Transportation Services

Mission Statement

Transportation Services is an empowered team of professionals dedicated to providing efficient, dynamic and innovative fleet, parking and transit services to the community. We support the teaching, research and public service mission of Texas A&M University, with focus on customer service and communication.

Vision Statement

Our vision is to be the premier transportation services provider in the nation.
Howdy!

On behalf of Texas A&M University and the staff at Transportation Services, I am pleased to have this opportunity to welcome you as a member of our team. I hope you are as excited about the possibilities and challenges facing you as we are about having you join us.

We have asked employees in the past what it is they enjoy about their jobs at Transportation Services and have received answers like; “the money”, “flexible scheduling”, and “the camaraderie”. These are all very good reasons to work while you are attending college and some of the friendships you develop with your co-workers will last a lifetime. I might also suggest that the most important reason may be “for the real-life experience”. The diploma you earn while attending Texas A&M will open the door for you and get you an interview, but the high level of responsibility, the great customer service experience, the proven ability to work successfully as a team member, and the “people” skills you develop over the next two to four years as a professional transit operator may very well be the skills that land you the job! Keep this in mind every time you board the bus to drive and also remember that you are developing these important skills while you are earning money to offset some of the cost of your education.

We want you to be successful and will do everything we can to support your efforts but you are the only one who can ensure success. I encourage you to focus on the lessons the supervisors and instructors will be teaching you, study the materials provided for you, ask questions if you are not clear about what they are teaching, practice and develop the defensive driving techniques, and have fun!

Should you ever have questions, comments, or suggestions, please feel free to talk to the Transit Supervisors, Madeline Dillard, or me. I can be reached at 979-845-9700 or via email at plange@tamu.edu.

Kind regards,

Peter W. Lange
Executive Director
# Table of Contents

A. Guiding Principles of Texas A&M University .............................................. 1
B. Student Employment Program .................................................................... 2
C. Information Systems Used While Employed .................................................. 3
D. What We Expect of You During Training ..................................................... 7
E. University Policies and Procedures ............................................................. 8
F. Passenger Relations .................................................................................... 9
G. Policy and Procedures ............................................................................... 12
H. Employee Expectations ............................................................................. 13
   Attendance ................................................................................................... 13
   Driver Responsibilities ................................................................................ 14
   Daily Operations ......................................................................................... 19
   Drug and Alcohol Testing ......................................................................... 22
   Overtime ..................................................................................................... 22
I. Operational Procedures .............................................................................. 23
   Accidents .................................................................................................... 23
   Radio Procedures ....................................................................................... 25
   Reporting Mechanical Problems and Body Damage ..................................... 27
   Parking Procedures .................................................................................... 29
   Idling Procedures ....................................................................................... 29
   MSDS ........................................................................................................ 29
   General Procedural Information ................................................................. 29
   General Route Information ....................................................................... 30
I. Driving Procedures ..................................................................................... 33
   Pre-Pull Out Check .................................................................................... 33
   Mirror Adjustment ..................................................................................... 35
   Maneuvering Around the Lot ...................................................................... 36
   Normal Operations ..................................................................................... 37
   Steering ....................................................................................................... 37
   Acceleration ............................................................................................... 38
Stopping........................................................................................................................................38

Right Side Clearance......................................................................................................................40
Following Moving Traffic ..............................................................................................................41
Intersections ..................................................................................................................................41
Changing Lanes ..............................................................................................................................42
Passing and Being Passed ..............................................................................................................43
Right Turns .....................................................................................................................................45
Left Turns .......................................................................................................................................49
Service Stops ....................................................................................................................................50
Defensive Driving ..........................................................................................................................57
Bus Information .............................................................................................................................63

J. Route Information and Driver Responsibilities ........................................................................72
   Shift Responsibilities ....................................................................................................................72
   All Shifts .......................................................................................................................................72
   First Shift .......................................................................................................................................72
   Second Shift .................................................................................................................................73
   Third Shift ......................................................................................................................................73
   Fourth Shift .................................................................................................................................73
   Night Shift .....................................................................................................................................73
   Standby/On-Call, Paratransit and Charter ..................................................................................74
   Charters .........................................................................................................................................75

K. Daily Paperwork .......................................................................................................................78
Route Guide 78
Route Map 78
Passenger Counts ..........................................................................................................................79
Marquee Codes .............................................................................................................................79
L. CDL Tests

Skills Test
Air Brake Test
DPS Walk Around Inspection
Parallel Parking
Guiding Principles - Texas A&M University Transportation Services

- Safety first
- Be friendly
- Be patient
- Provide value-added service to our customers
- Maintain the schedule
The intent of the student worker program is to provide job opportunities to students actively involved in academics at Texas A&M, Sam Houston or Blinn College and who are working towards and making steady progress in a degree program. Employment classifications are defined as:

- **Student Transit Operator:** Applicants and existing student employees must be enrolled in an undergraduate degree program with a minimum semester course load of 9 hours during the fall/spring semesters. Employees that do not demonstrate successful completion of at least 30 hours of classes within the previous two year period will not be considered for and/or retained in student positions, as that is not considered making steady progress towards an undergraduate degree.

- **Program Aide:** Student employees who graduate, withdraw from school, etc., will be required to submit a letter to their supervisor requesting to be placed in a Program Aide title prior to the end of their student status. Managers will make the decision to offer employment as a Program Aide based on past performance, employment needs and other business related factors. If the request is approved, an offer letter with an employment ending date will be prepared and then signed by the employee and supervisor. If approved, the former student will be allowed to continue working in their position for a period of no longer than 4 and ½ months. If the request for a Program Aide title is denied, the employee and/or Transportation Services will proceed with termination. Students graduating and applying to graduate school will need to go through this same process prior to graduation with their undergraduate degree.

Some degrees strongly recommend or require that students complete an internship prior to graduation. To ensure that transit staffing needs are met, students involved in internships during the fall/spring semesters will be required to resign their position by giving adequate notice to their supervisor. Upon completion of the internship, the student may reapply to work for Transportation Services. Re-employment will be based on the student’s past performance record and the decision to rehire will be solely at the discretion of the unit manager. The student will be treated as a new applicant and will be required to go through the interview process. Students rehired into the department within one year of resigning will be reinstated into the current student employee pay plan based on the number of hours worked previous to the date they terminated. Students who are rehired within one year of resigning will also keep their history of hours worked for seniority status within Transit.

All student employees are responsible for notifying their supervisor of their student status change prior to the change taking place so that the appropriate requests and paperwork may be completed. Evidence that employees are not following this requirement may lead to immediate termination of employment.
1.0 Various Systems

On the following websites, it is NOT necessary to type in www at the beginning of the web address. If you are unable to log into any of the following websites, please inform a supervisor. It is very important you understand and use the following information.

1.1 NEO

1. NEO is located at neo.tamu.edu on the web.
   To log in:
   - Enter username.
   - Enter password.

2. On this website you can do the following:
   - Check your email.
   - Access Kronos, HRConnect, and The HUB.

When we refer to your NEO or Net ID username or password, you will use the same information you use to log into this following screens.

![Login Screen](image.png)
1.2 Kronos

Transit employee timekeeping is performed by Kronos. Transit employees must “clock-in/out” at one of several terminals dedicated to this function. Kronos terminals are located in the Transit on Agronomy Road, Rudder Theatre, MSC (Honor Entry) and the North Side Parking Garage.

In order to insure the accuracy of their pay, all employees should monitor their time daily by utilizing the Timecard link available through the HUB at http://thehub.tamu.edu. In the event an error is observed, contact a Transit supervisor to facilitate corrections.
1.3 HRConnect

1. HRConnect is located at hrconnect.tamu.edu on the web.
To Log in:
- Enter username: UIN.
- Enter password: Set up on your own password. For the first time it will ask you for an Adloc Code. The Adloc Code is 02-300540.

2. On this website you can do the following:
- View your paycheck information.
- View W2 information.
- Change/Update your personal data. It is very important that you keep this updated. This is your contact information in which Transportation Services will use to reach you. In “Home”, please list your local landline phone number. If you do not have a landline phone, please put your cell phone number in both the “Home” and “Cell/Alternate/Mail” area. This way, we will know that we are not missing information for you.
1.4 The HUB

1. The Hub is located at thehub.tamu.edu on the web. To Log in:
   - Enter username: NEO username (Net ID).
   - Enter password: NEO password (Net ID password).

2. On this website you can do the following:
   - View Transit reminders or important events.
   - Sign up for special events.
   - Fill out a route sub form and submit it to Transit.
   - View payroll announcements and information.
   - Submit citations.

Log In Screen

Once You Are Logged In
What We Expect of You During Training

Exhibiting a high degree of professionalism, practicing defensive driving at all times, and providing good customer service are the fundamental aspects of your duties as a transit operator. With this manual and the careful guidance of your supervisors and training instructors, you will be provided with a strong foundation that will allow you to become a responsible, courteous, and safe driver. This manual does not constitute your entire training experience, but rather serves as a guide during your training and as a reference during your employment with Transportation Services after you have completed training.

There are certain expectations the Training/Supervisory staff has of you. By your application and subsequent acceptance into the Transit Training Program, you have agreed to do each of the following in order to continue your employment with the department:

- arrive on time to every training session
- be ready to learn
- be prepared to demonstrate and/or explain any techniques covered during the previous training sessions
- listen to and obey your Trainer/Instructor
- ask whenever you have any questions

Upon completion of your training, you will:

- recognize the value of defensive driving techniques and incorporate them into your daily driving
- be knowledgeable of basic driving laws
- maintain a valid Texas Class B Commercial Driver’s License with passenger endorsement and have it in your possession when driving.
- provide friendly, safe and dependable service to the customers and ensure they reach their destination safely, comfortably, and on time.
display patience, courtesy, and respect in dealing with customers, co-workers, and staff and actively avoid conflict
- recognize the effect that a poor attitude has on your ability to function professionally
- be willing to incorporate any changes in policies and procedures into your driving
- abide by all policies and procedures

It is important to note that defensive driving constitutes a major portion of your training experience because it remains the most effective way to prevent potentially hazardous traffic situations. Because so much emphasis is placed on this aspect of driving, you must demonstrate defensive driving skills at all times – even when driving your own vehicle.

While tests are required in order to complete training, you will also be subject to random evaluations throughout your employment at Transit. It is imperative that you do well on each evaluation; therefore, pay close attention to the topics covered in this manual and during training. It will make training easier and driving more pleasurable.

There are several tests which the university will require you to take as part of your employment. These tests include but are not limited to ethics, creating a discrimination free work place, and information security awareness.

**University Policies and Procedures**

**Drugs and Alcohol**

Safety is our top priority. To ensure your safety, the safety of our passengers, and the safety of the public, Transportation Services will not tolerate the use of legal or illegal drugs by drivers or other employees while driving or working. The following will be covered in the course:

- reporting for work under the influence of alcohol or drugs (legal or illegal) will result in immediate Termination of your Employment
- random drug and alcohol testing procedures that you are required to comply with
- the consequences of using drugs or alcohol

**Sexual Harassment**

Transportation Services follows all Texas A&M University policies and procedures to ensure a work place free from any form of harassment. A complete copy of these policies can be found on the web at the following sites:

http://student-rules.tamu.edu/rule47.htm
Americans with Disabilities Act

Transportation Services follows all rules and regulation set out in the Americans with Disabilities Act. A complete copy of these regulations and procedures can be found on the web at http://rules-saps.tamu.edu/ADAMenu.aspx.

Passenger Relations

Value-added service means doing more than what is expected by the customer. Texas A&M University Transportation Services customers are not only the passengers, but the residents and the visitors to the community as well. Transportation Services strong commitment to service is what makes this system one of the best bus systems in the nation.

Principles of Passenger Relations – Value Added Service

It is important that drivers maintain a good relationship with their passengers at all times. Transportation Services drivers have established an excellent reputation in the community and it is vital to maintain and improve upon this image.

The principles of passenger relations are listed below.

- Drivers should provide courteous, reliable, and efficient service
- Drivers should provide value-added service whenever possible
- Passengers/customers/pedestrians/bicyclist etc. deserve the benefit of the doubt
- Be patient

Passengers Deserve the Benefit of the Doubt

People make mistakes and sometimes they make them more than once. If you happen to have a passenger who does not follow a specific policy or procedure, you should always inform them of the proper policy or procedure in a friendly tone of voice and explain why we adhere to that particular policy or procedure. Drivers should work with their passengers to help them understand how the bus system operates. If the problem continues beyond a couple of occurrences, the dispatcher/supervisor should be contacted so they can assist you with the passenger.

Courteous, Reliable, and Efficient Service

Passengers should always be treated in a friendly courteous manner. Riders should be greeted pleasantly when they board and should be thanked for riding when they exit. Drivers should ensure that riders get safely to their destination.
By operating buses in a safe manner and adhering closely to the schedule, Transportation Services drivers are providing good service. When running behind schedule, drivers should call the dispatcher/supervisor for assistance. It is never acceptable to drive in a reckless manner to make up time.

**Disruptive Passengers**

If a passenger says something belligerent or provocative, you should never respond in a similar manner. You must first determine the reason(s) that the passenger is upset in order to remedy it. It is often easy to defuse a situation by simply apologizing for someone else's mistake. Sympathize with the passenger and ask questions in order to fully understand the problem. Never raise your voice or react in a manner that will further exacerbate the situation. If it is not possible to resolve the situation, the dispatcher/supervisor should be called to assist.

Whenever the behavior of a passenger(s) becomes disruptive or upsetting to others, you should ask the passengers to change their behavior. If they refuse to change their behavior, call the dispatcher/supervisor for assistance.

If the same passenger(s) are causing problems on a regular basis, the dispatcher/supervisor should be informed so that the supervisor can meet with you on route or ride your route so the situation can be resolved. Always remember that there is an audience sitting in the bus watching and judging how the situation is being handled. Your behavior and your expertise in handling difficult situations reflects on you, your fellow drivers, the department, and the University in general. Drivers should make every attempt to get the names of the passengers causing problems and someone from the management team will contact them.

**Passenger Comfort**

**Interior Temperature**

You should monitor the interior temperature of the bus and maintain a temperature that is comfortable for the passengers. Since all buses heat and cool differently and weather conditions will affect the interior temperature, monitor the interior temperature and adjust it accordingly. Walk through the bus at the end points whenever possible to monitor the temperature of the passenger seating area.

**Interior Lights**

Always turn on the interior lights for the safety and the comfort of the passengers. The interior lights should be turned on when the bus is in service and turned off when the bus is out of service (returning to the garage, switching out another bus, etc.).

**Cleanliness**
Walk through the interior of the bus before each trip to pick up trash and to ensure that the bus is clean for the passengers. Report any sharp edges or spills (clean them up if possible) that may damage the clothing or belongings of passengers.

**Quality of the Bus Ride**

You should always provide a smooth ride for passengers by making smooth, gradual starts and stops, by operating slowly over bumps and rough roads, and by taking turns slowly. Your driving should be adjusted to the type of bus being driven in order to give a smooth ride to the passengers.

**Passenger Assistance**

Transportation Services drivers have established a good rapport with passengers by assisting them when help is needed. Drivers may assist passengers on and off the bus or help passengers who need assistance at any time. If you leave the driver’s seat, you must set the parking brake, put the transmission in Neutral. Assist passengers with strollers or grocery carts to speed up the boarding process. Common courtesy should be used in all situations. Passengers appreciate the efforts made by drivers.

**Information**

When giving information to passengers, make sure that the directions are clear, correct, and understood. Give the passenger enough information to help them get to their destination. Call the dispatcher for assistance if you do not have the resources to correctly and completely answer passenger questions.

**Elderly Passengers and Passengers with Disabilities**

Always offer assistance to elderly passengers and passengers with disabilities by making the front seats available for their use and by waiting until they are seated before moving the bus. If a passenger is having difficulty in using the steps to board or exit the bus, offer the wheelchair lift if available.

If passenger in a wheelchair needs assistance maneuvering the wheel chair on to the lift, use the front door to exit and enter the bus. Do not climb down the back step area with the lift deployed.

Assist blind passengers by determining their destination and informing them when you have arrived and stopped at their destination. Always offer to assist blind passengers across busy streets or to a location that they are unfamiliar with.
Wheelchairs must be properly secured in the bus with the four-point restraint system. Always offer the use of the seatbelt for passengers in wheelchairs but please remember a passenger in a wheelchair is not required by law to wear a seatbelt on a fixed-route bus. Drivers must not force the seatbelt issue if the passenger refuses to wear it.

**Non-English Speaking Passengers**

Drivers who are having difficulty communicating with passengers should slow down their rate of speech or use written communication. Often passengers are able to identify their destination on the route map. If you are unable to communicate with a passenger, you should call the dispatcher/supervisor for assistance.

**First Time Riders**

Transportation Services is the first mass transit experience for many passengers. Always treat first time riders with special consideration, courtesy, and patience. If passengers have a positive experience using our Transit Services for the first time they ride, they may continue to use the bus and will certainly have a positive attitude toward you and your fellow employees throughout the entire department.

If passengers act like they are unfamiliar with the bus system or state that they have not ridden the bus before, please ask them if they need assistance.

**Policy and Procedures**

- Employees need to report on time, in good physical condition, greet the passengers; make the scheduled leave times/time points and drive with the safety of passengers, as well as those around the bus, in mind.

- All employees must work a minimum of twelve (12) hours per week. Forty (40) hours per week is the maximum an employee may work unless overtime has been approved in advance by management.

- Current personal information for all employees is critical. Employees are required to update their information (specifically current local address, phone number(s) and emergency contact) through HRConnect at [https://sso.tamu.edu](https://sso.tamu.edu).
Employee Expectations

1.0 Attendance

1.1 Prompt Arrival for Scheduled Shift

Timeliness and prompt service is of utmost importance to our customers and the transit system running efficiently. Therefore, arriving to work on time is strictly enforced. Transit time is determined by the official United States time at www.time.gov website.

Due to route schedules, arriving late to work compromises Transit's service. Therefore, policy concerning this issue is strictly enforced. Arriving late to work is defined as not arriving at the assigned workstation, prepared for duty, at the assigned time. You are late at 2 minutes 59 seconds past your report time. It is the responsibility of the dispatcher to report drivers that fail to report to their shifts on time to transit supervision.

Late arrivals will result in the following levels of discipline:

First Occurrence - Policy Reminder
Second Occurrence - Memorandum
Third Occurrence - Written Letter of Reprimand
Fourth Occurrence - Termination

Each disciplinary action for late arrival remains on your record for six months from the date of issuance. By way of example, an employee that accrues a 4th occurrence for reporting late within six months of receipt of a Policy Reminder for reporting late for work (1st occurrence) will be terminated.

IMPORTANT: A SECOND OCCURRENCE DURING AN EMPLOYEE’S INITIAL TRAINING WILL RESULT IN IMMEDIATE TERMINATION.

1.2 Absence Due to Illness

To qualify for an excused absence due to illness, employees must meet two requirements:

1. Drivers must contact the Transit Supervisor’s office 845-5615 before the required times:
   - First Shift - Drivers must call in by 5:45am or one (1) hour before their shift, whichever is less.
   - All Other Shifts – Drivers must call in one (1) hour prior to report time.
   - Charters - Drivers must call in three (3) hours prior to report time.
2. Drivers must provide a doctor’s excuse to their supervisor upon returning to work.
Some drivers work multiple shifts the same day. When drivers call in sick, it is effective for the entire day. During fall/spring semesters, a Transit Supervisor is on duty between 6:00am - 1:00am. Between spring and fall semesters, a Transit Supervisor is on duty from 6:00am - 8:00pm. Inability to follow these procedures will result in a late being issued for the event.

### 1.3 No-Show

Timeliness of the transit system is dependent upon drivers arriving for scheduled shifts. Because of this, a “no-show” can result in termination. A no-show is defined as failure to report for an assignment within one (1) hour and one (1) minute after the designated report time.

### 1.4 Hours during Finals

Each driver will be required to work a specified number of hours during finals each long semester. This will be determined by the number of hours and drivers Transit has during these days. Transit will notify drivers in advance of the hour requirements. Failure to meet the required hours will result in a letter of written reprimand.

### 2.0 Driver Responsibility

#### 2.1 Dress Requirements

Transportation Services is committed to providing excellent customer service. In an effort to do this, the appearance of our employees should be professional and position appropriate. All employees at Transit are expected to dress in a manner that reflects the professionalism of the organization. As a general standard:

- All clothing, footwear and headwear should be in good repair and free of any potentially offensive text or logos. Good repair would be described as free from holes, rips or tears.
- Clothing may not depict profanity, refer to any kind of alcoholic beverage, be of a sexual or racist nature, or offensive to others in any manner.
- Hairstyles should be clean and neat in appearance and free of unusual coloring. Men should be clean shaven. Beards/mustaches should be well-groomed and no longer than 2 inches long.
- Employees may not display facial piercings while clocked in and working. Piercings in the ear are acceptable as long as they do not interfere with safety.
- Tattoos that are offensive or that are larger than 2 inches in diameter should be covered during working hours.

Dress code for each position is as follows:

**Full-Time Drivers:**
- Shirts will be departmental issued. Departmental t-shirts may be worn only on Fridays.
- Jeans, khaki slacks or docker style shorts/skirts are permitted as long as they are not made of denim and should reach the fingertips.
- Shoes must be attached securely to the foot at the heel and toe. Caps may be worn (bill facing forward).

**Student Drivers:**
- Ladies T-shirts or polo shirts are acceptable. Other types of shirts must be conservative in design. Low necklines and extremely tight shirts are not allowed. Sleeveless dresses and shirts are allowed for women if they span the full shoulder width (no halter tops or tank tops). Shirts should not reveal a bare midriff.
- Men are not allowed to wear sleeveless shirts. T-shirts or polo shirts are acceptable.
- Jeans or shorts/skirts are permitted, but they must be in good taste, conservative have a hem and should reach the fingertips. Cut-off shorts are not allowed.
- Shoes must be worn at all times and must be the type that attaches securely to the foot at both the heel and toe. No sandals or open-toed, open-heeled shoes are allowed while on duty.
- Baseball caps are permitted but must be worn with the bill facing forward.

Management has the right to send you home if you arrive for work groomed or dressed inappropriately. You will not be allowed to return to finish your shift and you must sign out or report to the supervisor before leaving.

**2.2 Drivers License**

The minimum standard required by law for a Transit driver is a valid Class B Texas Commercial Driver's License with a passenger endorsement which MUST be in their possession while driving. Random checks will be conducted by supervisors to ensure compliance.

**2.3 Termination Sheet**

It is the driver’s responsibility to fill out appropriate paperwork when they terminate employment for any reason. If they fail to do so, the reason stated on the record will be job abandonment. You can get a termination paper on the HUB or from a supervisor.

**2.4 Student Worker Status**

To maintain employment as a student worker, the driver must be enrolled in a minimum of 9 hours per long academic semester as an undergrad and 6 hours as a graduate student. If the student driver does not maintain the minimum hours of enrollment or has graduated, Transit must be notified immediately.
2.5 Tobacco Products

University rules prohibit the use of tobacco products in ALL University owned vehicles or in the Transit building. This includes cigarettes and chewing tobacco.

2.6 Traffic Citations

To ensure the safety of our passengers and the general public, Transportation Services personnel will check each employee’s driving record at the Department of Public Safety in Austin. This check is performed upon hiring and at least once a year while you are employed by Transportation Services. A driver who has three or more moving violations within any three year period will be terminated.

Any transit driver who receives a moving violation while driving any non-state owned vehicle needs to fill out and submit the citation form in the HUB within 24 hours of receiving the citation.

If a driver is stopped by a police officer when driving a state vehicle, a dispatcher/supervisor must be notified immediately or as soon as the police officer allows you to leave.

Failure to report a moving violation or traffic stop within 24 hours will result in termination of employment.

A citation for driving under the influence of alcohol or drugs will result in immediate termination.

2.7 Inter-Office Communication

If it is necessary to relay information quickly, we will communicate with drivers via NEO email, the HUB, or other methods deemed appropriate by management. Each employee is responsible for checking their email each day.

Since you will receive information via email, it is your responsibility to ensure that email forwarded from your NEO account to a private email account is being delivered. Failure to receive an email message is not an acceptable excuse for non-compliance of policy or procedures.

2.8 Personal Vehicle Use

Once an employee has “clocked-in” for work, state policy prohibits the use of any privately owned vehicle without prior approval from a supervisor. While you are “clocked-in”, you are officially under the University’s care.
2.9 Route & Charter Substitutions

Drivers will be excused from work providing they have properly filled their shift.

Drivers are responsible for driving their assigned route until someone has picked up their shift either online or with dispatch on the day of the sub. Verbal agreements do not release a driver from their responsibility. Once someone accepts the route sub it is their responsibility and not the regular driver's. Failing to properly sub out a route and subsequently failing to show up to drive is considered a “no-show”.

Steps for the proper filling out of a route sub:

2. Select the Transit link in the left margin.
3. Select “post a route sub” from the E Services listing.
4. Fill in all appropriate blanks. If you need to fill out a sub for two shifts back to back, you will need to fill out two subs for this, one for each shift.
5. Provide appropriate documentation needed if sub is a mandatory.
6. It is the drivers responsibility to make sure the route has been approved as a mandatory or has been picked up before leaving town. If the shift is still open, it is yours to drive.
Rules for picking up a route sub:

2. Select the Transit link in the left margin.
3. Select “pick up route sub” from the E Services listing.
4. Search/sort the available route subs to view them. To pick one up you select it from the drop down at the top of the screen, enter your name, UIN and click submit.
5. Once you pick up a route sub, it is your responsibility.

2.11 Mandatory Route Substitutions

Drivers may request to be excused from work for interviews related to post graduate employment opportunities, scheduled class tests, attendance at the funeral of an immediate family member*, scheduled doctor appointments, weddings [must be a member of the wedding party] and activities for which a University excuse from regularly scheduled class has been issued. You will sub these out on the Hub, same as one days. You will just select mandatory on sub type. Failure to provide documentation with the form will void the request. Requests must be made five working days prior to the date they need to be excused.

Requesting a mandatory substitution does not guarantee the substitution will be approved. It is the driver's responsibility to check online to see if mandatory has been selected as the sub type. If it is not approved, the driver is expected to drive their route unless someone picks it up as a one day. Failure to drive the route that you are responsible for will result in a no-show.

Mandatory route substitutions will not be awarded on the following dates:

- Day of Elephant Walk
- Wednesday before Thanksgiving
- Finals
- Friday before Spring Break
* Immediate family member is defined as the employee’s siblings, spouse, children, parents, grand-parents and spouse’s parents.

2.12 Leave of Absence

When an employee needs time away from the job, whether for internships, fellowships, or to have more time for their studies, they must terminate employment. When the leave of absence is anytime between the end of the spring semester and the start of the fall semester termination is not required. If in good standing, they will be eligible for rehire based on the needs of Transit.

3.0 Daily Operations

3.1 Schedules

Route timetables are provided for each bus to keep the buses spaced properly. Accordingly, drivers are expected to stay on schedule. If you or the other buses on your route fall behind schedule, use good judgment to keep your buses spaced properly. Never sacrifice customer service or safety to stay on schedule. In certain instances a supervisor will be on site to help space you. You must follow the directions of the supervisor and or Dispatch.

3.2 Time Points

All routes have time points. The drivers are responsible for not leaving these stops early and need to spread the time out between them as evenly as possible to avoid missing any passengers.

3.3 Skipping Rounds

Drivers may not omit a round, sit out a round or cut off portions of routes without prior permission from Dispatch.

3.4 Authorized Stops

Stop only at designated stop locations unless otherwise directed by Dispatch.

3.5 Rest Breaks

Drivers may take breaks from driving when necessary. All drivers should only take breaks at their main campus stop as time permits.

Paratransit must call in to Dispatch 10-7 and 10-8.
Drinking and eating while on route is prohibited. This means that food and beverages may only be consumed at the main campus stop while the bus is in neutral and the parking brake is engaged. When on breaks or when sitting at the main campus stop drivers are not allowed to sit with their legs or feet up on the steering wheel or dash board of the bus. If you want to stretch out sit in a passenger seat but make sure you do not impede access of the isle for boarding passengers.

3.6 Abandoning Your Workstation

Never leave the bus unless properly relieved or instructed by Dispatch. If the relief driver is late and the previous driver must leave to go to class, the previous driver must contact Dispatch for instructions.

3.7 Electronic Device Use

Personal electronic devices (cell phones, iPods, etc.) must be put away and out of sight at all times while in the driver seat. At the main campus stop it is permissible to get out of the driver seat and check these devices. Failure to comply with this policy will result in immediate termination.

3.8 Personal Radios

For safety reasons, the use of any device that covers or is intended for insertion into the ear canal while operating any Aggie Spirit vehicle is prohibited and may result in immediate termination. Types of devices include, but are not necessarily limited to, ear buds, ear phones, head-sets with built-in audio features, ear muffs, ear plugs and the like. Contact your supervisor in the event you are not clear as to what may constitute a violation of this policy.

3.9 Animals

Animals are not allowed on the buses. The only exceptions to this policy are Reveille and seeing eye or assistant dogs. Passengers requiring the use of such a dog to facilitate their movement may bring the dog on the buses.

3.10 Posting of Items

No one is allowed to post items on the bus without permission from the Transit Manager. Drivers should remove any unauthorized material from buses and bus stops. Also drivers need to remove any signs that are posted on the bus that are not approved to be there.

3.11 Restricted Work Areas

When drivers report to Transit, they need to report to the dispatcher then either go out to their bus or wait in the sitting area away from the dispatch counter. This allows others to obtain instructions from the dispatcher in a timely manner.
3.12 Personal Use of State Property

Refer to SYSTEM POLICIES, 33.04 Use of System Property

Personal use of a state vehicle is PROHIBITED. Personal long distance calls or faxes on Transit telephones are prohibited.

3.13 Para transit

When operating a para transit van, the headlights must be turned on. Drivers are required to secure all wheelchair passengers before placing the van in motion. Failure to use all 4 restraints to secure a passenger and/or notify Dispatch for guidance may result in the driver’s immediate termination.

Personal use of a para transit van may result in the driver’s immediate termination. Examples are driver shuttle, getting food, checking grades or stopping by the driver’s residence.

If a para transit driver is more than 5 minutes late to their designated pick-up, they are considered a “no-show” and disciplinary action may be taken. The only exception to this rule is when a previous pick-up has caused a driver to be late to their current pick-up. If a driver is late for a pick-up without a valid excuse, they can lose their para transit shifts and/or be unable to pick up para transit shifts for one year.

If a passenger is more than 5 minutes late, the driver is required to call Dispatch and notify them of the situation.

Drivers should have a friendly demeanor when on duty. This should involve a smile and a friendly greeting/goodbye. This will normally make the passenger more comfortable. In the event that a passenger is quiet, visibly distracted, or otherwise under stress, the driver should keep conversation to a minimum until the passenger possibly initiates a conversation. A simple “Hello” and “Goodbye” should always be given, coupled with a smile, regardless of the interaction that transpires between them.

Drivers should put their passengers at ease and engage them as they would anyone else. Common sense should prevail. Any troubling or bothersome passenger attitude/reaction should be reported to Dispatch.

3.14 Leaving the lot

Drivers are required to leave the lot within 10 minutes of their report time.
4.0 Drug and Alcohol Testing

4.1 General

Operating a vehicle under the influence of either alcohol or drugs is not only an unsafe practice, it is against University/Transit policies and state laws. No employee under the influence of alcohol or drugs will be allowed to perform a safety sensitive function (i.e., drive a bus). Reporting to work under the influence of alcohol or drugs (legal and illegal) will subject the employee to dismissal.

Texas A&M University and Transit will be in compliance with the Texas A&M University Drugs and Alcohol Policy, Rule 34.02.99 M2, and with Part VII of the Department of Transportation Federal Register, 49 CFR, part 382, Controlled Substances and Alcohol Use and Testing.

4.2 Drug and Alcohol Testing Procedures

Transit’s procedures concerning drug and alcohol screening will be as follows:

1. Pre-Employment: All prospective employees for Transit must undergo a pre-employment drug screening.

2. All employees holding a CDL are included in a random drug and alcohol testing pool for the duration of their employment as a transit driver.

3. Reasonable Suspicion: Any employee may be asked to submit to a screening if reasonable suspicion exists to indicate that their health or ability to perform work may be impaired.

4. Post-Accident: Any driver involved in a motor vehicle accident while on duty must undergo a post-accident drug screening if any of the following criteria are met:
   a) Accident involves the loss of human life
   b) Employee received a citation arising from the accident and injury occurred sufficient to require medical attention away from the accident site
   c) Employee received a citation arising from the accident and vehicular damage occurred sufficient to require a vehicle to be towed from the accident site
   d) At Supervisors discretion

5.0 Overtime

Overtime will not be allowed without prior approval from management.
Operational Procedures

1.0 Accidents

For the purpose of reporting an accident to the dispatcher involving a Transit vehicle our definition of an accident is anything other than the tires making contact with anything other than the road surface. Texas A&M University Transportation Services drivers must operate university vehicles with the highest degree of care.

The highest degree of care means that Texas A&M University Transportation Services drivers must do everything reasonable to operate their motor vehicles safely and must always act in a manner that prevents accidents.

1.1 Preventable vs. Non-Preventable

The determination of preventable vs. non-preventable has little to do with who was at fault. The Management Team will investigate all accidents to determine whether or not an accident was preventable or non-preventable. You may be required to meet with the Management Team to determine the facts surrounding the accident.

- Preventable – Driver could have acted to prevent the accident (i.e. hitting a parked vehicle). Disciplinary actions may be assessed.
- Non-preventable – Driver could do nothing to prevent accident (i.e. being rear-ended). No disciplinary action will be taken.

1.2 Emergency Procedures

When an emergency occurs, such as an accident or a detour on your route, notify Dispatch only if the situation interferes with Transit’s service. Give the exact location of the situation and what, if any, emergency vehicles need to be sent to the scene. Dispatch will provide you with further instructions.

The following types of emergencies may occur while driving your bus. They include but are not limited to:

- You can be involved in an accident
- An angry passenger can threaten you
- Someone could require medical help
1.3 **If you are involved in an accident:**

1. Do not move the bus unless directed by dispatch or a law enforcement officer.

2. Immediately notify dispatch that you have been involved in a major "10-50" or minor "10-50". (Major - with injuries; minor - without injuries).

3. Provide Dispatch the exact location of the accident.

4. At no time admit fault or apologize.

5. Attempt to keep your passengers on the bus as they will be needed for witness information with the police and Accident Response Team. In the event that a passenger cannot stay, obtain their contact information.

6. While waiting for the Accident Response Teams and or the police to arrive, pass out the witness form and ask passengers to complete it. The Accident Response Team will take over the situation when they arrive.

1.4 **If you or your passenger’s safety is threatened or needs medical help:**

1. If the threat is serious, or you are in trouble, either key the mic and hold it down so that dispatch can hear what is going on or call in a "10-78" and the location. This will let Dispatch know to call the police, emergency personnel (if required) and the Transit Accident Response Team. Sit tight, remain calm, and at no time put your life or the lives of your passengers at risk.

2. On the other hand, if an emergency requires medical help for you or your passengers, call in a “Medical Emergency” and be sure to state that you need medical help along with your exact location.
1.5 Accident Witness Form

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<thead>
<tr>
<th>WITNESS #1</th>
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<th>WITNESS #7</th>
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<tr>
<td>Injury</td>
<td>Injury</td>
<td>Injury</td>
</tr>
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2.0 Radio Procedure

2.1 Why the Two-Way Radio is Important

The two-way radio in your bus is the most efficient and effective way for Dispatch to communicate with you. Use of proper radio procedures is essential for smooth operations over the airwaves.

2.2 How to Use the Two-Way Radio

There are five basic steps to follow to operate the two-way radio:

1. Listen for any traffic coming across the radio.
2. Hold button on hand mic and wait for the beep (if no beep, wait a few seconds).
3. While holding down button, speak clearly using English, 10-Codes, or a combination of the two. (Ex. – Radio beeps, then say “Unit 208 to Dispatch”)
4. Release button on hand mic and wait for response from Dispatch.
5. Repeat steps 1-4 until conversation is complete.

Currently Transit uses two radio channels for daily operations. Trigon buses and para-transit vans use “4-D”. MSC and On campus buses “4-C” charters use “4-D or 4-E” as directed. You may be asked to use other channels for special events or out of town charters. It is important to be aware of all radio traffic so make sure your radio is on the correct channel at the beginning of your shift.

2.3 Rules of the Radio

Rule 1: English is the official language on the radio; however, some ten codes will be used. The codes you are required to know are listed later in this section.

Rule 2: Keep your transmissions brief and concise. Think about what you are going to say before you say it. A clear and concise message will provide better data for the Dispatcher than one that is long and full of irrelevant information.

Rule 3: Use a pleasant voice on the radio. Keep in mind that others are also monitoring the radio.

Rule 4: Follow the Dispatcher’s directions.

Rule 5: When contacting dispatch, do not put the microphone back in the clip holder until the transmission is finished. The transmission is complete when the dispatcher says, “Dispatch clear”. The previous phrase is the procedure used to end every transmission; however, it is sometimes shortened by announcing the time.

Rule 6: Personal messages should be avoided at all times.
Rule 7: Lost and found will not be handled over the radio under any circumstances. Let your passenger know that all lost and found will be taken to the MSC every morning at 8:00am. If they want their item(s) sooner, they can wait for all the buses on that route to come around and search each bus themselves.

Rule 8: Keep your two-way radio loud enough so that you can hear it. You must monitor the radio at all times even if the conversation has nothing to do with you and your route.

Rule 9: If you observe a problem with another bus on route i.e., wrong marquee sign, bright lights, or four-way flashers on, etc, contact the driver of that bus via radio.

Rule 10: Communicate all other information through Dispatch.

Rule 11: Profanity on the radio is not acceptable. It is against Transit policy and it violates FCC regulations.

Rule 12: Do not attempt to transmit while another driver is on the radio. This will result in both transmissions being lost. This is referred to as "walking on" another transmission. Wait until Dispatch clears the previous transmission, then contact Dispatch.

2.4 Transportation Services 10 - Codes:

10-4 affirmative
10-9 please repeat message
10-20 what is your location
10-21 call by phone
10-23 arrived at assigned location
10-24 completed assignment
10-25 meet with me in person
10-43 for your information
10-50 accident (major/minor)
10-70 full bus (left passengers at…)
10-74 negative
10-76 en route to
10-77 estimated time of arrival
10-78 need assistance
**10-78 vs. Medical Emergency**

These two situations are **very** different. A 10-78 is only used in extreme situations (i.e. hostage situation, gun or knife threat).

**NOTE: THIS IS NOT TO BE USED FOR A MEDICAL EMERGENCY!**

A Medical Emergency is used when you or your passengers are sick or hurt (i.e. twisted ankle, fall, someone passes out, bodily fluids, etc.).

**2.5 Reroute (used if you get off route)**

If you miss a turn on route you must call Dispatch and request a reroute. The procedure is:

1. Stop where you are or nearby in a safe location (use your best judgment).
2. Call into dispatch and tell them your unit number, the route you are driving, the turn you missed, and your current location.
3. Wait in your current location for instructions.
4. Dispatch will give you directions to get back onto route. If you understand say “10-4”; if you don’t understand say “10-9” or ask them to repeat.
5. Continue on route as instructed by dispatch.

Please do not use Ten Codes that are not common as they could confuse the other drivers, Dispatch, and Transit.

**3.0 Reporting Mechanical Problems and Body Damage**

Drivers are required to complete a walk-around of their assigned vehicle at the beginning of their shift. The walk-around should be done before you begin driving to be certain everything is operational and to note all body damage. A second walk-around should be done at the end of your shift when it ends at the transit bus lot.

For safety reasons, it is important that you record all maintenance problems on a maintenance card located in the vehicle. Both copies of the card should be turned into dispatch at the end of the day. Write neatly with enough detail to understand the problem but be as brief as possible to do so. Fill out all fields on the maintenance card. When performing a bus inspection, make sure to document any damage to the vehicle that is not shown on the body diagram on the maintenance sheet and notify the dispatcher. Failure to document previous body damage can result in termination. Drivers should not make any marks on the body diagram only mark new damage on the maintenance sheet.
It is your responsibility to monitor the gauges and the operational condition of your vehicle and to immediately report any problems to the dispatcher.

**Maintenance Checklist**

**Bus #:**

**Date:**

**Driver’s Name:**

**Work Order #:**

**Legibly Written Detailed Explanation:**

<table>
<thead>
<tr>
<th>Walk Around</th>
<th>Walk Through</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ four-way flashers</td>
<td>☐ interior lights</td>
</tr>
<tr>
<td>☐ turn signals</td>
<td>☐ passenger seats</td>
</tr>
<tr>
<td>☐ clearance lights</td>
<td>☐ stanchions</td>
</tr>
<tr>
<td>☐ headlights</td>
<td>☐ windows</td>
</tr>
<tr>
<td>☐ fuses</td>
<td>☐ roof hatches</td>
</tr>
<tr>
<td>☐ engine compartment secure</td>
<td>☐ bus interior clean</td>
</tr>
<tr>
<td>☐ rear lights</td>
<td>☐ rear doors</td>
</tr>
<tr>
<td>☐ brake lights</td>
<td>☐ rear stepwell light</td>
</tr>
<tr>
<td>☐ no fluid leaks</td>
<td>☐ passenger bell</td>
</tr>
<tr>
<td>☐ lift operations &amp; restraints</td>
<td>☐ fire extinguisher</td>
</tr>
<tr>
<td>☐ collision packet</td>
<td>☐ biohazard kit</td>
</tr>
<tr>
<td>☐ paper towels</td>
<td>☐ first aid kit</td>
</tr>
<tr>
<td>☐ mirror tools</td>
<td>☐ whisk broom</td>
</tr>
<tr>
<td>☐ windex</td>
<td>☐ emergency triangles</td>
</tr>
<tr>
<td>☐ schedule</td>
<td>☐ waste basket</td>
</tr>
<tr>
<td>☐ map rack</td>
<td>☐ screws</td>
</tr>
</tbody>
</table>

| Sit Down                                  |                                      |
| ☐ parking brake                           |                                        |
| ☐ front door                              |                                        |
| ☐ PA system                               |                                        |
| ☐ radio                                   |                                        |
| ☐ horn                                    |                                        |
| ☐ air pressure                            |                                        |
| ☐ oil pressure                            |                                        |
| ☐ alternator                              |                                        |
| ☐ heater/defroster                        |                                        |
| ☐ air conditioning                        |                                        |
| ☐ windshield wipers                       |                                        |
| ☐ driver seat                             |                                        |
| ☐ mirrors                                 |                                        |
| ☐ destination signs                       |                                        |
4.0 Parking Procedures – Transit Lot

Buses must be parked with the left side wheels touching the edge of the Yellow line and the front door at the orange dot for spacing. All vehicles must be parked in their assigned Rows on the lot. Proper shut down procedures must be followed before checking out from your shift. Before leaving the drivers seat the transmission must be in park or neutral and the parking brake must be set. Perform your final walk-around properly noting any problems then shut off all electrical controls making sure that nothing is left on to avoid running down batteries.

Before leaving the bus, make sure all windows and roof vents are closed, insure doors are properly closed and secured and report any that will not close to the dispatcher before clocking out. Pickup all trash and sweep out the interior of the bus so it will be ready to go for the next driver. Empty the trash can every day at the end of fourth shift in the dumpster located adjacent to the automatic bus wash and return the trash can to the bus.

5.0 Idling Procedures

If your bus will be sitting for twenty minutes or more it should be shut down following proper shut down procedures.

All vehicles equipped with a gasoline engine should be properly shut down if they will be parked for five minutes or more.

Following these rules will greatly extend the life of the equipment and save on fuel consumption and pollution emissions.

6.0 Material Safety Data Sheets (MSDS)

Material safety data sheets are available for all chemicals that are used in normal transit operations and are supplied on all buses. The material safety data sheets contain all the information needed to use these products safely.

7.0 General Procedural Information

- Always stop behind the railroad tracks at the George Bush Drive/Wellborn Road intersection. Only one bus is permitted between the railroad tracks and traffic control signal at the Wellborn Road/Joe Routt and Wellborn Road/Old Main Drive intersections.

- Never re-route without first contacting dispatch.
- **Always** use the outside turn lane (except from Olsen to Olsen near Kleberg).

- Never have buses side by side or turn simultaneously.

- Do not pass any transit vehicle traveling the same direction your vehicle is traveling.

- Only adjust the radio when the bus is not in motion.

- Avoid pulling away from the stop until all the passengers are seated or prepared.

- If the bus will not start, check to make sure the gear selector is in neutral.

- When driving on George Bush Drive or Wellborn Road, all buses should stay in the outside lane until 1 block from the street that they need to turn left on to. Buses should not be running side by side for more than 1 block.

- When sitting at main campus stops, the door control handle should be moved forward so that the back door can be closed after the last passenger has exited from the bus. This will help with passengers only loading by the front doors and keep the interior temperature more comfortable for the passengers. Back doors must be closed while sitting at stops.

- On the A&M campus the speed limit for buses is 5 mph under the posted speed limit.

**Residential Areas**

Drivers should keep the bus noise level down so that buses do not disturb residents. Drivers should be alert for cars backing out of driveways and for children playing outside. Drivers should use caution at uncontrolled intersections. Drivers should cover the brake.

**8.0 General Route Information**

Transit provides the following types of shuttle services:

1. Off-Campus Routes
2. On-Campus Routes
3. Para transit
4. Charters
8.1 Regular Semester Routes

Day Service – Operates between the hours of 7:00am and 6:00pm, Monday thru Friday.

Night Service – Operates Monday thru Friday. Hours of operation are 6:15pm to Midnight.

* N 01
* N 03
* N 04
* N 05
* N 12
  N 15/35
  N 36
  N 26/31
  N 22/27
  N 34

There is one driver for each combined route, however; the driver will drive each route separately with specific leave times.

* N01, N03, N04, N05, N12, N34 and N36 have only one bus on these routes and do not alternate with any other route.

Weekend Service – Operates Saturdays and Sundays between the hours of 9:00am and 5:00pm, excluding home football weekends.

* W 03
* W 04
* W 12
  W 15/35
  W 26/31
  W 36
  W 22/27
  W 34

There is one driver for each combined route, however; the driver will drive each route separately with specific leave times.

* W03, W04, W12 and W34 and W36 have only one bus on these routes and do not alternate with any other route.
8.2 Main Stops

A main stop is the point on campus from which each route begins. There are three things that happen from this point:

- Make scheduled leave times.
- Change out drivers at shift change and do a walk-around walk through

8.3 Off-Campus Routes - Main Stops

- **Trigon Area (Rudder Tower)** – Cotton Bowl (36), Excel (22),
- **Trigon Area (Psychology Building)** - , Rudder (26)
- **Trigon Area (Butler Hall)** – Elephant Walk (31), Ring Dance (27), Fish Camp (34)
- **MSC** – Old Army (15) and Reveille (12) Hullabaloo (35)

8.4 On-Campus Routes – Main Stops

- **Trigon** – Bonfire (01)
- **MSC** – Yell Practice (03), Gig ’Em (04), Bush School (05), 12th Man (06), and Howdy (08)
- **Fish Pond** - Replant (02),

8.5 Buses on Route

During a shift, there are a fixed number of buses on each route. Sometimes a particular route may have an extra bus during busier times. For example, many routes start off with several buses running in the morning due to a larger passenger load, and then some buses will return to Transit, as the passenger load decreases throughout the day.
Driving Procedures

1.0 Pre-Pullout Check

Listed below are the steps that all drivers must perform when they check out their assigned buses before leaving the transit lot.

Approaching the Bus

1. No one should be working behind or under the bus.
2. The bus body should be level and the wheel housing should be clear of the wheels.
3. The front steps should have no tripping hazards.
4. The air pressure gauge should be checked. If the air pressure is less than 90 psi, the bus will need to run to build up air pressure before the bus can be moved. If the air pressure is above 90 psi on the gauge and the bus is leaning to one side, the dispatcher should be notified immediately of the problem.
5. The parking brake must be set.
6. The transmission should be in neutral.
7. The master control switch should be turned to “Nite” or “Lights”.
8. The four-way hazard lights should be on and the rear door should be activated. The clipboard, body diagram and a maintenance sheet will be needed for the rest of the pre-pullout check.

The Walk-Around

1. The turn signals and four way flashers should be working.
2. Headlights, marker lights, and clearance lights should be operational.
3. The bus diagram should be used to check the bus for any unreported body damage, report any new body damage to the dispatcher immediately and record it on the maintenance sheet.
4. The tires should be in good condition. Any cuts, tears, loose tread ETC should be reported to dispatch.
5. All exterior compartment doors should be closed and latched.
6. The brake lights must be working. The rear door interlock or parking brake must be activated in order to inspect the brake lights.
7. The bus should be inspected for fluid leaks. The location, color, and drops per ten seconds or size of the puddle should be noted. Transmission fluid, power steering fluid, and diesel fuel leaks should be reported to the dispatcher immediately. Oil and coolant leaks should be reported if the size of the puddle is large (6 inches in diameter or more).
8. The lower body panels on the right side should be checked for body damage.
9. The front doors should be shut and checked for damage.
10. The area around the bus should be clear of obstructions.
The Walk-Through

1. The engine should be started before beginning the walk-through if needed to build up the air pressure. The engine should not idle for more than three to four minutes.
2. The interior lights should be operational.
3. The interior of the bus should be checked for the following:
   - no tripping hazards on the floor.
   - secure and clean seats, no cuts in the seat upholstery, and no protruding screws.
   - secure and clean grab rails and stanchions.
   - no broken windows. The windows should be closed in inclement weather.
4. The interior of the bus should be checked for overall cleanliness. Trash found in the bus should be thrown away.
5. The rear steps should have no tripping hazards.
6. The rear exit doors must open and close completely.
7. The rear door stairwell light should be working.
8. The passenger signal bell should be working on both sides.
9. There must be a fully charged fire extinguisher on board.
10. The wheelchair lift (Nova and Gillig) must be operated through one cycle.

The Sit Down

1. The engine should be started.
2. The front doors should open and close properly.
3. The door interlock must be working correctly with the door control lever set to activate the rear doors.
4. The two way radio should be turned on and the speaker volume should be adjusted.
5. The horn must be working.
6. The oil pressure gauge if equipped should read 40-60 psi or the trouble light should not be lit and the buzzer should be off.
7. The generator or alternator trouble indicator should not be lit.
8. The air pressure gauge should read at least 90 psi and no more than 140 psi. The trouble light should not be lit and the buzzer should be off.
9. The heater(s) and defrosters should be operational if needed for the weather conditions.
10. The air conditioning should be operational if needed for the weather conditions. The bus must not be moving when turning on the air conditioning.
11. The engine must low idle at least five minutes before turning on the air conditioner. The air pressure must be over 90 psi and the oil pressure must be 15 psi or greater.
12. The windshield wipers and washer (if available) should be working.
13. The driver seat and mirrors should be adjusted.
14. Set marquee to “Out of Service”. When main campus stop or first active stop off campus is reached, set marquee to correct Route Number and P/R message, if applicable.
On Route

1. After leaving the parking area, a normal test stop should be made in a safe location to determine how the brakes are functioning.
2. When relieving another driver on route, the inspection should be performed at the first opportunity where time and traffic conditions permit.

2.0 Mirror Adjustment

With properly adjusted mirrors, drivers can see what is happening in and around their bus. This insures that the driver is aware of situations that require prompt, defensive action. This section contains the standards for adjusting the mirrors and includes photos showing what should be seen in the mirrors when properly adjusted. Drivers must be sure their mirrors are adjusted properly before moving the bus. The driver seat must be properly adjusted before checking the mirrors.

Nova/Millennium left side

El Dorado right side

Left Side View Mirrors

Buses if equipped with split mirrors. The top mirror should be set, side to side, so you see two fingers width of bus and the lane on the left is visible all the way behind the bus. The top mirror should be set, top to bottom, so you see the top 2 inches of the rear tire wheel flair when looking at the bottom edge of the mirror. The lower mirror should see the side of the bus, the lower portion below the window line. The top of the mirror should match the bottom of the top mirror and back wheel at the pavement should be plainly visible. Set fish eye to match lower mirror.
The right side view mirror should be set so that drivers can see the right side of the bus, including the area outside the front and rear doors, and the rear wheel well. When adjusting the mirror, the mirror arm must not be set straight out from the front of the bus.

The mirror should be set so the top of the rear passenger seat splits the mirror in half. This mirror is primarily for passenger view.
3.0 Maneuvering Around the Lot

In the interest of safety and the fact that maneuvering space in and around the parking area is extremely tight, extra caution must be taken when maneuvering a bus. Drivers must watch all sides of their bus when pulling into and out of the lot.

Due to the size of the vehicle, there is a large blind spot immediately behind the bus where pedestrians, vehicles, etc., are hidden from view in your mirrors. Since there may be times when someone is standing or walking behind your vehicle, the following procedure must be followed when backing:

1. Have a spotter when possible.
2. Turn on four-way flashers.
3. Open driver’s window.
4. Place bus in “reverse”.
5. Honk your horn.
6. Wait 5 seconds before moving your bus. Allows anyone who may be behind the bus time to move out of your path of travel.
7. Back slowly with foot covering the brake.

4.0 Normal Operations

Drivers should operate their buses in a safe, friendly, courteous, and efficient manner at all times. Drivers should be constantly alert for and anticipate potential hazards.

The guidelines listed below must be followed as part of daily operations for all drivers:

- Observing the road two to three blocks ahead, as well as traffic in the immediate vicinity of the bus.

- Check each exterior mirror two or three times per minute.

- The bus ride should be smooth with no sudden, sharp motions. Bumps, potholes, and other road irregularities should be taken at a slow rate of speed. Driving should be adjusted according to the type of bus being driven in order to provide passengers a smooth ride.

- Drivers should strive to give value-added service to their passengers whenever possible. Questions should be answered completely and correctly. If drivers don’t know or cannot look up the answers, they should call the Dispatcher. Give pedestrians the right of way.
Operate as close to the printed schedule as safely possible. Transportation Services drivers have established a good reputation of maintaining time schedules.

Seat belts MUST BE worn at all times by drivers. Texas law requires the use of seat belts for passengers in the front seat of a vehicle. Passengers in any seat of non-bus Transportation Services vehicles must wear a seat belt.

5.0 Steering

Drivers must use one of the following Transportation Services approved methods of steering:

1. Hand over hand with the hands normally at 10 and 2 o’clock position. Turn the steering wheel by passing one over the other in a smooth turning motion as the turn is being made.

2. Push pull method with the hands normally at 9 and 3 o’clock position. One hand will push up toward 12 o’clock while the opposite hand will pull toward 6 o’clock, repeating this process in short strokes.

At no time should drivers use one hand or “palm” the wheel through a turn or use the wheel spokes to turn with. For safety, the driver should grip the wheel with their thumbs on the outside of the wheel not wrapped around the wheel, as this can cause injury if the wheel bucks back from a road surface irregularity.

6.0 Acceleration

When drivers start smoothly and accelerate at an even rate to the desired speed, they have made a proper start. Contained in this section are the standards for starting the bus. In situations not covered in this section, drivers must use their best judgment.

- Insure that other vehicles and pedestrians are clear and will stay clear.

- Check all mirrors for hazards before and while the bus is moving.

- When there is a vehicle in front of the bus wait until it has moved and is at least two seconds away before moving the bus. This is the Two Second Rule.

- When making a complete lane change or going out around parked vehicles from a bus stop, use the left turn signal.

- If stopping in the lane of traffic, keep four ways on until the bus has reached 10 miles per hour.
• Start the bus smoothly and accelerate at an even rate on dry pavement. Accelerate more slowly when passengers are standing.

• Wait for elderly passengers, small children, passengers with babies, pregnant women, and passengers with disabilities to be seated before accelerating the bus.

• Press the accelerator pedal quickly after releasing the brake pedal when starting on a slope to prevent the bus from rolling backwards. Rollback will vary from bus to bus.

• On slippery pavement, start smoothly and slowly by depressing the accelerator gradually. If the rear wheels begin the slightest spin or sideslip, release the accelerator pedal immediately. Depress the accelerator pedal lightly again, releasing it if the wheels spin or sideslip. This process should be continued until the wheels no longer spin or sideslip.

• Increase speed gradually and maintain at least a four (4) second following distance behind traffic in front of the bus. This is the Four Second Rule. Following distance should be increased if needed for the conditions (wet roads, higher speeds, etc).

7.0 Stopping

When drivers slow down at an even rate and make a smooth stop at the desired point, they have made a proper stop.

Braking distances can vary from bus to bus; therefore, drivers should make a stop as soon as is practical after leaving the transit lot or making a relief. Drivers should not assume that braking will be the same for an entire trip. Drivers must know the braking capabilities of the bus at all times.

Conditions such as passenger loads and road grades will affect braking. Braking power will be reduced when the brakes become wet after driving through puddles in a rain storm. Drivers should tap the brakes lightly after going through water so that a change in the braking capability is known and the brakes dry.

Existing road conditions determine where to begin applying the brakes.

• On a dry level street with a light passenger load, drivers should begin braking at the following distances for the speeds shown:

<table>
<thead>
<tr>
<th>Speed</th>
<th>Distance from Intended Stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 mph</td>
<td>1 1/2 bus lengths</td>
</tr>
<tr>
<td>20 mph</td>
<td>3 bus lengths</td>
</tr>
<tr>
<td>30 mph</td>
<td>5 bus lengths</td>
</tr>
<tr>
<td>40 mph</td>
<td>8 bus lengths</td>
</tr>
</tbody>
</table>

Page 40
• On a downgrade or with standing passengers, drivers should use their best judgment as to where to begin braking. Drivers should allow more distance than shown above.

• On a slippery street, drivers should allow two or three times the distances shown above.

The condition of the street also determines how to apply the brakes.

• On a dry street, the brakes should be applied smoothly to the extent required. As speed is slightly reduced, the brake pedal should be let up gradually so that the pedal is slightly depressed at the final stop. This will reduce the rebound at the end of the stop. This technique is called “feathering the brake”.

• On a slippery street, the brake pedal should be depressed lightly. If the front wheels lock up or the rear wheels begin to slide or sideslip, drivers should release the pedal immediately to allow the wheels to roll. Once the wheels are rolling, the pedal should be depressed lightly again, releasing it if the front wheels lock up or the rear wheels begin to slide or sideslip. This procedure should be repeated until the wheels no longer slide.

**Stopping Guidelines**

• Anticipate changes in traffic lights and monitor the pedestrian “Walk/Don’t Walk” signals. Once this signal starts flashing, it can be assumed that the traffic light will change to yellow shortly.

• Check outside mirrors when slowing to a stop to make sure following traffic is aware that the bus is making a stop.

• Turn on four-way hazard flashers at least one hundred feet before the stop.

• Stop behind the white stop line painted on the street. Once stopped, roll forward slowly for better visibility only if needed. If necessary, drivers should make a second stop before proceeding into traffic.

• Stop at least ten feet behind the vehicle in front of you. Leave enough room to get around the vehicle if it stalls or cannot move.

• Right foot must be applied to brake pedal when stopped, unless the parking brake is set. Do not use the door interlock to hold the bus while stopped or as a brake to slow down.

• ALL transit buses MUST stop at railroad crossings. Hazard lights must be engaged while stopped. When it has been determined that it is safe to proceed, the hazard
flashers must be canceled after the vehicle begins to accelerate.

8.0 Right Side Clearance

Drivers should maintain a distance of three to five feet between the right side of the bus and the curb whenever possible. This clearance helps protect the right side of the bus. Contained below are the standards for maintaining the proper right side clearance. In situations not covered here, drivers must use their best judgment.

- Drive in the right lane on a four-lane street whenever possible.
- On narrow lane streets (lane width is 12 feet or less), operate the bus with the left tires just inside the centerline.
- On wide lane streets (lane width is more than 12 feet), operate the bus in the middle of the lane. This discourages other vehicles from passing the bus on either side.
- When right side clearance to less than three to five feet, reduce vehicle speed.
- Be aware of off-tracking that reduces the side clearances in the rear of the bus. Off-tracking occurs because the rear tires do not follow the same path as the front tires.

9.0 Following Moving Traffic

When following moving traffic, drivers must be able to stop smoothly and safely if the vehicle ahead should slow down or stop suddenly. Contained below are the standards for maintaining the proper distance when following moving traffic. In situations not covered here, drivers must use their best judgment.

- The distance that must be maintained behind moving traffic depends on the existing road conditions. On a dry level street with a light passenger load, a four second interval should be kept behind the vehicle that is being followed. This is the Four Second Rule.
- Increase following distance on a downgrade or when passengers are standing.
- On slippery streets, reduce speed and increase following distance. Slippery streets are not an excuse for having a collision.
- Watch ahead for traffic conditions and signals to anticipate when vehicles will have to slow down or stop so that the following distances can be adjusted accordingly.
- If a passing vehicle begins to move into the driving lane of the bus, cover the brake pedal or apply the brakes so that the bus will have the proper following distance once the vehicle completes its pass. Slow down when a vehicle forces its way past the bus.

### 10.0 Intersections

When drivers approach intersections, they must be in full control of the bus and the situation. Full control means that drivers are alert and aware of traffic and pedestrians, both hands are on the steering wheel, and the brake pedal is covered or applied depending on the circumstances. Passengers may be thrown off balance when a smooth, safe stop is not made when traffic or pedestrians should cross into their path.

Drivers should follow the guidelines listed below when approaching and moving through intersections where no service stop is required. In situations not covered, drivers should use their best judgment.

- Have the bus under full control and be prepared to slow down or stop if vehicles or pedestrians should cross into the path of the bus.

- Do not proceed into the intersection unless the entire bus can safely clear the intersection and not interfere with other vehicles.

- Proceed with caution while checking traffic and pedestrian movement.

- Resume speed only after clearing the intersection.

At wide-open intersections where drivers can see at least a block in either direction, the procedures listed below should be followed:

- If there are no cars approaching the intersection, proceed through the intersection. Remain alert to other traffic and all movement in the intersection.

- If a vehicle is approaching the intersection, cover the brake until it is determined the vehicle is going to stop. Yield the right of way when vehicles approaching from the left or right side do not stop.

At blind intersections where there is less than a one-block sight distance in either or both directions, the procedures listed below should be followed:

- Slow down and cover the brake until a minimum unobstructed view of least one block in either direction is obtained. Side streets must be clear or a determination made that other vehicles are going to stop.
• Be aware of all movement in the intersection.

Be alert at all alleys, driveways, and other locations where vehicles, pedestrians, or bicycles may cross into the path of the bus. Stop at T-intersections that do not have traffic control signals to check for approaching vehicles.

At intersections where there is not enough room to maneuver due to another vehicle, hold the bus until the other vehicle moves. The other driver will typically move within a few seconds after determining that the bus will wait. This is called the Three Second Rule.

**Do not wave or motion other vehicles, pedestrians, or bicycles through intersections.**

### 11.0 Changing Lanes

Buses should be operated in the right hand curb lane. However, there are times when drivers must change lanes to get around parked vehicles or other objects, to pass slower moving vehicles, or to move into the proper lane before making a turn. Contained in this section are the standards for changing lanes under normal conditions. In situations not covered in this section, drivers must use their best judgment.

• Be certain that the lane the bus intends to move into is clear. The mirrors should be used to check alongside and to the rear of the bus. The brake should be covered while the check is being made.

• When the lane is clear, give the proper turn signal and change lanes gradually.

• When changing lanes to pass a vehicle or other object, begin the lane change about two bus lengths away from the vehicle or object to be passed so that the bus and other vehicle/object will be parallel when passing. Maintain right side clearance of 3 to 5 feet while passing. Reduce bus speed to three to five mph in situations that prevent 3 to 5 feet of right side clearance while passing.

• Before returning to the driving lane, give the proper turn signal.

• When returning to the driving lane after passing a parked vehicle or other object, begin the lane change after the rear wheel of the bus is past the front bumper of the parked vehicle or the forward edge of the object.

• When returning to the driving lane after passing a moving vehicle, be 100% certain that the entire length of the bus is beyond the vehicle being passed before starting the lane change.

• Monitor outside mirrors for vehicles trying to pass the bus on the right side
12.0 Passing and Being Passed

When passing parked vehicles, fixed objects, vehicles moving in the same direction, or vehicles moving in the opposite direction, the main concern is clearance. Drivers must make sure that they have enough clearance before passing and they must maintain that clearance while passing. Before and after passing, it may be necessary to change lanes. When this is necessary, drivers should follow the standard operating procedures for changing lanes. When being passed, drivers must also be concerned with clearance. Drivers must be alert for indications that the passing vehicle may not allow proper clearance while passing. This section contains the standards for passing and being passed. In situations not covered in this section, drivers must use their best judgment.

By their nature, transit vehicles do not pass many moving vehicles. When it is necessary to pass, there must be no bus stops in the immediate vicinity that would require a stop to pick up or drop off passengers. Bicycles and pedestrians should be given a traffic lane for clearance when being passed.

When making a decision to pass, consideration must be given to how long the bus will be behind the slower vehicle. It may be better to stay behind the vehicle until either the bus or the slower vehicle turns.

Passing Parked Vehicles or Fixed Objects

- Check clearance before beginning to pass. If clearance is doubtful, stop the bus and get out to visually check. Passing movement should be initiated two bus lengths from the vehicle or object being passed.

- The bus should be kept parallel to the object being passed.

- Where possible, maintain 3-5 feet of right side clearance.

- Where side clearance is less than three feet, operate at “idle” speed while covering the brake pedal. When less than 100% certainty exist regarding the ability to successfully navigate in situations where clearances are less than 3 feet, stop the bus and visually assess the situation from outside the bus. If the object will not be cleared, contact the dispatcher for instructions. **Do not proceed if there is not adequate clearance.**

- If there are indications that a parked vehicle is occupied (such as a driver in the seat of the car, exhaust smoke, lights on, etc.), cover the brake or apply the brakes so that the bus can stop safely if the vehicle moves or a door opens.

- Be alert for pedestrians walking out from between parked vehicles.
Passing Vehicles Moving in the Same Direction

- Give an entire lane to the other vehicle while passing. If this is not possible, a minimum clearance of three to five feet should be maintained on the right side while passing.
- Keep the bus parallel to the object being passed.
- If the vehicle moves toward the bus or speeds up, drivers should slow down and return to their original lane.
- Be 100% certain that the entire length of the bus is beyond the passed vehicle before returning to your original lane.

Passing Vehicles Moving in the Opposite Direction

- Be prepared to slow down or stop if an approaching vehicle should cross the center line.
- Watch for turn signals or other indications that the vehicle may turn into the path of the bus.
- The bus should stay to the right of the center line.

Vehicle Passing from the Rear of the Bus

- Watch for an indication that a vehicle wishes to pass. Some clues may be the driver of the approaching vehicle sounding the horn or the vehicle moving into the passing lane.
- Stay to the right of the center line.
- Do not increase bus speed while being passed. If the passing vehicle reduces side or front clearance, slow down or stop, if necessary.
- When a vehicle enters the driving lane of the bus after passing, cover the brake pedal or apply the brakes to re-establish the proper following distance behind the vehicle ahead.
- Do not devote too much attention to watching cars pass the bus from behind. Remain aware of everything that is happening around the bus.

13.0 Right Turns

A proper right turn has been made when a bus clears the curb at the corner and stays as nearly as possible in its own lane of traffic. To complete this turn properly, drivers must consider:
• Where to stop prior to the turn
• The shape of the corner
• How many lanes of traffic going same direction is the bus turning into
• Where to begin the right turn
• The speed of the bus while making the turn (cover the brake)
• How to straighten out after making the turn

Illustrated in this section are the standards for making a right turn under typical conditions. If the corner curb is rounded off slightly, the angle of the bus must be greater than that illustrated below. If the corner curb is rounded off a great deal, the angle of the bus may be less than that illustrated.

When there are conditions such as illegally parked cars or temporary obstructions, these standards may not apply and drivers must use their best judgment.

Right turns on red are acceptable when not prohibited by street sinage. However, use best judgment and caution when making a right turn on red.

**Approaching the Corner**

• Activate the vehicle’s right turn signal 100 feet from the intersection.
• Reduce right side clearance to one (1) foot from the standard three to five feet. Keep the bus parallel to the curb and reduce speed to three to five mph. Approximately 15 to 20 feet from the intersection, begin the “set up” described below:

**The Set Up**

• Check outside rear view mirrors.
• After insuring there is no oncoming traffic, angle out slightly until the front right corner is approximately 1-3 ft. from the curb. The curb line of the street onto which the bus is turning should be at the front bumper or visible through the front doors.
• The rear of the bus will stay near the curb and protect the right side of the bus.
Making a right turn
The set up
Completing the Turn

- While turning, use steady hand-over-hand or “push-pull” method on the steering wheel. Cover the brake pedal and maintain speed not more than three to five mph.
- Remember front overhang when driving a Nova Gillig or Millennium. A stop may be required if the front of the bus will cross the centerline into oncoming traffic.
- Check the right side mirror often to make sure the right rear tire of bus will clear the corner, any vehicles or pedestrians. The rear tire is the pivot point of the bus and should remain approximately one foot from the curb.
- If the right rear tire is going to hit the curb, straighten the steering wheel and make the turn wider.
- If the turn is too wide, drivers should slow down and turn the steering wheel all the way to the right. It may be necessary to stop in the middle of the turn to allow oncoming traffic to move before completing the turn.
- Use the left side-view mirror to check clearance with vehicles and pedestrians on the left side of bus.
- Straighten out into the driving lane while keeping a clearance of three to five feet from the curb or parked cars. After the bus is straight, normal speed can be resumed.
Turning When Parked Cars or Obstacles Are Within 100 Feet of the Corner

- Do not “set up” for the turn. Maintain three to five feet of clearance from the obstacle.
- Keep the bus straight in the lane until the curb of the street you are turning onto is seen out the front door. This is the beginning point for right turn.
- Maintain a one foot clearance between the right rear tire and the curb around the turn. It may be necessary to use both lanes to complete the turn.
- Insure the bus is in the curb lane following completion of the turn.
14.0 Left Turns

This section illustrates the standards for making a left turn under normal traffic conditions. When parked vehicles or other obstructions are in the path of the bus or if the street onto which the bus is turning is narrow, the turn may have to be started at a different point than illustrated here. Turning from a one way street may also affect the start of a turn. In these and other situations, these standards may not apply and best judgment should be exercised.

When the bus stays as nearly as possible in its own lane of traffic, a proper left turn has been made. To make a proper left turn, consideration must be given as to where to begin the turn, speed of the bus while making the turn, and how to straighten out after making the turn.

Approaching the Corner
- Utilize designated left turn lanes when available. When dual left turn lanes are available, utilize the outer most lane unless instructed to use inside lane (Olsen).
- When on a four lane road without a designated left turn lane, move the bus into the turning lane at least 150 feet before the intersection.
- Activate the left turn signal 100 feet from the intersection.
- Reduce speed so that the bus will be moving three to five mph when it reaches the intersection.

Prepare to Turn
- When vehicles are approaching from the opposite direction, stop with the front of the bus at the center of the oncoming lane of the intersecting street. The wheels should be kept straight while waiting. Wait for a gap in oncoming traffic.
- When no vehicles are approaching from the opposite direction, drivers should begin the turn when the front of the bus is at the center of the oncoming lane of the intersecting street.
Completing the Turn

- Check outside mirrors while making the turn.
- Utilize hand-over-hand or “push-pull” steering technique.
- Cover the brake pedal and maintain speed of three to five mph.
- The left rear tire, which is the pivot point, should not cross over the center line.
- Remember front overhang and be aware of vehicles parked close to the corner.
- Utilize outside mirrors to check clearances.
- When no service stop is required after the turn, begin to straighten out when the right front corner of the bus is about three feet from the curb or parked vehicles.
- When a service stop is required, begin to straighten out when the right front corner of the bus is just short of the curb. The bus should be parallel and one foot from the curb at the bus stop.
- When it is necessary to use the front overhang of the bus to complete the turn, Insure the curb area in front of the bus is free from obstructions that would prevent using the front overhang.

15.0 Service Stops

When the bus is stopped parallel to the curb, the front tire is 6-12 inches from the curb and the front doors are aligned with the Transportation Services bus stop box or the concrete bus stop pad, a proper service stop has been made. A proper service stop is convenient for passengers and provides an easy step directly from the curb to the bus and from the bus to the curb. Sometimes vehicles park in or near the loading zone and the ideal stop cannot be made. Clearance should not be reduced to less than 6 inches.

The standards for making a service stop illustrated in this section are based on the amount of space available at the curb. The service stop should provide a safe place for passengers to board and alight and should keep the driving lane as clear as circumstances permit. There are times when it is not possible to meet these standards. If the curb is broken or blocked, or if the street is obstructed, drivers must use their best judgment in determining the safest place to stop.

The following safety points should be remembered.

- Activate hazard flashers 100 feet before stopping to pick up or drop off passengers.
- Utilize hazard lights, not a turn signal, to indicate intent to pull into a cutout to make a service stop.
- Do not open the doors until the bus has completely stopped.
- When a concrete pad is located at a bus stop, stop with the front doors on the pad. If there are two pads, stop with the front doors on the far pad.
• In the absence of a concrete pad, a reasonable attempt should be made to stop in the vicinity of where the passengers are waiting.

• When dropping off passengers at a bus stop located near a traffic stop sign, it is permissible to pull up to the stop sign and drop off the passengers there (required on Ross St).

• Keep vehicle brakes applied while the doors are open.

• Doors must be closed before moving the bus.

• Do not bump the curb while pulling in or pulling away.

• Insure passengers have a safe place to walk after exiting the bus.

• Under adverse conditions, passengers should be dropped off in a safe location. Driveways should be used when possible.

**Curbing the Bus**

• Maintain a clearance of three to five feet from any parked vehicles.

• When the rear wheels are in line with the front bumper of the last parked car or other obstacle, turn and aim for a point midway in the space available. If there are no obstacles, begin to pull into the curb about 60 feet from the bus stop.

• When the right front corner is just short of the curb, drivers should begin straightening out and continue forward until the front wheel is about one foot from the curb. Drivers should continue to the stopping point.
**Stopping in the Traffic Lane**

If there is not enough space available to pull in next to the curb, drivers will need to stop in the traffic lane. The guidelines listed below should be followed:

- Maintain a clearance of three feet from any parked vehicles when approaching the stop.
- When the rear wheels are in line with the last parked vehicle, drivers should stop to pick up or drop off passengers.

*Result:* The bus is in the traveled part of the roadway and is parallel to the curb. The parked car is protecting the right side of the bus. Drivers should caution their passengers to watch for parked vehicles in case they start to move.
Far Side Bus Stops

The bus stop is considered a far side stop when a bus stop is located past the cross street at an intersection.

- When entering the intersection, aim for a point just beyond the crosswalk and about one foot from the curb.
- Continue parallel to the curb until the rear of the bus is clear of the crosswalk.

*Result:* The bus is parallel to the curb. Both doors are close to the curb under normal conditions.
Curb Cutouts

- When the rear wheels are in line with the curb at a cutout, turn and aim for a point midway in the space available.
- When the right front corner is just short of the curb, begin straightening out and continue forward until the front wheel is about one foot from the curb. Use the front overhang, if possible, to get close to the curb.
- Continue forward to the stopping point.

*Result:* At the stop, the bus is parallel to the curb. Both doors are close to curb.
Leaving a Service Stop

This section contains the standards for leaving a service stop. In situations not covered in this section, drivers should use their best judgment.

- Look in all directions and use outside mirrors to check that boarding and alighting passengers are clear of the area next to bus.
- Insure service doors are closed.
- Insure that all vehicles and pedestrians are clear and that the traffic signal (if any) is green.
- When exiting a bus stop, if the driver does not need to make a complete change of travel lanes, or go out around parked vehicles, they should slowing pull away from the curb leaving the hazards on until they are traveling 10-12 mph then shut off the hazards.
- If the driver needs to make an immediate change of travel lanes or are exiting a bus cutout or main campus stop, the driver should shut off the hazards and signal left, merging into that lane when safe.
- Follow standard operating procedures for accelerating. If passengers are standing or moving to a seat, accelerate in a manner so that the passengers will not fall. Special consideration must be given to the elderly, people with disabilities, people with small children, pregnant women, and people carrying packages.
- Check all mirrors several times before moving the bus away from a bus stop.
- Move forward gradually while gaining proper clearance from the curb. Follow standard operating procedures for passing when parked vehicles or fixed objects are in the path of the bus.
16.0 Defensive Driving

Vehicle collisions are a serious problem. The problem becomes more serious daily because of the increasing number of vehicles on the street and because the majority of vehicle operators are not trained in safe driving techniques.

It is the responsibility of all Transportation Services drivers to provide the highest degree of care in the performance of their duties. They must learn to drive defensively so that they do not cause collisions and so they can prevent untrained drivers from involving them in collisions.

In public transportation, there is also the possibility of passenger collisions. Such collisions cause pain and suffering to people who have put their trust in the Transit drivers. This type of collision can be reduced through the utilization of defensive driving techniques summarized in this section.

This section outlines four types of collisions, possible situations that can lead to these collisions and the defensive actions required to prevent these situations from developing into collisions. While this section does not list every situation that could lead to a collision, recognize any collision situation can be handled safely utilizing the basic principles of defensive driving.

Study this section carefully. Know and understand all possible situations and their associated defensive actions. Concentrate on applying the proper defensive actions while driving and react defensively in all situations.

### Situations Involving Pedestrians

<table>
<thead>
<tr>
<th>Possible Actions of Pedestrians</th>
<th>Defensive Actions of Drivers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing or walking in front of a stationary bus.</td>
<td>Look in all directions before moving the bus.</td>
</tr>
<tr>
<td></td>
<td>Watch for vehicles coming along the left side of the bus.</td>
</tr>
<tr>
<td>Standing or walking in front of a moving bus.</td>
<td>Slow down or stop to permit pedestrians to cross. Watch all pedestrians near the street.</td>
</tr>
<tr>
<td>Standing or walking behind a stationary bus.</td>
<td>Look in all directions before backing the bus. Get out and check behind the bus before backing. Drivers should back slowly and cautiously when they are certain pedestrians will stay clear of the bus. Watch outside mirrors and ask for assistance when possible [spotter, dispatch, etc].</td>
</tr>
</tbody>
</table>
## Situations Involving Passengers

<table>
<thead>
<tr>
<th>Possible Actions of Passengers</th>
<th>Defensive Actions of Drivers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approaching or leaving the bus without watching where they step.</td>
<td>Should stop where it is safe for passengers to board and exit. Both doors should be kept clear of obstructions and tripping hazards.</td>
</tr>
<tr>
<td>Attempting to board or alight while the bus is moving.</td>
<td>The door interlock must be activated at all times. Open doors only after the bus stops completely. Doors must be closed before moving the bus.</td>
</tr>
<tr>
<td>Not clear of a closing door.</td>
<td>Insure passengers are clear before closing the doors. Utilize mirrors to watch passengers as they exit.</td>
</tr>
<tr>
<td>Standing or walking without holding on to stanchions.</td>
<td>Accelerate and stop gradually/smoothly. Execute turns slowly.</td>
</tr>
<tr>
<td>Placing bundles or packages where other passengers may trip over them.</td>
<td>Ask passengers to move bundles or packages.</td>
</tr>
<tr>
<td>Possible Actions of Other Vehicles</td>
<td>Defensive Actions of Drivers</td>
</tr>
<tr>
<td>-----------------------------------</td>
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</tr>
<tr>
<td>Slowing down or stopping.</td>
<td>Maintain the proper following distance. Slow down or stop as necessary.</td>
</tr>
<tr>
<td>Backing or rolling back.</td>
<td>Stop the proper distance (ten feet) from stationary vehicles. Honk the horn to alert the other driver.</td>
</tr>
<tr>
<td>Following the bus too closely.</td>
<td>Signal traffic behind the bus by flashing the brake lights when slowing down or stopping. Make a gradual stop. Only authorized stops should be made. Activate hazard flashers or turn signals 100 feet in advance of a turn or service stop.</td>
</tr>
<tr>
<td>Straddling the center line.</td>
<td>Stay to the right side of the center line.</td>
</tr>
<tr>
<td>Cutting across or turning in front of the bus.</td>
<td>Slow down and stop if necessary. Do not rely on the turn signals of other drivers.</td>
</tr>
<tr>
<td>Cutting across or turning into the path of the bus at intersections.</td>
<td>Look in all directions before entering intersections. Be aware of all movement in the intersection and prepared to stop.</td>
</tr>
<tr>
<td>Backing or pulling out of an alley or driveway into the path of the bus.</td>
<td>Watch side streets, alleys, and driveways. Cover the brake when passing. Be prepared to stop.</td>
</tr>
<tr>
<td>Turning into the path of bus while the vehicle is passing.</td>
<td>Watch side streets, alleys, and driveways. Cover the brake when passing. Be prepared to stop.</td>
</tr>
</tbody>
</table>
## Situations Involving Other Vehicles

<table>
<thead>
<tr>
<th>Situation</th>
<th>Action</th>
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</thead>
<tbody>
<tr>
<td>Passing illegally on the right side of the bus</td>
<td>Slow down or stop to allow vehicles to change lanes safely. Cover the brake and be prepared to stop.</td>
</tr>
<tr>
<td>Racing with the bus as the bus is passing</td>
<td>Maintain proper clearance between the bus and the curb to prevent the possibility of vehicles on the right side. Slow down, cover the brake and be prepared to stop.</td>
</tr>
<tr>
<td>Turning into the path of the bus while the bus is passing</td>
<td>Slow down to allow the other vehicle to proceed.</td>
</tr>
<tr>
<td>Pulling out from the curb into the path of the bus</td>
<td>Do not start to pass unless it has been determined the vehicles being passed will not move from its lane. Warn the other vehicles before starting to pass. Maintain proper right side clearance. Slow down or stop to allow the vehicles to change lanes safely.</td>
</tr>
<tr>
<td>Passing parked vehicles</td>
<td>Operate cautiously, maintaining the proper distance right side clearance. Parked vehicles should be observed for signs of occupancy.</td>
</tr>
<tr>
<td>Opening a door on a parked car while the bus is passing</td>
<td>Observe parked vehicles for signs of occupancy. Slow down or stop to allow the person to get out safely or to close the vehicle door. Maintain adequate right side clearance.</td>
</tr>
<tr>
<td>Making a right turn in front of the bus from the left lane</td>
<td>Be aware of all movement at an intersection. Check left outside mirror before proceeding through the intersection.</td>
</tr>
</tbody>
</table>
Situations Involving Fixed Objects

<table>
<thead>
<tr>
<th>Defensive Actions of Drivers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check clearances carefully on all sides, above, and below the bus.</td>
</tr>
<tr>
<td>If in doubt of clearance, stop the bus and get out to check. Ask for assistance if necessary.</td>
</tr>
<tr>
<td>When it is necessary to back the vehicle, contact dispatch. When approval has been obtained, back slowly and cautiously. Have another individual serve as a spotter, if available.</td>
</tr>
</tbody>
</table>

Driving in Rain, Snow or Icy Conditions

Many collisions that occur on slippery streets happen because drivers do not adjust their driving to the adverse conditions. As soon as it begins to snow or rain, drivers must begin to drive as though the street were already slippery. The first few flakes of snow or drops of rain should be taken as a signal to drive using the following guidelines.

- Reduce speed to maintain control of the bus. Safety is first and foremost.

- When accelerating, depress the accelerator pedal lightly. If the rear wheels begin the slightest spin or sideslip, release the accelerator pedal immediately. Depress the pedal lightly again, releasing it if the wheels again spin or sideslip. Repeat this procedure until the wheels no longer slide or sideslip. Before accelerating insure the right side of the vehicle is clear of pedestrians and noting other objects close to the bus.

- Apply the brakes much sooner than if conditions were dry, generally 15-20 feet sooner than normal. Depress the brake pedal lightly. If the wheels begin to lock up, release the brake pedal immediately to allow the wheels to roll. Depress the brake pedal lightly again, releasing it if the wheels lock up. Repeat this “Feathering” the brakes technique until the wheels no longer lock up.

- On buses equipped with Anti-lock Brakes (ABS), apply the brake pedal to stop the bus. Do not “pump” the brakes.
• To allow full control, turn off the transmission retarder if instructed by dispatch and the bus is equipped with one.

• Clearances should be at least three to five feet. Clearances may need to be increased between the bus and parked cars or fixed objects to provide adequate room in case of side-slipping. However, right side clearance should not allow room for another vehicle to get between the bus and the fixed object or parked vehicle.

• Increase following distance to allow the additional distance that may be required for braking. The more slippery the street, the greater the following distance needed. Drivers have a responsibility to stop the bus before hitting the vehicle ahead of them.

• Avoid quick or abrupt turning movements. Steer slowly and gradually to reduce the possibility of sliding. Turning speed should be three to five mph. Do not accelerate until the bus is straightened out after the turn.

• In the event of a skid, release the brake or accelerator and turn the steering wheel in the direction of the skid. Do not apply the brakes or accelerator until the bus is under full control.

• Changing lanes is more difficult under slippery conditions. Maintain the ability to stop in lane because it may be impossible to drive around hazards.

• Defroster and dash fans should be utilized to maintain good visibility through the windshield.

• Extra buses will be added during rush hours in slippery conditions to assist with picking up passengers on time. Notify the dispatcher when running behind schedule.

**Passenger Safety**

• Passengers must be protected. Announce warnings to boarding and exiting passengers. Avoid actions to hurry passengers as they may cause passengers to slip and fall.

• Activate hazard flashers when deceleration to pick up passengers begins. This signals passengers that they have been seen. Notify passengers who step in front of the bus to signal to remain on the curb for their safety.
**17.0 Bus Information**

**Gauge Description and Readings – Nova Buses**

- **Air Pressure** – Air pressure must be allowed to build up in the system when the bus is first started. The warning buzzer should stop around 60 psi. Adequate pressure is between 90 and 135 psi. Never drive when the air pressure drops below 70 psi without notifying dispatch. NOTE: Main tank pressure is indicated by the white needle and reserve tank is indicated by the red needle. Do not leave the transit parking lot with less than 90 psi.

- **12 Volt System** – This gauge measures the amount of volts the battery is holding. When the alternator is working, the gauge should read between 12V and 15V. When the alternator is working improperly, it will show below 12V or above 15V and dispatch should be notified immediately.

- **24 Volt System** – This gauge measures the amount of volts the battery is holding. When the alternator is working, the gauge should read between 24V and 30V. When the alternator is working improperly, it will show below 24V or above 30V and dispatch should be notified immediately.

Alarm signals for all other critical functions will display on the dash mounted tell-tale panel.
Gauge Description and Readings – Millennium

Left Front Dash

Right Front Dash

Floor Control Switches & Pedals
To operate the climate controls in a Nova, switch the selector knob to the desired setting (heat or AC). Please remember to monitor the interior temperature and cycle the system off as necessary to maintain passenger comfort.

To operate the climate controls in the Millennium, turn the climate control switch on the left side of the driver’s seat to ON then set the interior temperature on the front dash control panel to between 70° and 72°.

When parking the bus with the air conditioning system operating, run the engine at fast idle for the duration of the parking period.
Public Address System

**SpeakEasy 2 Control Head:**

The control head contains a microphone, amplifier and electronics for all external interfaces.
ZF Transmission
Shift Tower

Ricon Control Pendant
The driver’s heater operates independently of the bus temperature control system. This knob is designed to control the temperature of the air flowing from the driver’s heater.

This unit provides heating for the driver’s compartment and windshield defogging and warming. Pull up on the knob to increase temperature. Push down on the knob to lower the temperature.
This button allows the driver to manually activate the Amerex Fire Suppression System and is located to the drivers left, just to the rear of the left hand switch panel.

If manual activation is necessary, stop the bus in a safe location, pull the safety pin and press the red button labeled “FIRE”.

**Millennium/ Gillig Fire Suppression System**

The Millennium and Gillig buses are equipped with two fire safety features. The first is a passenger area fire warning system that will sound if unusual heat conditions are detected in or around the passenger area. This system will sound an alarm bell and illuminate the “FIRE” warning light on the driver’s panel. If the warning sounds, the driver should immediately pull the bus over in a safe spot and safely evacuate all passengers to an area at least 100 feet from the bus. The driver should then contact dispatch for further instructions. If open flames are visible, the driver should retrieve the fire extinguisher and apply the fire suppressant in short bursts, aiming the stream at the base of the fire. Do not re-enter the bus if there is an inordinate amount of smoke or flames in the vehicle. Wait for emergency personnel to arrive on the scene and maintain contact with dispatch until a supervisor arrives.

The second system is a fire suppression system for the engine compartment. If excessive heat is detected in the engine compartment, the system will automatically discharge fire suppressant
chemicals throughout the engine compartment, sound a fire alarm, and illuminate a fire system activated warning light on the system control panel located on the right side of the dash. If the system is activated the engine will automatically power down and shut off to avoid further engine damage. Should this occur, the driver will immediately pull the bus over in a safe spot and evacuate all passengers to an area at least 100 feet from the bus. The driver should then contact dispatch for further instructions. If open flames are visible, the driver should retrieve the fire extinguisher and apply the fire suppressant in short bursts, aiming the stream at the base of the fire. Do not re-enter the bus if there is an inordinate amount of smoke or flames in the vehicle. Wait for emergency personnel to arrive on the scene and maintain contact with dispatch until a supervisor arrives.

The suppression system has a manual discharge feature which can be activated in the event the automatic system fails to operate. To activate the system manually pull the pin from the red fire switch mounted behind the drivers left shoulder and press the button in.

**The manual over-ride should never be used without permission from a dispatcher or supervisor. Manual activation of the fire suppression system while the engine is running will result in engine damage. Use of this system in any unauthorized manner will result in immediate termination of employment.**

**Gauge Description – El Dorado Buses**

- Oil Pressure Bottom left
- Water Temperature Top right
- Volts Bottom right
Driver heat and defrost controls left is temp select middle defrost or drivers heat right hand fan speed

Windshield wiper control

Gauge cluster upper left Fuel upper right DEF fluid level Lower left Engine oil pressure 40-60 PSI Lower center engine temp 180-200 degrees lower right 24 volt system 27-28 V
Miscellaneous Information

**Swapping Buses:**
When swapping a bus, the maintenance card stays with the bus being swapped. When parking the bus on the lot, that driver must sweep out the bus and close all the windows and roof vents.

**Bus Height:**
Do not attempt to go under any building overhang without prior approval of dispatch. You may go under bridges as long as the clearance is over 12 feet. If the overhang is not marked, and the clearance looks to be minimal, you should not attempt to go under, but should go around the obstruction.

Route Information and Driver Responsibilities

1.0 **Shift Responsibilities**

2.0 **For All Drivers (regardless of shift):**

1. Clock in/out at the closest Kronos terminal to your relief point.
2. Complete a thorough walk-around before and after every shift. Record any problems on a maintenance card.
3. In addition to the walk-around there are several items that all drivers need to check for when they first get on a bus:
   a. Three hazard triangles (in working order, not broken)
   b. Paper towel
   c. Broom
   d. Windex
4. Check route guide for any current re-routes.
5. At main campus stop, place bus in neutral and set the parking brake.
6. Pay attention to the two-way radio, and observe proper radio procedures.
7. Keep on schedule, but never sacrifice safety for schedule.
8. Keep the bus clean (trash, newspapers, etc.).

3.0 **First Shift Drivers:**

1. Report to transit dispatch office do not clock in more than five (5) minutes before the designated report time for your route.
2. Start the bus and turn on all the lights and set two-way radio to the appropriate channel.
3. Do a proper walk around of your bus.
4. NOVA and Gillig buses - Cycle the wheel chair.
5. Insure unit has a can of Windex, a box of paper towels and a biohazard response kit.
6. Make sure all gauges are reading correctly.
7. Leave the lot within 10 min. of reporting time.
8. Set marquee to “Out of Service” until first departure point is reached, and then set to proper route. Off campus routes with heavy ridership and multiple buses [22, 26, 27, 36] may want to pre-set marquee program “B” to “Another Bus Follows” for use when code 70 conditions exist.
9. At the end of each shift, clean out trash, and complete the maintenance card for your shift, if applicable.

4.0 Second Shift Drivers:

1. Make your relief time!
2. Do a proper walk around before every shift.
3. Fill out all paperwork.
4. Throw away all trash on the bus throughout the shift.
5. At the end of each shift, clean out trash, and complete the maintenance card for your shift, if applicable.

5.0 Third Shift Drivers:

1. Make your relief time!
2. Do a proper walk around before and after every shift.
3. Fill out all paperwork.
4. Throw away all trash on the bus throughout the shift.

6.0 Fourth Shift Drivers:

1. Make your relief time!
2. Do a proper walk around before and after every shift.
3. Fill out all paperwork.
4. Last round:
   • Leave on, not before, final leave time.
   • Follow route book for details on your last round.
   • Set marquee to “Return to Transit”.

Page 81
5. Bring your bus back to Transit; park the bus correctly in the proper spot and set the parking brake.
6. Sweep out the bus, close all roof vents and remove all the trash.
7. Turn off all electrical equipment (radios, lights, etc.).
8. If your vehicle has keys, bring the keys in to the dispatcher.
9. Turn in any paper work and lost and found items to the dispatcher on duty.

7.0 Night Drivers:

1. Report to Transit not more than five (5) minutes before your designated report time.
2. Start the bus and turn on all the lights and set two-way radio to the appropriate channel.
3. Set marquee to correct route.
4. Set marquee to “Out of Service” until first departure point is reached, then set to proper route.
5. NOVA bus - Cycle the wheelchair lift.
6. Last round:
   • Leave on, not before final leave time.
   • Make a complete round and pick up anyone coming back to campus.
   • Set marquee to “Return to Transit”.

7. Bring your bus back to Transit.
8. Park the bus correctly in the proper spot and set the parking brake.
9. Sweep out the bus, close all the roof vents and remove all the trash.
10. Turn off all electrical equipment (AC, lights, etc.).
11. If your vehicle has keys, bring the keys in to the dispatcher.
12. File paperwork in the appropriate folder on the table by time clock.

8.0 Standby/On-Call, Paratransit and Charter Drivers

1. Report location:
   a. Standby – All shifts report to Transit unless otherwise directed.
   b. Paratransit – report to Transit.
   c. Charter - all charter drivers report to Transit unless instructed otherwise.
   d. On-Call must be available by phone to drive any time during assigned hours.
9.0 Charters

All Charters are available to be picked up on the HUB.

1. You must have a minimum of 165 hours of bus driving experience before you are eligible to drive out of town trips.

2. When signing up for a charter, be sure to check all times to ensure that you can drive the complete charter. If you already have a route during the posted time, please do not sign-up for the charter until or unless you sub out your route.

3. Once you sign up for charter the charter is yours. If for some reason you can’t or don’t want to do the charter, you must fill out a sub. The charter is yours until someone else picks up your sub.

4. Charter drivers will report to the Dispatch office on the proper date at the appropriate time. You will be assigned a bus, given your paperwork, and any special instructions.

5. When you pick up your paperwork at Dispatch office, if you do not understand something please ask the Dispatcher or Supervisor. If you have left the lot and realize you have a question, please call in by radio and ask Dispatch. Do not be afraid to ask.

6. When preparing your bus for the charter, please put the appropriate sign on your marquee. Usually the marquee should read “CHARTER” some will read a special sign for that particular charter such as “BEEF”.

7. You must arrive at the pickup location on time according to your schedule. This means you need to go to your bus, do a proper walk around and leave the lot in a timely manner.

8. Please let Dispatch know when you are in route (10-76) and when you arrive at the scene (10-23). This way, if anyone calls Dispatch asking where the bus is, Dispatch can give them the appropriate information without wasting radio time asking for your location. When the last passenger is off your bus and you are headed back to the lot at the end of your charter let Dispatch know (10-24).

9. All paperwork must be completely filled out. The paperwork is very important as to how much we charge our customer for our service. Please make sure you fill in every section correctly. You are not responsible for filling out the driver sheet. (A copy of the Charter worksheet is on the following page.) Always put the correct driver’s begin time and end time.
**Charter Worksheet**

Below is an example of the Charter Worksheet. This will be provided along with any maps, directions, itineraries, etc. needed to complete the charter.

---

**Global Pandemic Policy Summit 9/15/2015**

Driver: SAXON, ROBERT D  
Clock In: 5:30 PM  
Locations: Hilton Garden Inn Hilton Garden Inn  
Clock Out: 10:30 PM

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**PASSENGER COUNTS**

<table>
<thead>
<tr>
<th>Time</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip 1</td>
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<td>Trip 2</td>
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<td>Trip 3</td>
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<td>Trip 4</td>
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<td>Trip 14</td>
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<td>Trip 15</td>
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<tr>
<td>Trip 16</td>
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</tbody>
</table>

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**TRANSPORTATION**

Driver: For assistance call Dispatch at 979.845.5615. If there is no answer call the Transit Main line 979.845.1971.

**Special Instructions:** 06:00 PM WAIT/PICK UP Hilton Garden Inn to Lucky B Bison Ranch // you will likely have to back each other out as the road isn't big enough for you to turn around // WAIT/STAGE in the driveway to the ranch or the driveway to the oil rig // if they invite you in for dinner, turn the units off, but return to them before group is ready to leave to get them started and the a/c cooled down // after group is finished return them to the Hilton Garden // (see maps) // run destination code 3002 // return to Transit

http://thehub2.tamu.edu/transitadmin/Charters/DriversheetAll.aspx  
9/14/2015
10. It is important that you wear the appropriate attire for charters. The dress required for each charter is listed on the charter board with the date and time of the charter. Please note the proper dress when you sign up for charters. If you can’t or don’t want to dress up do not sign up for a charter that requires business or Sunday dress. Dress requirements for a charter are:

- Casual (C) – No sweatshirts. Nice jeans and shorts are ok. What you would wear to class excluding articles that do not meet PPM.
- Business (Bus) - Nice slacks and button-up shirts required. You may wear polo type pullovers.
- Sunday (Sun) - Business plus tie, dresses. Nice slacks and button-up shirts required. You may wear polo type pullovers. Coats are an option for the gentlemen. If it is cool outside, you will wear one, if it is warm, one is not required. No jeans will be permitted and button-up shirts are necessary. Ladies, please wear the appropriate dresses or pant suits. (No denim!)
- All charters are paid a minimum of 2 hours even without the driver staying for the full two hours.
- A lot of charters pick up and drop off at hotels around the city. You will be given all necessary maps to get to the hotels and enter their parking lots.
- If more than one bus is sent on an out of town charter, the buses will stay in contact with each other and in sight of each other if possible. Also try to stay in the same order throughout the trip.
- Alcohol and non-approved animals are not allowed on University buses.
- If you have any problems with your passengers, whether they are drunk, sick, or just plain abusive, please radio Dispatch in order to remedy the situation quickly.
- If you are sick and cannot drive a charter you must call into Transit or Dispatch at least 3 hours before your scheduled report time. You must provide documentation of your sickness within 24 hours of returning to work.
- If you “No Show” a charter, you will receive discipline as if you “No Showed” a shift.

Lunch and Dinner Breaks

Occasionally charter customers make arrangements for meals for drivers when they occur during the scheduled charter times. However, this should not be expected. When eating arrangements have not been made with the customer, the driver should follow these procedures:

When the charter is out of town and there is not suitable eating establishments near the event, the driver may take the bus to a suitable location. This should be noted on the charter paperwork. Before doing so, the driver should inform their point of contact. They should let them know that they are going to eat and how long they intend to be gone. If you know the name of the eating establishment you are traveling to, you should advise them. The driver should never leave the charter unless they are absolutely sure they can be back to the event in plenty of time.

When the charter is in town, it is acceptable for the driver to enter the establishment (if a restaurant) and purchase their own meal. This should be noted on the charter paperwork. Dispatch should be notified that you are leaving the bus and when you return to the bus.

If the establishment is not a restaurant and there is a restaurant in the immediate area (within 3 minutes walking distance), the driver must walk (the bus cannot be moved) to a restaurant to purchase their meal. Before doing so, the driver should inform the Dispatch office and their point of contact. They must let them know that they are going to eat, where they are going to eat and how long they intend to be gone. The driver should never leave the charter unless they are absolutely sure they can be back to the bus in plenty of time. If there is not an eating establishment within the parameters outlined above, the driver may wait on the bus for the group to return and the charter to be completed or they may return to Transit, park the bus, clock out, inform Dispatch and travel to an eating establishment in their personal vehicle. If this last option is taken, the driver must notify Dispatch of estimated return time and eating establishment of choice.

If a driver is not clear as to what is acceptable they should ask the Dispatcher on duty for instructions.

Daily Paperwork

1.0 Route Guide

Leave Times and Time Points

The leave times and time points for every route are located in the route guide book on every bus. These times are to help the driver keep on schedule. Routes are timed so drivers have 2-4 minutes on campus for loading and unloading passengers. Adhere to the published schedule as strictly as possible, but NEVER sacrifice safety! Traffic and other situations may slow you down,
but the schedule should allow for this. **NEVER leave early from a main campus stop or time point.** This will help Transit to provide a better service for the passengers, maintain bus spacing and keep on schedule.

### 2.0 Route Map

On the opposite side of the time table there is a map of the route associated with the time table. The map shows all the stops on that route and the stop names.

### 3.0 Passenger Counts

Transits’ Management requires all drivers to record the passenger ridership for all the routes. By doing this, they can note where passengers get on the bus and can use this information to optimize our service. Completing the passenger count form is very simple. For each round, record the number of passengers who get on the bus at each stop.

### 4.0 Marquee Codes

A sheet with the marquee codes for the buses is located in the route guide book.

### CDL Tests

#### 1.0 Skills Tests

In order for you to receive a Class B - Commercial Drivers License (CDL), you must pass several tests in two phases. The first phase consists of extensive written testing done at DPS. You have already done this to get your learner’s permit. The second phase involves three skills tests: the Air Brakes Test, the DPS Road Test, and the Bus Operations Evaluation. It is highly recommended that you read this section carefully and learn all the information in it.

**Skills Tests**

1. **Air Brakes Tests**: This test is issued by the Texas DPS and designed to see if you know how to conduct an inspection of the vehicle’s brakes to determine if the vehicle is safe to drive.

2. **DPS Road Test**: A DPS administrator will test you in a bus. The purpose is to test your ability to safely handle the vehicle in most on-the-road situations.
AIR BRAKE TEST

1. Set parking brake and chock the front right wheel.

2. Make sure the air pressure gauge reads at normal operating pressure (120 psi or slightly above). When asked to start the test you will turn off the engine.

3. With no action check for less than two psi drop in one minute.

4. Depress the brake fully and hold it down, after the initial drop-off the pressure should be above 90 psi, it should then lose less than 3 psi in one minute.

5. Turn the ignition to lights, but do not start the engine, then release the parking brake.

6. Fan off air pressure so that between 60 and 70 psi, you’ll get a low air warning light on the panel and an audible alarm.

7. Continue fanning off air pressure and between 20 and 40 psi the parking brake will engage (POP OUT) and you will get a parking brake light on the panel.

****Bold print denotes one of the actual steps that you will need to explain to the examiner for the air brake test.

DPS Walk Around

1. Chock the front right wheel.

2. Open the front door with the door control and release the air pressure with the side air release knob. Shut the door control so the door interlock is deactivated.

3. When the examiner walks to the back of the bus to check the tail lights turn signals & brake lights, release the parking brake so the brake lights will flash as you press and release the brake pedal.

Parallel Parking

1. Use your right turn signal when backing into the parking area.

2. Back in the parking area as smooth as possible. Try to stay 12-18 inches from the right side line.

3. Be sure if you are unsure about what they have ask you to do that you ask for clarification before starting that part of the driving test.