

PUBLIC WORKS TRANSIT DRIVER HANDBOOK



CITY OF NOGALES TRANSIT MISSION STATEMENT

To provide clean, safe, reliable and affordable transportation while improving mobility to the elderly and disabled population in the City of Nogales. We value absolute integrity, competence and diligence in the performance of our duties while committing to provide exceptional customer service and a speedy response time to meet the needs of all the elderly & special need clients in the community.



SECTION ONE

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WELCOME TO PUBLIC WORKS TRANSIT SERVICES SECTION

Welcome to the City of Nogales Department of Public Works, Transit Services. Our services are funded by a combination of funding streams provided by State and Federal agencies. Your involvement is crucial to the success of the transit services for your customers. If you have just come on board, you will be expected to maintain the high standards that City of Nogales employees have established.

You are responsible to follow guidelines as set forth and outlined in the Employee Handbook and Personnel Policies and Procedures Manual for City of Nogales employees and this handbook. This handbook is designed specifically for those of us in the Transit Section of Public Works.

The very nature of our business requires each person to make a concerted effort to be on the job every day. Absences will occur from time to time and it is necessary that everyone cooperates in complying with the attendance guidelines.

The City of Nogales Transit Service, referred to herein as “Nogales rides,” is a transportation service by reservation only. The service is open to elderly and disabled members of the community as well to individuals with special needs.

Nogales rides services are available Monday through Friday from 8:00 am to 5:00 pm. Service areas are limited within the city limits of Nogales.

Transit System Fare/Rates

Senior citizens, developmentally disabled, special needs or physically impaired people are encouraged to donate a fare of \$1.00 per ride.

Transit Goals

Our current goals are:

- Develop, provide, and maintain highly efficient, effective and convenient transit services for the elderly, developmentally disabled or physically impaired individuals and persons with special needs within the City’s limits.
- Establish transit services that operate on an established schedule and fare structure.
- Design and maintain transit services that operate in a manner that promotes system productivity.
- Foster community support for the transit system through ease of use and excellent customer service.
- Connect the local system with existing paratransit services support future expansion of the regional transit system.

TRANSIT MOBILITY COORDINATOR/DRIVER JOB DEFINITION

Definition

CITY OF NOGALES

Mobility Coordinator

GENERAL PURPOSE

Human services transportation coordination aims to improve transportation services for persons with disabilities, older adults and individuals with lower incomes by ensuring that communities coordinate transportation resources through multiple federal programs. This position will be responsible for Mobility Management which, under the Federal Transit Administration (FTA) definition: "consists of short-range planning, management activities and projects for improving coordination among public transportation and other transportation service providers with the intent of expanding the availability of services."

ESSENTIAL FUNCTIONS:

- Develops and annually updates a "Locally Developed, Coordinated Public Transit-Human Services Transportation Plan" which identifies the transportation needs of individuals with disabilities, older adults and individuals with lower incomes.
- Provides strategies for meeting those local needs and prioritizes transportation services for funding and implementation.
- Promotes the enhancement and facilitation of access to transportation services, including the integration and coordination of services.
- Supports state and local coordination planning and policy bodies such as regional partnering agencies and funding partners.
- Promotes the FTA initiative on the development of coordinated family of services.
- Supports operational planning for the acquisition and implementation of ITS technologies to help plan and operate coordinated systems.
- Develops enhanced strategies to implement FTA's required competitive project selection process.
- Gathers and analyzes data to evaluate intermodal transportation service options for persons with disabilities, the elderly and others who are transportation disadvantaged to design the most efficient and cost effective option possible.
- Promotes "United We Ride" efforts including activities related to the Job Access and Reverse Commute (JARC) Program, New Freedom Program (NFP), Elderly Individuals and Individuals with Disabilities programs.
- Develops strategies for seeking other funding sources and to leverage existing funding with non-FTA federal programs.

- Required to assume transit driver duties and responsibilities as needed.

Knowledge of and Ability to:

- Knowledge of the Americans with Disabilities Act (ADA) and its specific applications to public transportation.
- Knowledge of the updated JARC (Section 5316), NFP (Section 5317) and Elderly Individuals and Individuals with Disabilities (Section 5310) programs.
- Knowledge of the Coordinating Council on Access and Mobility (CCAM), United We Ride (UWR), Mobility Services for All Americans (MSAA) and other federal coordination initiatives with federal programs.
- Knowledge of federal programs providing transportation funding for the targeted population.
- Knowledge of the principles, procedures and strategies of coordinated human services transit-transportation planning and coordination strategies.
- Knowledge of Federal Transit Administration (FTA) and Arizona Department of Transportation (ADOT) policies, procedures and practices.
- Proficiency with spreadsheet, word processing, presentation, database and project management software.
- Excellent interpersonal, written and verbal communication skills.
- Ability to provide leadership and speak before public groups.
- Ability to work independently and with others in an effective manner.
- Ability to use a personal computer and other modern office equipment.
- Ability to analyze data, define problems, identify potential solutions, develop implementation strategies and evaluate outcome.
- Ability to prepare clear and concise oral and written reports.
- Ability to read and understand transportation and program planning documents and standards.
- Ability to work a flexible schedule that may include evenings and weekends.
- Ability to establish and maintain effective working relationships with all levels of staff, community leaders, government representatives, and customers.
- Ability to operate a motor vehicle.

Additional Requirements:

- Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential or marginal functions.

Qualifications:

- High School Diploma or equivalent
- 2 years of program coordination; or any equivalent combination of experience, training, and/or education.

OVERVIEW

Purpose

The regulations included in the Nogales rides Policy & Procedures Handbook describe the operations of the Nogales rides Para-Transit program. It is written to identify the policies, procedures and practices of Nogales rides. Several documents located in these regulations may be used separately, including the Operating Procedures, Training Procedures, Substance Abuse Policy, and the Advertising Policy of the system.

Exceptions and Exclusions

The regulations included under Nogales rides supplements the City of Nogales Human Resources Regulation Manual. The City of Nogales Personnel Policies and Procedures takes precedence over Nogales rides regulations. The City of Nogales Substance Abuse Policy meets the Federal Transit Administration requirements for transit services and to other City employees. The safety-sensitive employees will be governed under an FTA and City substance abuse policy.

Nogales Rides Employees Knowledge of Regulations

Employees are responsible for knowing the information contained in the Nogales rides Policy & Procedure regulations. You will receive the Nogales rides regulations in training and will be asked to sign that you have read and understand the contents. On portions of the regulations where training is very specific, you will also be asked to sign that you have been trained in these areas.

History

Historically, the City of Nogales paratransit service was able to provide an average of 125 monthly rides, about 1,500 a year, by providing services from 8:00 am to 5:00 pm three days a week, with a part-time driver. Currently, the aforementioned paratransit system has evolved into Nogales Rides, offering transportation services five days a week from 8:00 am to 5:00 pm and has on board 2FTE Transit Drivers and 1FTE Mobility Coordinator. The enhanced paratransit system is currently providing an average of 300 rides a month, and that number is expected to increase as Nogales Rides is planning on spearheading a regional collaborative partnership with other similar paratransit systems within Santa Cruz County, in order to leverage resources and emulate the concept of the FHA's, United We Ride program.

Mission

To provide clean, safe, reliable and affordable transportation while improving mobility to the elderly and disabled population in the City of Nogales. We value absolute integrity, competence and diligence in the performance of our duties while committing to provide exceptional customer service and a speedy response time to meet the needs of all the special need clients in the community. In fulfilling the mission Nogales rides strives:

1. To maintain the highest degree of professionalism in the industry.

2. To assure that the vehicles utilized in the provision of service to meet or exceed Department of Public Safety operational standards.
3. To ensure that staff members as well as each and every passenger are treated equally.
4. To consistently seek avenues of improvement in all areas.
5. To assure that staff is continuously provided with the most up-to-date training available.
6. To promote communication between passengers and staff in the understanding of passenger needs.

Service Description

A. Service Days and Hours: Service is provided Monday through Friday, with hours of operation beginning at 8:00 a.m. and continuing to 5:00 p.m. Monday through Friday. Nogales rides will observe all holidays as posted in the City of Nogales employee handbook.

B. Response Service: Vehicles will be picking up passengers from curbside to curbside. Passengers are required to call dispatch 24-48 hours in advance to schedule a trip. It is in the client's best interest to call in 48 hours in advance, especially if they have a time deadline, such as a doctor's appointment or need to report to their place of employment.

C. Current System: The system currently operates with 2 (two) 12 passenger box car and 1 (one) 12-passenger van. Our box cars are wheelchair accessible. Drivers provide assistance to passengers with disabilities as needed to board the vehicle and secure their wheelchair or other equipment (walkers, oxygen bottles, etc.) as needed.

D. Area of Service: Service is provided within the Nogales city limits.

E. Tipping: Drivers are not allowed to accept tips as it is our pleasure to provide our clients with the exceptional service they deserve.

Customer Service

A. Service: Providing good customer service is important to the Nogales rides employees. Many of the policies and practices identified throughout these regulations are geared towards providing high quality service. Every passenger has the right to expect a clean and safe vehicle, on-time performance and a qualified driver. Vehicles, advertisements and schedules will all list the (520) 285-5757 phone number.

Nogales rides is a growing system and will adjust as needed to best meet the needs of each passenger. Feedback from our clients is essential so questions or concerns are greatly appreciated.

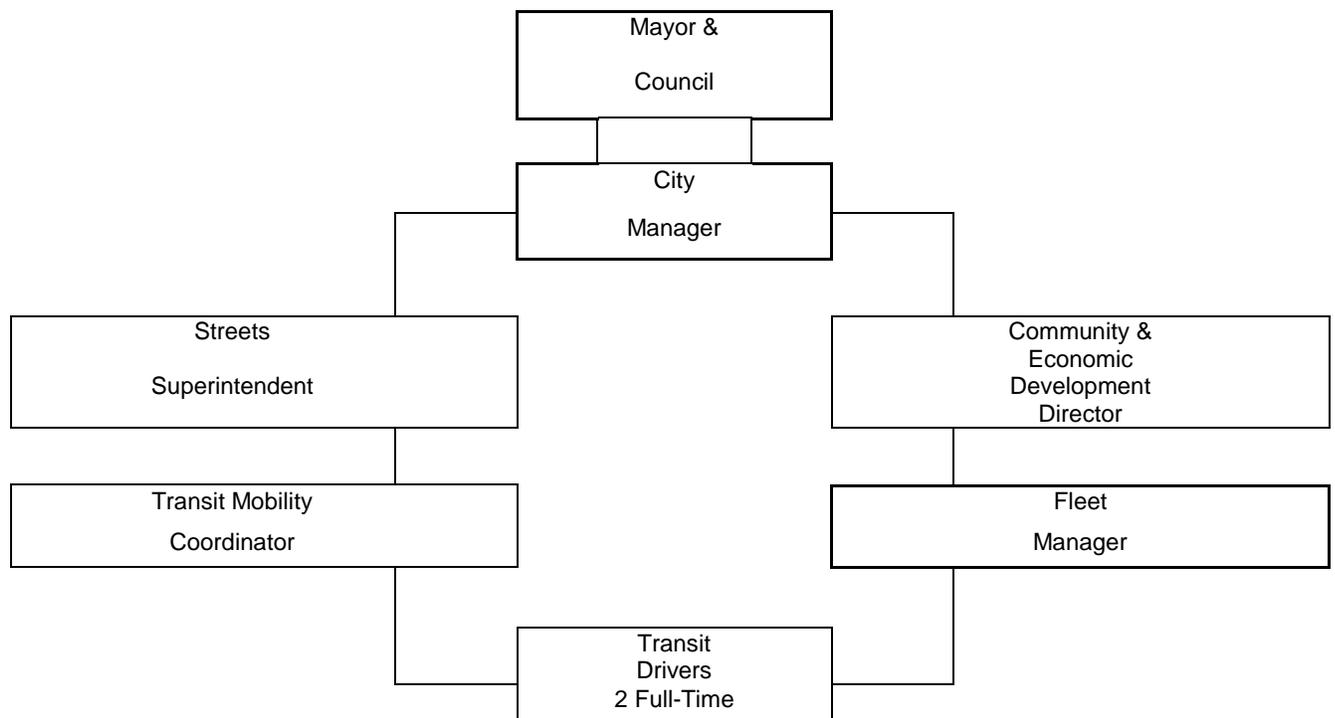
B. Concerns/Complaints: It is the intent of the City to take each passenger concern/complaint seriously. The transit staff will respond to each concern/complaint quickly and will investigate the situation at hand until a resolution is reached.

1. All complaints will be routed through the Transit Mobility Coordinator. The information received will be recorded and will be discussed with upper management for quick follow through. A response will be provided by telephone and/or in writing, within forty-eight (48) hours from the time the information is recorded. The Transit Mobility Coordinator will then record the resolution of the matter or action taken.

ADMINISTRATION/ORGANIZATION CHART

Organizational chart attached. Nogales Rides falls under the Department of Community & Economic Development of the City of Nogales. Nogales Rides has 2 FTE Transit Drivers, and 1 FTE Mobility Coordinator who can take on driving responsibilities as needed. Transit Drivers allocate no less than 80% of their time to driving; the additional 20% is dedicated to pre- and post vehicle inspections, completing required daily logs, etc. Nogales Rides staff report to the Director of Streets Department, Tony Santa Cruz who is responsible of overseeing day-to-day operations. The Department of Community & Economic Development provides assistance with planning, administration, compliance, regional outreach with other agencies, searching for additional funding streams, etc.

B. Organization-Chart:



COMPLAINTS OF UNFAIR COMPETITION POLICY

As a result of an expansion in service, Nogales Rides may receive complaints alleging unfair competition from private sector transportation providers who allege to have experienced a decline of business.

As per FTA guidelines, the City of Nogales shall have procedures in place to process and respond to any complaints alleging unfair competition. These procedures should include the following elements:

- 1) A person(s) assigned with the responsibility of receiving, investigating, and responding to these complaints.
- 2) An appeal process if the individual or organization filing the complaint is not satisfied with City of Nogales's response. The appeal process must identify a mediator or mediation panel that does not include City of Nogales employees.
- 3) Notice to the individual or organization filing the complaint that City of Nogales's decision may be appealed to the Arizona Department of Transportation with instructions for such an appeal.

COMPLAINTS OF UNFAIR COMPETITION PROCEDURE

- 1) The Mobility Coordinator shall be responsible for receiving and investigating any complaints of unfair competition.
- 2) The Public Works Director and Director of Community & Economic Development shall be responsible for reviewing and analyzing the findings from the investigation.
- 3) Findings will be forwarded to City Manager who at that time shall make a recommendation to the Directors regarding the merits of the allegation of unfair competition.
- 4) The Directors shall respond to the complaint with a written determination to the Complainant within ten (10) business days of receipt of the complaint. The determination shall include instructions for appeal(s) as stated below in step 5 & 6.
- 5) Written Appeals to the City Manager's determination must be received by the City of Nogales within ten (10) business days of the determination's receipt. The appeal will be heard by a mediator or mediation panel that does not include City of Nogales employees.
- 6) If either the City of Nogales or the Complainant is not satisfied with the mediator's decision, they may appeal the decision to Arizona Department of Transportation Public Transportation Office. Appeals must be filed with the Public Transportation Office Manager within thirty (30) days of the mediator's decision and include the following:
 - An original signature of the chief executive officer of the entity filing the appeal.
 - The grounds under which the appeal is being filed.

- A copy of the mediator's decision.

A copy of the appeal must be sent by the entity filing the appeal to the other party involved. Once the Public Transportation Office receives the appeal, it will review the decision and the procedures followed from the time the initial complaint was received by the City of Nogales. The Public Transportation Office will review the procedures that were followed and issue a determination on the appeal.

- 7) The determination of the Public Transportation shall constitute the final appeal and decision.
- 8) A Complaints of Unfair Competition file or binder shall be maintained by the Mobility Coordinator and include all correspondence regarding any complaints.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION POLICY

Purpose

It is the City of Nogales' policy to provide equal employment opportunity and to comply with the principles of affirmative action regarding employment practices of protected group minorities and females.

Policy

The City will endeavor to provide equal opportunity in employment for all persons regardless of race, religion, national origin, color, sex, age, or handicap where it doesn't impair job performance. To achieve this objective, the City has adopted the EEO/AA Policy. The policy includes specific, result-oriented activities designed to eliminate the under-representation of women and minorities in specific job categories and the City's total work force. The program and its results will be reviewed annually and revised as appropriate.

The EEO/AA policy will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, upgrading, training, promotion, transfer, discipline, layoff, recall and termination.

In keeping with this policy, the City will continue to recruit, hire, train and promote into all job levels the most qualified persons without regard to race, color, religion, sex or national origin. Similarly, all other personnel matters such as compensation, benefits, transfers, layoffs, City-sponsored training, education, tuition assistance, and social and recreational programs will continue to be administered in accordance with the City's EEO/AA policy.

Employment decisions are based on objective standards so much as possible in the furtherance of EEO/AA.

WORKPLACE VIOLENCE POLICY

The City of Nogales has a long-standing commitment to promoting a safe and secure work environment that promotes the achievement of its mission, its objectives and providing service to the community. All City of Nogales staff is expected to maintain a working environment free from violence, threats of harassment, violence, intimidation or coercion. While these behaviors are not prevalent at the City of Nogales, no organization is immune.

The purpose of this policy is to address the issue of potential workplace violence in our community, prevent workplace violence from occurring to the fullest extent possible, and set forth procedures to be followed when such violence has occurred.

Policy

The City of Nogales prohibits workplace violence. Violence, threats of violence, intimidation, harassment, coercion, or other threatening behavior towards people or property will not be tolerated. Complaints involving workplace violence will not be ignored and will be given the serious attention they deserve. Individuals who violate this policy may be removed from City of Nogales property and are subject to disciplinary and/or personnel action up to and including termination, consistent with City of Nogales policies, rules and collective bargaining agreements, and/or referral to law enforcement authorities for criminal prosecution. Complaints of sexual harassment are covered under the City of Nogales's Policy against Sexual Harassment.

The City of Nogales, at the request of an employee, or at its own discretion, may prohibit members of the public, including family members, from seeing an employee on City of Nogales property unless necessary to transact City-related business. This policy particularly applies in cases where the employee suspects that an act of violence will result from an encounter with said individual(s).

Scope

All staff, vendors, contractors, consultants, and others, who do business with the City of Nogales, whether in a City of Nogales location where City business is conducted, are covered by this policy. This policy also applies to other persons not affiliated with the City of Nogales, such as former employees, and visitors.

Definitions

Workplace violence is any behavior that is violent, threatens violence, coerces, harasses or intimidates others, interferes with an individual's legal rights of movement or expression, or disrupts the workplace or the City of Nogales's ability to provide services to the public. Examples of workplace violence include, but are not limited to:

1. Disruptive behavior intended to disturb, interfere with or prevent normal work activities (such as yelling, using profanity, verbally abusing others, or waving arms and fists).
2. Intentional physical contact for the purpose of causing harm (such as slapping, stabbing, punching, striking, shoving, or other physical attack).
3. Menacing or threatening behavior (such as throwing objects, pounding on a desk or door, damaging property, stalking, or otherwise acting aggressively; or making oral or written statements specifically intended to frighten, coerce, or threaten) where a reasonable person would interrupt such behavior as constituting evidence of intent to cause harm to individuals or property.
4. Possessing firearms, imitation firearms, knives or other dangerous weapons, instruments or materials. No one within the City of Nogales community shall have in their possession a firearm or other dangerous weapon, instrument or material that can be used to inflict bodily harm on an individual or damage to City property.

LIMITED ENGLISH PROFICIENCY POLICY

It is the policy of the City of Nogales to ensure that our programs and activities, normally provided in English, are accessible to Limited English Proficiency (LEP) persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination. The City of Nogales will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided, if requested.

It is the policy of this agency to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits. Any individual eligible for programs/services at the City of Nogales who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with our staff has the following rights:

- A right to qualified interpreter services at no cost to them
- A right not to be required to rely on their minor children, other relatives, or friends as interpreters.
- A right to file a grievance about the language access services provided to them

SUBSTANCE ABUSE POLICY

The City of Nogales believes that it is important to promote a drug-free community, to maintain safe, healthy, and efficient operations, and to protect the safety and security of the employees, facilities, and property of the City. Drugs or alcohol may pose serious risks to the user and all those who work with the user. In addition, the use, possession, sale, transfer, manufacture, distribution, and dispensation of alcohol or illegal drugs in the workplace pose unacceptable risks to the maintenance of a safe and healthy

workplace and to the security of City employees, facilities, and property. Substance abuse, while at work or otherwise, seriously endangers the safety of employees, as well as the general public, and creates a variety of workplace problems, including increased injuries on the job, increased absenteeism, increased health care and benefit costs, increased theft, decreased morale, decreased productivity, and a decline in the quality of products and services provided by the City. For all those reasons, the City has established and shall maintain this Substance Abuse Policy and shall notify its employees annually.

Scope of Policy

This policy applies to all City employees and to all applicants who have received conditional offers of employment with the City.

Depending upon their specific job duties, certain employees may be subject to additional requirements under client requirements or state or federal regulations, including additional restrictions on drug or alcohol use, and additional provisions for drug and/or alcohol testing.

Employees of the City's Transit System are subject to the Substance Abuse Policy adopted by Administrative Directive including amendments thereto mandated by changes in Federal regulations.

Dissemination of Policy

All employees will receive a copy of this policy, and will be required to sign an appropriate acknowledgment and receipt.

All applicants who have received conditional offers of employment with the City will be required to read this policy before undergoing testing, and will be required to sign an appropriate acknowledgment and receipt.

Definitions

Illegal Drugs

"Illegal drugs" means:

- a. Any controlled substance listed in schedules I through V of the federal Controlled Substances Act (21 U.S.C. § 812). This includes marijuana, amphetamines, opiates, phencyclidine (PCP), cocaine, and their metabolites.
- b. Medication or other chemical substance that is not legally obtainable. This may include any drug not approved for medicinal use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration.
- c. Medication, or other chemical substance that is legally obtainable, but is not legally obtained, is not being used legally, or is not being used for the purpose(s) for which it was prescribed or intended by the manufacturer.

“Illegal drugs” may include over-the-counter medications not used for the purpose(s) for which they were intended by the manufacturer.

Legal Drugs

“Legal Drugs” means prescribed or over-the-counter drugs that are legally obtained by the employee and used for the purpose(s) for which intended by the manufacturer.

Alcohol

“Alcohol” means the intoxicating agent in beverage alcohol, ethyl alcohol or other low molecular weight alcohols, and includes any medication, food or other alcohol containing products.

City Property

“City Property” means all property, equipment, machinery, and vehicles owned, leased, rented, or used by the City.

On Duty

“On Duty” means all working hours, as well as paid meal periods, break periods, and standby, regardless of whether on City property, and all hours when an employee represents the City in any capacity.

Personal time while on City authorized travel (not eligible for pay from the City and not eligible for workers compensation benefits) does not qualify as “on duty”.

Work Rules

Substance Abuse by Employees

1. Alcohol

Employees may not consume, possess, sell, or transfer alcohol while on duty, while on City property, or while operating City equipment, machinery, or vehicles.

Employees may not work or report to work with detectable levels of alcohol in their system that would result in a Blood Alcohol Content (BAC) level of 0.02 or greater.

Employees who violate either of these rules will be subject to immediate discharge. The City Manager may make an exception to this rule for certain business or social functions sponsored or approved by the City.

2. Illegal Drugs

Employees may not possess illegal drugs or engage in the illegal use of drugs while on duty, while on City property, or while operating City equipment, machinery, or vehicles.

Employees may not manufacture, distribute, dispense, transfer, or sell illegal drugs.

Employees who violate any of these rules will be subject to immediate discharge.

3. Legal Drugs/Medication

Any employee who has reason to believe that the legal use of prescribed drugs and non-prescription medications, may pose a safety risk to any person or interfere with the employee's performance of his or her job, must report such legal drug use to his or her supervisor. The City shall then determine whether any work restriction or limitation is necessary. Failure to report the legal use of a drug that may pose a safety risk could result in disciplinary action.

4. Police Department Personnel

An employee of the Police Department may in the capacity of his/her position be exempt from this section for a specific job assignment. For example, transport of alcohol or illegal drugs as evidence.

Criminal Drug Convictions

Any employee who is convicted of violating any criminal drug statute will be subject to discipline up to and including immediate discharge.

Employees who are convicted of any federal, state or local crime involving controlled substances shall notify their immediate supervisor within five (5) days of conviction. Failure to notify is in itself grounds for dismissal.

Inspection of Property, Equipment, and Vehicles

All City property, equipment, and vehicles are subject to inspection by the City.

Employees who fail to cooperate with inspections under this policy will be subject to discipline, up to and including immediate discharge.

Drug and Alcohol Testing

The City may require that employees and applicants provide urine, blood, breath, and/or other samples for drug and alcohol testing under any of the following circumstances:

1. Pre-Employment/Promotion Testing

All full-time applicants applying for safety sensitive positions, who have received conditional offers of employment with the City, will be required to undergo drug testing as a condition of employment.

Part-time applicants applying for safety sensitive positions, who have received conditional offers of employment with the City, will be required to undergo drug testing as a condition of employment.

2. Reasonable Suspicion Testing

Employees will be subject to testing when the City has reasonable suspicion to believe the employee has violated this policy. This determination will be based on observations by a trained supervisor of employee behavior, speech, body odors, or appearance. Reasonable suspicion testing also includes non-explainable deterioration in an employee's job performance.

Any employee subject to testing for reasonable suspicion will be transported, by the Human Resources Manager or other designated person, to the test facility.

3. Post-Accident Testing

The City requires an employee to undergo drug and alcohol testing after a work-related vehicle accident. An accident is defined as an occurrence associated with the operation of a vehicle in which:

- a. An individual dies;
- b. An individual suffers a bodily injury and immediately receives medical treatment away from the scene of an accident;
- c. One or more vehicles incur disabling damage as a result of the occurrence and are transported from the scene by a tow truck or other vehicle. **Disabling damage** means damage that precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs. Disabling damage includes damage to vehicles that could have been operated, but would have been further damaged if so operated.

The City requires the employee to undergo drug and alcohol testing within two (2) hours, but in no event later than eight (8) hours for the alcohol test and twenty-four (24) hours for the drug testing, after a work-related vehicle accident. The employee is prohibited from consuming alcohol until the post-accident test is completed.

If alcohol or drug testing is not completed within two (2) hours following an accident, the reason will be documented. An employee who fails to test within the timeframe allotted, without justifiable reason, will be considered to have refused the test and subject to immediate discharge. Justifiable reasons include:

- a. To be treated for an injury;

- b. When directed by law enforcement personnel;
 - c. To secure emergency response personnel assistance at the accident scene;
 - d. When directed by the Human Resources Manager or other designated staff.
2. Random Testing

All employees performing safety-sensitive functions are subject to periodic unannounced drug and alcohol testing on a random selection basis. This includes, but is not limited to, employees required to maintain a Commercial Driver's License (CDL), police officers, telecommunicators, firefighters, water safety personnel, inspectors, and Transit personnel.

3. Treatment Program Testing

Any employee who is participating in a chemical dependency treatment program under an employee benefit plan may be required to undergo drug and alcohol testing without prior notice during the evaluation or treatment period and for up to two (2) years following the employee's return to work.

Specimen Collection and Testing Procedures

Specimen Collection Procedures

1. Test Subject Privacy

Appropriate professional personnel will supervise the collection of a split urine and/or blood specimen for testing. In the absence of a reasonable suspicion that the test subject will alter or substitute a urine specimen, the collection personnel will not directly observe the collection of the urine specimen.

2. Chain of Custody Procedures

The City will take steps to preserve the chain of custody of specimens, in order to ensure testing accuracy.

Specimen Testing Procedures

A split specimen will be tested by laboratories approved to conduct drug and alcohol testing by the U.S. Department of Health and Human Services (SAMHSA, formerly NIDA), the College of American Pathologists, or the State of Arizona. Specimens will be tested only for the presence of alcohol, illegal drugs, and their metabolites.

The City will rely only on positive initial screening test results that have been confirmed by gas chromatography/mass spectrometry or other methods of confirmatory analysis provided for by the National Institute on Drug Abuse, the Department of Health and Human Services, or the College of American Pathologists ("confirmatory test"). The results will be reviewed by a Medical Review Officer (MRO).

Positive Test Results

The MRO will communicate positive test results to the subject.

Right to Explain Test Results

Any test subject who tests positive on a confirmatory test on any drug and alcohol test required by the City may:

- a. Request a copy of his or her test result report.
- b. Submit additional information to the MRO, in a confidential setting, to try to explain the confirmed positive test result. If the MRO does not conclude that there is a legitimate medical explanation for the result, including legally prescribed medication, the MRO will report a confirmed positive test to the City.
- c. Request in writing a confirmatory retest of the original sample, at his or her own expense, provided that the MRO must receive the request within seventy-two (72) hours after the test subject has been informed of the confirmed positive test result.

Confirmatory retests requested and paid for by the test subject may be conducted only by laboratories that are properly approved to conduct drug and alcohol testing by the National Institute on Drug Abuse, the Department of Health and Human Services, or the College of American Pathologists.

Upon the City's receipt of a confirmed positive initial test results, the employee will be placed on leave without pay for a period of ten (10) days to allow sufficient time to refute the test result by explanation or retesting of the original sample. If the employee successfully refutes the test result or requests a confirmatory retest and the result is negative, the employee will be reinstated immediately with full back pay.

Cost of Testing

The City will pay for any drug and alcohol test that is requested or required.

Confidentiality of Test Results

The City will not disclose test results except as authorized by the test subject or as authorized, permitted, or required by applicable law.

Consequences of Test Refusal

Employees and applicants may refuse to undergo drug and alcohol testing. However, employees who refuse to undergo testing or who fail to cooperate with the testing procedures will be immediately discharged. Applicants who refuse to undergo testing or who fail to cooperate with the testing procedures will not be hired and will not be reconsidered for employment.

Consequences of Confirmed Positive Test Results

Applicants

Any applicant who tests positive on a confirmatory test on any drug and alcohol test required by the City and who does not successfully refute the test results by explanation or retesting of the original sample will not be hired and will not be reconsidered for employment.

Employees

Any employee who tests positive on a confirmatory test on any drug and alcohol test required by the City and who does not successfully refute the test results by explanation or retesting of the original sample will be subject to immediate discharge with no rights to appeal.

Unemployment Compensation Benefits/Workers' Compensation Benefits

Any employee who refuses to take, or who tests positive on a confirmatory test on any drug and alcohol test required by the City and who does not timely and successfully refute the test results by explanation or retesting and who is discharged will be subject to loss of unemployment insurance benefits.

Any employee who refuses to take, to cooperate with, or who tests positive on a confirmatory test on any drug and alcohol test required by the City after a workplace accident or injury and who does not timely and successfully refute the test results by explanation or retesting will be subject to loss of workers' compensation benefits.

Employee Assistance Program/Substance Abuse Treatment

The City regards its employees as its most valuable asset. Accordingly, the City maintains an Employee Assistance Program (EAP) that provides help to benefited employees covered by the City's health insurance plan who suffer from substance abuse and/or other mental health problems.

No employee will be subject to discipline for voluntarily seeking EAP assistance or substance abuse treatment. An employee may not, however, avoid discipline for violating the Substance Abuse Policy by seeking this assistance after the employee is referred for testing pursuant to this policy. In addition, an employee's participation in an EAP or referred substance abuse treatment program will not excuse the employee from being required to meet all of the same standards and qualification for the job that apply to other employees, including performance, attendance, and other measures.

The City will conduct drug-free awareness programs periodically. These programs will inform employees about the following:

1. The dangers of drug and alcohol abuse in the workplace;
2. The City's policy of maintaining a drug and alcohol-free workplace;

3. Available drug and alcohol counseling, rehabilitation, and employee assistance programs; and
4. The sanctions that may be imposed for drug and alcohol abuse violations.

Employees are encouraged to approach their supervisor at any time with any questions they have about the City's Substance Abuse Policy.

SICK AND ANNUAL LEAVE REQUEST

Sick leave should be approved in advance whenever possible. Sudden illness that results in an absence **MUST** be reported to the Transit Mobility Coordinator or Transit Mobility Coordinator as soon as possible.

Requests for any time off, of any sort, must be done in writing and must be approved by the Transit Mobility Coordinator. Please submit your request well in advance, at least a one (1) week notice. Please check with the Transit Mobility Coordinator as to which day a scheduled absence would cause the least hardship to Nogales rides customers.

New employees can use annual leave after completing their 6 month probation period.

Please refer to the Section on **Attendance and Punctuality** for further information.

MECHANICAL REPAIRS AND FUELING

Mechanical Services

Mechanical difficulties and malfunctions of your bus are to be written up on a "Driver's Vehicle Inspection Report" located in each vehicle. This document is to be filled out prior to each shift while doing your pre-trip inspection. You will be shown the proper procedure for distribution of these reports during your training period.

When filling out Inspection Reports, please be specific as to the problem. Feel free to elaborate on the reverse side of the form.

Your bus will be attended to by the mechanics as soon as possible. If, for any reason, you feel that repairs have not been handled adequately, call or see the Transit Mobility Coordinator immediately. It may become necessary to drive a spare bus while yours is being repaired. It is each Driver's responsibility to maintain the spare bus just as they would their own.

Should your bus break down on the route, immediately contact the Transit Mobility Coordinator for instruction then explain to your passengers what happened and that help is on the way. Make your customers as comfortable as possible. Complete "Incident Report".

Fueling Services

Fueling services are provided by Fleet Services. Each MegaTrak vehicle key authorizes type and amount of fuel for each vehicle. It is required that proper mileage be entered into the pump controller every time. This information is used for preventive maintenance and other ADOT Grant reporting requirements.

TRAINING POLICY

Purpose

Nogales rides has the goal to provide each Nogales rides employee the quality training and skills necessary to insure and promote public transportation in a safe and efficient manner.

Policy

Nogales rides provides route, and policy and procedure training during the employment process. Once the driver/drivers have passed their written and driving tests, each Nogales rides employee is scheduled to receive two additional weeks of on-the-job training. Continued training is provided throughout the year to all Nogales rides employees. Training is designed to meet the requirements of the Arizona Department of Transportation (“ADOT”) and the Federal Transit Administration (“FTA”). The following topics are covered during the training period:

- A. ADOT Certified Trainer performs training through the use of the material relating to Passenger Service and Safety (“P.A.S.S.”)
- B. Drug and Alcohol Policy and Procedures
- C. Vehicle Operations
- D. Daily Operational Procedures and Forms (including pre and post trip inspections, fare boxes, log books, accident reporting and other operational issues)
- E. Ride-Along training for a minimum of 24 hours
- F. Refueling, radio communication and etiquette, fare box reports, cleaning buses
- G. Defensive Driving
- H. Dispatching (pick-up and drop-off locations, ability to read the City map book)
- I. Review of the City’s Policies and Procedures for Public Perception, Dress Code, Keys, and any other issue relating to the transit operations and service to the public for transportation
- J. Bus Evacuation, Customer service & employee relation video, how to handle individuals with a disability.

Procedures

Nogales rides training procedures are designed to cover all aspects of the transit system's operations that directly affect the employee's ability to perform his/her responsibilities.

- A. New Drivers. The Transit Mobility Coordinator provides a welcome to the transit system to all new Nogales rides employees.

- B. Passenger Service and Safety ("P.A.S.S."). An ADOT certified trainer or an employee of Nogales rides will provides P.A.S.S. training to new and current Nogales rides drivers. Topics covered during training include the following:
 - 1. American with Disabilities Act
 - 2. Tips on Dealing with Stress
 - 3. Driver Sensitivity, Awareness & Communications
 - 4. You as a Professional
 - 5. Communications
 - 6. People First Language
 - 7. Disability Awareness
 - 8. Mobility Equipment Features
 - 9. Hands on Assistance
 - 10. Passenger Assistance
 - 11. Lift Operating Procedures
 - 12. Accidents & Emergencies
 - 13. Evacuation Plans
 - 14. Blood borne Pathogens
 - 15. Seizure Disorder
 - 16. Elder Abuse Issues
 - 17. Sexual Harassment

- C. Vehicle Training. The certified trainer provides one-half (1/2) day of training on each type of vehicle that is used in Nogales rides. This training includes:
 - 1. Driving Safety
 - 2. Vehicle Inspection
 - 3. Basic Controls of Your Vehicle
 - 4. Seeing
 - 5. Communicating
 - 6. Controlling Speed
 - 7. Driving In Very Hot Weather
 - 8. Seeing Hazards
 - 9. Accident/Incident Procedures
 - 10. Fires
 - 11. Staying Alert and Fit to Drive
 - 12. Transporting Passengers
 - 13. Pre-Trip Inspection
 - 14. Trip Start
 - 15. On The Road
 - 16. Post-Trip Vehicle Inspection

17. Prohibited Practices
 18. Basic Vehicle Control and On-Road Driving
- D. Pre-Trip Inspection, Post Trip Inspection, Operations Log Book, Forms & Procedures. The certified trainer provides one-half (1/2) day of training. This training includes:
1. Pre Inspection
 2. Post Inspection
 3. Operations Log Book
 4. Daily Operational Procedures
 5. Nogales rides Forms
- E. Donation Box. The Transit Mobility Coordinators will provide two (2) hours of training regarding fares and fare box procedures and forms.
- F. Additional Training. The second week of training for new drivers will consist of a ride-along with each of the full-time drivers for no less than two (2) hours. The drivers will go over the pre-inspection forms procedures, end of shift, cleaning and fueling the buses, and donation box reports so that each new driver has a full understanding at the end of the week of the Nogales rides policies and procedures.
- G. Transit Mobility Coordinator Review. On Friday of the second week of training, the Transit Mobility Coordinator will review with new Nogales rides employees the transit training Lesson Plan, City's policies and procedures, Substance Abuse Policies, public perception, fares, dress code, key, gate openers and any other issues that will ensure that the drivers are fully trained prior to carrying passengers on the Nogales rides system.
- H. Training Calendar. The training calendar is a guide that will be used during the first two weeks of employment for the new Nogales rides drivers.

LOST AND FOUND POLICY

Purpose

The purpose of the Lost and Found Policy is to establish guidelines for the recovery, retention and disposal of property found on Nogales rides buses.

Policy

When an item or items are found either by another passenger or the Driver, the following procedure will be followed:

1. The Driver shall log the contact information of the passenger who found the item(s), and the date and the time.

2. The Driver shall check the item(s) for any identification from the person who lost the item(s).
3. The Driver shall notify the Transit Mobility Coordinator of the item(s) found in case the Transit Mobility Coordinator receives a phone call from the person who lost the item(s). The Driver shall also notify the Transit Mobility Coordinator if there is any owner identification so that the Transit Mobility Coordinator can attempt to contact the passenger.
4. The driver shall return all item(s) to the Dispatch Office upon completion of their shift.
5. The Transit Mobility Coordinator shall log the item(s) on the Transit Database under the Lost and Found table.
6. The item(s) description shall be placed on a log sheet. A copy of the log sheet shall be placed on each Nogales rides bus.
7. The item(s) shall be stored at the Transportation Administrative Office for a six (6) month period.
8. After the six (6) month period has expired, and if no one has claimed the item(s), the item(s) will be disposed of accordingly.
9. Depending on circumstances, if items are perishable they will be stored for 24 hours and if not claimed during this time they will be disposed.

INJURY REPORTS

Any incident/accident involving a passenger on your bus who has been injured, no matter how slight, must be reported to the Transit Mobility Coordinator IMMEDIATELY. The oral report must be followed with a written report when you return to PCC or at the end of your work period.

VERY IMPORTANT: Make no statements as to liability.

Accident Reports

Any accident involving a City vehicle MUST be reported to the local authorities/police department IMMEDIATELY! Every accident will require that a Law Enforcement Officer review the site of the accident.

Assist any passengers who may have been injured by applying whatever first aid measures are necessary. Notify the Transit Mobility Coordinator/supervisor as soon as possible.

ACCIDENT/INJURY REPORTS

General Guidelines

Heavy emphasis **MUST** be placed on the proper reporting of all injuries/accidents, no matter how minor they may seem at the time. What may appear to be nothing of consequence at the time can become a matter of some proportion somewhere in the future. Be thorough when filling out the appropriate forms. And again,

MAKE NO STATEMENTS AS TO LIABILITY!

Follow Up Report

Your supervisor will provide you with a Accident Report Form. That form shall be filled out and provided to your supervisor within 2 working days after the accident. After any accident, the Transit Mobility Coordinator & upper management will recommend if further action is required.

Injuries on the Job

Any injuries on the job are to be reported immediately to your supervisor. If time off from work is required, the employee must visit a Doctor or hospital in order to take Workman's Comp time off work. A workman's Comp form must be filled out and provided to your supervisor.

PASS TRAINING MANUAL

The PASS Training Manual is for the use of participants in the CTAA-PASS Certification Program. It is offered only for information purposes. It is not intended to be all-inclusive or to address the hazards faced by each participant specifically. The manual specifically does not address issues or duties arising out of any federal, state, or local statutes, ordinance or regulations except in an indirect manner. Users must evaluate their own needs and adapt the information and procedures in this manual to meet those needs. CTAA assumes no liability for the contents herein or lack thereof.

PASSENGER SERVICE AND SAFETY CERTIFICATION – ASK

Objective

Identify and share personal attitudes and perceptions regarding people we transport. Become familiar and proficient with customer assistance, sensitivity and evacuation techniques.

This training program consists of:

- Presentations/Lecture

Basic information on various mobility aids, vehicle accessibility equipment including wheelchair lifts and mobility aid security.

- Handouts
Summaries of what is presented
- Role Play Exercises
Providing some understanding of the practical difficulties individuals may face.
- Hands on Application
Opportunity to experience different situations such as riding in a wheelchair on a lift, the security of a wheelchair in a vehicle, evacuation exercise onboard vehicle.

About Stress

This training may help reduce stress on the job by assisting and helping you think through how you will handle different situations.

As a vehicle operator, your job is a very responsible one. You are required to handle many tasks:

- Operate the vehicle in a safe manner.
- Remain aware of all that is happening around you in traffic, on sidewalks and in your vehicle.
- Provide assistance to passengers.
- Be attentive to special needs and potential emergencies.
- Do all of this in a pleasant, courteous manner all of the time.

Clearly you face stresses on the job. It is extremely important that you learn to deal with them.

Remember, you are your agency's most important asset. Perform your job as a professional and you will be successful.

Tips on Dealing with Stress

Deal with the cause

- If tension comes from a relationship, talk out your differences. If the problem is with a task, look at what you can do to positively address the responsibility.

Talk out your troubles

- Find a levelheaded person you can trust.

Learn to pace yourself

- Take one thing at a time.

Give in occasionally

- If you often get into quarrels with people, give in once in a while. Ask yourself "Is this really worth fighting for?"

Give yourself a pat on the back for things you do well

Give the other person a break

- Avoid the tendency to want to “get there first” to edge out the other person. When you give the other person a break, you very often make things easier on yourself. If he/she no longer feels you as a threat, the other person stops being a threat to you.

Plan for change

- Coping with the unexpected is a big source of stress. But you don't have control over many elements of your life. Whenever possible, plan to avoid too many big changes coming at the same time, and try to prepare for changes.

Have fun

- Recreation is important for good physical and mental health. Plan to do something you enjoy as part of your regular routine.

Develop a positive and outgoing attitude

- Look at the bright side of things and beyond yourself. Positive feelings help fight stress.

SMILE!

Source: “Serving Passengers With Cognitive Disabilities”

OPERATING PROCEDURES

Purpose

The Operating Procedures for Nogales rides are provided to all Nogales rides employees to ensure the necessary day-to-day procedures required in the performance of the employees daily duties and responsibilities.

Policy

All transit employees are to follow the Operating Procedures as provided in this section. The Transit Mobility Coordinator will be responsible for any revisions to these procedures and will review them with each Nogales rides employee.

Articles, Packages and Baggage

- A. Passengers are only allowed to bring two bags per person onboard the Nogales rides routes.
- B. Articles, baggage or packages are not permitted on the buses if they are dangerous or offensive to other passengers and restrict free movement of passengers. Weapons, automotive and marine batteries, gasoline or gas cans, caustic liquids, flammable liquids, and explosives are not allowed on the buses. Articles permitted on the bus must not interfere with the buses operation or with any other passenger. This includes **non-folding shopping carts** and/or baby strollers, **large bundles that will obstruct the aisles**, or any item **that may be inconvenient or injure other passengers** (such as bicycles, sharp objects, instruments or fishing poles with exposed hooks). **Drivers shall use good and logical judgment** in allowing passengers to carry large objects aboard the buses (based on the current capacity and impact of the object) to ensure the safety and comfort of the other passengers.

Attendance and Punctuality

- A. Regular Attendance and Punctuality. Your regular attendance and punctuality are essential for the efficient operation of Nogales rides. It is your responsibility to make arrangements to arrive on time and employees are encouraged to allow an extra 15-30 minutes so that traffic or other incidents on the way to work will not result in missing your report time.
- B. Definitions
 - 1. Absences: If you do not work on a scheduled day, you must notify the Transit Mobility Coordinator two hours before your report time and have a valid reason for missing work (i.e. you are sick or have a bona-fide personal emergency). Regardless of your reason for missing work your absence may be considered unexcused if you do not call two hours before your report time.

2. Late Arrival: Drivers reporting to work seven (7) minutes after their scheduled report time are considered to have a late arrival. These drivers will be allowed to work their regular shifts, but the time will be docked from the employee's time sheet.

C. Disciplinary Actions

1. Absences: Any unexcused absence during and after the training period may result in disciplinary action, up to and including termination.
2. Late Arrivals: Any late arrival may result in disciplinary action.

Backing Bus: Avoid Backing at all Times

- A. Drivers must carefully approach all stops and avoid getting themselves into situations that will require backing up.
- B. Do not back up a bus unless it is absolutely necessary. Only after you have gotten out and checked behind your vehicle and are sure that such movement can be made without endangering pedestrians, other vehicles, or a stationary object may you back up. You may be held responsible for any damages or injuries incurred when backing the bus.
- C. Emergency hazard lights must be used when backing a bus.
 1. Do not back up further than absolutely necessary.
 2. When backing, full attention must be to the rear of the vehicle until the vehicle has completed the backing maneuver.
 3. Do not accelerate while backing. Idle with your foot covering the brake. Your foot should not be on the accelerator at all, unless backing uphill.

Brakes: Use Of

- A. Brakes on the buses are applied by pressing the brake pedal gradually. Varying degrees of brake application are obtained by varying the distance the pedal is depressed.
- B. The best braking can be obtained by making the initial brake application gradually to the extent of braking required. The brake pressure should then be reduced gradually as speed is reduced so that, at the end of the stop, only slight pressure remains in the brake chambers.
- C. DO NOT "PUMP" the brake pedal. This practice is uncomfortable and unsafe to the passengers and could cause excessive wear on the brakes. Fanning does not increase brake pressure, but instead decreases both reservoir and brake pressure.

Brakes: Parking

- A. Do not use the parking brake except to hold the bus in a parked position or for stopping the bus in an emergency when the service brakes fail. The parking brake must be completely released at all other times when the bus is in motion.
- B. Do not leave a bus parked without first firmly securing the parking brake. If there is the slightest hill, up or down, the wheels must be turned to the curb.
- C. Always put the park brake on when the bus is in gear and then put the bus in park. Likewise put the bus in gear before disengaging parking brake.

Breakdowns

- A. If you have mechanical trouble, try to get the bus to a safe place out of traffic and use 4-way flasher lights. Call Transit Mobility Coordinator Immediately.
- B. If you must stop on a road or the shoulder of a road, you must put your reflective triangles out. Place your warning devices at the following locations:
 - 1. On the traffic side of the vehicle, within ten (10) feet of the driver's side rear corner, to mark the location of the vehicle.
 - 2. About 100 feet behind and ahead of the vehicle, on the shoulder or in the lane you are stopped in.
 - 3. Back beyond any hill, curve or other obstruction that prevents other drivers from seeing the vehicle within 500 feet.
 - 4. If you must stop on or by a one-way or divided highway, place warning devices 10 feet, 100 feet and 200 feet toward the approaching traffic.
 - 5. When putting out the triangles hold them between yourself and the oncoming traffic for your own safety (so other drivers can see you).
 - 6. Complete incident report.

Broken Windows

- A. When glass is broken through scuffling, carelessness, or malice, obtain names and addresses of witnesses and the offending party (if possible). Turn in an incident report so that steps to collect for any damages may be taken.
- B. If a window in the passenger area is cracked, avoid sitting passengers next to or around the area of the cracked window.

- C. Be sure to report broken or cracked glass to the supervisor or maintenance department at the end of your shift, so the vehicle can be taken out of service for repair.

Bus: Leaving Unattended

- A. The driver should not leave the bus while in service. If you need to leave the bus while in service, you must notify the Transit Mobility Coordinator.
- B. Before leaving the bus, the driver must set the parking brake firmly and make sure that it holds, place gear lever in park position, turn the engine off and take the keys. If the bus is on the slightest hill (either uphill or downhill), the driver must set the front wheels to the curb.
- C. While carrying passengers, drivers are not permitted to leave a bus at any point along the route to buy or eat a meal or to transact personal business.
- D. When carrying passengers with severely diminished capacity for understanding, do not leave them unattended. If your schedule requires leaving the bus to load/unload other passengers, be sure that all passengers are secure and that you won't be away from the bus for any longer than is necessary to assist the passenger loading/unloading. If there is a concern about leaving a particular passenger, radio dispatch for advice.

Check In Procedures

- A. Check-in times vary with the different shifts. Please refer to the message board located in the dispatch office and the mailboxes located outside the dispatch office for your weekly schedule.
- B. Employee parking is in the main Public Works parking lot outside the yard. Do not park in the maintenance/fueling yard.
- C. Employees who are unable to report to work must call the Transit Mobility Coordinator at 285-5757 (2) hours before report time. Failure to do so may result in an unexcused absence, which may be cause for disciplinary action.

Cleanliness of Bus

Show pride in the appearance of your bus while in service by keeping newspapers and loose trash cleaned up and placed in a trash receptacle. Do not throw trash into the streets. Never scatter supplies on the window ledge in front of you.

Complaints

If you can answer a passenger's complaint to his or her satisfaction, do so. If not, refer the individual to the Transit Mobility Coordinator at 285-5757 or Streets Superintendent at 287-6571. If a passenger asks you to identify yourself, you must give your name.

Damaging Nogales rides Property

If you notice passengers damaging vehicles or property, immediately notify the Transit Mobility Coordinator. Get witnesses to complete comment cards and complete an incident report.

Disabled Bus

- A. Should your bus become disabled, turn off all lights except hazard lights. Radio or telephone the Transit Mobility Coordinator immediately. Use 4-way flashers. Reflectors are to be used if you are in any way affecting traffic, or until your vehicle is towed or is operable.
- B. When reporting trouble, explain the trouble as clearly as possible so that the mechanic can make repairs with minimum of delay. Do not make derogatory comments in regard to the problem or condition of the bus over the radio or in public. Remember the customer can hear you too!
- C. Give your name, bus number, location and nature of problem.
- D. Do not move a partially disabled vehicle while passengers are on board. You may be held responsible for moving a partially disabled bus and injuring a passenger or colliding with another vehicle or pedestrian because of such disability, unless otherwise directed to do so by the Supervisor, Superintendent or other authorized personnel.
- E. The mechanic is in complete charge of the disabled bus from the time he arrives until he releases the bus and states that the trouble has been corrected.
- F. Do not tamper with any adjustments on the bus engine. This must be left to the fleet mechanic.
- G. Do not make any revisions or additions to or make abnormal use of equipment unless authorized by the Nogales rides Supervisor, Transportation Superintendent or Fleet Superintendent.

DO NOT PUSH A DISABLED BUS WITH ANOTHER BUS!

Disputes

Do not intervene in disputes or assaults between passengers. At the first indication of possible violence between passengers, use your passenger interaction skills. As an example: ask them to sit quietly at opposite ends of the bus, to continue the disagreement after they arrive at their destination or ask them to take it OFF the bus. If the problem cannot be worked out call the Transit Mobility Coordinator for assistance or call 911. **Protect yourself and write up an incident report and get witnesses by handing out comment cards.**

Door Operation

- A. Buses are not to be moved with the door open.
- B. During hot and inclement weather, keep the doors closed whenever possible. This conserves cool air in the bus.
- C. When loading a wheelchair onto or off the bus, close the lift door as soon as possible, without putting the customer at risk.

Driver Duties

- A. Reading newspapers or other materials that do not pertain to the driver's immediate duties shall not be allowed while driving.
- B. If pick-up instructions or other information is required to be read, it should be done while the vehicle is not in motion. Likewise, communications using cell-phones shall, when possible, be done while the vehicle is not in motion.
- D. Personal cell phone usage should be limited to emergencies.
- E. Cell phone usage while driver is assisting passengers get on/off is strictly prohibited.

Driving on City Property

Leaving, Entering, or Drinking on City Yard for Fueling

- A. Buses are limited to a speed of five (5) miles per hour in the Public Works yard.
- B. Buses must be brought to a complete stop before entering the street.
- C. Use extreme caution when moving a bus on the lot. If other buses are blocking your bus, see that they are moved sufficiently before attempting to back or pull out.
- D. During the hours of darkness, passenger dome light must be on.
- E. Seatbelts must be fastened when the bus is moving.

Eating / Drinking

- A. Driver should not consume food or beverages while operating the bus.
- B. Passengers are not allowed to bring open containers of food or beverages on the bus. (It could spill on seats or other passengers and/or cause someone to slip and fall, which could result in an injury to the passenger).
- C. Food or beverages that are covered may be transported on the bus.

- D. If a passenger is eating or drinking from an open container on the bus, ask him/her to stop and explain why you need his/her cooperation. If he/she will not comply with your request, radio the Transit Mobility Coordinator for assistance.

Ejecting Passengers

- A. A young child, a person of unsound mind or persons with a disability, who are unable to take care of themselves, must never be ejected from the bus.
- B. No passenger shall be ejected for mere intoxication unless the passenger becomes dangerous or offensive. This person should be turned over to a Police Officer. Eject such passenger with great care and guide them until they are free from possible injuries.
- C. No person should be ejected from a bus without direct permission from dispatch, or any other authorized personnel.

Emergency Vehicles

Approach of Emergency Vehicles, Equipment With Horns, Sirens and/or Flashing Lights

- A. As soon as any emergency vehicle siren is heard, the bus must be stopped immediately on the right side of the road and remain stopped until the emergency vehicle or vehicles have passed before starting again.
- B. When stopping for an emergency vehicle, pull to the curb and leave the street clear if at all possible.
- C. If an automobile approaches rapidly with the horn blowing continuously, and/or blinking lights, regard it as an emergency vehicle.

Non-Emergency Medical Transportation

As an employee of the City of Nogales, you will be required to attend various training and obtain certification in areas such as CPR (cardiopulmonary resuscitation) and basic first aid skills. You will also be given special instruction in transporting passengers with disabilities and various techniques on how to transport this category of passenger.

Exit and Entrance (See Door Operation)

- A. Drivers must keep exits and entrances as free and unobstructed as possible so that passengers may board or alight in safety.
- B. Passengers blocking the passageways must be told quietly and courteously to move.
- C. Extra caution must be exercised when opening and closing the wheel chair accessible doors.

Flammable Fluids

Under **NO** circumstances will passengers be allowed to board a bus carrying gasoline or any flammable fluid in any container. Except oxygen in a personal use container.

Four Second Rule

The National Safety Council and Nogales rides recommend the “Four Second Rule” to establish your safe following distance. Here is how it works:

- A. Note when the vehicle ahead passes a stationary point (telephone pole, bridge, etc.).
- B. You begin counting “One thousand and one-one thousand and two-one thousand and three-one thousand and four.”
- C. Your bus should not pass that same point before you count to “one thousand and four.” If you do, you are following too close. **DROP BACK.**
- D. The four-second rule is for the distance you should drive behind another vehicle to allow for safe stopping distance in normal driving conditions. For adverse weather, increase your following distance to a **MINIMUM** of:

Rain: Five Second Rule

- A. When following another bus, or other vehicle, you must be careful to maintain a safe following distance between your bus and the bus or other vehicle ahead. Be alert and prepared for unexpected stops by keeping your bus under control at all times. Failure to allow sufficient following distance could result in a rear-end collision.
- B. When stopping behind another vehicle, keep following distance in mind. This allows you to establish a safe following distance. It also gives you enough room to maneuver around the vehicle ahead should it stall. You can do this as follows:
- C. Allow 10 feet between the bus and the stopped vehicle ahead.
- D. When the vehicle in front of the bus moves forward, allow another five feet before you move the bus.
- E. Allow the same following distance for a bicycle, motorcycle, or moped as you would any other vehicle. Remember that following distances are determined by your ability to stop the bus. If any conditions exist that affect your stopping distance, you must increase your following distance.
- F. Be aware of the clearance of the side as well as the front of your bus. Leave “4 feet” between the bus and curb or parked car. Don’t forget overhead clearance too. If it doesn’t say “14 feet” don’t go under it.

Fueling Procedures

The procedure for fueling the vehicle is:

- A. Turn off engine.
- B. Insert gas key - following the prompts.
- C. Write down odometer reading and vehicle number on the pre-trip report.
- D. Place fueling nozzle in gas tank.
- E. Dispense fuel into tank. Do not completely fill to neck.
- F. Replace nozzle on pump.
- G. Replace gas cap.
- H. Enter gallons of fuel on the pre-trip report.

Funerals and Parades

- A. Funerals. Buses must never be operated so as to cut in or in any way interfere with a funeral procession or convoy. Most funeral processions may be identified by "Funeral" stickers on the windshields of the vehicles and by headlights turned on.
- B. Parades. Follow the directions of the Transit Mobility Coordinator and/or special parade route instruction sheet.

Hazard Lights

Drivers are to drive with headlights on anytime the driver is behind the wheel of the vehicle.

Holdups

You are cautioned not to resist in case of a holdup. Give the suspect whatever he/she asks for. Get a good description of the suspect and notify the Transit Mobility Coordinator immediately. Hand out Comment Cards to any witnesses and complete an incident report.

Horn – Sounding Off

The horn is the only means you have of warning others of the approach of the bus. It should be used for the purpose of preventing drivers of other vehicles or pedestrians from getting into a position of danger. Excessive use of the horn can be annoying to other people and is illegal. Use the horn only when necessary.

Intoxicated or Ill Persons

At your discretion, if the person appears capable of caring for him/herself and is not likely to annoy or assault other passengers, allow the person to board. If the passenger does not meet these criteria, you may refuse transportation.

- A. If you have a problem with an intoxicated passenger, call the transit mobility coordinator immediately. If you allow a questionable passenger to board the vehicle, do not accelerate until the passenger is seated. If the passenger is too intoxicated or ill to exit safely, you should call the transit mobility coordinator for assistance.
- B. If the intoxicated passenger succeeds in boarding the bus without having been noticed and is able to take care of him/herself and at no time annoys passengers, permit him/her to ride. If an apparently intoxicated passenger is unable to take care of him/herself or annoys other passengers or the driver, the driver should ask the passenger to stop the offensive behavior. If the passenger still does not cooperate, inform the intoxicated passenger you may have to have him/her put off the bus. Then call the Transit Mobility Coordinator.
- C. In some circumstances intoxicated passengers that are ejected should be turned over to a police officer. Call dispatch and arrangements will be made to have a police officer meet the bus at a specific location.
- D. Witnesses should be obtained and an Incident Report made on all situations requiring action taken against an intoxicated passenger.
- E. In the event a passenger on your bus becomes ill, stop at the closest safe spot and assist the passenger off your bus. If a passenger is seriously ill, call the Transit Mobility Coordinator for assistance. If a passenger becomes unconscious and does not respond to an attempt to rouse him/her, an ambulance must be called. In any event, document witnesses and turn in an Incident Report.

Language – Use of Boisterous, Profane or Vulgar Language

Use of boisterous, loud, profane or vulgar language (by both drivers and passengers) is forbidden on all buses.

- A. If a passenger is creating a disturbance on the bus by using loud or profane language, ask him/her to stop and explain why you need their cooperation. If they will not comply with your request, radio the Transit Mobility Coordinator for assistance.

Mirror Adjustment

- A. With clean and properly adjusted mirrors you can view what is happening in and around the bus with very little movement of your head. This enables you to be immediately aware of any situation that requires prompt defensive action.
- B. You should clean the windshield along with rear and side windows, front side windows and mirrors as part of the bus pre-trip inspection. Water droplets and smudges can reflect sunlight and limit visibility.
- C. Be sure mirrors are adjusted properly before moving the bus. Before checking the mirrors be sure the seat is in the proper position.

- D. Adjust the left side-view mirror so that you can see the left side of the bus from the rear of the front wheels to the back of the bus. The left side-view mirror does not cover the areas directly to your left. For this reason you cannot pull from the curb safely without looking to be sure that there is not a vehicle in that position.
- D. Adjust the interior rear-view mirror so that you get the widest possible view of the bus interior. When adjusted properly you can see through the rear and right side windows of the bus.
- E. Adjust the right side-view mirror so that you can see the right side of the bus, including an area outside the front and rear doors.

Misconduct - Adult

For acts of misconduct such as intoxication, vandalism, passenger disputes, assaults, robbery, or threat of such actions on the bus, you should:

- A. Try to remain calm (speak slowly and clearly).
- B. Notify the Transit Mobility Coordinator by giving first your name or location – most importantly your location. **DO NOT** move the bus from the location.
- C. State the nature and seriousness of the problem.
- D. Give your name and bus number.
- E. Open the doors.
- F. Do not detain or chase suspect(s). Note only features and mannerisms of suspects for future identification. Look for scars, tattoos, hair, eye and skin color, clothing color and style, height and weight (approximately). To get a more accurate height make a mental note of where his or her head reaches to in doorways or against railings.
- G. Follow the Transit Mobility Coordinator's, supervisor's and/or police instructions. Be sure to make out an Incident Report at the end of your shift.

Misconduct - Student

When you see school children breaking windows, tampering with equipment, fighting, using profanity, smoking, sticking hands or bodies out of the windows or engaging in other malicious mischief you should:

- A. If possible, get the name, address, and telephone number of offender(s), and get witnesses to complete Comment Cards.
- B. Report the information on an Incident Report.

- C. If assistance is needed, report the situation to the Transit Mobility Coordinator by radio.

Newsboys and Peddlers

Do not allow newsboys, peddlers, or solicitors of any kind to sell papers or merchandise or to solicit funds for any purpose on board buses.

Obscured Vision

When vision is obscured by fog, rain, sleet, snow, smoke or any other cause, operate the bus only at such speed, which will permit you to stop within the distance you can see. Counting, one thousand-one through one thousand-four from the time a post or another object comes into clear sight and until your bus reaches it. Also use only your low-beam headlights.

Passenger - Comfort

- A. In controlling the temperature in your bus, consider the season and the general mode of dress in order to create a comfortable atmosphere for the passengers. Do not allow the elderly or individuals who may have loss of feeling in their legs, to sit above a heater vent. They could receive serious burns and not be aware of it.
- B. Use of air conditioning. Keep passenger doors closed after loading or unloading passengers. Before shutting off vehicle, shut off the air conditioning.

Passenger – Dress Code

Shirts and shoes are required attire for passengers. For safety and sanitation reasons passengers with bare feet and/or no shirts must be refused.

Passengers – Loading and Unloading

- A. Drivers are to notify dispatch of any change of destination that a passenger may request. You do not have to accommodate a change of destination requested by a passenger if it does not fit into your schedule.
- B. If the passenger becomes upset or unruly, be as polite as possible and treat it as an incident. Call dispatch for assistance. If the passenger's conduct is interfering with the safe operation of the bus, notify the Transit Mobility Coordinator.
- C. For passengers with disabilities, drivers must make every effort to get as close as possible to the passenger's destination. Nogales rides buses do have handicap tags and are authorized to park in spaces reserved for people with disabilities. Let dispatch know if someone needs to meet the bus because of the distance from the designated location. Please refer to "Passengers – Service to Passengers with Disabilities" found later in this section.

- D. DO NOT block crosswalks or intersections when stopping your bus.
- E. When making a stop at the curb, pull to the head of the stop, if possible, to permit passengers to board from the curb without stepping into the street. Bring the bus to a complete stop no further than one foot from the curb.
- F. Avoid injury to passengers and damage to the bus, especially the doors, by keeping a safe distance from trees, poles, fire hydrants, or other obstructions near the curb line. Do not stop with doors opposite an obstruction on the curb or a hole in the street. Be sure to line lift door up with as level an area as possible before loading and unloading of a wheelchair.
- G. Operate in the correct lane of traffic (right lane) so that you can see passengers waiting at loading zones. Drive at a speed that allows a safe and proper stop at the curb.
- H. A bus must never start moving or be operated with the doors open. Bring the bus to a complete stop before opening doors.

Drivers must be sure all passengers are properly seated before moving the bus. Nogales rides require that all passengers are properly seated.

Do not idle the bus for more than five (5) minutes when waiting for a passenger. Make sure to high idle the bus while you're waiting. The high idle is when the vehicle is in park and the driver is not applying the brakes.

Passenger Relations

- A. As a Nogales rides driver, you are a key person. Other staff is here to support you with equipment, schedules and other services that will help you do your job well.
- B. Nogales rides is committed to serving the citizens of the City by providing transportation services which emphasize excellence of performance and which adhere to the principles of our mission statement: "To Provide a high quality, efficient and affordable Transit service to all residents of the City of Nogales".
- C. In addition to serving the citizens, you have an obligation to the pedestrians, motorists and bicyclists who also share the streets. There are five things you must do to make your job pleasant and successful:
 - 1. Present a pleasing appearance.
 - 2. Be friendly, helpful and considerate to your passengers.
 - 3. Operate your bus skillfully and safely, providing a smooth, comfortable ride.
 - 4. Use good mature judgment at all times.

5. Treat passengers, as you would expect to be treated.

Passenger Interaction Program

- A. Overview. Good passenger relations are essential for Nogales rides success. Passengers who are satisfied with their Nogales rides experience benefit us all. Likewise, poor passenger relations cause problems for all of us. Dissatisfied passengers often become “problem” passengers not only for the company, but also for you...the person who has to deal with them again and again.
- B. More than anyone else at Nogales rides you are the key to maintaining good passenger relations. You are the Nogales rides representative they see and talk to day in and day out.
- C. Sometimes all it takes to keep passengers feeling good about riding with us is to provide them with safe comfortable transportation and to be polite in dealing with them. Other times it takes much more.
- D. From time to time you are faced with complaints and other sensitive interactions that require you to work at maintaining good passenger relations. Maybe it is the elderly woman who argues over the price of her fare, the passenger having a hard time boarding or the rider who doesn't know where they're going. You've seen these and a thousand other situations that require you to act quickly and effectively to handle problems and maintain good passenger relations. As you know, handling these situations can be difficult. Very often you're dealing with people who are angry, frustrated or downright hostile. You may not be able to resolve every complaint or problem on the spot, but you can defuse potentially explosive situations just by saying “the right things at the right time.”

Techniques for Handling Difficult Situations

- A. There a number of things you can do to effectively handle difficult situations with passengers. One of the most important is to acknowledge the passenger's situation and feelings. A good way to get results in an emotional situation is to show passengers you understand and care about their situation and feelings. Passengers find it harder to argue or be angry when you send them the message, “What you have to say and what you feel are important!”
- B. Another important aspect of passenger relations is to maintain or enhance the passenger's self-esteem. Self-esteem is defined as, “having a good opinion of oneself.” Often the difference between handling a passenger problem successfully and ending up with an even bigger problem is how well you maintain or enhance the passenger's “good opinion” of him/herself. Treating passengers in a friendly and respectful way (especially people with complaints and problems) can do much to reduce harsh feelings and gain cooperation.
- C. A third technique in dealing with passenger complaints and problem situations is to present your position and offer suggestions for solving the problem. It is important for you to listen to passengers who present problems or complain, but

it is just as important that they hear and understand your position. Demanding that passengers follow the rules “because rules are rules and that’s that” usually doesn’t work. In fact, it only tends to make people angrier and more defensive. In most cases it is much more effective to present your position and then offer the passenger suggestions (in the form of questions) for resolving the problem.

Key Principles

- A. Maintain or enhance self-esteem.
 - 1. Why?
 - Reduces defensiveness and hostility
 - Helps gain cooperation
 - Creates a good impression of you and *Nogales Rides*
 - 2. When?
 - At all times, but especially when passengers express strong feelings such as anger and resentment, become hostile, and are having problems.
 - 3. How?
 - Treat the passenger with respect and in a friendly manner. Focus on the problem, not the passenger. Acknowledge the passenger’s situation and feelings. Ask for, rather than demand, the passenger’s cooperation.
- B. Listen and Respond with Empathy
 - 1. Why?
 - Maintains/enhances self-esteem.
 - Helps passenger vent emotions.
 - 2. When?
 - When a passenger expresses strong feelings.
 - 3. How?
 - Listen attentively, recognize the passenger’s situation and feelings.
- C. Offer suggestions in question form.
 - 1. Why?
 - Maintains/enhances self-esteem.
 - Encourages cooperation.
 - 2. When?
 - When you want a passenger to understand or accept your position.
 - When the passenger is uncooperative.
 - 3. How?
 - Phrase a suggestion so that you’re asking, not telling.

Critical Rationale

- A. Address the passenger in a friendly manner.

1. The way you address the passenger can greatly affect your success in dealing with difficult situations. A friendly manner can win cooperation, or at least keep emotional situations from really getting out of hand. When you address passengers in a friendly and courteous way, you are indicating they are important as people and you are interested in what they have to say. (Remember, when addressing a person with disabilities, look at the person and not the person's disability.) It's hard not to respond positively to someone sending this message.
2. The manner in which you address passengers initially is particularly important. Being friendly and courteous from the start, you set a positive tone for the rest of the interaction. Doing this will put the odds of resolving the situation in your favor.

B. Acknowledge the Situation

1. One of the most basic and effective ways of resolving a difficult situation with a passenger, is to show the passenger you are aware of and understand and want to assist with his/her situation. You can do this by:
 - a) Focusing on the problem, not on the passenger.
 - b) Listening attentively.
 - c) Making statements that show you understand, even if you may not agree with the passenger's situation and feelings.

C. Openly present your position and check for understanding

1. As important as it is for you to acknowledge the passenger's situation, it is just as important he/she understands your position. Passengers who are aware of the importance of a given policy or guideline are much more likely to cooperate with you in enforcing it.
2. Present your position, then check that the passenger understands what you have said. You can check the passenger's understanding by asking questions such as, "Do you see what I mean?" or "Do you see my point of view?"

D. Ask for the passenger's cooperation.

1. Demanding a passenger's cooperation in a difficult, emotional situation usually does not work. In fact, that approach usually just makes them angrier and more defensive. Asking for a passenger's cooperation is usually much more effective. One of the best approaches is to offer suggestions in question form that is acceptable both to you and the passenger.

Thank the Passenger

- A. A final sincere "thank you" shows the passenger you appreciate his/her cooperation. It also ends the interaction on a positive note.

Information to Passengers

- A. To help passengers, who request information, familiarize yourself with operating instructions and the service area.
- B. If you do not know the answer to a question, say so and suggest that the passenger call dispatch for information. Under no circumstance should you give a passenger wrong information.
- C. You may contact Transit Mobility Coordinator for information. Above all, you should try to accommodate the passenger. Use your good judgment, call the Transit Mobility Coordinator at any time you feel that the passenger may be stranded or greatly inconvenienced by not having the correct information.

Remember

CUSTOMERS are the most important people in our business – whether in person, by phone or mail.

CUSTOMERS are not dependent on us – we are dependent on them.

CUSTOMERS are not an interruption of our work – they are the purpose of it. We are not doing them a favor by serving them – they are doing us a favor by giving us the opportunity to serve them.

CUSTOMERS are not persons to argue with or match wits with – or even to outsmart. No one ever won an argument with a passenger.

CUSTOMERS are people who bring us their wants. It is our job to handle their requirements so pleasantly and so helpfully that they will take Nogales Rides transportation again and again.

Passengers – Service to Passengers with Disabilities

The Americans with Disabilities Act (ADA) was passed by the U.S. Congress to supply equal access for people with disabilities by providing barrier-free public facilities. By law, our buses must make reasonable accommodation for people with various types of disabilities.

ADA Requirements

We cannot deny transportation to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily. This means you must accommodate any wheelchair, even if it will not fit into the tie-downs. Secure the wheelchair with the belts if you can. Always notify the Transit Mobility Coordinator if any problem arises.

You must assist individuals with disabilities onto the lift platform and with the use of tie-downs lifts and ramps.

Federal law recognizes the right of people with disabilities to be accompanied by specially trained guides or service animals. Three classes of animals that may accompany disabled bus riders are:

- A. Dog guides: trained to guide blind persons. (These dogs can usually be identified by their U-shaped leather harnesses.)
- B. Hearing animals: trained to alert deaf people to certain sounds.
- C. Service animals: trained to assist physically disabled people by performing tasks such as fetching, carrying objects or pulling a wheelchair. These animals are usually dogs, but monkeys and cats are now being used for some purposes.

Dog guides or service dogs for people with disabilities come in all sizes and may be mixed or pure breed dogs. If a disabled person states that the animal with them is their service animal or guide, the disabled person is able to bring it on board.

Wheelchair lifts should be cycled at pull-out (as part of the pre-trip inspection). Notify the Transit Mobility Coordinator whenever a lift malfunctions.

We cannot prohibit an individual with a disability from traveling with a respirator or portable oxygen supply.

Individuals with disabilities must be provided adequate time to board and alight from the vehicle.

It is the operator's obligation to insure that a passenger with disabilities has access to priority seating and/or secure location on board the vehicle.

Recommended Procedures

- A. Lower lift to ground level.
 - 1. Make sure to park where ground is as level as possible.
 - 2. Be sure the passenger is clear of lift.
- B. Explain to the passenger your intentions.
 - 1. Ask permission to touch them.
- C. Assist the passenger onto the lift and place them into position.
- D. The passenger should be placed as close to the vehicle as practical, but able to hold onto the handles with comfort and ease.
- E. Place yourself behind and to the left of the passenger, placing your hand in the center-upper back to help control their movement.
- F. Raise the lift in one smooth motion. Do not stop during this action, as the lift will jerk.
 - 1. Remind the passenger that a jerk is possible.

2. Ask the passenger to look into the vehicle, not down.

G. After complete ascent and stop, help the passenger off the lift and into their seat.

Descent is the reverse of the above but places the passenger facing out of the vehicle.

Place yourself behind and to the right with the safety strap in place. Hold onto their arm (be sure to ask their permission to help control their movement).

Descend on one smooth movement

- a. Lower completely to ground level
- b. Be sure front flap is in the down position before leaving lift
- c. Be sure to tell client of the small step at the flap
- d. Assist the passenger from lift by holding their arm

Exceptions

A. Passengers as well as drivers are not the same size. It may be prudent that the driver not ascend or descend with the passenger because of size, the passenger must use the steps.

1. Passengers that are known to have bad knees cannot stand the jerk of the lift.
2. Passengers that are known to have balance or equilibrium problems.

Conclusion

Always remember the safety of our passengers comes first. If there is any doubt, do not place the passenger on the wheelchair lift as a standee.

If the passenger cannot negotiate the steps, do not assume that the person is a good candidate to ride the lift. Use proper judgment. The conclusion may be that some passengers will be better off using a wheelchair.

Passenger Assistance

- A. Elderly passengers, very young passengers or passengers with disabilities (and others) may need help in boarding or exiting. If asked to help, and you judge it is safe, do so pleasantly. If you are not asked to help, but help seems to be needed, offer it. Use your discretion. Do not insist on helping or place your hands on someone who does not want assistance.
- B. Please keep in mind that not all people with disabilities will appear to be disabled.
- C. When needed, allow extra time for elderly passengers to board and pay the fare. If there is not time in your schedule to provide the needed assistance, notify the Transit Mobility Coordinator that you will be running late.

- D. Watch to see that the aisle is free of canes, crutches, packages brooms, and other items that might present a hazard to passengers. Secure these items.
- E. Always have mirrors positioned for proper view to prevent any injuries to passengers.

Passengers with Mobility Impairment

- 1. Individuals with impaired mobility may use a variety of devices. Some passengers may be using these assisting devices only temporarily; for others, the device is part of their lifestyle.
- 2. People using these devices may have speech problems that make their speech slower or more difficult to understand. This does not necessarily mean the person cannot understand you or that he/she needs for you to speak louder.
- 3. Before moving the vehicle, you must secure the tie-downs. Use of the seat belt and shoulder harness is mandatory. If you encounter a situation that you are unsure how to handle, please call the Transit Mobility Coordinator and ask for assistance.
- 4. Types of devices used by people with mobility impairments include:
 - a. **Manual Wheelchair:** People using this type of wheelchair may or may not have strong arms to wheel the chair. They may or may not have good trunk balance. Some individuals use a chair lower to the ground and may propel the chair with their feet. Some may only use the wheelchair for long distances and transfer to a regular seat on the bus. They may fold the chair and secure it with a tie-down.
 - b. **Electric Wheelchair:** People using electric wheelchairs probably have less arm strength and trunk balance. They may run the chair using a toggle switch with their hand, a mouth or head stick, or a “sip and puff” unit. Be sure electric wheelchairs’ power is “off” when loading and unloading.
 - c. **Braces and Crutches:** People using braces or crutches may need extra time for boarding and getting seated. Their balance may be poor. It is important to remain stopped until the person is safely seated. This person will not have easy use of both hands because of the reliance on crutches.
 - d. **Walker or Cane:** An individual using a walker or cane will experience many of the same difficulties as a person using braces and/or crutches. Some walkers fold for easier storage once the person has been seated.

Passengers with Cognitive, Mental or Developmental Disabilities

- 1. Development Disabilities

- a. People with cognitive or mental disabilities may also be physically challenged; have speech impairment or some other disabling factor, but frequently do not have a visible disability.
- b. Short term memory loss or thought processing problems may cause the individual to repeat questions or appear confused. Be patient. Speak in a calm voice so that the person does not become upset. Ask the passenger to repeat a statement you cannot understand. Keep your communication clear and concise. Avoid the use of complex sentences, but don't "talk down" to the person. Concrete terms are easier to understand. (For example: Please sit behind me. Stand beside this bench to catch the vehicle home.)
- c. Encourage the person to sit near you if possible, and be specific about which seat to sit in. Some individuals have processing difficulties, so allow time for the person to respond.
- d. Although special consideration may be needed for this person, he/she should be treated with the same respect due all passengers. If you are not sure how to handle a specific situation, call the Transit Mobility Coordinator and request assistance.

2 Passengers with Speech Impairments

- a. Some persons with disabilities will have difficulty speaking or be unable to talk at all. Be patient and take the time needed to communicate. Never pretend to understand when you don't. Ask questions, if necessary, until you understand what the person is trying to say. Repeat back to them what you think they said and wait for confirmation.
- b. A person who is verbally disabled may communicate by writing notes and a few may use communication boards. If you cannot communicate well enough to help these passengers, call the Transit Mobility Coordinator for assistance.

3 Blind or Visually Impaired Passengers

- a. Blind or visually impaired passengers may be identified by one of several ways. The person might be using a long white cane with red coloring at the bottom, a short white orthopedic cane with red coloring near the bottom, a dog guide (identified because of the U-shaped leather harness), low-vision travel aids such as monoculars and binoculars, or dark glasses for eye protection because of light sensitivity. Not all people with visual impairments are totally blind. Visual abilities and travel skills vary from person to person and from day to day.
- b. Speak loudly and distinctly so that the blind or visually impaired person is able to hear your voice over loud traffic sounds. Do not yell.

- c. Try making boarding convenient for blind or visually impaired passengers. Pull up as close as possible to the person. Ask the passenger if they need assistance. Permit the person to use your voice as a guide in locating the door. Caution the passenger about the presence of a rear view mirror or any other obstacle. Try to allow for a clear path between you and the blind or visually impaired person.
- d. Don't expect blind or visually impaired passengers to be aware of information signs posted in the bus. Tell him/her the fare and any other desired information. Speak clearly and concisely. Blind people cannot hear gestures or head nods or see which way you are pointing.
- e. If requested, direct the blind or visually impaired passenger to the nearest available seat by giving specific directions. If seats are unavailable and the passenger requests assistance, please ask an able-bodied passenger to vacate a seat.
- f. Never place your hand on a person using a white cane without first asking permission. When leading always stay one-half pace ahead of the person so they may anticipate the movement of your body. Always stand on the side opposite the cane.
- g. Make your verbal directions clear and concise – turn left here, go forward, there is one step up, etc.
- h. As the passenger gets off the vehicle, be prepared to provide the person with additional information if requested. When identifying the location of streets and buildings, use the terms right and left according to the person's orientation. Indicate any obstructions that exist either on or off the bus. (i.e. "There is a bench about three paces ahead on your left.")

Deaf or Hearing Impaired Passengers

1. Riders in this category may range from people who are totally deaf to people with mild hearing losses who cannot understand what you say because of traffic noise. Deaf people or people with hearing impairments may be accompanied by a hearing dog that is trained to alert deaf people to certain sounds. If you are not sure that the dog is actually a hearing dog, ask to see the certification card that shows the dog's name and lists the agency that trained and certified the dog.
2. It may be necessary to speak a little louder and slower. DO NOT YELL. Yelling will only embarrass or upset the passenger. Do not assume that all deaf people can lip read, but DO face the passenger when you speak. Keep your comments short and do not exaggerate your words. A simple "yes" or "no" is usually easier to lip read than a long explanation. Use gestures. Shake your head to indicate yes or no.
3. If you know sign language, use it, but keep in mind that not all deaf people know or use signs. Have a pad of paper and a dark pen handy in case you need to write out directions. Complete your communication before the deaf person turns

to find a seat. If you cannot understand what a deaf person is saying to you, ask him to repeat the statement or write it down.

4. If a deaf or hearing-impaired passenger tries to show you a note, be sure to read it carefully and do exactly as it says. The passenger may be verbally disabled, deaf or deaf/blind and may be asking directions or telling you where he wants to be let off the bus. If a situation develops that you are not sure how to handle, call the transit mobility coordinator for assistance.

Deaf/Blind Passengers

1. Some individuals have both hearing and vision loss. Rarely does a person have a total hearing loss and a total vision loss, but this does sometimes happen.
2. Deaf/blind persons may be identified by either of the means used to identify blind or deaf passengers. A deaf/blind person may be using a white cane or a dog guide. He/she might be accompanied by a hearing dog. In addition, a deaf/blind person might be wearing a button or sign that indicates that they are deaf/blind.
3. Communicating with a deaf/blind person depends on the individual and his/her particular disability. Some deaf/blind people communicate through the use of prepared notes and cards. Some write notes on paper for you to read or will attempt to use the Print-on Palm method of communicating with you directly. Communication will be more time consuming with a deaf/blind person.
4. A deaf/blind person may have a personal care assistant or you may need to obtain information from a person at the pick-up location to best assist the individual riding on your vehicle. Remember he/she may not be able to see or hear the vehicle. Allow the deaf/blind person to hold onto your arm so that he/she can feel your movements as you walk towards the vehicle.
5. If the deaf/blind person gives you a card with special directions on it. **READ THE ENTIRE CARD CAREFULLY AND DO EXACTLY AS THE CARD SAY.**
6. Assist the deaf/blind person in finding a seat. The position across from the driver is desirable since the person will be visible to you. Poor balance often accompanies conditions that result in deafness/blindness.
7. If the deaf/blind person is on your run regularly, work out with him/her a simple but special signal for identifying yourself to them. Try to learn to use whatever method of communication the person has. Always be sure the deaf/blind person understands you and that you understand him/her.

NEVER abandon a deaf/blind person in unfamiliar surroundings. If you need to guide the deaf/blind person, allow him/her to hold your arm just above the elbow. He/she can follow the movements on your body. NEVER push the deaf/blind person in front of you. ALWAYS leave the deaf/blind person in contact with some object in the environment (e.g. place his/her hand on the bus bench or the side of a building, etc.) If a situation develops that you are not sure how to handle, call the Transit Mobility Coordinator and request assistance.

Safe Operation of Wheelchair Lifts

1. Be thoroughly familiar with the lift before operating it.
2. Keep yourself and bystanders clear of all moving parts.
3. Load and unload in as level an area as possible.
4. DO NOT unload into vehicular traffic.
5. Be certain that the vehicle is properly and securely braked before using the lift.
6. Inspect the lift daily before using.
7. Do not overload or abuse.
8. Do not leave passenger out on lift unattended. Before entering the vehicle to complete loading the passenger, push the wheelchair 3/4 of the way into the vehicle and re-set the brakes.
9. Always load/unload wheelchairs facing out of vehicle.
10. Do not remove any guards or covers.
11. Always have the power off on an electric wheelchair while it is on the lift and when being transported in the bus.
12. Always use the four point Q-strait tie down straps provided on all buses.
13. Always stow the lift immediately after loading or unloading a client. NEVER leave the lift unattended.

Passengers - Spitting

If a passenger violates the law prohibiting spitting, you must quietly and courteously call the passenger's attention to the law prohibiting such conduct. Should a passenger become unruly, contact transit mobility coordinator for instructions.

Passing Schools and Playgrounds

Drivers must use extreme caution while operating near schools and playgrounds. Adhere to the school zone speed limit and obey signals of the street patrol, police officers and other authorized persons stationed to protect the children.

Passing Standing Buses or Other Vehicles

- A. When passing slow moving, disabled or standing buses or other vehicles, exercise extreme caution. Slow down, sound horn twice, and look for pedestrians. At intersections, watch out for vehicles or pedestrians crossing from behind or in front of the other vehicle.

- B. Do not pass a school bus at any time in either direction when red lights are flashing, or arm is extended.

Pedestrians

- A. You must yield the right-of-way to a pedestrian crossing the street regardless of whether they are at a marked crosswalk or in the center of the block where there is no crosswalk. When a pedestrian is crossing the street, you must drive with caution until you are sure the pedestrian is safely out of the way.
- B. You must not assume that because the pedestrian is moving he/she will continue to move and be out of the way by the time the vehicle reaches him/her.

Personal Assistants

When a passenger has an aide or personal assistant with them, it can be quite useful to the driver. It is always important to remember that you are in charge of everything that goes on in regards to your vehicle and assisting your passenger. If an aide would like to help carry in groceries or hold a door, that is fine. Aides or assistants may not take on any of the safety-related responsibilities associated with your position of Transit Driver.

Pets and Working Animals

Guide dogs, hearing animals, and service animals are allowed on board the vehicle. These animals must be properly leashed or harnessed and must stand, sit or lie at the feet of the passenger. No other animals are allowed.

Pre-Trip Inspection

- A. Check for any obvious conditions that will prohibit the use of the vehicle, i.e. leaks under vehicle, broken glass, flat tire, etc. If any conditions are found that make the vehicle undriveable, contact Transit Mobility Coordinator and report the conditions. Transit Mobility Coordinator may assign a different vehicle depending on the nature of the vehicle condition. Check that the exterior and interior are clean.
- B. Use the daily vehicle pre-trip inspection sheet. Make sure you mark any damage found on the vehicles so you are not charged for something you did not do.

Problem Reports

- A. Any time you have a mechanical problem, you must document it carefully and accurately on the bottom section of your daily pre and post-trip form. Use the back if more space is needed.

- B. Only through accurate reporting of mechanical trouble by all drivers can fleet maintenance maintain the buses in top condition. This is a team job that requires compliance by all drivers so that the vehicle you take from the lot each day will be free from mechanical defects. You will assist in locating and reporting trouble quickly by describing mechanical difficulties as fully as possible. Repairmen don't operate vehicles under actual load conditions, your clear and complete explanation of problems will let them know where and how to start repairs.
- C. In case of accident, report any damage to vehicle, no matter how slight, on your pre/post trip sheet.
- D. Keep your dash clear of anything that might obscure the important mechanical gauges that need your frequent monitoring.
- E. Take only the vehicle assigned to you unless otherwise instructed by the transit mobility coordinator, supervisor or other authorized personnel.

Radio Procedures – Radios, Tape Players and Other Audio or Video Devices

- A. Drivers may use radios or other electronic audio devices for the purpose of listening to broadcasts while operating buses. These devices may only be used in a manner that is not distracting to your driving and your ability to operate the vehicle safely. Drivers may not use headphones. The volume must be comfortable for the passengers and low enough for you to monitor the two-way radio.
- B. Any selections must be appropriate for the passengers being carried. If the passenger requests a station be changed, the volume turned down or the radio turned off, the driver must comply.
- C. A passenger may operate a radio recorder with the proper use of earphones. If a passenger is playing music without earphones, courteously inform the passenger that playing radios without earphones violates regulations. Should the passenger fail to comply with your request, radio the Transit Mobility Coordinator for your instructions.
- D. Personal cell phones are not allowed and may not be used while on duty. If you carry one, turn it off while on duty. Any emergency communications should be handled through the dispatch office.
- E. Drivers shall not use personal listening devices or other electronic entertainment devices, with or without headphones, while in service.

Refusing Transportation

- A. In extreme circumstances, you may refuse transportation to an individual or group who are behaving offensively, threatening the safety or comfort of other passengers, or who are so ill or intoxicated that they cannot care for themselves.

- B. If you must refuse transportation, do it as politely and discreetly as possible.
- C. Call the Transit Mobility Coordinator immediately for permission and fill out an incident report when you return to base.

Reports

Nogales rides will require staff to maintain a variety of reports. As the system progresses the following will be updated accordingly.

- A. **Transit Mobility Coordinator:** The Transit Mobility Coordinator will be responsible to maintain reports which may include, but are not limited to: budget, revenue, marketing analysis, needs assessments, hours of service, and cost of operation and accomplishment of goals.
- B. **Transit Mobility Coordinator:** The Transit Mobility Coordinator will be responsible for developing, administering and monitoring the operations; coordinates vehicle maintenance, repairs and records; reports to the Streets Superintendent; and other duties as assigned. The drivers report to the Transit Mobility Coordinator. The Transit Mobility Coordinator will perform the following functions:
 - 1. Maintain a daily count of all trips taken.
 - 2. Maintain a report consisting of total passenger trips by type (i.e. work, doctors and appointments) and any road calls or accidents.
 - 3. Maintain revenues and count report forms.
 - 4. Count the fare box revenue.
 - 5. Maintain an operator's log.
 - 6. Other duties as assigned.
- D. **Driver:** The Driver will perform the following functions:
 - 1. Complete a Pre and Post-Trip inspection report and turn in daily to the Transit Mobility Coordinator.
 - 2. Document any road calls or accidents.
 - 3. Use the Daily Vehicle Inspection Log to report repairs and maintenance needs on the vehicle. Fleet Maintenance will maintain a vehicle file including: routine maintenance, repairs, defects, document when repaired, and consumption of fuel and lubricants.
 - 4. Complete Accident / Incident Reports when necessary.
 - 5. Be responsible for verifying their fare box at the end of each shift worked.

6. Clean and maintain the inside of the vehicles.
7. Refuel bus at the end of driver's shift.
8. Other duties as assigned.
9. Practice safe driving habits.

Returning Vehicles to Base

- A. Park your vehicle where assigned and perform post-trip checks and document any problems on the pre/post-trip form.
- B. Make sure the parking brake is applied.
- C. Return vehicle keys and all necessary paperwork to the dispatch office.
- D. Complete all paperwork including any incident reports from the day's events.
- E. Verify your fare box with the Transit Mobility Coordinator and sign the fare box report form.
- F. Check your mailbox for all messages and sign out on the time sheet.

Right Lane Use Policy

All Nogales Rides vehicles should be driven in the right lane whenever possible. The left lane should only be used to prepare for left turns or to pass another vehicle.

Move to the left lane no more than two blocks before the location where a left turn will be made.

Right of Way

- A. Nogales rides vehicles, when operating on the streets, have only the rights equal to those of any other vehicle on the road. You must not take the right-of-way from another vehicle on the assumption that the driver of the other vehicle will permit the vehicle to proceed.
- B. Nogales rides vehicles should 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 a pedestrian or another vehicle.
DRIVE DEFENSIVELY!
- C. Police and fire department vehicles, ambulances and other emergency vehicles have undisputed right-of-way. On approach of these vehicles, as indicated by flashing lights or audible signal, buses will be pulled as far to the right as possible

and brought to a full stop. All vehicle doors must be kept closed while emergency vehicles are passing.

Safe Driving - General

It is important to carry passengers on schedule, but more important is carrying them safely. Under the law, we owe our passengers “the highest degree of care.” In case of inclement weather, bad streets or traffic conditions, SAFETY MUST NOT BE SACRIFICED FOR SCHEDULE. You must drive at a speed that is safe, considering driving conditions.

Stay back far enough from vehicles ahead of your vehicle so that you can make a safe stop without collision, no matter what kind of a stop the driver ahead makes. REMEMBER: BE PREPARED TO STOP TEN FEET BACK OF THE VEHICLE AHEAD.

Driving faster than road and traffic conditions permit, and following too closely have caused more accidents than any two other unsafe driving factors.

As a professional driver, you must practice defensive driving and compensate for the lack of skills exhibited by other non-professionals.

Always keep your safety cushion!!!

Safety and Emergency Procedures

A. *Accident Prevention*

1. The safety of passengers, employees and travelers on the street or highway must be given precedence over every other consideration.
2. Exercising good judgment in avoiding risks and strictly complying with rules and instructions will, in most instances, prevent accidents.
3. Do not assume that all pedestrians or motorists will exercise the same degree of care or caution that you do. When nearing a street or highway crossing, look out for pedestrians and automobiles approaching from both directions, give sufficient warning, and take no chances. Don't force a right-of-way at the risk of an accident.
4. When approaching any vehicles being driven ahead of you, slow down to a speed that will enable you to stop in time without a collision, as the driver ahead may be forced to make a sudden stop because of other traffic or a change in traffic signals.
5. When passing another moving vehicle, watch the vehicle closely, at any moment the other driver may turn toward you to avoid collision with another vehicle stopping in the street or moving out from a parking space. Watch out for vehicles starting out from the curb that may turn sharply into your path. Sound your horn, reduce your speed, and cover your brakes.

When passing either standing or moving vehicles, maintain sufficient clearance.

6. When a vehicle passes you and cuts in front of you, reduce speed and prepare to stop. If the driver is preparing to turn, it is possible he/she will be forced to stop in front of you because of opposing traffic.
7. You should be a good judge of your own speed and the distance required to stop the vehicle. At twenty miles per hour you are moving thirty feet per second. Those who exert every effort at the last second to avoid an accident and think they have done their best are mistaken. The best way to avoid an accident is to foresee traffic development and start precautionary actions a few seconds sooner, when possible. A split second can save the five or ten feet your bus might otherwise move after an accident. In all cases **BE PREPARED TO STOP TEN FEET BACK**. Keep the right side of your vehicle close enough to the curb or parked vehicles to keep traffic from entering on your right side.
8. Rough starts or stops, operation at reckless speeds, inadequate distance from vehicle ahead, or other safety rule violations sooner or later result in accidents.
9. You will avoid a frequent type of accident and actually save time when an elderly or infirm person is hurrying to board or alight by saying to him or her "Take your time; be careful."
10. Do not open the doors until the vehicle is stopped and close doors before starting. Check the rear-view mirror. Look to the left, to the right and ahead before starting.
11. An act of gross carelessness, indifference, or recklessness will be regarded as evidence of unfit for duty as an employee of transit in carrying out your duties.

B. Accidents

1. Definition: (1) Any time any part of your vehicle comes in contact with anything other than the tires touching the pavement. (2) Anytime a client is injured as a direct result of contact with our service.
2. You must always report to Transit Mobility Coordinator immediately any contact or potential injury while providing our services. Failure to do so may result in disciplinary action.
3. Follow the procedures below if the vehicle is involved in a collision with another vehicle, fixed object, or pedestrian; or if a passenger is injured by falling, being caught in the door, or otherwise.
 - a. Do not drift or continue to move your vehicle after an accident. Stop as soon as possible. Secure the vehicle in a safe manner.

KEEP COOL. Calmness on your part will discourage excitement among the passengers.

- b. Check the degree of injuries to passengers and occupants of any other vehicle and notify the Transit Mobility Coordinator by radio or telephone. The Transit Mobility Coordinator will notify the Police Department and Department of Public Works. If for any reason, dispatch cannot be reached, notify the Police Department directly.
- c. Aid the injured if possible.
 - 1. In the case of an accident or incident involving personal injury of a passenger on a vehicle, a pedestrian, or a passenger in another vehicle, your first duty is care to the injured person or persons. Do not attempt to move a seriously injured person, as this is often dangerous and likely to increase the injury. IF YOU DO NOT CLEARLY KNOW WHAT FIRST AID TO PROVIDE, DO NOTHING MORE THAN TRY TO COMFORT THE INJURED. Make the injured as comfortable as possible, then call the Transit Mobility Coordinator without delay and indicate that an ambulance and police are necessary.
 - 2. If medical personnel are at the scene, you must allow him/her to administer first aid to the injured person or persons. Only a qualified person, such as a doctor or person skilled in first aid should handle the injured.
 - 3. In the event the injured person has been taken to a hospital, doctor's office, and drug store or to his home by a motorist, document the motorist's name, address, phone and vehicle license number.
 - 4. An individual who claims no injury, and refuses medical treatment must sign the release medical responsibility form.
- d. Witnesses should be secured as quickly as possible after the occurrence of an accident or incident.
 - 1. Obtain the license numbers of any other vehicles involved, including those whose passengers may have seen the accident, and exchange information required by law. Get the name and address of every occupant of the vehicle, indicating which is the driver. Copy the name and address of the registered owner from the registration slip and document the license number, state and year issued. Get their insurance information.
 - 2. Pass out the Comment Cards among passengers and also to people on the street. You cannot obtain too many witnesses. Try to obtain the names of all witnesses. Pass

out a Comment Card to each person and say, "May I have your name and address for my report?"

3. You must indicate on each Comment Card whether the witness was a passenger on the bus, involved in the accident, the other vehicle involved, a passenger or driver of some other vehicle, or was on the street or in the vicinity of the accident.
- e. Gather all information necessary for a detailed report.
 - f. When the Police Department arrives on the scene, do not leave until released. When police officers are present at the scene of an accident, before leaving the scene, obtain a copy of the accident report, which contains the Police Officer's badge number. The badge number of any fire fighters, private officers, or postal carriers should also be obtained.
 - g. Do not make any statements to anyone (except police, City of Nogales personnel, or other Nogales rides personnel assigned to investigate the accident) describing the accident, how the accident occurred, or your opinion of fault. Do not assume fault. If other persons ask for information, simply state that you will make a complete report and forward it to your supervisor.
 - h. In any accident, vehicles must not be moved until the police and authorized Nogales rides/City of Nogales personnel have arrived. When cleared to leave, notify the Transit Mobility Coordinator and await instructions.
 - i. A DETAILED ACCIDENT REPORT MUST BE COMPLETED. Generally this will be done when you return to base or the end of your shift. Heavy emphasis must be placed on proper reporting of all injuries/accidents no matter how minor they may seem at the time. What may appear as nothing of consequence at the time can become a matter of some proportion somewhere in the future.
 - j. The Accident Report is an official Nogales rides document. The driver involved in the accident must complete it accurately. Your signature confirms your agreement with the entire contents. Failure to disclose all information is a major infraction and may result in termination.
 - k. In addition to the Accident Report, an Incident Report must be completed by the driver describing what happened in great detail. This is the driver's side of the story and will be used in determining preventability and cause of the accident.

- l. When a passenger trips on steps or floor of the bus, you need to examine the location involved. IF IN GOOD CONDITION, call the attention of witnesses to this fact.
- m. If a dog or other domestic animal sustains injuries by your bus, notify the Transit Mobility Coordinator at once, so that the police or Animal Control can be contacted. Be sure to turn in an incident report.
- n. After having an accident, do not become involved in any argument as to the responsibility for the accident. Guard against remarks and tone of voice that could cause any hard feelings with the other party involved. Stay professional.
- o. In case of collision with a motorist who appears to be intoxicated, encourage the other driver to stay until police arrive. If the driver is not injured, no forcible action should be taken. Do not make any remarks as to the person's condition except to the police officer.
- p. People are considered to be injured when they fall, when they have any appearance of having received an injury, or when they complain to you of being injured.
- q. Do not discuss the mechanical condition of equipment or street conditions with any person other than ones you know to be authorized representatives of Nogales rides or a police officer.
- r. Refer any and all claims to the City Clerks Office. Do not assume any obligations nor attempt to settle any claim.
- s. If requested by the party involved in an accident, give your name, vehicle registration, insurance information, and bus number.
- t. If called or subpoenaed by the Police Department or any other public authority to make statements or make identification in any case in which Nogales rides is directly or indirectly involved, notify your supervisor as quickly as possible.
- u. When making out your Accident Report, be sure to have all of your Comment Cards and all accident information with you. This is very important. You are not to reveal the name of any witness or give any information in regard to any accident to any person other than a proper official of Nogales rides or the police officer attending the accident. You are not to call on the injured person without the consent of the Transit Mobility Coordinator. Refer anyone requesting information regarding any accident to the City Clerks Office.
- v. Full and complete information must be given in all reports. What may seem trivial or immaterial to you at the time may become the deciding factor in the event of a lawsuit. Always report the number

of any vehicle or the names of drivers on other vehicles passing or in the vicinity when the accident occurred. DO NOT WAIT FOR NOGALES RIDES TO LEARN OF AN ACCIDENT OR LEARN THAT YOU HAVE INFORMATION REGARDING AN ACCIDENT. REPORT IT YOURSELF AT ONCE.

- w. Answer only the questions you are asked. Do not volunteer information.

B. Responding to Accident Information Requests. Sometimes Nogales rides drivers are contacted by various people to provide information concerning accidents. If you are uncertain about how to respond, please contact your supervisor. Attorneys may also attempt to gather information about an accident. DO NOT discuss any matters with an unknown attorney. Ask for the attorney's name and firm and contact the Transit Mobility Coordinator to find out if you should provide information.

- 5. Accident Evaluation, Discipline & Training. Accidents that occur on the job will be evaluated by the Transit Mobility Coordinator to determine if the accident was preventable and what retraining may be needed. In addition, an employee may be disciplined if at fault for a serious accident or for repeated minor accidents. The City reserves the right to terminate employment of any individual after any collision should it be deemed prudent due to the circumstances. The Transit Mobility Coordinator will determine appropriate training for drivers involved in accidents. Accidents that occur off the job and result in traffic violations also need to be reported to the Transit Mobility Coordinator. Each employee is required to maintain a good driving record. Conviction of a major violation, whether in a company or personal vehicle, may result in disciplinary action up to and including termination. A major violation is any citation that involves (1) Driving while intoxicated or under the influence of alcohol or drugs; (2) Hit and Run; (3) Homicide, manslaughter, or assault arising out of the operation of a motor vehicle; (4) Driving while your license is suspended or revoked; (5) Reckless driving; (6) Possession of an open container of alcoholic beverages; and/or (7) Speed contest, drag racing, or attempting to elude an officer of the law. The Human Resources Department checks all Motor Vehicle Records regularly. So please, keep your personnel driving record as clean as possible.
- 6. Points. After accumulation of points on an employee's license within a 12-month period will dictate the following action:
 - a. 1 to 3 Points – Verbal warning advising that accumulating 4 to 7 points within a six-month period may result in disciplinary action, including and up to termination.
 - b. 4 to 7 Points – A written warning advising that greater than eight (8) points in a twelve-month period will result in disciplinary action and may include termination.
 - c. Greater than eight (8) points: Written warning and may result in termination.

C. Emergency Procedures

1. Give your name, location and vehicle number.
2. Do not change locations unless staying at the location will place you or your passengers in greater danger.
4. Appropriate Nogales rides personnel will respond in addition to the authorities requested. Notify the Transit Mobility Coordinator when authorities release you.
5. Follow the procedures for accidents.

D. Hit and Run

1. In the event you become involved with a hit and run driver, notify the Transit Mobility Coordinator immediately. Do not move the vehicle or leave the scene until police and authorized City of Nogales personnel have given you such orders. Remember to turn in an accident report or incident report, whichever applies.

E. Incident

1. You must turn in an Incident Report when anything unusual happens. For example: passenger injury, property damage occurring within the vehicle, loading or unloading, disruptive passengers, any complaints you may receive, etc. It is often a good idea to get passengers who are witnesses to the incident to fill out Comment Cards. The Incident Report must be filled out in ink. Submit the report and any Comment Cards you collected at the end of the shift in which the incident occurred. Unless otherwise advised by the Transit Mobility Coordinator. An Incident Report **MUST** accompany all accidents or personal injuries.
2. When a person claims an injury, the driver will treat any injury as an accident. (Note: at no time admit liability or fault.)
 - a. Pull over vehicle if vehicle is in motion.
 - b. Assess medical needs.
 - c. Contact the Transit Mobility Coordinator who will determine if response is necessary or not and will advise the driver how to continue.
 - d. Note on schedule all passengers on-board at the time of the incident. Nogales rides personnel may interview these riders later.
 - e. Start the incident report.

F. Inspection of Equipment Involved In an Accident

In the case of an accident in which the mechanical condition of the vehicle comes into question, the Fleet Maintenance will decide whether the vehicle should be sent to the garage or kept in service.

G. Fires

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

1. Stop the vehicle immediately; turn the engine off and open doors to discharge passengers.
2. Ask the passengers to alight in an orderly manner. Their safety is your first concern. Assist all frail or disabled passengers off the vehicle. Have all passengers go to a location approximately 100 feet from the vehicle and have them stay together in a group. Designate one passenger to be in charge of the others while you continue to evacuate. Wheelchair using passengers may need to be removed from their chairs to evacuate quickly.
3. Notify the Transit Mobility Coordinator as soon as possible. Give the location of the vehicle and fire. If possible, attempt to control the fire using the extinguisher. If fire occurs in the engine compartment, do not open the hood to try to extinguish it. This could cause the fire to flash or increase.
4. Follow the outline for accident reporting.

H. Violence and Disturbances on Vehicle

1. You must never engage in a physical encounter with anyone except to defend yourself or a passenger in the event of a direct physical attack, and when you have a good cause to believe that physical harm, serious injury or death may be the result.
2. You are an employee of the City of Nogales, and in exercising your best judgment of when to get involved in such a situation, you must use only that degree of force necessary to subdue the attack and restore order; otherwise, you may be acting outside the scope of your employment, and you may incur personal liability.
3. Your prompt reporting will help identify, apprehend, prosecute and convict parties committing violent acts on Nogales rides vehicles. Report such incidents to the Transit Mobility Coordinator immediately. You should also secure the names of witnesses.
4. If involved in a violent incident, you may sign a complaint against the violator if you personally are aware of the facts, otherwise, do not sign a complaint. When any violent incident occurs while on duty, contact the Transit Mobility Coordinator along with the supervisor.

I. Complaints against Citizens

If you are requested by the police to sign a complaint against a person involved in an accident with a vehicle, and are personally aware of a violation by that person, you may sign such a complaint. If you have no knowledge of a violation or are unsure, you should not sign the complaint.

J. Requesting Arrests

Do not request the arrest of anyone unless authorized by a supervisor or official of Nogales rides, except when you or a passenger are robbed, assaulted, or in apparent personal danger. If an arrest is made, immediately report it to the Transit Mobility Coordinator. Fill out an Incident Report giving names and addresses of any witnesses and the person arrested.

K. Heart Attack

Passengers who are experiencing a heart attack or heart difficulties may lapse into unconsciousness and need immediate attention.

1. Stay calm and secure the vehicle.
2. If unconsciousness seems likely, gather as much information as possible; history, medicines, allergies.
3. Remember that help should be obtained immediately. This is your **FIRST** priority. You should call the Transit Mobility Coordinator **IMMEDIATELY** for assistance.
4. Keep passenger calm.
5. Make the passenger comfortable, lying on his/her back.
6. Keep other passengers away.

L. Seizures

1. Individuals affected by epileptic seizures will not endanger other passengers but may do harm to themselves.
2. Some types of seizures cause a person to lapse into unconsciousness. They may be identified in the following ways, but be sure to look for a bracelet or ID card.
 - a. Tonic clonic seizures: (Grand-Mal)
Sudden cry
Fall to floor
Followed by muscle jerks
Saliva on lips

Shallow breathing or temporarily suspended breathing
Skin may appear bluish in color
Possible loss of bladder or bowel control
Two (2) to five (5) minute duration
Normal breathing starts
May be confused or fatigued
Return to full consciousness

- b. Non-convulsive seizures (Petit-Mal)
 - Blank stare
 - Eyes roll upward
 - Person does not respond

- c. Complex-partial (temporal lobe) seizures
 - Usually starts with a blank stare
 - Followed by chilling
 - Followed by random activity
 - May pick at clothing, may pick up objects
 - May try to take clothing off, etc.
 - May be dazed or mumble
 - May run or appear afraid
 - May struggle or flail with restraint
 - Has no memory of what has happened

- d. If a passenger experiences a seizure aboard your vehicle follow these procedures:
 - 1. Stop your vehicle.
 - 2. Immediately call the Transit Mobility Coordinator who will contact the proper authorities. In the event that you are uncomfortable with the situation, ask Transit Mobility Coordinator to call 911.
 - 3. Ask other passengers to move away from the area, allowing the affected passenger plenty of room.
 - 4. Keep calm. You cannot stop a seizure once it has started. Let the seizure run its course. Do not try to revive the person.
 - 5. Ease the passenger to the floor and loosen clothing around the neck. Try to prevent the passenger from injuring him or herself.
 - 6. If possible, turn the passenger onto their side so that saliva can flow out of the mouth.
 - 7. Do not force anything between the passenger's teeth.

8. Do not be frightened if the passenger having a seizure seems to stop breathing momentarily.
9. Reassure the other passengers that they will not be harmed.
10. Remember that help will arrive shortly.

M. Emergency Equipment

1. Each Nogales rides vehicle is equipped with the following emergency equipment:
 - a. 3 reflective triangles
 - b. First aid kit
 - c. Fire extinguisher
 - d. Seat belts
 - e. Flashlight

Seat Belts

Employees are responsible for wearing seat belts when utilizing a Nogales rides vehicle. It is also the employee's responsibility to report any defective seat restraints.

Slippery Streets and Bridges

- A. REDUCE SPEED to gain better control of the vehicle. Safety must come ahead of schedules.
- B. WHEN STARTING UP, depress the accelerator pedal lightly. If rear wheels begin the slightest spin or sideslip, release the pedal immediately and repeat the procedure until the bus moves without spin or sideslip.
- C. WHEN APPLYING BRAKES, begin much sooner than you would on a dry street. Depress the brake pedal lightly. If rear wheels begin the slightest slide or sideslip, release the pedal immediately to allow wheels to roll and downshift if necessary. Repeat the procedure until the wheels no longer slide or sideslip.
- D. INCREASE FOLLOWING DISTANCE between yourself and other vehicles, parked cars and fixed objects to provide a safety factor in case of side slipping. However, do not allow so much clearance that another vehicle could get between the vehicle and a fixed object or parked car.
- E. INCREASE FOLLOWING DISTANCE to allow the additional space for braking. The more slippery the pavement the greater the following distance required.
- F. AVOID QUICK OR ABRUPT TURNING MOVEMENTS. Steer more slowly and gradually to reduce the possibility of skids.

- G. **PROTECT YOUR PASSENGERS.** Make warning announcements to boarding and alighting passengers. Avoid any actions to hurry passengers since injuries could result. Keep your vehicle steps clean. Remember, under these conditions a simple “watch your step” may save a passenger from injury.

Smoking on Vehicles

The use of chewing or smoking tobacco is prohibited. Leaving a vehicle to smoke when on route is prohibited. Drivers will not be permitted to smoke on any Nogales rides vehicle. Drivers who wish to smoke at layovers must get out of the vehicle to do so. You must keep a sufficient distance while smoking as to keep the odor from permeating the interior of the vehicle.

Nogales Rides/City of Nogales Property

- A. All drivers are issued certain items, which are used to perform their jobs. These items must be properly cared for and returned at the termination of employment. Promptly report any lost or damaged articles to the Transit Mobility Coordinator.
- B. Drivers may be charged for replacing items if the Transit Mobility Coordinator determines that loss or damage was due to the driver’s negligence. These items must remain in the possession of the driver to whom they were issued at all times.

Speed

Vehicles must be operated safely at all times with due regard for other users of the streets and the safety of passengers. In addition to posted speed regulations, observe street, weather and traffic conditions. Maintaining a speed of 3 – 5 miles an hour **BELOW** the **POSTED SPEED** limit is strongly suggested.

Starting and Stopping

- A. Start the vehicle smoothly without jerks or sudden changes in acceleration in order to avoid throwing or injuring passengers.
- B. Our vehicles are fully automatic. The gears shift automatically as the vehicle speed increases. Do not fan accelerator. Apply an even pressure to the accelerator so as to get into direct drive.
- C. Sudden stops must be avoided unless a collision is imminent. Such stops are likely to cause injury to passengers. If the sudden stop was caused by a vehicle cutting in, etc., identification of the vehicle by license number or other means should be noted and reported to the Transit Mobility Coordinator right away.

Tire Trouble

Upon detecting a flat or partially flat tire, stop the vehicle and radio or phone the Transit Mobility Coordinator. When reporting a tire condition, state whether it is a front tire or

inside or outside rear tire and condition of the adjoining tire if any. The Transit Mobility Coordinator will tell you what to do.

Traffic Signals – Observance of

- A. Do not enter an intersection unless you know you can get the vehicle completely across. You must not proceed into the intersection if your vehicle will block the cross street when the signals change.
- B. Drivers must avoid “running” a yellow or red light. Proceed through signal only on “Go” or a green light or arrow.
- C. Vehicles, after stopping, may turn right on a red light, unless otherwise restricted, and the lane is clear to enter.
- D. Be governed by signals of police officers directing traffic at any point, and strictly observe “**STOP SIGNS**” operated by traffic patrol at school crossings.
- E. A driver has no authority to signal auto drivers or pedestrians to cross in front of his/her vehicle and should not assume this responsibility. This can create liability on your part.
- F. Watch for the red pedestrian signal to warn you of the imminent change of the traffic signal to red.

Traffic Tickets

Follow these procedures if you receive a traffic violation ticket while operating any Nogales ride vehicle.

- A. Call the Transit Mobility Coordinator and inform him/her of the incident.
- B. When you return to base complete an Incident Report. Give all necessary information.
- C. Turn in the Incident Report and a copy of the ticket to the Transit Mobility Coordinator.

Traffic Laws

- A. All drivers must be familiar with and will be held responsible for adherence to the traffic laws and regulations of the United States, as well as State, Counties and Municipalities served by Nogales rides.
- B. All traffic fines incurred while operating a Nogales rides vehicle are the responsibility of the driver.

Turning Corners

- A. No turn should be made at more than **5 mph!**

- B. Right turns should be made from the traffic lane as near to the right hand curb as possible in the manner in which you have been instructed. Do not swing wide enough for an automobile to get on your right side.
- C. Adequate room should be allowed when making a right turn so that rear wheels of the bus do not ride the curb, nor the right side of the bus scrape against poles and fire hydrants.
- D. Left hand turns should be made from the traffic lane nearest the centerline of the street when possible, or the left lane of a one-way street. When there are two left hand turn lanes, always turn from the outside lane rather than the inside turn lane. Left turns must be ended in the lane closest to the centerline, unless it is a double turn lane. A double turn lane would end in the second lane from the centerline.

Uniform Policy

The driver acts as a public representative of Nogales rides and the City of Nogales. Therefore, the driver's appearance and actions are vital in promoting public good will. The following Uniform Policy helps guarantee the professional appearance and easy identification of the drivers by the public.

A. Appearance

1. Appropriate dress is important for our public image. The driver needs to look neat and clean. Report to work in a clean uniform, with your hair tidy. Be sure to wear an antiperspirant/deodorant to avoid unnecessary body odor throughout the day. Hair should be worn in such a way as to restrain it from blocking the clear vision of the roadway. Long hair **MUST** be pulled back during the pre-trip inspection.
2. The uniform displaying our logo or designated service logo must be worn by the driver or the outer layer of clothing during the workday.
3. Uniforms are to be worn only during working hours. You may **NOT** wear your uniform with the logo showing in or around liquor stores or bars. This is to include any situation that may have you indulging in the use of alcohol or drugs. **Vehicles bearing company logos may not be parked in the lot of a liquor store or bar.**
4. Excessive jewelry will not be allowed. The mechanical devices on the buses can catch jewelry items. Very personal jewelry, such as wedding rings and earrings (no longer than ½ inch) are acceptable. Necklaces that are tight around the neck or are held under the shirt keeping them from hanging loose are acceptable.
5. Safety toed shoes, which give proper support and protection, are required. All shoes must be clean and in good condition. **Sandals are not permitted.**

6. No substitutions or alternatives to the uniform are allowed under any circumstances. Any driver who reports to work not in proper uniform may be sent home for the day.

B. Uniform Issuance and Return

1. Drivers will be provided with uniforms on an “as needed” basis.
2. It is the responsibility of the driver to properly care for and maintain the uniform.
3. The uniform items issued are the property of the City of Nogales and must be returned in good condition when employment terminates. The City of Nogales will determine condition with consideration for normal wear and tear.
4. If uniforms are lost, the driver will be responsible for reimbursing Nogales rides for the missing items.
5. For convenience, drivers can purchase additional uniform items from Nogales rides. These purchased uniforms are property of the driver and need not be returned upon termination

Unauthorized Driver

- A. Do not permit any person to operate the vehicle except the driver in charge of an authorized City of Nogales driver or maintenance personnel.
- B. Employees are permitted to operate only those vehicles on which they have been qualified to drive by Nogales rides.
- C. Qualified employees must not take over equipment controls from an employee assigned to the vehicle except in an emergency and only if the employee has permission from dispatch or The Transit Mobility Coordinator.

U-Turns

Avoid U-Turns whenever possible. Drivers are encouraged to go around the block. More often than not you end up having to do some backing up to complete the turn-around. **BE SAFE.**

Watches

Drivers should have an accurate watch or timepiece to insure adherence to operating schedules. Your timepiece should be matched to the Transit Mobility Coordinator’s clock.

Water – Operating Through

- A. Drive slowly (not to exceed 5 mph) through standing water to prevent damage to the equipment. The vehicle must not be driven through water deep enough to reach any part of the engine.
- B. Brakes should be tested immediately after operating through deep water to check for water in the brake drums.
- C. If the brake condition is poor and does not improve after testing, call Transit Mobility Coordinator.

Restroom Breaks

Drivers shall schedule restroom breaks so as not to interfere with the timely transportation of passengers. If a restroom break is required while passengers are aboard a vehicle, the driver shall request permission from the Transit Mobility Coordinator.