness, loose or torn seats, loose grab rails, or driver modesty panel.
13. Ensure that the wheelchair restraint system belts are ready for use.
14. Air pressure should be 90 lbs. before moving the bus. The air pressure on the GMC buses must be 100 lbs. before releasing the brake and 120 lbs. before checking the wheelchair lift.

### **Pre-Trip Inspection**

Subject to Federal and State Motor Vehicle Code regulations for Commercial Drivers License holders, each operator must complete a vehicle inspection prior to taking over a vehicle, whether this is

relieving another driver or pulling out from the garage. This check must include inspection of:

1. Check last Daily Equipment Report.
2. Vehicle exterior for loose panels, hinges, or mirrors, broken glass, lenses, or new damage.
3. All exterior lights for proper operation.
4. Tire wear, tire damage, proper securement of lug nuts.
5. Dashboard instruments for proper operation.
6. Door operation.
7. Cycle the wheelchair lift or ramp (only when leaving the garage)
8. Brakes should be checked when leaving the lot.

Any problems discovered should be reported immediately to the dispatcher on-duty before leaving the lot, or by radio if relieving away from the garage.

### **Reporting Vehicle Defects**

Any trouble noted on a vehicle while in operation must be reported on the Daily Equipment Report, even if it is reported by radio to the dispatcher on-duty. Each operator must take a Daily Equipment Report form with him or her when taking a vehicle from the garage. This form must be signed by each operator of a vehicle.

Any damage discovered on a vehicle, no matter how minor, must be recorded on the Daily Equipment Report. If damage is discovered which is not marked on this card, contact a Transportation Supervisor immediately, by radio if necessary

## **Keeping to the Schedule**

Operators should try to keep as close to the schedule of the appointed run as possible. Never run ahead of the schedule. It is better to run a little late than to be ahead of time. If the bus is a couple minutes late, the customer has to wait, but doesn't miss the bus. IF the bus is early, the customer may miss it completely and have to wait an hour or more for the next one. If an operator is having problems keeping a schedule and a good bit behind time, he or she should notify the dispatcher on-duty for instructions.

## **Seat Belt**

Seat belts insure proper driving posture and more alert, aware driving. Subject to Federal and State Motor Vehicle Code regulations, seat belts must always be worn when operating an AMTRAN vehicle. It is the law.

## **Radios**

Radios are provided in vehicles for business use only. Proper uses of radios include, but are not limited to: calling transfers, reporting mechanical problems, reporting accidents, or asking supervisors for operating instructions.

Use of radios to conduct personal business or non-company related business is prohibited. The use of profane language is strictly prohibited. Transferring customers are not to be described by race, color, weight, or other physical appearance. Comments like "You owe me one" are inappropriate. The radio is not to be used to warn other operators of police speed enforcement areas.

Language used on radios is to be concise and well thought out. Operators should avoid using names on the radio. Refer instead to the unit # or position.

Operators may not make negative comments on the radio or in public regarding other people or organizations. “People” includes AMTRAN customers and employees, motorists, pedestrians, and other members of the general public. “Organizations” include AMTRAN, ATU, PennDOT, the City Authority, municipal departments (police, fire, highway), as well as other business and organizations.

### **Leaving Bus**

When it is necessary for an operator to leave the bus, the hand brake (if applicable to the bus type) must be set, the transmission put in neutral and the lock-out key engaged and removed from the lock. The “four-way flashers” and emergency triangles should be used if it is necessary to leave the bus in a hazardous area. Always notify the dispatcher on-duty when leaving the bus. Operators should avoid leaving any bus unattended for a prolonged period of time. However, if a situation arises and the operator must leave the bus for an extended period of time, the motor should be shut off - except when the temperature is below freezing. Doors should be closed whenever feasible.

### **Observing Time Points**

It is the operator’s responsibility to follow scheduled time points. Pulling out ahead of time unless told to do so by a dispatcher is not permitted.

Published time points for scheduled routes must be carefully observed. Under no circumstances may an operator pass a time point ahead of schedule unless the operator has received permission to do so from a dispatcher.

Schedules have been developed to be maintained under normal operating conditions. Under abnormal conditions, such as in severe weather, buses must be operated with safety, regardless of the schedule.

### **Route Deviation**

Operators must not deviate from the assigned route unless instructed to do so by a Transportation Supervisor, dispatcher on-duty, or unless the published schedule allows for deviation. Operators may also deviate from the assigned route in case of emergency situations if ordered to do so by law enforcement or emergency personnel. The operator must inform the dispatcher on-duty of any such deviation.

### **Change of Route**

Turning off or detouring from the regularly scheduled route is to be done only when it is apparent that traffic will not move through on that street for five minutes or more. In such a case, the operator must request permission to detour from the dispatcher on-duty. Normally, the operator will divert the bus to the next parallel street and return to the regular route as soon as it is possible to do so.

### **Pull Offs**

If an operator is having problems with a bus, (brakes, overheating, low air pressure, loose/broken mirror, etc.) the operator should radio the Transportation Supervisor or dispatcher on-duty. Arrangements will be made for a maintenance road-call or a “switch-out” to another bus. Under no circumstances should an operator attempt to move a bus or bring it to the garage if faulty brakes are suspected.

## **Disabled Buses**

Should a bus become disabled, the operator must inform the dispatcher on-duty immediately. If there is no dispatcher on-duty, the operator must contact the Maintenance Department.

When reporting mechanical failure or any trouble with the bus, the operator must make every effort to explain the trouble as clearly as possible so the responding mechanic can affect repairs with a minimum of delay. The operator must stay with the bus until a mechanic arrives with a spare bus.

## **Emergency Signal Lights**

The emergency signal lights or “four-way flashers” should be operated whenever a bus stops for a customer, is disabled on the street or is laying-over in a hazardous area. The emergency triangles should also be used if the bus is disabled in a hazardous area. If necessary, the operator should flag traffic around the bus.

## **Fare Collection Guidelines**

Proper fare collection is a very important part of the operator’s duty. The fares provide a major portion of the cost of operating the transit system. Operators must watch the payment of fares closely so that they will be able to challenge an incorrect fare and not challenge when the customer has paid the correct fare. In cases of a fare dispute, the operator is to challenge ONCE in a civil manner, stating clearly and with courtesy the reason for the challenge. If the customer refuses to conform, the operator should not argue the matter or pursue it further. The operator should allow the customer to ride, and the incident should be reported to the Transportation Supervisor or dispatcher on-duty giving as many details as possible: time, location, description and reason for challenge.

Each operator is responsible for tickets, transfers, or other items issued to him or her. Such items are only to be distributed to customers in accordance with AMTRAN policies and after any required payment are made by the customer. Mishandling or unauthorized issuing of these materials will be treated as mishandling of fares.

Any circumstance that arises which may place the operator in conflict with this policy must be discussed on a case-by-case basis with the Director of Transportation or the Transportation Supervisor on-duty.

It is the operator's responsibility to know the current AMTRAN fare structure and be familiar with all fare media (passes, tickets, discount cards, etc.). If a question arises concerning individual instances of fare payment, the operator should always check with the Transportation Supervisor or dispatcher on-duty.

AMTRAN's current fare structure is:

AMTRAN's regular fare is \$1.25 for a one-way trip. Exact change is required when paying fares. It costs \$.10 to transfer from one route to another except:

1. no charge when transferring from any bus to or from the #1C West Plank Rd. bus.
2. no charge when transferring to and from #8 Hollidaysburg/Duncansville.
3. transfers are not issued or accepted by the #9 Dasher and the #10 Campus Loop.

### Summary of Fares

Regular Fares	Adult Cash	\$1.25
Special Fares	Ages 6-18, College Students, Persons with Disability (condi- tions listed below)	\$.60
Free	Senior Citizens 65+ (conditions listed below) Penn State students Children under 6 (conditions listed below)	Free
Transfers	Except Super Savers pay no transfer	\$.10
Shuttle Fare	Dasher, Mall, Borough Shuttles & Campus Loop	\$.25

The one-way fare for the #9 Dasher, the Campus Loop, and the shuttles that serve Duncansville and Hollidaysburg is \$.25

Customers aged 65 or older ride free with a Senior Citizens Transit I.D. or Medicare Card on all of AMTRAN's bus routes Monday through Friday except 7:00 – 8:00 a.m. and 4:30 – 5:30 p.m. They also ride for free all day Saturday. These hours are set by Penn-DOT.

Children under six years of age ride free when accompanied by a fare-paying adult.

Persons with a disability may also ride for \$.60 per one-way trip. These customers must have either a Medicare Card or a Reduced Transit Fare I.D.

### Super Saver Tickets

Monthly Pass	Unlimited rides for \$30
Super Rider	15 rides for \$15
Special Rider <i>Youths, college students, and persons with a disability only with proper I.D.</i>	17 rides for \$10

Super Rider and Special Rider punch cards are available from any driver. Monthly Pass I.D. cards are available at the AMTRAN offices. Monthly stickers are available at the AMTRAN offices and at Station News in the Downtown Altoona Transit Center.

### Ride Around Policy

Customers are entitled to one complete circuit of the route, whether they use cash, transfer, punch card, Reduced Fare Card, etc. After one complete circuit, the operator should ask the customer for an additional fare, following the policy of challenging fares only once.

Customers using a Senior Card, an All Day Pass, or a Monthly Pass may ride more than one complete circuit, and should be counted again on the farebox at the beginning of each new circuit.

An operator's friends and family are entitled to one complete circuit of the route if the proper fare has been paid. They should not ride around with the operator.

## **Fare Collection at Relief Points**

It is the duty of the operator being relieved to collect the fares from all customers boarding the bus at the time of relief. All fare transactions must be completed before the operator being relieved may leave the driver's seat.

### **Farebox**

All operators must log in each day on the farebox before starting their run. The correct route number, operator number and fareset number must be logged into the farebox. The route numbers must be changed throughout the day when operating a bus on a through routed schedule.

Operators must not change farebox equipment, tamper with or abuse the farebox in any way. Nothing will be fastened to the farebox without authorization. If a farebox malfunctions or becomes out of order, the operator shall notify the Transportation Supervisor, dispatcher on-duty and/or maintenance personnel at the first opportunity so that the farebox can be repaired or changed out. Until the farebox is repaired or changed out, the operator shall continue to require customers to deposit fares into the farebox as usual. If a farebox becomes inoperable to the point that use of the farebox becomes impossible, specific instructions must be requested from the Transportation Supervisor. Operators should fill out a defect card and note the disposition of the farebox malfunction and any relevant details concerning the incident.

### **Operators Handling Fares**

Operators of any vehicle with a farebox are not permitted to handle customer fares and must insist upon the customer inserting the fare into the farebox. The only exception to this rule is the case where

a customer is physically unable to insert the fare and the customer directly asks the operator for assistance.

Operators of specialized service must provide a full accounting to cash, tickets and vouchers equal to the total fare required for all trips they carried that day. Neither fixed-route or specialized operators may make change for customers, but may ask other customers if they can assist in making change for another customer.

### **Issuance of Transfers**

Transfer shall be issued at the time the fare is paid and only one transfer per fare will be issued. A transfer cannot be issued on another transfer (except Route #8 Hollidaysburg/ Duncansville). Occasionally, a customer will forget to ask for a transfer at the time of paying the fare and will later request a transfer. In such a case, the transfer should be issued, but under no circumstances should a transfer be issued after a person has left the bus.

Transfers must be correctly cut and may be issued only upon payment of proper fare. Transfers may be issued to AMTRAN ticket and free-ride ticket customers or persons using any type of reduced fare or free-ride coupon. Transfers should not be issued to customers using the all day pass. In the case of a trip requiring two transfers, the 2nd operator is to issue the transfer necessary. Transfers shall only be accepted when properly cut and punched for the route issuing the transfer.

Transfers are valid only for the continuation of a trip on another route. Transfers are not valid for return trips or "layovers" along the same route.

## **Acceptance of Transfers**

Transfers shall be examined carefully to determine the validity of the transfer and accepted only at authorized transfer points. The transfer will be accepted only on the times indicated on the next connecting bus. On questionable occasions, a customer will be asked to deposit a fare, keeping consistent with AMTRAN's policy of challenging fares only once. The operator will sign the customer's transfer noting the route and date and the customer will be instructed to contact AMTRAN Administrative staff for a determination concerning possible fare evasion.

## **Waiting for Transfers**

When an operator is running late and has a transfer for another bus, they should contact the other operator by radio and ask them to wait. Generally, the other bus should wait as long as three minutes for the transfer. After three minutes, call dispatch for instructions before leaving.

## **Fare Media and AMTRAN Property**

Each operator will be issued AMTRAN fare media. The operator is accountable for media entrusted to them and shall at any time upon request submit that media for verification. Currently, AMTRAN reduced fare media include two types of reduced fare tickets and All-Day Passes. The type of media is subject to periodic change. It is the operator's responsibility to be aware of changes to the reduced fare structure and media.

Certain items may be issued to all operators which have a purpose in the performance of the job, i.e. punches, lock-out keys, cellular telephones, etc. These items must be properly cared for and returned. Any article lost or damaged must be promptly reported to the Dispatcher or Transportation Supervisor on-duty. These items

are not to be out of the possession of the person to whom they are issued.

### **Personal Radios and Reading on Duty**

Currently, operators may use personal radios for listening to broadcasts while operating the bus. The volume must be set so that it does not disturb the customers. Headphones and ear plugs are not permitted.

Reading is not permitted while operating the bus. Operators may read during layover time, not at bus stops or traffic lights.

### **Operator Food and Drinks on the Bus**

Operators are permitted to drink water or soft drinks on the bus as long as it does not interfere with the safe operation of the bus. If an operator does not have a meal break during his shift, he may eat on the bus as long as it does not interfere with the safe operation of the bus. Under no circumstances, even if the bus has no customers aboard, may an operator stop the bus along the line and go into a restaurant and eat.

### **Destination Signs**

Operator must ensure that all destination signs, including side and rear signs, are adjusted to show the destination of the vehicle. All signs should be changed at designated points. The dispatcher on-duty has the list of change points. Should a destination be changed at the direction of supervisory personnel, the signs must be adjusted immediately and customers informed of the change.

## **Running with Doors Open**

The doors of the bus should never be open when the bus is in motion. This includes opening doors prior to coming to a complete stop, when approaching customer stops, or pulling from the stop prior to closing the door. Operators will bear the responsibility for any injuries occurring due to doors being open while the bus is in motion.

## **Heating and Air Conditioning Procedures**

Operators are permitted to make their own judgments about the necessity of using heating or air conditioning. The temperature in the bus must be controlled so as to create a comfortable atmosphere for customers and the driver.

Problems with heating and air conditioning should be reported on the defect card. Serious heating and air conditioning problems should be reported immediately to the Transportation Supervisor, dispatcher or mechanics on-duty.

## **Interior Lights**

Interior lights are to be used in the morning until it gets light out, in the evening and anytime during the day when it gets cloudy or dark.

## **Wheelchair Lifts & Ramps**

With changing regulations, specifications and manufacturers of wheelchair lifts and ramps, it is the operator's responsibility to familiarize themselves with each type or configuration of lift device. Should an operator need assistance, he/she should contact the Director of Transportation for additional training.

All lifts and ramps, whether Fixed-Route or Paratransit, must be tested (cycled) before leaving the lot. Lift or ramp problems should be reported to a Transportation Supervisor, dispatcher on-duty and/or mechanic immediately.

### **Care of Tires**

Operators must use care to avoid scraping curbs or running over curbs and damaging tires. Careless operation resulting in damaged tires will be treated seriously.

### **Brakes**

Pumping the pedal is not effective with air brakes and is in fact dangerous. It is ineffective, jostles customers, and uses air unnecessarily. Continuous pumping of brakes damages brake diaphragms and will result in a loss of brake effectiveness. The brakes should be applied in one deliberate motion, gradually increasing brake pressure until the bus has almost stopped, then “feather.” In many cases, the braking power of the engine can be used to effectively assist in stopping.

If it is absolutely necessary to operate through standing water, the brakes should be tested immediately to dry out brake shoes and make sure the bus has sufficient braking power.

Anytime an operator suspects any problem with the brakes, whether it is due to "pull", smell, sound, or other, they should contact the dispatcher on-duty immediately.

### **Transmission**

Brakes should be applied before putting a bus in gear, and the vehicle should be put in gear before the throttle is engaged. Failure to do so can result in serious transmission damage. The

“retarder” is to be engaged unless the driver has a compelling safety reason for turning it off.

### **Horn**

Horns on buses are to be used only in an emergency and when exiting the garage. Horns are not to be used to express disapproval of motorists or pedestrians, or to offer political support to protesters.

### **Extended Idling**

When stopping for more than one or two minutes the parking brake must be on, the shifter lever placed in neutral, and the fast idle switch (if the vehicle is so equipped), turned on. This switch will disengage automatically when the parking brake is taken off or the gear-shift is moved out of neutral.

### **Unauthorized Driver**

No person may be permitted to operate the vehicle except the operator in charge, a trainee, a mechanic, or supervisory personnel.

Operators are permitted to operate only those vehicles on which they are qualified by AMTRAN. Qualified employees are not to take over equipment controls from an employee assigned to the vehicle unless the operator on duty on that vehicle is incapacitated.

### **Overhead Clearances**

Operators must be aware of the height of their vehicle and are responsible for judging the clearance before going under any highway underpass or tunnel.

Vehicles may not be driven under any portico, overhead awning, canopy or overhang.

Caution should also be exercised when encountering tree limbs and branches.

### **Operating Bus on Open Highways**

For buses operating on open highways, the following list of rules will make for a better professional image and make the operator's job easier:

1. Stay to the right using acceleration to gain speed then merge smoothly
2. Watch for motorists entering the highway and adjust speed up or down to assist them in entering
3. Obey all posted speed limits
4. Maintain stopping distance between the bus and the vehicle ahead in order to avoid potential chain reaction collisions
5. Avoid frequent lane changes, plan ahead to be in the lane needed
6. Signal lane changes, make definite moves, plan ahead
7. Maintain a steady speed as much as possible
8. Keep eyes constantly on the move – far ahead – just ahead – left-to-right... This will avoid fatigue and increase awareness of other traffic
9. If there is any indication of vehicle malfunction, take the first exit possible
10. Avoid “rubber necking” at any unusual occurrence – be aware but concentrate on the vehicle
11. Obey all traffic laws, safe driving rules and regulations.

## Returning the Bus to the Garage

The following procedures are to be followed when bringing a bus to the garage at the end of a run:

1. Drive the bus to the rear or side of the garage depending on run assignment.
2. Collect any window signs and unused transfers and turn them into the dispatcher on-duty.
3. Turn air conditioner or heat switch OFF.
4. Place shift lever or control in “neutral”, apply parking brake, let engine continue to idle.
5. Shut off all interior lights.
6. Shut off wipers.
7. Close all windows and vents.
8. Close rear exit door.
9. Ensure that the wheelchair restraint system belts are folded and stowed properly.
10. Per Federal and State Motor Vehicle Code regulations for Commercial Drivers License holders, perform the following inspection:
  - Brakes should be checked when entering the parking lot.
  - Vehicle exterior for loose panels, hinges, or mirrors, broken glass, lenses, or new damage.
  - All exterior lights for proper operation.
  - Vehicle interior for cleanliness, loose or torn seats, loose grab rails, or driver modesty panel.
  - Dashboard instruments for proper operation.
  - Door operation.
  - Mark any defects on the Daily Equipment Report and sign the report.
11. Turn off all exterior lights.
12. Remove lock-out key.

## **Maintenance Policies and Procedures**

### **Part 1 - Introduction**

As a maintenance employee for AMTRAN, you hold a very responsible position. You are not only a mechanic or service person responsible for the continuing maintenance and condition of AMTRAN's vehicles and other capital assets; you are also a public relations person. Without good equipment, AMTRAN cannot sell its primary product – SERVICE. Your work goes a long way in creating AMTRAN's public image. Public relations, good or bad do not come from what we SAY about ourselves, but what we DO. If the buses don't run there is no product.

The public depends on you for safe, clean and well maintained buses and facilities. AMTRAN depends on you to properly handle its interests. Friends will be created – and customers will be retained – by your KNOWLEDGE of your work, your APPEARANCE and your CONDUCT on the job. All employees of AMTRAN – whether in the driver's seat or in the office – are dependent upon you to represent their interests.

Keep in mind that at AMTRAN, we carry a unique cargo, human beings, and they are easily injured. Transit buses are equipped with many safety features to help ensure that injuries do not occur. Each bus should be well maintained so that those features function properly when they are needed. In addition, many of AMTRAN's customers have special needs due to mobility limitations. Maintenance of the bus equipment provided for those with special needs is particularly important.

Providing a safe and comfortable ride for all our customers is what AMTRAN is about. That mission starts with our maintenance personnel.

## **Part 2 – Personal**

### **Maintenance of Address and Telephone Number**

Each employee must supply AMTRAN with a home telephone number and address at which he or she can be contacted. The Director of Maintenance must be notified of any change of address or telephone number within 24 hours of when the new address is official or new number is in order.

Maintenance of a telephone number is a condition of employment.

### **Language and Conduct**

Maintenance employees should be positive, polite, and helpful with fellow employees, customers, pedestrians, motorists, and other members of the public. Please remember that your conduct reflects on every other AMTRAN employee. Therefore, conduct yourself in a respectful and civil manner. Boisterous actions, profane language, conversation or language may be construed as harassment. See AMTRAN's Unlawful Harassment Policy. Conversation which is critical of AMTRAN or employees of the AMTRAN is not permitted and will not be tolerated especially in the presence of customers.

A maintenance employee who has a criticism or suggestion to make in connection with AMTRAN's schedules, routes, operating policies and procedures, or anything else should bring such information to the attention of the Director of Maintenance or the Transportation Supervisor on-duty. They will be responsible for relaying it to the proper staff member for evaluation. Such matters should not be discussed with the public, on the radio, or with other employees.

Maintenance employees may not make negative comments on the radio or in public regarding other people or organizations. "People" includes AMTRAN customers and employees, other motorists, pedestrians, and other members of the general public. "Organizations" include AMTRAN, ATU, PennDOT, the City Authority, municipal departments (police, fire, highway), as well as other business and organizations.

### **Personal Appearance**

The general appearance of all maintenance employees must be neat and clean. Hair, sideburns, mustaches, and beards must be kept clean and trimmed, and the length must not be excessive or extreme, or must be tucked safely under a cap. Maintenance employees should not wear jewelry (including piercings) because it can interfere with safe working conditions. The exception is a wedding band worn on the appropriate finger. Maintenance employees should not have excessive visible tattoos.

Goggles or safety glasses are required when grinding, sawing, or chipping, or in any action which may cause flying debris or articles. Goggles or safety glasses are also required when working under a bus doing repairs or inspections. Steel-toed boots or steel toe caps are required for all maintenance employees except Bus Cleaners.

A complete uniform is required at all times when on duty in any capacity. Uniforms must be clean and in good condition. Uniforms should not be worn when off-duty, except when an employee is on their way to or from work. Uniforms may never be worn when an employee is in an establishment that serves alcoholic beverages.

AMTRAN has a formal Uniform Committee. This committee is responsible for developing uniform guidelines. These guidelines are subject to change. It is the employee's responsibility to be aware of any changes to the guidelines.

Uniforms may be ordered from an approved catalog company or, approved local uniform supplier. Order forms are available from AMTRAN's Administrative Assistant. Employees who have problems with or questions about uniforms should contact the Administrative Assistant.

As uniformed employees, your high public visibility requires that you present a neat, well groomed professional appearance. Supervisors will insure that employees meet the uniform and appearance code. Please read the uniform and appearance requirements carefully to avoid any misunderstanding. Compliance is mandatory.

AMTRAN will provide a uniform allowance to maintenance employees that will be consistent with the current Collective Bargaining Agreement. The cost of items ordered above the annual uniform allowance will be deducted from employee paychecks or uniform allowance when AMTRAN is billed.

Employees who have not yet received their uniforms or are in the probationary period must also present a neat appearance. Supervisors will make the final determination on the acceptability of the presented appearance. Generally, blue jeans and decorated T-shirts are not permitted.

### **Watch**

Maintenance employees are not required to wear watches, and should be conscious of personal safety if they choose to do so.

## **Smoking**

Smoking is permitted by Maintenance personnel to the extent that it does not interfere with the safe and efficient performance of their job. The Director of Maintenance shall have discretion to prohibit smoking in any situation in which he finds it unsafe. Smoking is not permitted in any area where flammable liquids are stored or dispensed. Smoking is also prohibited inside AMTRAN buildings, service vehicles or revenue vehicles *except where posted*.

## **Part 3 – General Operations**

### **Pay**

Subject to terms and conditions of the current Collective Bargaining Agreement between AMTRAN and Local 801 of the Amalgamated Transit Union, AMTRAN will not advance pay against hours not worked. Payday shall be every other Thursday. Paychecks may be picked up during regular operating hours on pay Thursdays. All employees quitting after 6:00 p.m. the day prior to payday may pick up their payroll checks at quitting time that day, provided however, that checks cannot be cashed until the actual payday.

*(See current Collective Bargaining Agreement for rates of pay, etc.).*

### **Absence from Work**

Please refer to AMTRAN's Absence Control Policy for specific information on occurrences of absence.

According to the Collective Bargaining Agreement, an employee accumulates 13 sick days annually – two in January, one in each successive month. Unless an employee has accumulated 13 days

or more in the “sick bank,” a one work day waiting period is required prior to becoming eligible for paid sick leave.

Employees have two options for their yearly accumulated sick days. First, the employee may add it to their sick bank. Alternatively, the employee may choose to be paid 50% of the value of their annual accumulated leave (up to thirteen days) each December.

### **Calling Off Sick**

A maintenance employee calling off sick must do so one hour before their scheduled report time. To call off sick, a maintenance employee will first attempt to contact the Director of Maintenance. If the Director of Maintenance is unavailable, the Highest Class Mechanic on that shift should be contacted, or as a last resort, the Transportation Supervisor or dispatcher on-duty should be contacted.

It is the maintenance employee’s responsibility to speak directly to the Lead Mechanic, or next in progression, when calling off sick. Leaving a message on an answering machine or with someone other than those named above is insufficient.

An employee off sick on a given day will be assumed to be back for their next scheduled workday unless they "call off" again for the next day. Employees off three (3) consecutive days are required to furnish a certificate completed by their attending physician before they can return to work.

An employee must inform his supervisor when he or she knows they will be off for an extended period of time and documentation completed by their attending physician must be given to the Director of Transportation. The employee will continue to be carried on the “sick list” until he or she reports back before 1:00

p.m. the day before he or she expects to return to work. AMTRAN reserves the right to have an employee examined at any time at AMTRAN's expense, and by a doctor of AMTRAN's choosing.

### **Medical/Physical Examinations & Certifications**

Subject to the Collective Bargaining Agreement, medical examinations of employees may be required by the Authority for job-related reasons and the costs thereof shall be paid by the Authority.

New employees must undergo such an examination shortly after notice of employment. This includes drug testing as prescribed by AMTRAN's Substance Abuse Policy.

This examination shall be conducted by a physician of AMTRAN's choice. The expense of said examination is to be borne by AMTRAN.

### **Unauthorized Personnel**

Individuals who are not employees of AMTRAN, are only permitted in designated customer areas while on AMTRAN property unless they have approval of Management. Employees may not knowingly escort or allow unauthorized personnel on AMTRAN property.

### **Arrest of Employees**

An operator, who, for any reason, is arrested for a felony or a misdemeanor, whether the arrest occurred on or off duty, must report the matter within 24 hours to the Director of Maintenance. Failure to report an arrest to AMTRAN may result in discipline. Upon evidence submitted to AMTRAN of a conviction or guilty

plea resulting from such arrest, the employee may be subject to disciplinary action.

### **Insubordination**

Maintenance employees must follow the instruction of, and cooperate with, their Supervisors at all times. Insubordination is a willful refusal or failure to carry out a direct order, instruction, or AMTRAN rule. Further, insubordination includes the use of abusive or derogatory language towards a dispatcher, supervisor, or manager.

### **Employee Transportation Pass**

Subject to terms of the current Collective Bargaining Agreement and consistent with AMTRAN's Policies and Procedures, employees, their immediate families, Board Members and pensioners or widows will be issued a pass allowing free rides on any fixed-route vehicle. The pass should be shown when boarding a vehicle. Use of a pass by other than the person named on the pass is prohibited. The loss of a pass must be reported to a Supervisor immediately.

## **Part 4 – Safety**

### **Injuries to Employees**

Any employee sustaining an injury in the course of his or her employment, no matter how slight, must report the injury to their supervisor immediately. If no supervisor is on duty at the time of the injury, the injury must be reported to a supervisor by telephone as soon as possible. The employee must also fill out a Workplace Injury Report Form as soon as possible after the injury has occurred. See “Workers’ Compensation Policy.”

## **Traffic Laws**

All employees in charge of any AMTRAN vehicle must be familiar with, and will be held responsible for adherence to, the traffic laws and regulations of the Commonwealth of Pennsylvania and the municipalities served by AMTRAN. Any questions on pertinent traffic laws should be addressed to the Director of Maintenance or the Transportation Supervisor on-duty.

### **Speed in Yard/Garage Area**

Personal or Company vehicles being operated inside the yard and/or garage must be limited to a speed of five miles per hour inside the garage and 15 miles per hour in the yard.

Vehicles must be brought to a complete stop when exiting the yard and when exiting the garage. Also when exiting the garage, the horn must be blown before proceeding out of the garage.

Care must be exercised to avoid starting a bus with someone under or working on the vehicle. In addition, a vehicle in the garage may not be started or moved without permission of the Maintenance Department Supervisor on-duty.

### **Unauthorized Driver**

No person may be permitted to operate the vehicle except the operator in charge, a student driver, a mechanic, or a supervisory official.

Employees are permitted to operate only those vehicles on which they are qualified by AMTRAN. Qualified employees are not to take over equipment controls from an employee assigned to the vehicle unless the operator on duty on that vehicle is incapacitated.

## **Cleaning Up Spills**

Maintenance personnel are responsible for knowing correct safety procedures for the containment and mitigation of any fluid spills or overflows (motor oil, fuel, antifreeze fluid, etc.) that occur in any AMTRAN facility.

## **Keeping Work Areas Clean**

Maintenance personnel have a special responsibility to keep the work areas of AMTRAN facilities as neat and clean as possible. This responsibility includes knowing and following proper safety procedures for securing, storing, concealing, etc. all tools, parts, cleaning supplies, extension cords, etc.

## **Part 5 – Maintenance Department Operations**

### **Beginning and Ending Work Shifts**

The report time for maintenance personnel is the same as your starting time. This is the start time of your bid shift, usually on the hour. Any preparations needed to start your shift should be done before your starting time.

At the end of your shift, current practice is that 10-15 minutes before your shift ends you may start cleaning up and putting away tools, cords, rags, etc. in order to be done at your scheduled shift ending.

If finished with a project before more than 15 minutes before your shift ends, try to find something else to do, for example picking up rags, cleaning and hanging up extension cords, tidying up, or helping a co-worker finish up their work.

## **Road Calls**

In the event that road service is necessary, the Director of Maintenance or the highest classified mechanic on duty will make the determination as to who will go on the call. When taking a replacement vehicle equipped with a destination sign out on the road call, the destination sign should be set to read "OUT OF SERVICE" or "GARAGE." Mechanics must take the shortest safe route to and from the scene and must exercise all of the same precautions as would be expected of an operator.

## **Parts Runs/Errands**

Any maintenance employee sent to pick up supplies or on any other errand must use the most direct route to and from their destination and may not stop at any location not related to the business they are conducting. Conducting any personal business while on work-related assignment without the express permission of the Director of Maintenance or supervisor on-duty is prohibited.

Service persons must notify another mechanic as well as supervisor on-duty before leaving AMTRAN property during working hours.

## **Record Keeping**

Repair orders, pump check sheets, fuel sheets, defect cards, and any other written forms used by AMTRAN are legal documents and could be subpoenaed in the event of some sort of legal action involving a vehicle. All of these records must be filled out accurately. Statements written on these forms which are unprofessional cannot be tolerated. Any written comments, drawings, or other information not essential to correctly completing these forms are not acceptable.

It is essential for record-keeping and inventory purposes that fuel sheets and work orders be completed accurately. The ability to accurately complete these forms is a requirement of any maintenance job and is necessary for continued employment.

### **Operation of Vehicles within the Facility**

Whenever it is necessary to operate a vehicle within the facility, maintenance personnel must ensure that the vehicles' exhaust is vented outside. Hoses for this purpose are installed in each bay of the garage.

Building exhaust fans must be running when vehicles (including the forklift) are running inside the building.