



Operator's Guide & Work Rules





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TRANSPORTATION MISSION STATEMENT

To provide transportation services by maintaining a diverse workforce that inspires communication, integrity, excellence and cooperation through empowerment.

PREFACE

Transportation is a team of dedicated employees who possess the knowledge, skills, and abilities to achieve a high degree of excellence. Our service philosophy is captured in our service standards.

SERVICE STANDARDS

"We enhance people's lives every day through passion, pride, and performance". Daily decisions are based on these four (4) service standards: Safety, Courtesy, Efficiency and Cleanliness.

OBJECTIVE

Transportation's objective is to provide safe, continuous, quality transportation services to all LYNX customers. The policies and procedures contained in this manual do not fix the standard of care to the public; and these rules should not be held to augment any substantive legal duty of LYNX or its Operators. These policies and procedures are designed to provide Transportation employees with information and guidelines related to providing the customer service expected of all LYNX employees. It is Transportation's ultimate responsibility to provide continuous support and to deliver and

monitor quality and safe service to our customers. This must be achieved while operating within the established budget while at the same time striving for operational efficiencies. All services are delivered in a safe, courteous, efficient, clean and cost-effective manner.

STANDARD OF CARE

The reasonable care required of a common carrier for the safety of a passenger is the highest degree of care that is consistent with the mode of transportation used and the practical operation of the business of a common carrier of passengers. In such a case negligence of a common carrier may consist either in doing something that would not be done or in failing to do something that would be done by very careful persons under the conditions and circumstances then affecting the carrier and the passenger.

Violations of these rules/policies/regulations will subject an employee to progressive discipline in accordance with the Collective Bargaining Agreement.

ADDITIONAL POLICIES

The Authority has established additional policies which apply to all employees. These include things such as, sexual harassment, discrimination, internet and e-mail, drug-free workplace, and conflicts of interest. Employees should familiarize themselves

with these policies. These and other policies may be found on INLYNX under internal links (policies and procedures).

SECTION 1 – GENERAL RULES

1.1 General

The “Operator’s Guide & Work Rules” governs the performance and conduct of all Operators. It’s purpose is to clarify duties and responsibilities by defining LYNX’ rules and procedures, explaining what is expected of all Operators and detailing how these duties are to be performed. Everyone’s job is easier when all Operators follow the same rules and procedures. The customers we serve also benefit because they can count on consistent application of the rules and procedures from all Operators.

1.2 Knowledge of rules

This guide has been made pocket size and is provided to Operators so that it can be carried at all times while on duty. It is intended to be a quick reference guide. In order to become thoroughly familiar with the subject matter contained herein, we encourage Operators to review the contents of this book on an annual basis.

1.3 Maintenance of guide book

Any changes, modifications, or additions to this guide will be provided on an as needed basis in the form of an insert. Operators are responsible for keeping any and all updates in the guide book.

1.4 Additional orders and instructions

In addition to these rules and procedures, special orders and instructions will be posted on the bulletin boards.

The bulletin boards are located in convenient locations at all Divisions so that Operators can read them prior to departing a division.

All directives, notices and instructions are to be followed unless otherwise instructed.

One of the principal ways of communicating operational information to Operators is through the bulletin boards. Review the bulletin boards located at each division for pertinent information on a daily basis prior to leaving dispatch.

1.5 Clarification of procedures

If an Operator has a question on a particular item in this guide, or if a procedure requires further clarification, please request assistance from a Transportation Manager/Supervisor.

1.6 Responsibility

Operators must be willing to accept and carry out oral and written instructions from Supervisory personnel. **Class (C) Violation**

1.7 Situations not covered

Whenever situations arise which are not covered by

procedures in this guide, sound judgment should be used by the Operator. Many situations will occur which will require an instantaneous response. Knowledge of the contents of this guide, along with assistance from Dispatch, will get an Operator through most of the situations they will face. When Operators handle a unique case, let a Transportation Supervisor know, as soon as possible, how the situation was handled.

1.8 Police intervention

If a situation occurs on board the bus and it requires an intervention by law enforcement personnel, contact Dispatch immediately. Do not call a law enforcement agency unless it is a life threatening situation or it is an emergency. In either case contact the Dispatcher immediately after contacting the law enforcement agency.

SECTION 2 – REPORTING FOR DUTY

2.1 Reporting to dispatch

1) Operators must report for duty at their designated report location at or before their scheduled report time to avoid being charged with a miss-out. For example, if you are relieving an Operator at LCS, you must be at the lane and bay at the scheduled report time. Refer to Section 15, MISS-OUT POLICY, for an explanation of miss-outs.

2) Operators are to take buses only assigned to

them by the Division Dispatcher, Radio Supervisor or the Lot Supervisor. Contact the Radio Supervisor immediately if you have changed buses.

- 3) When reporting to the Dispatcher, verify the time on your time piece with the digital clock in the dispatch area.

Note: Operators may not report to the Dispatchers more than seven (7) minutes early.

- 4) Operators are not allowed to report for duty at the Dispatch window wearing an earpiece or using an electronic device. This includes, but is not limited to, I-phones, I-pods, Bluetooth type devices, MP3/music players, smart phones, PDA's (personal digital assistants) ear devices and/or text messaging devices. **Class (C) Violation**

2.2 Reporting sick

When an Operator is ill, notify Dispatch at least one (1) hour before the scheduled report time for the assigned run. Failure to do so will result in a miss-out being issued to the Operator. The Operator is the only person from whom a call will be accepted, unless he/she is hospitalized. Should an Operator report to the Dispatcher on or before their scheduled report time, and they become sick, they will not be issued a miss-out.

When an Operator is off due to illness for five (5) consecutive workdays, he/she will be required to

submit a doctor's certificate indicating he/she can return to work without restriction.

LYNX reserves the right to have an Operator examined by a physician of its choosing at any time at the Authority's expense, during the period the Operator is on sick leave. LYNX is concerned about our employee's well being when they are out sick. Therefore, LYNX requires that an Operator contact Dispatch via telephone, or in person, at least once every three (3) days after initial report, unless the employee brings in a letter from their attending physician stating that they will be off for a specified period of time. This letter should also include the attending physician's name, phone number and a release date.

- 1) If an Operator has been approved for FMLA and calls off using FMLA, the Operator will be off until they call back on for their work. Fraudulent use of FMLA sick time/days is a serious offense.

Class (C) Violation

Deficient performance may begin when an Operator calls off sick. The reason for the call-off may vary, but the end result is an absent because the Operator was unable to report to work at their appointed time. When an Operator calls off, it will be recorded as an occurrence of absence. After five (5) occurrences of absences, the employee will be placed into progressive discipline, Step I, which is

the first step of the Deficient Performance Steps. There are a total of four (4) steps in the Deficient Performance progressive discipline.

In the event an Operator calls off sick while on duty, the Operator will be required to submit a doctor's certification upon returning to work.

The Operator must call back on before 2:00 p.m. in order to be placed on their assigned run the next day. Calling after 2:00 p.m. will cause the Operator to be assigned to an open run or cause them to be assigned to the bottom of the extra board based on manpower needs the next day.

Accordingly, discipline will be administered to employees in a progressive manner at the Authority's discretion, as provided for in the Collective Bargaining Agreement in Article 4, Authority Rights. Deficient performance in any one (1) or combination of work related categories will result in discipline up to and including termination. All progressive discipline will be administered in accordance to the steps listed below:

Step I Five (5) Occurrences: Written Notification before suspension

Step II Seven (7) Occurrences: Written Warning, with one (1) day suspension

NOTE: All occurrences from this point will require an employee to provide a doctor's certification

before returning to work and calling back on or before 2:00 p.m. the day prior to returning for duty.

Step III Nine (9) Occurrences: Final Written Warning with three (3) day suspension

Step IV Eleven (11) Occurrences: Subject to Termination depending on overall work history.

Note: Above occurrences exclude Approved FMLA days.

Before any disciplinary action is finalized in Step IV, all extenuating circumstances (extenuating being defined and determined by the Authority) supported by documentation along with past performance will be reviewed and considered before making the final decision on discipline.

2) If an Operator has requested to take a personal day off and the request is denied and the Operator calls off sick or does not report to work on that day, the Operator will be subject to discipline.

2.3 No call/no show

Three (3) days of no call/no show is defined as job abandonment and the Authority will terminate an employee's employment at that point.

Class (C) Violation

2.4 Changing assignments

Operators must not change their scheduled hours, assignments or duties unless authorized to do so by Supervision. **Class (C) Violation**

2.5 Permitting others to perform part of assigned duties

Operators must not permit others, even though qualified, to perform any part of their assigned duties, unless that person is authorized by Supervision to do so. **Class (C) Violation**

2.6 Equipment to have while on duty

Operators must have the following equipment with them while on duty:

- Hole punch
- An accurate timepiece (neither a cell phone nor the fare box are to be used as a time piece),
- CDL (commercial driver's license)
- Medical Certificate
- Emergency transfers
- A current schedule book
- Destination sign codes for their route
- Paddle for their run
- Left/Right sheet for their route
- Operator's Guide & Work Rules
- LYNX ID
- Magnetic badge number

Operators are personally responsible for LYNX property issued to them. If any part of the issued

property is lost or stolen, it must be reported immediately to Supervision.

Upon separation of service from LYNX or upon request of the Authority, an Operator must immediately turn in all LYNX equipment, supplies, and property issued to them or otherwise in their possession to a Transportation Supervisor or the Administrative Assistant.

2.7 Notification of address change and personal information

Operators must notify LYNX immediately of any changes in their address or telephone number. Failure to notify LYNX of such changes can result in unnecessary delays in emergency information being transmitted to the Operator.

2.8 Emergency contact home telephone number or cellular telephone number

All LYNX Operators are required to have an in service home telephone or a cellular telephone number on file with LYNX Dispatch where they can be contacted in the event of an emergency. Failure of a LYNX Operator to have an in-service telephone or cellular number on file with LYNX Dispatch will result in disciplinary action. Once it has been brought to the Authority's attention, an Operator will be given ten (10) business days to obtain a valid, working telephone number for recall purposes.

If the lack of an in-service home telephone number or cellular number is due to financial hardship, the Operator must notify their Division Manager in writing and provide proof of the hardship. On a case-by-case basis, the Authority will work with the individual Operator to develop emergency contact ability.

2.9 Suspended or revoked CDL

If an Operator receives a notice that their license, permit or privilege to operate a motor vehicle has been revoked, suspended or withdrawn they must notify LYNX immediately. If they are convicted of a traffic infraction in any jurisdiction, notify the Authority of the contents of the notice before the end of the business day, following the day it was received. If an Operator's license is suspended, they have up to ten (10) business days to have it reinstated; however, an Operator cannot work during the ten (10) days. After the tenth business day, an Operator will be considered unavailable for work and the Authority has the right to terminate their employment, unless there are verifiable extenuating circumstances. **Class (C) Violation**

2.10 Mailboxes

1) All Operators are issued mailboxes where they will receive most of their correspondence from the Authority along with their paycheck. There is a charge for lost mailbox keys. Do not give your key to someone else to use or to check

your mailbox. You are responsible for checking your mailbox on a daily basis. Failure to respond to requests placed in the mailbox will result in disciplinary action.

2) If an Operator changes Division, they must turn in their mailbox key from their previous Division to the Administrative Assistant at LOC. At that time they will be issued a new mailbox according to the Division they are assigned too. The Operator will have one (1) week after changing Divisions to change mailbox locations.

SECTION 3 – PERSONAL SAFETY on LYNX PROPERTY

3.1 Personal safety on LYNX property

Operators need to be conscience of their personal safety and the safety of their fellow employees, customers and others. Sound judgment, safety and vigilance need to be maintained at all times. Report any unsafe condition that may result in personal injury. Safety is everybody's responsibility.

3.2 Safety and speed restrictions on LYNX property

It is the duty of all employees when on the Authority's property to be alert and to take the necessary precautions to protect their own personal safety and the safety of others. When operating a vehicle at any of the Authority's facilities, observe the POSTED SPEED LIMIT of 10 M.P.H. When operating a vehicle in the downtown terminal,

the SPEED LIMIT is 5 M.P.H. When walking on the Authority's property, be alert for vehicles that are moving in and about the area.

3.3 Employees riding as passengers

To avoid distracting the Operator, employees riding as passengers need to refrain from holding unnecessary conversations with the Operator driving the bus. They should not occupy seats to the exclusion of paying customers and remember, the same laws apply to employees, they, must stand behind the standee line when riding the bus.

3.4 Siblings riding the bus

Operators are not allowed to bring their siblings to work with them nor are their relatives or close friends allowed to ride the bus with them on a continual basis for more than one (1) round trip.

SECTION 4 – CONDUCT

4.1 General

The Authority expects Operators to be courteous and treat fellow employees and customers with respect. Words or acts of hostility, verbal or physical abuse towards any of its customers, officials, agents, employees, or the Authority will not be tolerated. Remember, only through our full cooperation and effort, can the Authority prosper. As employees providing a public service, each of us has the obligation to conduct ourselves in a manner befitting

the public trust. It is the Authority's policy that every customer be treated with the utmost respect even in difficult and adversarial situations. As a representative of the Authority, Operators should conduct themselves in a professional manner at all times. **Class (C) Violation**

4.2 Discipline

Operators who commit the following offenses, are subject to suspension or termination:

- acts of discourtesy
- dishonesty
- insubordination
- inappropriate conduct
- fighting
- gross carelessness
- not properly accounting for the Authority's revenues
- willful neglect
- making false reports or statements
- concealing facts concerning matters under investigation
- failing to report an accident
- failing to make proper effort to procure witnesses
- unauthorized removal of the Authority's property or other employee's property.

Class (C) Violation

4.3 Physical encounters

Operators should avoid physical confrontations whenever possible. This means refraining from

leaving the Operator's seat to settle disputes, unless it is necessary to do so to defend themselves or customers from physical attacks. It also means avoiding physical contact unless the Operator, or a customer, is being attacked. If an Operator comes under direct physical attack, and they believe physical harm, serious injury or death may result, use only enough force to subdue the attack and restore order. Once the attack ceases, do not pursue the assailant. If an Operator uses more force than necessary, they may be personally liable for having acted outside the scope of their employment.

Class (C) Violation

4.4 Language and conduct

Operators are to conduct themselves in a respectful, civil and professional manner. Boisterous actions, profane language, and talking negatively about fellow employees or the Authority are offensive and create a negative experience for customers riding the bus. It will not be permitted or tolerated.

4.5 Smoking, carrying lighted cigars, cigarettes, chewing tobacco or pipes on buses

State and Federal law, prohibits smoking on buses. Therefore, Operators must refrain from smoking and displaying unlit smoking material, or any form of tobacco in a manner that could be perceived as being in use, while in buses or in a relief vehicle. Discarded tobacco materials are not allowed on board the bus.

4.6 Designated smoking areas

Smoking and the use of tobacco materials will be restricted to the designated areas.

4.7 Gambling forbidden on duty Or on LYNX property

Gambling is forbidden while on the Authority's property and/or while on duty. **Class (C) Violation**

4.8 Weapons on LYNX property

Employees shall not have any firearms, weapons or other destructive or explosive devices in their possession during working hours or when on the Authority's property or in an Authority vehicle, even if the employee has a permit to carry one. Firearm means any and all weapons and guns that are designed to, or may readily be converted to expel a projectile by the action of an explosive including, but not limited to, so-called "starter pistols".

Employees shall not have in their possession during working hours or when on the Authority's property any bomb, grenade, mine, rocket, missile, pipe bomb, fire-works, or any similar explosive devices, whatsoever or referred to, containing any explosive, incendiary, explosive gas, expanding gas, or fragmentation. Violation of this policy will subject the employee to disciplinary action, up to and including immediate termination.

Class (C) Violation

4.9 Destruction of LYNX property

Defacement or destruction of LYNX property is a terminable offense. **Class (C) Violation**

4.10 Personal breaks

Personal breaks are for the purposes of going to the restroom and are only allowed at designated locations selected by the Authority. If you find the need to take a restroom break while in service follow these instructions:

- Notify Dispatch of your intentions
- Make sure your transmission has been acknowledged by Dispatch
- Inform your passengers of the unscheduled stop
- Set the parking brake, place the transmission gear selector in the neutral position, kneel the bus, turn your flashers on, take your emergency transfers, exit the bus thru the entrance door
- Notify Dispatch upon your return to the bus.
- Secure your fare box

Note: End of the line time is recovery time. It is not a personal break time.

4.11 Violence In the workplace

The Authority does not tolerate threats or acts of violence in the workplace or on the Authority's property. Violations of this policy may result in a recommendation for immediate removal from the workplace (suspension) termination of

employment and/or criminal prosecution depending upon the seriousness of the issue as determined by the Authority.

Violations include, but are not limited to the physical force against another individual or acts or threats of violence in any form or manner whether verbal or non-verbal. **Class (C) Violation**

4.12 Harassment

The Authority is committed to providing a workplace free of harassment based upon race, color, religion, national origin, ancestry, age, physical or mental disability, medical condition, marital status, gender, sexual orientation, family care status or veteran status. The Authority strongly disapproves of and will not tolerate harassment of employees by its Managers, Supervisors or co-workers. Violations of this policy will result in disciplinary action up to and including immediate discharge depending upon the seriousness of the violation as determined by the Authority. **Class (C) Violation**

SECTION 5 – LAWS AND ORDINANCES

5.1 General

- 1) The operation of the Authority's vehicles is governed by Florida Department of Transportation Administrative Rule (14-90) and the Department of Motor Vehicles regulations governing CDL operations.

Information regarding Rule 14-90 is contained in our System Safety Program Plan, a copy of which is kept in the Dispatch Office. If an Operator wishes to review this document, please ask the Dispatcher on duty. Please return it to the Dispatcher after it has been reviewed

Seat belts must be worn at all times that the bus is in motion, pursuant to Federal Motor Carrier Safety Regulations, paragraph 392:16.

- 2) Operators may not tie a seat belt into a knot to prevent it from retracting. The use of any device to prevent the seat belt from retracting is strictly prohibited.

5.2 Indecent exposure

Public urination and/or indecent exposure is a serious offense. Anyone caught urinating in public or on a bus and/or otherwise exposing oneself in public will be subject to immediate termination.

Class (C) Violation

SECTION 6 – OPERATING PROCEDURES

6.1 Observance of schedules

- 1) In the event an Operator finds that they are ahead of schedule, be prepared to wait out your time and then contact radio dispatch.
- 2) The travel time from your Division to your relief

point in a relief vehicle should be adhered to. It is noted on the paddle.

- 3) When waiting out your time, make sure the bus is at a safe location and not blocking traffic and that the four-way flashers are operational and on.
- 4) Operating two (2) to three (3) minutes ahead of the schedule will result in a violation.
- 5) Operating four (4) minutes or more ahead of the schedule will result in a violation.
- 6) At connecting points the Operator may wait three (3) minutes past their departure time to accommodate customers trying to make connections.

6.2 Recovery time

- 1) Unless schedules specifically provide for some other arrangements, all recovery time must be taken at the end of the line. Operators should not drive buses to any other location during the recovery period, without the specific permission from the Dispatcher on duty at the time. If you leave fifteen (15) minutes behind schedule notify Dispatch.
- 2) Customers must be allowed to board the bus as they arrive at the recovery point. This practice is required in the interest of customer safety and comfort.

6.3 Carrying customers on pull-out and pull-in buses

At the discretion of the Operator, or upon direction from a Supervisor customers may be picked up or carried on buses that are, "Out of Revenue Service." The Operator, however, must notify Dispatch. In the case of an out of revenue service Operator being asked to alter his or her route to accommodate a stranded customer, the Operator must receive permission from Dispatch.

6.4 Late off the lot

Operators must report to the Radio Supervisor any time they are late pulling off the lot.

6.5 Intentionally running behind schedule

Operators are not allowed to intentionally run behind schedule.

6.6 Displaying the correct destination signs

It is essential that the correct destination sign be displayed at all times for all outbound and inbound trips. Also, display the correct block number.

6.7 Changing destination signs

Change the destination sign when the bus is stopped. Contact the Radio Supervisor to get permission to go "Out of service," "Drop-Off Only," or display "Bus is Full."

6.8 Operating off route

1) Except in cases of emergency, you must not

operate off route even for short distances, unless directed or authorized to do so by Supervision, Dispatch, or Emergency Personnel.

2) In cases of emergency due to fires, floods, blockades, or for any other reason, the Operator must immediately notify Dispatch of the circumstances, obtain permission, or follow directions of Police, Fire, or other designated authority.

6.9 Interior lighting of buses

When operating a bus in revenue service, and/or when customers are on board, interior lights are to be turned on.

6.10 Cutting a route short

Do not cut your route short. If a fire, accident, or other blockage occurs, an announcement must be made to the customers both on board and those boarding. Operators will operate the entire route as scheduled from destination to destination, even if no customers are on board.

6.11 Reliefs on the street or at terminals

1) Relief's scheduled to be made on the street or at a terminal, will be made only at designated relief points and promptly at the scheduled time.

2) Operators are not allowed stop for any reason or to go off route when making a relief or returning from being relieved in a car, van, or a bus.

- 3) Siblings are not allowed to ride in relief vehicles.
- 4) If an Operator is making a relief for a bus that is pulling in, the Operator must be at the assigned lane and bay at least three (3) minutes prior to the relief time. An Operator making a relief at the downtown terminal will report to the terminal Dispatcher on or before their scheduled report time. The Operator making the relief will check with the Operator he or she is relieving, at the appropriate lane and bay, in order to exchange information.
- 5) It is the responsibility of the relief Operator to board all waiting customers. If there is no relief Operator available, the pull-in Operator should board the waiting customers.

6.12 Relief's not made at scheduled times

- 1) To preserve the integrity of service, Operators scheduled to be relieved, who do not get relieved at the scheduled time, MUST NOTIFY Dispatch and continue in service until advised by Dispatch.
- 2) Operators who are being relieved are to check with the downtown terminal Dispatcher to make certain their relief has reported to work. Operators who are being relieved and fail to check with Dispatch, and their relief Operator has not reported to work, will be subject to receiving a violation if there is no Operator to pull the bus out at the scheduled departure time.

6.13 Authorized Operators

The Operator assigned to a vehicle and route must not permit other persons to operate the vehicle except: (1) a Student Operator during instruction when assigned, (2) another qualified Operator making authorized relief, (3) Mechanic, or (4) Supervision. **Class (C) Violation**

6.14 Operator identification (ID) number

Display your Operator's ID number in the holder provided on the front bulk-head of the bus while in revenue service.

6.15 Appearance of Operator's area

- 1) Operators must maintain a neat, clean and professional appearance in and around the driver's area. Unnecessary items such as newspapers, magazines or other articles should not be placed on the dash or between the instrument panel and the windshield. The dash area must remain clear and clean at all times.
- 2) The driver's side window and windshield must remain clear of any and all obstructions at all times. Sun shades/screens approved by the Authority are acceptable on the driver's side window only.

6.16 Radios, cell phones, TVs, recorders, and all other types of electrical sound devices

Our primary concern is for the safety of our Operators and customers. Therefore, the Authority

adopts a, “Zero Tolerance” policy on cellular telephones and personal electronic devices including, but not limited to (I-phones, I-pods, bluetooth type devices, MP3/music players, smart phones, PDA’s (personal digital assistants ear devices and/or texting devices). The use of any personal electronic devices by Operators while operating any of LYNX’ vehicles are prohibited and will be considered a Class “C” Violation which will result in termination. All personal electronic devices must be turned off and not openly displayed when operating any of LYNX’ vehicles.

Class (C) Violation

6.17 Shutting down & leaving the bus

- a) Apply the parking brake
- b) Shift the transmission into neutral
 - Kneel the bus
- c) Using the door control handle, open the entrance (front) door (do not open the rear door for the purpose of exiting the bus)
- d) Move the door air lever (dump valve) to the “RELEASE” position

Note: Do not reach thru the driver’s window to close the doors with the door handle

- e) Leave the bus through the front door
- f) Manually, with your hand close the entrance doors after you leave the bus.

If you are at a layover, relief, or recovery point for five (5) minutes or more and there is no one onboard the bus, shut the bus down using the following procedure:

Note: Prior to shutting down your bus notify Dispatch that you are shutting down the bus.

- a) Apply the parking brake
- b) Shift the transmission into neutral
 - Kneel the bus.
- c) Turn off all electrical accessories
- d) Allow the engine to idle for a few minutes
- e) Using the door control handle, open the entrance (front) door (do not open the rear door for the purpose of exiting the bus)
- f) Move the door air lever (dump valve) to the “RELEASE” position

Note: Do not reach thru the driver’s window to close the doors with the door handle

- g) Using the ignition select switch, select “OFF” and verify that the engine is turned off
- h) Leave the bus through the entrance (front) door
- i) Manually, with your hands close the entrance doors after you leave the bus.

Note: Upon returning to your bus notify Dispatch.

SECTION 7 – SAFE OPERATION, DEFENSIVE DRIVING

7.1 Consumption of food

Drivers are not allowed to consume food in the driver’s area (seat) while the bus is in revenue service.

7.2 Consumption of beverages

Drivers are not allowed to consume (drink) beverages when the bus is in motion.

Note: Drivers may eat and/or drink while in the

driver's seat at recovery points. However, each driver is responsible for cleaning up after themselves.

7.3 Entering highway

Come to a complete stop using the two (2) second rule before entering from a street, LYNX property, terminals, private road or driveway, at the sidewalk line of an intersecting high-way and thereafter proceed with caution when safe to do so.

7.4 Bus brake test

Foot Brake Test: Pull-out Operators should move the bus forward at 5 M.P.H. and firmly apply the brakes. No significant pull of the steering wheel should be noted. The test is required before leaving the bus parking area. Under no circumstances should a bus be placed in service or continue in service if the brakes are not in good operating condition.

Parking brake test: with no buses or other objects in front, apply the parking brake. Gently press on the accelerator with the bus in gear. The parking brake should hold the bus. **DO NOT PRESS HARD ON THE ACCELERATOR. IT WILL DAMAGE THE PARKING BRAKE.**

7.5 Safe operation on LYNX property

Come to a complete stop at all stop signs and at marked locations at LYNX facilities and the downtown terminal. Then proceed cautiously after checking for pedestrians in all directions.

7.6 Maintaining safe following distance

- 1) Maintain a safe following distance which allows room to stop safely and smoothly without striking the vehicle ahead or throwing customers off balance.
- 2) It is recommended that the 4-second rule be utilized to set the proper following distance from the vehicle ahead. Watch for the vehicle ahead to pass a fixed object such as a signpost, billboard or underpass. As the vehicle's rear bumper passes the object, start counting: "one thousand and one, one thousand and two, one thousand and three, one thousand and four." Your vehicle should not pass the fixed object until after you have finished counting. If it does, you are following too closely. For each adverse driving condition (rain, fog, hill, etc.,) add an additional second to the 4 second rule.
- 3) "Use the 2-second rule when stopped at a traffic light before starting up when the light turns green. When the vehicle in front of you starts up after the green light, start counting: "one thousand and one, one thousand and two" and then start up. If you happen to be the first vehicle waiting for the traffic light, when the light turns green, count: "one thousand and one, one thousand two" before starting up.
- 4) During adverse driving conditions, more distance must be maintained.

7.7 Speed limit compliance

Comply with posted speed limits while driving the Authority's vehicles.

7.8 Obstructing traffic at intersections

- 1) Do not enter an intersection (except when making a turn) unless there is adequate space on the opposite side of the intersection to accommodate the vehicle, so that crossing traffic will not be blocked.
- 2) When making a left turn, come to a complete stop behind the stop line and the pedestrian crosswalk or stop sign until on-coming traffic clears in order to make the turn safely.

7.9 Highway markings

Keep to the right of the highway and be thoroughly familiar with highway markings.

7.10 Operating through intersections controlled by traffic signals

- 1) When approaching an intersection controlled by a traffic signal (stop sign), approach the device prepared to make a safe, smooth stop. **DO NOT RUN A RED LIGHT. COME TO A COMPLETE STOP AT ALL STOP SIGNS. Class (C) Violation**

NOTE: Many municipalities have instituted code violations for disobeying a traffic signal (photo red light). Any and all fines assessed the Authority will be passed on to the driver of the vehicle.

- 2) Do not enter the intersection when a traffic signal has changed to amber.

7.11 Starting in motion after signal change at intersections

Remain standing at intersections when a red signal is displayed except when making a right or left turn when allowed. Before entering the intersection, the bus must not be in motion until the green signal is displayed and you have observed for pedestrian and vehicular movement in the intersection. Operators must yield the right-of-way under all circumstances to avoid an accident.

7.12 Operation of buses over railroad tracks

The Operator of a commercial motor vehicle shall not cross a railroad track or tracks at a grade unless he/she first: Stops the vehicle within 50 feet of, and not closer than 15 feet to the tracks; second: listens and looks in each direction along the tracks for an approaching train; third: ascertains that no train is approaching. When it is safe to do so, the Operator may drive the vehicle across the tracks in a gear that permits the vehicle to complete the crossing without a change of gears. Use your four-way flashers when stopping. (Federal Motor Carrier Safety Administration Regulations 392.10).

Class (C) Violation

7.13 Vehicles at intersections

Do not read newspapers or magazines while at traffic signals. Avoid lounging, looking backward, adjusting equipment while the vehicle is in motion. Concentrate on defensive driving one hundred percent (100%) of the time.

7.14 Conversing with customers

Operators may converse with customers when the bus is in motion as long as it does not distract them from practicing safe driving skills. If the passenger/s need/s detailed instructions that require the Operator to divert their attention from the roadway, explain that you will help them out when the bus is not in motion. Extended conversations with customers or employees onboard the bus are not allowed.

7.15 Safety precaution when pavement is wet and/or vision is obscured

The Operator should exercise increased caution when streets are wet and/or slippery; or vision is impaired by fog, smoke, or heavy rain or when other conditions exist. Increased caution may be exercised by lowering the speed of the bus in traffic and turns and by exercising defensive driving skills. Safety of operation is more important than maintaining schedules.

7.16 Traffic at school crossings and hospitals

Use caution in the vicinity of schools and hospitals. Heed the signals of crossing guard assigned to traffic duty at school crossings. Always observe the posted school zone speed limit.

7.17 Preventing seniors and customers with special needs from falling in moving buses

Be especially cautious when seniors and customers with special needs are on board. Ensure that such

customers are safely seated, or are in position to hold on to the stanchions, before the bus is put into motion.

7.18 Safe operation of doors

- 1) Engage the front and/or rear doors only when the bus is stopped. The bus should remain stopped while passengers are boarding and alighting with the Operator applying the brake pedal. Before closing the doors the Operator should observe their mirrors and take reasonable precautions to assure that passengers are clear of the doors.
- 2) "Passengers shall not be permitted in the step well of any bus while in motion or occupy an area forward of the standee line." Rule Chapter 14-90.006 (10) Florida Administrative Code.

7.19 Passing your leader

The Dispatcher is the only one who may give an Operator permission to pass another bus. Pass only when it may be done safely without obstructing traffic.

7.20 School buses

The driver of any vehicle, upon meeting or overtaking from either direction any school bus which has stopped on the highway (except divided highway), for the purpose of receiving or discharging school children, shall stop the vehicle before reaching the school bus, when the school bus is in operation and the school bus has a red visual signal.

An Operator shall not proceed until the school bus resumes motion or as directed by a police officer to proceed. **Class (C) Violation**

7.21 Stopping at designated points to pick up and discharge customers

Customers may not board or alight the bus on any Interstate Highway or Expressway or entrance or exit ramps of same.

7.22 Stopping at non-designated points to pick up and discharge customers

There may be occasions when an Operator will offer "Value Added Service" by making a courtesy stop to allow a customer to board or alight the bus at a "Non-designated" bus stop. Make sure that the courtesy stop is made at a location where the ground is level and there are no apparent safety issues when the customer boards or alights the bus. Follow standard operating procedures for courtesy stops.

There are times when bus stop signs will be removed due to road construction projects. These areas will be considered as a "Flag Stop" area. Customers are permitted to wave (flag) to indicate they need to board the bus. Customers are permitted to alight the bus in a "Flag Stop" area. Make sure there are no apparent safety issues when the customer boards or alights the bus. Follow standard operating procedures for flag stops.

7.23 Pulling off highway for service stops

- 1) When making service stops on higher speed highways, Operators will, after giving the proper signals, stop the bus as far to the right of the traveled portion of the high-way as conditions permit to allow safe boarding and alighting for customers and adequate left side passing clearance for general traffic. When re-entering the traffic lane, exercise due caution regarding other traffic, and signal your intentions by using the turn signals.
- 2) If the bus stop has a pull-in lane, use the pull-in lane.

7.24 Safety precaution concerning bicycles

Remain constantly alert at all hours of the day and night for bike riders. Use caution when bicyclists are nearby. Provide plenty of space between the bus and the bicyclist when passing. A minimum of three (3) feet (36 inches) is required by law.

7.25 Pulling to the curb at bus stops

Stop the bus as near to the curb as possible when boarding or alighting customers. A space of six (6) inches should remain between the front tire, the rear duals and the curb. If there is no curb, pull within six (6) inches to the shoulder of the road. Do not curb the tire (rub the tire against the curb).

7.26 Yielding right-of-way to emergency vehicles

Ambulances, police and fire rescue equipment, when

sounding a warning signal such as a whistle or siren, or displaying warning signals such as flashing lights, should be given the right-of-way at all times. Pull the bus to the side as close to the curb as possible and remain there until the emergency vehicle has passed. If at a bus stop, remain there and keep the entrance and exit doors closed until the emergency vehicle has passed.

7.27 Pre-trip safety inspection

1) Buses are to be pre-tripped before pulling out from the Division. Make certain the following items are in working order:

Outside:

- Route Destination Sign is operational
- Body damage, broken windows, or broken lights are noted
- Clearance lights, marker lights, and tail lights are operational
- All reflectors are present
- Wheels, rims, & tire condition and inflated
- Lugs and studs are present & secure
- Brake lights, flashers, and signal lights are operational
- No oil or other fluid leaks/exhaust
- Bicycle rack is operational
- Outside & inside mirrors are in tack

Inside:

- Fire extinguisher is fully charged
- Emergency/safety equipment is complete
- Standee line is clearly visible

- Interior stanchions & seats are secure
- Safety belts (wheelchair straps/seat belts) are operational
- Passenger doors are operational
- Warning lights working
- Windshield wipers operational
- Inside lights functioning
- Instruments & gauges working
- Radio/PA operational
- Driver's seat, seat belt, accessories/proper adjustment
- Steering system minimum play
- Heater, defroster, & air conditioner working
- Horn working
- Talking bus turned on (if equipped)
- Wheelchair lift/ramp operational
- Parking brake working
- Foot brake functional.

- 2) Pre-trip Condition Reports are issued by the Dispatcher for each bus at the time the work is given out. Leaving the Operating Division without a pre-trip condition report is against policy.
- 3) Each Operator who operates the bus must perform and complete a pre-trip before pulling out. The last Operator on the bus must turn the pre-trip condition report in.
- 4) Do not take a bus that is not assigned to you by a Dispatcher or Supervisor.

SECTION 8 – COLLISIONS AND INCIDENTS

8.1 Collision and incident reporting

- 1) At the direction of the Supervisor, fill out a collision/incident report upon completion of the day's work for any occurrence in which the Authority might be involved. Operators will not be paid for filling out the incident/collision report until it is completely filled out.
- 2) Call Dispatch immediately in the event of a collision or incident involving personal injury, property damage or any interruption in service whether or not the Authority is directly involved.
Class (C) Violation
- 3) If a collision or incident occurs and it is not reported, it subjects both the Operator and the Authority to criminal and civil action. Therefore, failure to report a collision or any attempt to conceal or misrepresent the facts of a collision may be sufficient cause for termination.

Class (C) Violation

8.2 Basic Collision procedures

- 1) To comply with the Florida Vehicle and Traffic Law, Operators must observe the following procedures in all cases involving personal or property damage:
 - Stop in all cases.
 - Secure help for injured.
 - Contact Dispatch.

Every stop must be made without obstructing traffic more than is necessary, and if a damaged vehicle is obstructing traffic, the operator of such vehicle must make every reasonable effort to move the vehicle or have it moved so as not to block the regular flow of traffic. Any person failing to comply with this subsection shall be cited for a non-moving violation, punishable as provided in chapter 318. Florida Statute 316.061 (2):

- Follow the instruction of emergency personnel on the scene and/or Supervision.
- Secure names and addresses of customers on board the bus. **Class (C) Violation**

- 2) All incident and collision (accident) written reports with the time card attached, are to be turned at the end of the day.

SECTION 9 – PUBLIC RELATIONS

9.1 Conduct of Operators

An Operator's conduct establishes the image of the Authority in the eyes of the public. Operators must be courteous, helpful, patient, and considerate under all circumstances.

9.2 Waiting for customers

Our goal is to accommodate customers. Therefore, wait for customers and be sure there are no customers attempting to reach the bus before proceeding. Operators are allowed to wait three (3) minutes passed your departure time in order

to accommodate connecting passengers. If it is requested to hold at any location for customers and it can be done without causing the Operator to run late, please advise Dispatch.

9.3 Passing prospective customers

Stop at every bus stop where prospective customers are waiting to board. Visually inspect bus stop areas to make sure prospective customers are not approaching. Customers may not be passed up unless instructed to do so by a Supervisor or Dispatch.

9.4 Courtesy seats for seniors and customers with special needs

To assist seniors and customers with special needs, signs have been placed over designated seats, requesting customers to give those seats to seniors and customers with special needs when requested. If needed, please ask customers to vacate seats for seniors and customers with special needs. In the event seats are not offered, contact Dispatch before moving the bus.

9.5 ADA required announcements

ADA requires electronic or verbal announcements. Announcements of bus stops on fixed route system (all local and express routes), must be made as follows:

You must announce all transfer points with other fixed routes, other major intersections

and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.

The announcements can be made via, the Talking Bus System or by verbal announcements.

You are to announce all bus stops at major intersections, transfer points, and stops requested by customers. Announcement should be made where fixed routes intersect.

In the event the automated announcement system is inoperable the Operator is required by law to make the announcements.

9.6 Requesting standing customers move to rear of bus

As a full-seated load is obtained ask the oncoming passengers to move to the rear of the bus and to hold onto the stanchions.

9.7 Shutting off next stop requested signal

Do not turn off the "Stop Requested" chime. It has to be on at all times.

9.8 Lost and found items

All LYNX employees are agents of LYNX and required by law to turn in any lost or abandoned property found on LYNX property at the end of their shift or sooner.

Emergency property is defined as any property that a customer may need immediately such as purses, wallets, prescriptions, keys or bicycles.

Notify the Radio Supervisor immediately upon discovery or notification of any lost and found item on LYNX property (bus). Follow the Radio Supervisor's instructions on how to handle the lost and found item.

Note: If the Radio Supervisor does not give you special instructions, you are required to tag the item and place it in the lost and found box at your Division at the end of your shift.

SECTION 10 – TWO-WAY RADIO OPERATIONS

10.1 General

This section contains specific guidelines for the proper use of the two-way radio system. Every vehicle in the fleet is equipped with a two-way radio, providing direct communication with Dispatch.

The radio is there to help Operators cope with any emergency that may come up. Prior to pulling-out contact Dispatch to verify the radio is on the correct channel and is operational.

10.2 Calling Dispatch

1) When an Operator observes or is informed of an assault, theft, or vandalism, or if customers continue to ignore LYNX procedures after being

courteously requested to stop, the Operator needs to request assistance and follow instructions from Dispatch.

- 2) Any delays, for any reason, of fifteen (15) or more minutes MUST be reported to Dispatch, from a scheduled time point.
- 3) When attempting to call Dispatch, depress the appropriate DEK Box key, (i.e., Sts 8) if no page back is received from the dispatcher after approximately three (3) minutes, pick up the handset, "LISTEN" to ensure that no transmission is in progress. Depress the transmit button, wait two (2) seconds and then speak into the microphone. State your block number, location and direction of travel, inbound or outbound. Then state the request. Remember to say "clear" when the call is completed. Always keep the message brief and to the point.

Example, "Dispatch, this is Link 17, block 1704, at Colonial Drive and Westmoreland Drive, outbound, requesting to talk to base (Unit three (3) if requesting to talk to someone at LCS). At the end of the sentence state, "clear". Again, remember to always state "clear" when the call is completed. On interlined Links, the Link number may be different than the block number such as "This is Link 36, block 2001."

10.3 Use of Communication radios

1) All radio communications are under the jurisdiction

of and regulated by the Federal Communications Commission. Employees of LYNX using this system are governed by the following FCC operating rules:

Language – The use of obscene, indecent or profane language is prohibited.

- 2) Improper Use – Employees shall not transmit any unnecessary, irrelevant or unidentified personal communications.
- 3) Tampering – All employees, except those specifically licensed by the FCC to do so, are prohibited from making any alteration to any LYNX radio equipment. **Class (C) Violation**

10.4 Contacting Dispatch to report a collision or incident

When the radio on a bus is not working, contact the Dispatcher immediately after completing the pre-trip inspection, using the radio on another bus. Operators can use the radio on another bus to report a collision or incident in or near your bus.

10.5 Unauthorized use of Communication radios

Do Not allow customers or members of outside agencies, other than Law Enforcement, to converse with the Dispatcher via the radio on the bus. Radio use is restricted to LYNX employees and for LYNX related business.

10.6 Mobil Data Terminals (MDT's)

Your primary responsibility is the safe operation of your vehicle at all times. Use the MDT only when

it is safe to do so. If your MDT is equipped with a mapping system, remember it is not always perfect. There are street changes and construction all the time. So, if the mapping system says it is alright to turn down a one-way street and it is the wrong direction, do not follow the mapping system.

Read the MDT only when it is safe to do so. Send a message on the MDT only when it is safe to do so. The MDT stand is adjustable. Adjust it so that it does not block your vision or obstruct the operation of the vehicle.

SECTION 11 – SPECIAL PROCEDURES

11.1 Procedures to be followed when fires occur on buses

When an Operator observes or is informed of a fire on the bus, the following steps are to be taken immediately:

- Pull bus to shoulder or curb of the highway
- Open doors and request customers to alight, directing them to a safe area
- Use the radio, if possible, to notify Dispatch of the fire and exact bus location
- Shut off the bus engine if possible.
- If the battery switches can be turn off, do so
- Attempt to extinguish the fire with the fire extinguisher (Do not open the engine compartment)
- File a written report upon completion of the day's work.

11.2 Use of emergency triangle reflectors for disabled buses

Whenever a commercial motor vehicle is stopped upon the traveled portion or the shoulder of a highway for any cause other than necessary traffic stops, the Operator should as soon as possible, but in any event within ten (10) minutes, place the warning devices as required in the following manner:

- One (1) on the traffic side of and four (4) paces (approximately ten (10') feet from the stopped vehicle in the direction of approaching traffic
- One (1) at forty (40) paces (approximately one hundred (100') feet from the stopped vehicle in the center of the traffic lane or shoulder occupied by the vehicle and in the direction of approaching traffic
- One (1) at forty (40) paces (approximately one hundred (100') feet from the stopped vehicle in the center of the traffic lane or shoulder occupied by the vehicle in the direction away from approaching traffic.

Divided or one-way roads:

If a commercial motor vehicle is stopped upon the traveled portion or the shoulder of a divided or one-way highway, the driver shall place the warning devices as follows:

- One (1) warning device at a distance of two hundred (200') feet and one (1) warning device at a distance of one hundred (100') feet in a direction toward approaching traffic in the center of the lane or shoulder occupied by the vehicle

- One (1) warning device at the traffic side of the vehicle within ten (10') feet of the rear of the vehicle.

SECTION 12 – PROCEDURES REQUIRED BY THE AMERICANS WITH DISABILITIES ACT OF 1990

12.1 General

Congress passed the Americans with Disabilities Act in 1990, which is a civil rights legislation covering individuals with disabilities. The act promotes "accessible" fixed route transit. However, the definition of "accessible" has been expanded to include accessible features (wheelchair lifts, tie-downs, kneeling features, etc.) as well as Operator duties. Below is a summary of Operator duties as outlined in the Federal Department of Transportation's Implementing Regulations.

In addition, Federal regulations impose requirements on LYNX to ensure that accessibility features are maintained in good repair. These requirements are summarized below.

12.2 Lift and securement devices

- 1) Operators are to use the securement system on board the bus to secure wheel-chairs to a point that they will not shift or move more than two (2") inches. Operators may require that an individual permit his or her wheelchair to be secured. You MAY NOT deny transportation to a wheelchair

user on the grounds that the device cannot be secured or restrained satisfactorily. Operators may RECOMMEND to a wheelchair user that the individual transfer to a seat. However, the Operator CANNOT REQUIRE the individual to do so. When necessary or upon request or when the disability is not visible, Operators must assist individuals with disabilities in boarding and with the use of securement devices. If it is necessary for the Operator to leave their seat to provide this assistance, please do so.

In the event an Operator is unable to secure the customer's mobility device, contact Dispatch immediately for instructions.

- 2) In the event of a wheelchair lift or ramp failure contact Dispatch immediately. Do not leave the location until Dispatch has responded to your call. You will need to notify the customer when the next bus will be available to transport them.

12.3 Securement of customers with special needs in a wheelchair

Verify that the wheelchair customer has applied the wheelchair brakes, and that the restraint belt has been properly secured.

12.4 Accommodating customers with special needs in a wheelchair

A person in a wheelchair desiring to board a bus must be given access to the wheelchair seat. If

another customer is unwilling to relinquish the wheelchair seat, ask the customer to yield the seat. "LYNX Operators have an obligation to ensure that a passenger with a disability is able to take advantage of the accessibility and safety features on vehicles. Consequently, the Operator or other personnel must provide assistance with the use of lifts, ramps and securement devices. For example, the Operator must deploy the lift properly and safely. If the passenger cannot do so independently, the Operator must assist the passenger with using the securement device. **A four (4) point tie-down is mandatory.** (If a customer refuses to allow their mobility device to be tied down, contact Dispatch and follow their instructions). On a vehicle which uses a ramp for entry, the Operator may have to assist in pushing a manual wheelchair up the ramp (particularly) where the ramp slope is relatively steep). All these actions may involve an Operator to leave their seat. Even in entities whose Operators traditionally do not leave their seats (e.g., because of labor-management agreements or company rules) this assistance must be provided. This rule overrides any requirements to the contrary." 49 CFR PART 37 Appendix D Section 37.165 Lift and Securement Use. Follow procedures when bus is full. Please see Section 9.6.

12.5 Reporting a non-functional wheelchair lift when in revenue service

If an Operator is unable to load a wheel chair customer due to a non-functional wheelchair lift,

call Dispatch. Give the exact location to the Dispatcher, the customer's name (if they are willing and/or able to give their name), and the customer's final destination. Tell the customer approximately how long they will have to wait to be picked up. Do not leave the location until instructed to do so by the Radio Dispatcher. The Radio Dispatcher will contact the next scheduled bus to verify that it has a working wheel chair lift or ramp. Wait to ensure that the next bus is capable of accommodating the customer and then advise the customer when they will be picked up. Then, follow the Dispatcher's instructions.

12.6 Accommodating customers with special needs using powered wheelchairs or three-wheeled carts

- 1) Operators CANNOT REFUSE to permit a customer who uses a lift to alight from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or if temporary conditions at the stop not under control of LYNX, preclude the safe use of the stop by all customers.

Class (C) Violation

- 2) Operators CANNOT PROHIBIT an individual with a disability from traveling with a respirator or portable oxygen supply. **Class (C) Violation**
- 3) Wheelchair equipment that will not lock in the restraint mechanism due to configuration or wheel size will be allowed if the following conditions are met:

- The customer states he or she can and will apply the brakes, and the brakes will hold the equipment while the bus is in motion.
- The customer uses the restraint belt provided.
- Notify Dispatch any time you are unable to properly secure a mobility device using a four (4) point tie down.

12.7 Other service requirements

- 1) Announcements of Bus Stops on the fixed route systems (all local and express routes) must be announced via the Talking Bus System, or by making verbal announcements.
- 2) Announcements must be made at transfer points with other fixed routes, major intersection, destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.
- 3) Operators may use the inside and outside public address system if, one exists, to announce stops. Announcements should be made at any bus stop along a route that is requested by a customer and at bus stops where more than one route serves the stop, such as malls and transit centers.

Class (C) Violation

- 4) If a customer's disability is not recognizable, DO NOT ask the customer what their disability is.

12.8 Transportation of service or companion animals

- 1) Not all service or companion animals are dogs,

and not all service or companion animals assist only the blind. A service or companion animal assists individuals in their day-to-day activities. Service or companion animals assist individuals by performing many tasks. Service or companion animals do not have to wear an identifying harness or tag.

- 2) An individual with a service or companion animal may or may not have a license, certification, or identification paper for the animal. If an Operator is not certain that the animal is a service or companion animal, ask the individual who has the animal if it is a required service or companion animal. They may have multiple animals if they have multiple disabilities. Do not ask the individual if they are disabled. It is possible for an individual to be covered under ADA even though there are no visible signs of a disability. They may do one (1) of the following:
- Individually trained to perform tasks for people with disabilities
 - Alerting individuals with hearing impairments to sounds
 - Pulling wheelchairs or carrying and picking up things for individuals with mobility impairments
 - Assisting individuals with mobility impairments with balance
 - Service or companion animals are working animals, not pets
 - A person with a disability cannot be asked to remove his service or companion animal from the premises unless:

- a. The animal is out of control and the animal's owner does not take effective action to control it
- b. The animal poses a direct threat to the health or safety of others.

12.9 Kneeling the bus

Upon request of the customer, kneel the bus.

SECTION 13 – UNIFORMS

13.1 Uniform dress code

- 1) All Operators are required to present a well-groomed appearance. LYNX will prescribe the color, material and composition of the uniform. When reporting to work, Operators must wear the prescribed uniform in a neat, clean, and quality condition. When the uniform is worn, it must be complete whether you are on duty or off duty.
- 2) LYNX promotional lapel pins, a union lapel pin or other approved lapel pins may be worn on shirt lapels or hats. No more than two (2) per uniform is allowed. Political affiliation pins are not to be worn on the uniform while on duty.
- 3) Articles of jewelry must not distract in the performance of an Operator's duties. Necklaces must be worn under the shirt and visible body piercing is not allowed except in the ears and must not be excessive.

- 4) Good personal hygiene is expected at all times. Hair, sideburns, mustaches, and beards must be neat, clean, trimmed, and present a well groomed appearance. The length and/or bulk shall not be excessive or present an unkempt appearance. As a professional, you are required to present a well-groomed appearance.

Transportation Supervisors will check to ensure that Operators meet the Uniform Dress Code. If an Operator does not meet the Operator Uniform Dress Code, the Operator may be sent home with loss of pay for the time they were out.

- 5) LYNX Operators, while in uniform, will not participate in demonstrations, parades (unless as a designated LYNX participant), political gatherings, or consume intoxicating beverages or use drugs.

OPERATOR'S STANDARD UNIFORM:

Slacks must be solid black or solid tan. Slacks, loose fitting must be neatly pressed wrinkle free, worn at waist level.

Shirt, polo style:

- Polo style shirts must be tucked in at all times and neatly pressed.
- Lapel pins, no more than two (2) per uniform, must be pre-approved.
- Pregnant women may wear Polo style shirt outside of slacks.
- All shirts must have a LYNX logo on it.

Belt, solid black:

- Solid black belt only, belt buckle should be no larger than 1 ½ x 3 inches.
- Belts must be worn with all slacks.

Socks, solid black:

- Solid black dress/crew socks, no mini-crew socks.

Shoes, solid black:

- Shoes must be appropriate for driving.
- Polished with no scuffmarks, should be flat or low heel shoes.
- No engineer boots, no hiking boots/shoes.
- Solid black cowboy boots may be worn, if they are plain or solid black.
- No straps, no open toes, no open backs, no sandal-like shoes.
- Shoes must enclose the foot.

OPERATOR'S OPTIONAL UNIFORM:

- Shorts must be solid black.
- Shorts should not be any shorter than knee-length.
- Solid black socks, purchased from uniform company are mandatory with shorts.
- Shorts must be properly fitted.
- Solid black tennis shoes may be worn with shorts only. Solid black belt only, belt buckle should be no larger than 1 ½ x 3 inches.

Skirt, solid black:

- Skirt should not be any shorter than knee-length.
- Pantyhose (no fishnets pantyhose/stockings) with skirt or the same black socks purchased from the uniform company that is mandatory with shorts.

Note: When wearing a skirt with socks and no pantyhose, the socks must be solid black.

- Solid black socks, purchased from uniform company that are mandatory with shorts.
- Jacket, black, heavy weight, fleeced lined:
 - The jacket must have the LYNX logo embroidered on it.
- Jacket black w/tan trim, lightweight:
 - The jacket must have the LYNX logo embroidered on it.
- Hood can only be used off the bus.

Sweater, solid black, five (5) button cardigans:

- The sweater must have the LYNX logo embroidered on it.

Socks, solid black:

- Black dress crew sock. (See above under black socks.)

Baseball cap, black & tan w/LYNX logo:

Hat must be worn properly with the brim facing front.

Bus window sun visor shades:

- Sun visor shades may be used on the Operator's side window and must be black in color.
- It must not contain any writing or artwork printed on the screen shade.

Latex or driving gloves:

- Latex gloves may be used for picking up items on the bus or regular driving glove.
- Reimbursement will be handled the same way as receipts submitted for shoe allowance. No more than ten dollars (\$10) per year per uniform allowance for one (1) or both items.

SECTION 14 – FARE COLLECTION

14.1 General

Proper fare collection is a very important part of your duty as a LYNX Operator.

Customer fares provide a necessary contribution towards the cost of operating the LYNX system. Operators must observe the payment of fares. The electronic fare boxes are equipped with a digital Operator Control Unit (OCU) that displays the amount of fare paid by the customer. The OCU is cleared once the proper fare has been deposited into the farebox.

The current fare structure and fares to be collected have been published under separate cover.

Operators are responsible for knowing each fare and all restrictions on its use as well as transfer rules and procedures. If an Operator encounters any problems with the collection of fares and they have made a reasonable effort to collect the fare, they should contact the Dispatcher via two-way radio. Failure to make a “reasonable effort” is a serious matter.

- 1) A “Reasonable effort” would encompass the following:
 - Strict attention to the fares deposited into the farebox when boarding customers making a thorough observation of fares as they appear in the OCU. You should carefully check all passes and ID cards to verify their validity.
 - When an improper fare is detected, politely ask the customer to observe the fare displayed and inform the customer of the proper fare to be paid.
 - If an Operator has made a “reasonable effort” to collect the fare and they are unable to collect it, do not get into an argument or use physical force. Do not jeopardize anyone’s safety in attempting to collect the proper fare.
 - If the customer has no money and there is a history with the customer of a similar problem allow the customer to ride. In the event there is a continuing problem with this individual, please contact the Dispatcher, explain the situation and request assistance.

It is the Operator’s responsibility:

- To insert the proper GFI code when crossing county lines
- To advise customers to insert the fare into the auxiliary fare box after advising radio communications that the fare box is not accepting cash fares.

- 2) Customers must deposit their fares into the farebox. If a customer has difficulty inserting the fare into the farebox, assistance may be provided inserting the fare into the farebox.
- 3) If the fare box fails to accept the fare, the customer must deposit the fare in the auxiliary fare box. Operators are not allowed to collect cash fares. **Class (C) Violation**

14.2 Farebox operation

Operators must use the assigned farebox keys to register the proper fares.

- 1) Farebox equipment must not be tampered with or abused in any way. Nothing shall be fastened to the farebox unless authorized.
If an Operator experience passes that are jammed, push and hold the green key and the C key simultaneously.
- 2) Do not put the farebox in bypass unless instructed to do so by Supervision.
- 3) Farebox Features
 - Always log off at the end of your run. This is

done by going to the Login Screen, Highlight driver number, push the green "Dump Key". This is the required way to log-off.

- Temporary log-off: All Operators will be required to log-off when they leave the bus unattended. Log-off will be required when leaving the bus for a personal, at LCS, Superstops, etc, For temporary log-off, insert ")" for the route number. When returning to the bus, insert the correct route number again.

SECTION 15 – MISS-OUT POLICY

15.1 Definition of report time and miss-out

Operators are required to report no later than their exact report time (59 seconds passed your check in time) in proper uniform. Failure to report at the scheduled report time is considered a miss-out.

An Operator is required to contact the Dispatcher on the day of the miss-out. In the event there is open work, they may be assigned to an open piece of work. The Dispatcher may assign them to either a run or a report. Refusal to work the assignment can result in discipline up to and including termination.

A.M. Operators – If an Operator does not call dispatch by 2:00 p.m. on the day of a miss-out, they will not only be issued a miss-out, but their work will be covered on their next scheduled workday, and their work will continue to be covered until they call dispatch. If they call after 2:00 p.m. and before

9:00 p.m., their run will be covered on their next scheduled workday, but they may work their next scheduled work if there is extra work available.

P.M. Operators – If they do not call dispatch by 9:00 p.m. on the day of the miss-out, they will not only be issued a miss-out, but their work will be covered on their next scheduled workday, and their work will continue to be covered until they call dispatch. If they call after 4:00 p.m. and before 9:00 p.m., their run will be covered on their next scheduled workday, but they may work their next scheduled work if there is extra work available.

15.2 Discipline for miss-outs

Progressive discipline for miss-outs will be applied in the following manner:

TRAINING PERIOD

- First miss-out and/or unsatisfactory grade/
written warning.
- Second miss-out and/or unsatisfactory grade/
written warning before termination.
- Third miss-out and/or an unsatisfactory grade/
termination.

Post training, introductory period (120 days after completion of training)

- Any miss-outs received during the introductory period will carry over after the introductory period has ended. Miss-outs are valid for one (1) year from the date of issue.

AFTER INTRODUCTORY PERIOD

Step I

- 1st Miss-out-----1st written warning before suspension
- 2nd Miss-out-----2nd written warning before suspension

Step II

- 3rd Miss-out-----3rd written warning before suspension
- 4th Miss-out-----4th written warning with **one (1) day suspension**

Step III

- 5th Miss-out-----5th written warning/Recommend EAP counseling
- 6th Miss-out-----6th Final written warning before suspension

Step IV

- 7th Miss-out-----Final written warning with **three (3) days suspension**
- 8th Miss-out-----Subject to Termination

15.3 Discipline for three (3) miss-outs

Three (3) miss-outs in a thirty (30) day period will result in a hearing with a recommendation to visit an EAP (Employee Assistance Program) counselor along with two (2) days suspension, advancing to Step III, (excluding miss-outs with permission to work).

An Operator must contact the Dispatcher by **2:00 p.m.** the day of the miss-out otherwise the next scheduled work day will be counted as a miss-out. If the Operator

calls **after 2:00 p.m.** on the day of the miss-out the Operator will receive an unexcused absence for the next day. If the Operator fails to contact the Dispatcher by the third (3rd) day discipline will be issued up to and including termination. Before disciplinary action is finalized all extenuating circumstances and all past performances will be reviewed and taken into consideration.

An Operator may receive a miss-out with permission to work (MPW). The missed with permission to work is entirely based on operational needs and the work load for that day. If an Operator has a miss-out with permission to work the missed with permission to work will remain on the Operator's record for up to one hundred-twenty (120) days.

Note: MWP is good for less than 15 minutes

Once an Operator enters into progressive discipline they will remain there for one (1) year or until one (1) or more of the miss-outs drop off. The removal of the one hundred-twenty (120) day miss-out with permission to work will not remove the Operator from a deficient performance step.

Before disciplinary action is finalized all extenuating circumstances and all past performances for Steps III and IV will be reviewed and considered. Disciplinary entries are valid up to one (1) year from the date of issue except for the miss-out with permission to work which remains for a period of one hundred (120) days.

16 Discipline table for Class V (Verbals), A's, B's or C's

CLASS "V" VERBAL WRITTEN WARNING

Violation No.	Violation Description	Action Taken
1	Any Violation	First Verbal Written Re-Instruction
2	Any Violation	Second Verbal Written Re-Instruction
3	Any Violation	Third Verbal Written Re-Instruction
4	Any Violation	Fourth Verbal Written Re-Instruction
5	Any Violation	Fifth Verbal Written Re-Instruction

CLASS "A" VIOLATIONS

Violation No.	Violation Description	Action Taken
1	Any A Violation	Written Re-Instruction
2	Any A Violation	Written Re-Instruction
3	Any A Violation	Written Warning Before Suspension
4	Any A Violation	Suspension Final Written Warning Before Termination
5	Any A Violation	Subject to Termination

CLASS B VIOLATIONS

Violation No.	Violation Description	Action Taken
1	Any B Violation	Written Warning Before Suspension
2	Any B Violation	Suspension Final Written Warning Before Termination
3	Any B Violation	Subject to Termination

CLASS C VIOLATIONS

Violation No.	Violation Description	Action Taken
1	Any C Violation	Subject to Termination

SECTION 17 – A & B VIOLATIONS

17.1 A & B Violations

SECTION 1 – GENERAL RULES

- 1.1 General
- 1.2 Knowledge of Rules
- 1.3 Maintenance of Guide Book
- 1.4 Additional Orders and Instructions
- 1.5 Clarification of Procedures
- 1.6 Responsibility-Class (C) Violation
- 1.7 Situations Not Covered
- 1.8 Police Intervention-Class (B) Violation

SECTION 2 – REPORTING FOR DUTY

- 2.1.1 Reporting to Dispatcher-Miss-out
- 2.1.2 Class (A) Violation
- 2.1.3 Class (A) Violation
- 2.1.4 Class (C) Violation
- 2.2 Reporting Sick
 - 2.2.1 Fraudulent use of FMLA-Class (C) Violation
 - 2.2.2 Unauthorized personal day-Class (B) Violation
- 2.3 No Call/No Show-Class (C) Violation
- 2.4 Changing Assignments-Class (C) Violation
- 2.5 Permitting Others to Perform Part of assigned duties-Class (C) Violation
- 2.6 Equipment to Have w/you while on duty-Class (A) Violation
- 2.7 Notification of address change & personal information-Class (A) Violation
- 2.8 Emergency contact, home telephone number or cellular telephone number-Class (A) Violation
- 2.9 Suspended or revoked CDL license-Class (C) Violation
- 2.10 Mailboxes
 - 2.10.1 Class (A) Violation
 - 2.10.2 Class (B) Violation

SECTION 3-PERSONAL SAFETY ON LYNX PROPERTY

- 3.1 Personal Safety on LYNX Property
- 3.2 Safety and speed restrictions on LYNX property- Class (B) Violation
- 3.3 Employees riding as passengers-Class (B) Violation
- 3.4 Siblings riding the bus-Class (A) Violation

SECTION 4 - CONDUCT

- 4.1 General-Class (C) Violation
- 4.2 Discipline-Class (C) Violation
- 4.3 Physical encounters-Class (C) Violation
- 4.4 Language and conduct-Class (B) Violation
- 4.5 Smoking, carrying lighted cigars, cigarettes, chewing tobacco, and/or pipes on buses-Class (B) Violation
- 4.6 Designated smoking areas-Class (A) Violation
- 4.7 Gambling on duty or on LYNX property-Class (C) Violation
- 4.8 Weapons on LYNX property-Class (C) Violation
- 4.9 Destruction of LYNX property-Class (C) Violation
- 4.10 Personal Breaks-Class (B) Violation
- 4.11 Violence in the workplace-Class (C) Violation
- 4.12 Harassment-Class (C) Violation

SECTION 5-LAWS AND ORDINANCES

- 5.1.1 General-Class (B) Violation
- 5.1.2 General-Class (B) Violation
- 5.2 Indecent exposure-Class (C) Violation

SECTION 6-OPERATING PROCEDURES

- 6.1.1 Observance of schedules
- 6.1.2 Observance of schedules-Class (A) Violation
- 6.1.3 Observance of schedules-Class (A) Violation
- 6.1.4 Observance of schedules-Class (A) violation
- 6.1.5 Observance of schedules-Class (B) Violation
- 6.1.6 Observance of schedules-Class (B) Violation
- 6.2.1 Recovery time-Class (B) Violation

- 6.2.2 Recovery time-Class (B) Violation
- 6.3 Carrying customers on pull-out and pull-in-Class (A) Violation
- 6.4 Late off the lot-Class (A) Violation
- 6.5 Intentionally running behind schedule-Class (B) Violation
- 6.6 Displaying the correct destination signs-Class (A) Violation
- 6.7 Changing destination signs-Class (A) Violation
- 6.8.1 Operating off route-Class (B) Violation
- 6.8.2 Operating off route-Class (B) Violation
- 6.9 Interior lighting of buses-Class (A) Violation
- 6.10 Cutting a route short-Class (B) Violation
- 6.11.1 Relief's on the street or at the terminal-Class (B) Violation
- 6.11.2 Relief's on the street or at the terminal-Class (B) Violation
- 6.11.3 Relief's on the street or at the terminal-Class (B) Violation
- 6.11.4 Relief's on the street or at the terminal-Class (B) Violation
- 6.11.5 Relief's on the street or at the terminal-Class (B) Violation
- 6.12.1 Relief's not made at scheduled times-Class (B) Violation
- 6.12.2 Relief's not made at scheduled times-Class (B) Violation
- 6.13 Authorized Operator-Class (C) Violation
- 6.14 Operator ID number-Class (A) Violation
- 6.15.1 Appearance of Operator's area-Class (A) Violation

- 6.15.2 Appearance of Operator's Area-Class (B) Violation
- 6.16 Radios, cell phones, TV's, recorders, and all other types of electrical sound devices-Class (C) Violation
- 6.17 Shutting down & leaving the bus-Class (B) Violation

SECTION 7-SAFE OPERATION, DEFENSIVE DRIVING

- 7.1 Consumption of food-Class (B) Violation
- 7.2 Consumption of beverage-Class (B) Violation
- 7.3 Entering a highway-Class (A) Violation
- 7.4 Bus brake test-Class (B) Violation
- 7.5 Safe Operation on LYNX property
- 7.6.1 Maintaining safe following distance
- 7.6.2 Maintain safe following distance
- 7.6.3 Maintain safe following distance
- 7.6.4 Maintain safe following distance
- 7.7 Speed limit compliance-Class (B) Violation
- 7.8.1 Obstructing traffic at intersections-Class (B) Violation
- 7.8.2 Obstructing traffic at intersections-Class (B) Violation
- 7.9 Highway markings-Class (B) Violation
- 7.10.1 Operating through intersections controlled by traffic devices-Class (C) Violation
- 7.10.2 Operating through intersections controlled by traffic devices-Class (A) Violation
- 7.11 Starting in motion after signal change at intersection-Class (B) Violation
- 7.12 Operation of buses over railroad tracks-Class (C) Violation

- 7.13 Vehicles at intersections-Class (A) Violation
- 7.14 Conversing with customers-Class (B) Violation
- 7.15 Safety precaution when pavement is wet and/or vision is obscured-Class (B) Violation
- 7.16 Traffic at school crossings and hospital locales-Class (B) Violation
- 7.17 Preventing seniors and customers with special needs from falling in moving buses-Class (B) Violation
- 7.18.1 Safe operation of doors-Class (A) Violation
- 7.18.2 Safe operation of doors-Class (B) Violation
- 7.19 Passing your leader-Class (B) Violation
- 7.20 School buses-Class(C) Violation
- 7.21 Stopping at designated points to pick up and discharge customers-Class (B) Violation
- 7.22 Stopping at non-designated points to pick up and discharge customers-Class (B) Violation
- 7.23.1 Pulling off highway for service stops-Class (B) Violation
- 7.23.2 Pulling off highway for service stops-Class (A) Violation
- 7.24 Safety precaution concerning bicycles-Class (B) Violation
- 7.25 Pulling to the curb at bus stops-Class (A) Violation
- 7.26 Yielding right-of-way to vehicles sounding or displaying warning signals-Class (A) Violation
- 7.27.1 Pre-trip safety inspection-Class (B) Violation
- 7.27.2 Pre-trip safety inspection-Class (A) Violation
- 7.27.3 Pre-trip safety inspection-Class (A) Violation
- 7.27.4 Pre-trip safety inspection-Class (A) Violation

SECTION 8 – COLLISIONS AND INCIDENTS

- 8.1.1 Collision and incident reporting-Class (B) Violation
- 8.1.2 Collision and incident reporting-Class (C) Violation
- 8.1.3 Collision and incident reporting-Class (C) Violation
- 8.2.1 Basic collision procedures-Class (C) Violation
- 8.2.2 Collision and incident reporting-Class (B) Violation

SECTION 9 – PUBLIC RELATIONS

- 9.1 Conduct of Operators-Class (B) Violation
- 9.2 Waiting for customers-Class (A) Violation
- 9.3 Passing prospective customers-Class(B) Violation
- 9.4 Courtesy seats for seniors and customers with special needs-Class (A) Violation
- 9.5 ADA required announcements-Class (B) Violation
- 9.6 Requesting standing customers to move to the rear of the bus-Class (A) Violation
- 9.7 Shutting off next stop requested signal-Class (A) Violation
- 9.8 Lost and found items-Class (B) Violation

SECTION 10 – TWO-WAY RADIO OPERATIONS

- 10.1 General-Class (B) Violation
- 10.2.1 Calling dispatch-Class (B) Violation
- 10.2.2 Calling dispatch-Class (B) Violation
- 10.2.3 Calling dispatch-Class (A) Violation

- 10.3.1 Use of two-way radios-Class (B) Violation
- 10.3.2 Use of two-way radios-Class (B) Violation
- 10.3.3 Use of two-way radios-Class (C) Violation
- 10.4 Contacting dispatcher to report a collision or incident-Class (A) Violation
- 10.5 Unauthorized use of two-way radios-Class (B) Violation
- 10.6 Mobile Data Terminals

SECTION 11 – SPECIAL PROCEDURES

- 11.1 Procedure to be followed when a fire occurs on the bus-Class (A) Violation
- 11.2 Use of emergency triangle reflectors for disabled buses-Class (B) Violation

SECTION 12 – PROCEDURES REQUIRED BY THE AMERICANS WITH DISABILITIES ACT OF 1990

- 12.1 General-Class (B) Violation
- 12.2.1 Lift and securement use-Class (B) Violation
- 12.2.2 Lift and securement use-Class (A) Violation
- 12.3 Seurement of customers with special needs in a wheelchair-Class (B) Violation
- 12.4 Accommodating customers with special needs in a wheelchair-Class (B) Violation
- 12.5 Reporting a non-functional wheelchair lift when in revenue service-Class (B) Violation
- 12.6.1 Accommodating customers with special needs using powered wheelchairs or three-wheeled carts-Class (C) Violation

- 12.6.2 Accommodating customers with special needs using powered wheelchairs or three-wheeled carts-Class (C) Violation
- 12.6.3 Accommodating customers with special needs using powered wheelchairs or three-wheeled carts-Class (B) Violation
- 12.7.1 Other service requirements-Class (B) Violation
- 12.7.2 Other service requirements-Class (B) Violation
- 12.7.3 Other service requirements-Class (C) Violation
- 12.7.4 Other service requirements-Class (A) Violation
- 12.8.1 Transportation of service or companion animals-Class (B) Violation
- 12.8.2 Transportation of service or companion animals-Class (A) Violation
- 12.9 Kneeling the bus-Class (B) Violation

SECTION 13 – UNIFORMS

- 13.1.1 Uniform dress codes-Class (A) Violation
- 13.1.2 Uniform dress codes-Class (A) Violation
- 13.1.3 Uniform dress codes-Class (A) Violation
- 13.1.4 Uniform dress codes-Class (A) Violation
- 13.1.5 Uniform dress codes-Class (B) Violation

SECTION 14 – FARE COLLECTION

- 14.1.1 General-Class (A) Violation
- 14.1.2 General-Class (B) Violation
- 14.1.3 General-Class (C) Violation

- 14.2.1 Farebox operations-Class (B) Violation
- 14.2.2 Farebox operations-Class (B) Violation
- 14.2.3 Farebox operations-Class (B) Violation

SECTION 15 – MISS-OUT POLICY

- 15.1 Definition of report time and miss-out
- 15.2 Discipline for miss-outs
- 15.3 Discipline for three (3) miss-outs in thirty (30) days

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