

DEPARTMENT OF BUS SERVICES EMPLOYEE'S HANDBOOK



April 2011

Temporary/Permanent Order Issuance Form

Signing this form verifies that you have read and understood all of the permanent and temporary orders. Your signature also verifies that you have removed and replaced pages with old rules and procedures in your Employee Handbook with new language provided through the Permanent Orders. All active Temporary Orders shall be placed at the back of the book under the Temporary Order tab.

Date of Order	Permanent or Temporary Order Number	Employee Signature and Date	Supervisor Signature and Date	Comments/Notes

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

Preface

Metrobus is the sixth largest bus transportation system in the United States and as a member of this team you provide over 400,000 patrons a day the opportunity and means to go to work, school, see the sights of the greater Washington area and carry on personal relationships and business. As a large organization that operates services from nine different facilities within three jurisdictions, there is a need to ensure that all employees have a clear understanding of the requirements of the job as we do our best to provide safe and reliable service in a consistent manner.

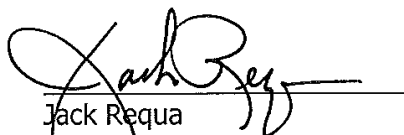
This "Department of Bus Service Employee's Handbook" is the result of a concerted effort to incorporate all of the latest safety and operating rules and regulations into one document for the ease of current and especially new employees to refresh themselves on Metrobus procedures and to answer questions when they arise.

Safety is our first priority! Being familiar with and practicing the contents of this handbook will make you a safer employee. Following the rules in this handbook will make Metrobus more reliable and assist customers in getting to their destination safely.

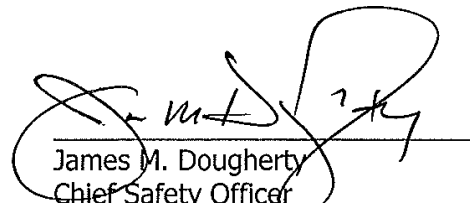
As Assistant General Manager of Bus Service, I am very proud of each of you and the job that you do 365 days a year. This handbook is to be used by all Metrobus employees and it is the basis from which we manage and operate the system. I urge you to learn this handbook and use it as a guide to making transit options attractive in providing new ridership and making Metrobus an even better system.

Adherence to the rules set forth in this handbook is required of all personnel working and around the bus system. It will enable us to continue to provide the safest and most reliable system possible.

APPROVALS



Jack Requa
Assistant General Manager
Department of Bus Services



James M. Dougherty
Chief Safety Officer
Department of System Safety and
Environmental Management

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

TABLE OF CONTENTS

Employee Sign Off i
Preface ii
Rule Change/Revision Procedures I-XI
Permanent Order Example XII-XIII
Temporary Order Example XIV-XV
New with Revision..... XVII-XXIV
Cardinal Rules..... XXV
Introduction 1-2
 Vision-Mission-Values-Goals..... 3
 Your Responsibilities as an Employee 4
 Personnel Practices..... 5
 Managers and You..... 6
Section 1 – General Rules
1.1 Employee’s Obligation..... 8
1.2 Truthful Statements..... 8
1.3 Employment or Activities in Other Capacities 8
1.4 Address and Telephone Number 8
1.5 Canvassing, Soliciting, Selling or Collecting by Employees 9
1.6 Driver’s Permit/License 9
1.7 Carrying of Firearms and Weapons 10
1.8 Gratuities and Fees..... 10
1.9 Instructing Employees 10
1.10 Mail..... 11
1.11 Radio and Electronic Audio or Video Devices 11
1.12 WMATA Identification Card..... 11

1.13	Treatment of Injuries.....	13
1.14	Fire Protection Responsibilities.....	13
1.15	Professional Conduct and Discipline	14
1.16	Arrest or Court Summons of Employees	15
1.17	Fighting by Employees	16
1.18	Gambling and Card Playing.....	16
1.19	Smoking	16
1.20	Use of Intoxicants/Controlled Substances	17
1.21	Horseplay	18
1.22	Sleeping on the Job	18
1.23	Absence from Work or Premises	18
1.24	Parking on WMATA Facility.....	18
1.25	Newspapers and Reading Articles	19
1.26	Attendance	19
1.27	Reporting (Bus Maintenance)	19
1.28	Reporting (Bus Operator)	20
1.29	Reporting Sick.....	21
1.30	Returning to Duty After an Extended Absence.....	21
1.31	Accidents and Incidents	21
1.32	General Accident Procedures	22
1.33	Accident Report.....	23
1.34	Obtaining Witnesses	23
1.35	Accident and Injuries	24
1.36	Claims Against Third Parties	24
1.37	Accidents or Incidents Involving Intoxicants	24
1.38	Contact or Visiting Persons Involved in an Accident	24
1.39	Assistance by Employees to Following or Passing Vehicle	25
1.40	On Duty Accident/Injury	25
1.41	Furnishing Information to Authorized Persons Only	25

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

<u>Section 2 – Rules of Conduct</u>	26
<u>Section 3 – Operating Rules</u>	
3.1 Attendance	28
3.2 Selection of Work and Report Time	28
3.3 Returning to Duty After An Absence.....	28
3.4 Working Equipment	29
3.5 Uniforms.....	31
3.6 Work Clothing	31
3.7 Uniform Policy.....	31
3.8 Basic Uniform Requirement	37
3.9 Outer Garments and Accessories	39
3.10 Outer Garment Regulations.....	39
3.11 Purchasing Uniforms (Operators)	41
3.12 Vehicle Operation	41
3.13 Persons Authorized to Operate Bus	41
3.14 Surrendering a Bus to a Manager.....	42
3.15 Authorized Non-Revenue Customers	42
3.16 Discussion of Mechanical Condition and Mechanical Operation of Vehicles	42
3.17 Assistance from Customers	43
3.18 Bus Condition Report Cards.....	43
3.19 Advertising on Vehicle.....	43
3.20 Hanging on to Outside of Vehicle.....	44
3.21 Newsboys, Peddlers, Solicitors and Beggars.....	44
3.22 Rough Road Surfaces.....	44
3.23 Safety Devices	44
3.24 Speed Limit.....	44
3.25 Warning to Customers, Pedestrians and Motorists	44
3.26 Routes and Stops	45

3.27	Route and Destination Signs.....	45
3.28	Schedule Adherence	45
3.29	Unauthorized Stops	46
3.30	Leaving Vehicle Unattended	46
3.31	Cutting Off Engines During Layovers.....	46
3.32	Reliefs	47
3.33	Exits and Entrances	47
3.34	Rear Exit Doors	48
3.35	Loop Operation	48
3.36	Turning Back Short of Destination or Diversion from Regular Route	49
3.37	Right Turn On Red	50
3.38	Equipment	50
3.39	Air Pressure	50
3.40	Brakes.....	50
3.41	Care of Tires	50
3.42	Lighting of Vehicles	51
3.43	Loose Wheels.....	51
3.44	Master Control Switch and Starter.....	51
3.45	Parking Brakes	52
3.46	Excessive Engine Idling.....	52
3.47	Steering.....	52
3.48	Bus Radios.....	52
3.49	Radio Rules and Courtesy.....	53
3.50	Silent Alarm	53
3.51	Flashing Crime Alarm Lights	54
3.52	Bus Radio Check with Bus Central Communications	55
3.53	Mechanical Trouble and Reporting	55
3.54	Disabled Vehicles.....	55

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.55	Reporting Trouble/Radio Calls and Change-Offs	56
3.56	Warning Buzzer, Tell-Tale Lights and Gauges.....	56
3.57	Buses Equipped with Automatic Engine Protection System	57
3.58	Heating and Air-Conditioning	58
3.59	Change-Offs for Air-Conditioning	58
3.60	Air-Conditioning Malfunctions	58
3.61	Heat Build-Up.....	59
3.62	Heater Malfunctions.....	59
3.63	Fare collection.....	59
3.64	Children Under Five Years	60
3.65	Damaged and/or Jammed Fareboxes	60
3.66	Farebox Jams.....	60
3.67	Ejection of Passengers for Fare Problems	61
3.68	Fare Refunds and Returns	61
3.69	Hand Collection of Fares	61
3.70	Emergency Transfers	62
3.71	Making Change	62
3.72	Operator Depositing Fares in the Farebox.....	62
3.73	Customer Relations.....	62
3.74	Removal of Customers from the Bus	63
3.75	Arrest Cases.....	64
3.76	Request for Employee Identification.....	64
3.77	Smoking by Customers	64
3.78	Spitting in Vehicles	64
3.79	Waiting for Customers at Transfer Points.....	65
3.80	Accommodating Intending Customers	65
3.81	Senior Citizens and Persons with Disabilities Transportation Services.....	65
3.82	Eligibility.....	66

3.83	Provisions or Denial of Lift-Bus Service	66
3.84	Fare Collection	66
3.85	Pre-Trip Inspection	66
3.86	Boarding and Alighting Priority.....	67
3.87	Boarding Procedures for Customers Using Wheelchairs	67
3.88	Alighting Procedures for Customers Using Wheelchairs	68
3.89	Ambulatory Individuals with Impaired Mobility	69
3.90	Inoperable Lifts	69
3.91	Manual Lift Operation	69
3.92	Boarding Preferences.....	69
3.93	Carriage of Dogs and Other Animals on Vehicles	70
3.94	Customers with Service Animals.....	70
3.95	Audio Devices	71
3.96	Flammable Liquids and Explosives.....	71
3.97	Information to Customers	71
3.98	Lost Articles	72
3.99	Customer Packages, Wheelchairs and Baby Carriages.....	73
	<u>Section 4 – Safety Rules</u>	74
	<u>Section 5 – Bus Maintenance Rules</u>	
5.1	Professional Conduct and Discipline	84
5.2	Uniform and Personal Hygiene – Maintenance.....	85
5.3	Quality and Work Performance	86
5.4	Working Equipment	86
5.5	Ladders	88
5.6	Scaffolds.....	89
5.7	Personal Protective Equipment (PPE)	89
5.8	Housekeeping	90
5.9	Electrical Cords and Equipment.....	91
5.10	Material Handling and Storage.....	92

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

5.11	Hand, Power Tools and Equipment	93
5.12	Welding, Cutting, Soldering	94
5.13	Maintenance Employees in the Bus Lots	95
5.14	Equipment	96
5.15	Bus Lifts Operation and Maintenance	97

APPENDIXES

Appendix A – Attendance and Report Procedures for Hourly Represented Employees	98
Appendix B – Absenteeism for Medical Reasons (P/I 7.19/0)	105
Appendix C – Bus Maintenance Standard Operating Procedures Guide....	118
Appendix D – Bus Service Manager’s Pledge.....	120
Appendix E – 100% Customer Service Pledge.....	121
Appendix F – Policy 1.9 - Substance Abuse and Employee Assistance Program Policy	122
Appendix G – Policy 1.10 - Drug and Alcohol Testing Program	134
Appendix H – Important Numbers to Know	135
Appendix I – What Makes a Package Suspicious	134
Seven Signs of Terrorism	134

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

ISSUANCE, REVISION AND UPDATE OF THE METROBUS EMPLOYEE'S HANDBOOK

1.0 PURPOSE

The purpose of this procedure is to establish a process for revising, updating and enforcement of the Department of Bus Service Employee's Rule Book.

2.0 SCOPE

This procedure applies to the Department of Bus Service Employee's Handbook, and other applicable operating, maintenance and administrative rule books and SOPs, and all Washington Metropolitan Area Transit Authority (Metro) employees who work under these documents.

3.0 DEFINITIONS

- 3.1 Permanent Order – Revision to, addition to or deletion of a rule and/or procedure requiring physical page, replacement of old with new rule and/or procedure in employee's Rule Book.
- 3.2 Temporary Order – A rule or procedure change existing for a specified time period not to exceed one year from issuance. Temporary orders are added to the back of the Rule Book.
- 3.3 Rule Book Committee – Metro representatives brought together to write and revise modal Rule Books.
- 3.4 Rule Book Custodian – Representative who maintains the controlled copy of the Rule Book, the distribution list for hard copies, and supporting documentation for revisions.

4.0 RESPONSIBILITY

- 4.1 The General Manager, Deputy General Manager shall be responsible for ensuring roles and responsibilities for developing, implementing and enforcing safety rules and procedures are clearly defined.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.2 The Chief Safety Officer shall be responsible for:
- (a) ensuring that Safety Rules and Procedures Manual is written, communicated, maintained and followed;
 - (b) approving Rule Books, and Permanent and Temporary orders;
 - (c) assigning representatives to mode specific Rule Book Committees;
 - (d) ensuring valid recommendations made by internal investigations and outside agencies (e.g. TOC, NTSB) are considered in the development of rules and procedures.
- 4.3 Assistant General Manager of Bus Services shall be responsible for:
- (a) ensuring Rule Books are written, communicated, maintained and followed;
 - (b) ensuring Rule Book Committees are established by assigning Rule Book Committee leaders and Rule Book custodians for each mode and ensuring the Committees meet in frequencies;
 - (c) approving Rule Books, and Permanent and Temporary orders;
 - (d) ensuring development of quality assurance function and departmental quality control programs to ensure compliance.
- 4.4 Executive Managers/Directors/General Superintendents are responsible for:
- (a) providing members to mode specific Rule Book Committees;
 - (b) ensuring this procedure is implemented and enforced in their area of responsibility;
 - (c) ensuring risk assessment is conducted and used to prioritize the development, training and compliance of rules and procedures and identify Cardinal Rules;
 - (d) developing a departmental quality control program, to ensure rule and procedure compliance;

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- (e) monitoring training and quality control metrics and adjusting departmental programs or recommending training program changes as necessary;
- (f) establishing pass/fail scoring standards for Rule Book competency.

4.5 Superintendents are responsible for:

- (a) ensuring rules and procedures are disseminated to all employees;
- (b) identifying risks and communicating, to General Superintendents/Directors, the need for rules and procedures to mitigate these risk;
- (c) ensuring employees have access to all rules and procedures;
- (d) ensuring employees are trained on the appropriate Rule Book;
- (e) implementing departmental quality control program to ensure compliance with rules and procedures;
- (f) investigating non-compliance to rules and procedures and take appropriate action to ensure compliance.

4.6 Rule Book Custodians are responsible for:

- (a) maintaining all Rule Book source documents, committee discussions, and justifications for rule changes;
- (b) maintaining all requests for rule changes;
- (c) maintaining a list of active and inactive Temporary rule changes;
- (d) providing electronic/intranet access to current Rule Books and active temporary changes;
- (e) numbering, issuing and notifying appropriate General Superintendents and Directors of approved Permanent and Temporary orders;
- (f) responding to subpoenas and Public Access to Records Policy requests.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.7 General Counsel (COUN) and Workforce Services - Office of Employee and Labor Relations (LABR) are responsible for developing and revising common rules of conduct which shall appear in modal Rule Books.
- 4.8 Safety Committees (Advisory, Local, Departmental, Executive) are responsible for providing rule or procedure revisions and justification based on analysis of accident/incident trends and employee suggestions to the Rule Book Custodian for consideration of the Rule Book Committee.
- 4.9 Bus Rule Book Committees shall be responsible for:
 - (a) reviewing and updating rules and procedures;
 - (b) ensuring Rule Books meet the criteria defined in this P/I;
 - (c) assessing the need for new, changed rules and/or procedures based on the input from Local Safety Committees, outside agencies (e.g. TOC, APTA, NTSB) and employees.

5.0 POLICIES AND PROCEDURES

- 5.1 Initiating Rules and Procedures - Changes to a Rule Book can be initiated through the following means:
 - (a) Local Safety Committees will make recommendations for changes based on:
 - (1) Employee Suggestions;
 - (2) Local Investigations;
 - (3) Incident Trends;
 - (4) Safety Conversations;
 - (5) Hazard Analysis.
 - (b) SAFE will make recommendations for changes based on:
 - (1) SAFE Investigation Corrective Action Plans;
 - (2) Outside agency recommendations (NTSB, TOC, APTA).

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(c) Executive Managers and Office Directors will make recommendations for changes based on:

- (1) Changes in Industry Standards;
- (2) APTA Standards and Recommended Practice Changes;
- (3) Changes in Regulatory Requirements;
- (4) Immediate Needs.

5.2 Rule Book Change Evaluation

(a) Local Safety Committees (LSCs)

- (1) LSCs shall review and screen recommendations for rule and procedure changes;
- (2) LSCs shall make a determination if change will improve safety or operations and whether or not the change is urgent referencing the Rule Book Management P/I 1.15 on the WMATA intranet;
- (3) LSC request for rules and procedures revisions shall indicate whether or not the committee considers the request urgent and so indicate;
- (4) All non-urgent rule and procedure additions, revisions or deletions recommended by the LSC shall be forwarded to the Rule Book Custodian on the Rules and Procedures Recommendation Form (Appendix A). The Recommendation Form shall be completed by the LSC;
- (5) Urgent requests shall also be forwarded to the appropriate General Superintendent, Director or Executive Manager in addition to the Rule Book Custodian. The General Superintendent, Director or Executive Manager shall determine if the rule change is appropriate. If they concur, either Subject Matter Experts or a special session of the Rule Book Committee will be convened to author a Temporary order.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- (b) SAFE or Executive Management (including Office Directors, General Superintendents or Superintendents) may determine a rule revision is required. If so, they shall:
 - (1) direct Subject Matter Experts (from offices affected by the rule or procedure change) or a special session of the Rule Book Committee to convene to author urgent requests;
 - (2) Subject Matter Experts shall become champion of the rule change;
 - (3) direct Non-urgent requests to the Rule Book Custodian for normal processing at the next Rule Book Committee session.

5.3 Writing Rules

- (a) Writing or Updating Rule Books
 - (1) The Rule Book Committee shall review bi-annually and revise as necessary the modal Rule Book. The committee shall justify revisions and document committee discussion around changes.
 - (2) The Rule Book custodian will forward Committee recommended rule changes and documented discussion to impacted departments for comment.
 - (i) All departments providing comments shall submit them to the Rule Book Custodian within specified time period using the Comment Resolution form (Appendix B).
 - (ii) The Rule Book Committee will address departmental comments and alter rule or procedure as they deem necessary and provide responses to comments within 30 days.
- (b) Writing and Initiating Temporary or Permanent Orders
 - (1) The Rule Book Committee or relevant subject matter experts shall author Permanent or Temporary Orders.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- (2) Subject matter experts shall get consensus from impacted offices and the Rule Book Committee Chair prior to issuing Orders to ensure Orders address valid concerns and are in the proper format.
- (3) Temporary and Permanent Orders shall be written using the appropriate format.
 - (i) All Temporary and Permanent Orders shall have signature lines for the Managing Director, Office Director, or General Superintendent of the recommending and the impacted offices.
 - (ii) All Temporary and Permanent Orders shall have approval signature lines for the AGM of the Mode and concurrence signature line for the Chief Safety Officer. All signature lines shall be on a separate page with the Order Number displayed on top.
 - (iii) The Rules and Procedures Recommendation form shall be completed when rule recommendations are issued by Local Safety Committees or individuals. The form can be found by referencing the Rule Book Management P/I 1.15.
- (c) The champion of the Order shall determine the routing of approvals, starting with the initiating office, followed by impacted offices, followed by Chief Safety Officer, followed by AGM of the Mode and finally to the Rule Book Custodian (for publication).
- (d) The champion is responsible for the movement of the Orders through the organization to ensure approval in a timely fashion.

5.4 Approving Rules

- (a) Rule Book Committees shall recommend Rule Book revisions to the AGM of the mode and Chief Safety Officer for approval.
- (b) The AGM of the Mode and the Chief Safety Officer shall both approve Permanent and Temporary Orders. The subject matter expert or author of the Temporary Order must submit the Temporary Order and a memo justifying the Order (see Appendix

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

C.2 and C.3 of Rule Book Management P/I 1.15) to the Rule Book Custodian for issuance.

5.5 Issuing Rule Book Revisions

- (a) Rule Book Custodians shall notify all General Superintendents and Directors of approved Permanent and Temporary Orders (see Appendix C.1, C.2 of Rule Book Management P/I 1.15), confirm receipt and immediately issue the rule or procedure change on Permanent or Temporary Orders memo head with old language stricken and new language bolded.
 - (1) Custodians are responsible for numbering the Order and posting on intranet sites.
 - (2) Within one month of Order approval (to allow time for reproduction) copies of the following shall be provided to all employees:
 - (i) written memo justifying and explaining the rule and/or procedure change and instructions on how to incorporate the changes in the physical Rule Book;
 - (ii) Rule Book Revision form which shows a list of Permanent or Temporary Orders that have been issued since the last printing of the Rule Book;
 - (iii) actual pages to be replaced in the Rule Book.
 - (3) Subsequent changes to an active Temporary Orders shall be issued under a new Order number with an attached revision number. For example, if Temporary Order T-08-03 was revised to extend the expiration date, the new Order number would be T-08-03-1.
- (b) Rule Book Custodian shall notify General Superintendents and Directors of discontinued Temporary Orders, confirm receipt and provide:
 - (1) a written memo explaining the discontinued Order and how to incorporate the changes in the physical Rule Book;

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- (2) a Rule Book Revision form citing the date the Temporary Order was rescinded.
- (c) General Superintendents and Directors shall notify Superintendents of permanent and temporary orders for distribution.
- (d) Superintendents shall ensure all Rule Book changes are distributed to all employees and Rule Books are properly updated by maintaining master control sheets tracking employee acknowledgment for temporary and permanent rule changes (electronic or signature).
- (e) Employees shall be required to:
 - (1) update personal Rule Book with Permanent or Temporary Order as instructed;
 - (2) sign Rule Book Revision Form indicating all Rule Book revisions, since last Rule Book issuance, are in employees Rule Book.

5.6 Maintaining Rule Books

- (a) The Rule Book Committees shall meet as needed to ensure the Rule Book is reviewed and revised a minimum of every two years.
 - (1) The Rule Book Custodian maintains the Rule Book Committee agenda.
 - (2) The committee shall review all active Temporary Orders to determine if the Temporary Orders should be made permanent or if they should be discontinued.
 - (3) The Committee shall review all Permanent Orders issued since their last session to determine if any revisions are required.
 - (4) The Rule Book Custodian shall document all rules changes (additions, deletions, revisions) and maintain justification and committee discussion associated with revisions.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- (b) Rule Book Custodians will maintain list of Temporary and Permanent Orders since last Rule Book issuance and associated change documents and instructions on intranet.
- (c) Rule Book Custodians will notify the SSEC Rules and Procedures Subcommittee and other modal Rule Book Custodians of all Permanent Orders.

5.8 Compliance

All offices shall develop a quality control program to ensure compliance to rules and procedures. The quality control program shall include the following elements:

- (a) Rule Prioritization – evaluate which activities pose greatest risk of injury, service disruption or customer dissatisfaction (review Appendix D of P/I 1.15 to help prioritize).
- (b) Roles and Responsibilities – identify who shall be responsible for administering the elements of the Quality Control Program.
- (c) Compliance Checks – identify the activities and associated rules to be monitored for compliance based on 5.08 (a) and
 - (1) determine the frequency of compliance monitoring with increased frequency for Cardinal Rules and dangerous activities;
 - (2) establish the process/guidelines on how to conduct the compliance checks;
 - (3) document the results;
 - (4) monitor observations of employees performing their duties;
 - (5) monitor activities during the same time work is conducted, to include nights, weekends and holidays (locations and times should be varied);
 - (6) conduct monitoring safely, without putting at risk evaluators, employees, contractors, customers, or equipment.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- (d) Corrective Action to address non-compliance – should be commensurate with the seriousness of the rule infraction.
 - (1) Establish the process to complete the corrective action. The process must include time frames to review and respond to non-compliance
 - (2) The corrective action process must ensure that the following minimum requirements are met:
 - (i) non-compliance is clearly noted;
 - (ii) root cause is identified;
 - (iii) the corrective action addresses the root cause of the problem and not only the noted non-compliance; and
 - (iv) document results.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

SAFETY RULES AND PROCEDURES MANAUAL
METRORAIL SAFDETY RULES AND PROCEDURES HANDBOOK
METRORAIL STATION STANDARD OPERATIONS PROCEDURES MANUAL
BUS SERVICE RULES AND PROCEDURES HANDBOOK
METROACCESS OPERATOR HANDBOOK

PERMANENT ORDER

NO. Rule Book – CY – Order Number (sequential for year)

DATE: Month, Day, Year

TO: All Personnel

Instructions

Numbering:

Permanent and Temporary Order numbers will be issued by the Rule Book Custodian. The order number is a three part alpha numeric separated by hyphens consisting of: 1) the rule book being revised; 2) the calendar year of the order, and 3) the number of revisions issued that year. The three part order shall use the following conventions:

- 1) Rule Book being revised:
 - SR – Safety Rules and Procedures Manual
 - T – Metrorail Safety Rules and Procedures Handbook
 - S – Metrorail Station Standard Operations Procedures Manual
 - B – Bus Service Rules and Procedures Handbook
 - M – MetroAccess Operator Handbook
- 2) Calendar Year – use last two digits of the calendar year
- 3) Order Number – two digit number which represents the number of orders issued (sequential number counting both permanent and temporary revisions) that calendar year.

For example, the third revision (permanent or temporary) to the Metrorail Safety Rules and Procedures Handbook in CY 2010 would have the following Order Number T-10-03. The second revision (permanent or temporary) to the Bus Services Rule and Procedures Handbook in CY 2009 would have the following Order Number B-09-02.

Conventions:

New Language shall be bolded
Old language shall be stricken

Format:

Actual Rule or Procedure Change

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

Reason for change – Provide the rationale for the request by indicating the impact on safety, occupational health, the environment, customer satisfaction and/or maintenance and operations effectiveness.

Existing controls affected – Indicate the safety controls, engineering controls, administrative controls, personal protective equipment that will be removed or affected if the recommendation is implemented.

New Controls added – Indicate what safety controls, engineering controls, administrative controls, personal protective equipment will be added to address the losxs of previously exiting controls.

Bullet Summary

Approvals:

Permanent Orders are Recommended by Rule Book Committee Chair, Subject Matter Expert, Concurrence from Impacted Offices and Approved by AGM of Mode and Chief Safety Officer

Approval of Permanent Order T-08-04

Recommended:
Name
Rule Book Committee Chair

Concur:
Name
Office

Approved:
Name
Assistant General Manager
MODE

Concur:
Name
Chief Safety Officer

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

SAFETY RULES AND PROCEDURES MANAUAL
METRORAIL SAFDETY RULES AND PROCEDURES HANDBOOK
METRORAIL STATION STANDARD OPERATIONS PROCEDURES MANUAL
BUS SERVICE RULES AND PROCEDURES HANDBOOK
METROACCESS OPERATOR HANDBOOK

TEMPORARY ORDER

NO. Rule Book – CY – Order Number (sequential for year)

DATE: Month, Day, Year

TO: All Personnel

Instructions

Numbering:

Permanent and Temporary Order numbers will be issued by the Rule Book Custodian. The order number is a three part alpha numeric separated by hyphens consisting of: 1) the rule book being revised; 2) the calendar year of the order, and 3) the number of revisions issued that year. The three part order shall use the following conventions:

- 1) Rule Book being revised:
 - SR – Safety Rules and Procedures Manual
 - T – Metrorail Safety Rules and Procedures Handbook
 - S – Metrorail Station Standard Operations Procedures Manual
 - B – Bus Service Rules and Procedures Handbook
 - M – MetroAccess Operator Handbook
- 2) Calendar Year – use last two digits of the calendar year
- 3) Order Number – two digit number which represents the number of orders issued (sequential number counting both permanent and temporary revisions) that calendar year.

For example, the third revision (permanent or temporary) to the Metrorail Safety Rules and Procedures Handbook in CY 2010 would have the following Order Number T-10-03. The second revision (permanent or temporary) to the Bus Services Rule and Procedures Handbook in CY 2009 would have the following Order Number B-09-02.

Conventions:

New Language shall be bolded
Old language shall be stricken

Format:

Actual Rule or Procedure Change

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

Reason for change – Provide the rationale for the request by indicating the impact on safety, occupational health, the environment, customer satisfaction and/or maintenance and operations effectiveness.

Existing controls affected – Indicate the safety controls, engineering controls, administrative controls, personal protective equipment that will be removed or affected if the recommendation is implemented.

New Controls added – Indicate what safety controls, engineering controls, administrative controls, personal protective equipment will be added to address the losxs of previously exiting controls.

Bullet Summary

Approvals:

Permanent Orders are Recommended by Rule Book Committee Chair, Subject Matter Expert, Concurrence from Impacted Offices and Approved by AGM of Mode and Chief Safety Officer

Approval of Permanent Order T-08-03

Recommended:
Name
Rule Book Committee Chair

Concur:
Name
Office

Approved:
Name
Assistant General Manager
MODE

Concur:
Name
Chief Safety Officer

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

New with Revision:

Below is a list of new or revised rules, by section, that have been changed or added with this revision since the 1985 printing of the BUSV Employee's Handbook:

PERSONNEL PRACTICES

As an employee, you recognize that WMATA is your primary employer and as such, any other type of employment is secondary and shall not interfere in you performing your WMATA duties as a bus operator or mechanic. This includes employment which will negatively impact rest periods between shifts.

Section 1

- 1.12.1 The employee ID Card is WMATA property and for the exclusive use of the employee to whom it is issued. An employee who transfers or lends his/her WMATA ID to another person, will be subject to immediate termination.
- 1.12.2 Employees will clearly display their employee ID card to the Metrobus operator upon boarding Metrobus and must process thru the farebox and the faregate upon entering and exiting the Metrorail system or facility equipped with card activated security system. Employees must also display their employee ID to the security officer when exiting a facility operating a WMATA vehicle.
- 1.12.3 When riding on Metrobus or Metrorail, staff (except employees with disabilities) will not occupy seats to the exclusion of paying customers.
- 1.12.4 Metro Transit Police Department (MTPD) is responsible for enforcement of policies set forth in P/I 6.10/4, as they pertain to the presentation and surrender of employee ID cards.
- 1.12.5 Employee ID cards issued to temporary employees will be programmed to expire at the end of their assignment.
- 1.12.6 Newly hired candidates for all bus transportation and maintenance positions at WMATA will be issued their permanent employee ID card during New Employee Orientation. Should the bus transportation or maintenance candidate be separated from employment at WMATA during the mandatory bus transportation or maintenance candidate training period, he or she will be required to surrender the employee ID card issued them or be charged a fee.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.12.7 Employees must present their ID cards to gain entry to WMATA facilities. If the facility is equipped with an employee ID target, employees shall process their employee ID card at the target. MTPD shall confiscate cards used in violation of this P/I.
- 1.12.8 Employee ID cards will be surrendered to the immediate supervisor upon termination of employment or cardholder eligibility.
- 1.12.9 Lost employees' ID cards: Employees will pay a replacement fee for the first replacement and any established fee for the second and subsequent replacements. Employees are responsible for notifying the appropriate WMATA official that their employee ID has been lost. Under no circumstances will WMATA ID office issue a replacement ID until it can be determined that the lost or stolen card has been deactivated and is no longer valid for transportation. There will be no waiver of the fee for replacing a lost ID card, regardless of the circumstances except as noted below.
- 1.12.10 ID cards may be replaced at no cost when the ID has malfunctioned or is physically damaged, there is a change in an employee's physical appearance or employment status, legal change of name, ID is taken by force or theft, or in unusual circumstance as determined and authorized by the AGM-.COM. A corroborating police report must be submitted for a waiver of the replacement fee for stolen cards. Lost operator/maintenance trainee ID cards are governed by section 6.04 of P/I 6.10/4.
- 1.12.11 Employees must present their Authority ID card when claiming their paycheck.
- 1.16.2 Employee's arrested on or off duty must report the matter in writing or by telephone within a 24 hour period of the arrest to their immediate manager.
- 1.16.3 Employees who are summoned to court must provide a copy of the summons to their immediate manager, prior to reporting for court appearance. The outcome of the court's decision must be reported to the superintendent or his/her designee within a 24 hour period.
- 1.19.1 Smoking or the carrying of lighted cigars, cigarettes, or pipe by employees or chewing or spitting of tobacco on or about WMATA premises or vehicles, is prohibited, in accordance with the Authority's No Smoking Policy.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.21.1 The playing of practical jokes, running or horseplay of any kind, on or about WMATA premises is prohibited.
- 1.22.1 Employees shall not sleep nor give the appearance of sleeping, while on duty. Lying or assuming a reclining position, with eyes closed, or eyes covered or concealed, will be considered sleeping and subject the employee to a drug and alcohol testing and progressive disciplinary action.
- 1.23.1 Any employee who leaves their work area (where their assigned job task is being performed) and/or takes extended breaks during work hours, without the permission of their supervisor, will be subject to progressive disciplinary action.
- 1.24.1 Parking of privately owned vehicles on WMATA owned facilities is a privilege, which is controlled by the BTRA/BMNT superintendent at each facility, and can be revoked at the sole discretion of the superintendent at anytime.
- 1.24.2 Employees who are authorized to park on any facility will be issued a parking authorization pass, by the superintendent of that facility. Employees will be authorized to park only in the area or parking space assigned to them.
- 1.24.3 Any abuse of the parking pass or parking privileges, will subject the employee to having all parking privileges revoked, their vehicle ticketed, and/or towed at their expense and will subject the employee to progressive disciplinary action.
- 1.24.4 Employees are not authorized to bring any type of bicycle or motorcycles on any facility that has designated satellite parking area for employees.
- 1.24.5 Employees shall obey all traffic, fire and safety regulations at each facility.
- 1.24.6 Use of Alcohol or Intoxicants and/or open containers in personal vehicles while on authority property is prohibited.
- 1.25.1 The reading of newspapers, magazines, periodicals, and/or other personal reading materials to include electronic media, during scheduled working hours is prohibited, except during employee's regular scheduled authorized break periods. The employee will be responsible for properly securing all such reading materials in their tool boxes or lockers and/or disposing of any/all unwanted reading material in the proper waste receptacles. No papers shall be stored on the front dashboard or window area of the Metrobus.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.28.6 Employees are required to turn in their manifest at the completion of their workday. An employee's manifest is an official document and failure to sign and turn in at the end of the workday could result in a loss of or delay in pay.
- 1.32.1 Your attitude and what you do at the scene of an accident are very important. Be polite to all parties. Take immediate action in assisting all parties involved or demonstrate personal concern about the immediate needs of all parties involved. Do not comment on or determine responsibility for the accident regardless of whom you think was at fault. Do not make statements or comments to the media. Be sure to secure the addresses of the persons who were present at the scene of the accident.
- 1.40.1 Injury to Authority employees sustained or occurring while on duty must be reported as an on-duty injury to their supervisor. In addition, a Worker's Compensation Report form must be completed by the injured employee on the day of the injury.

Section 3

- 3.5.3 Employee's reporting in uniform, but with a disheveled appearance, i.e., shirt-tails out, no tie with long sleeve shirt, cap without approved logo, etc, will be reported to the superintendent or his designee by the depot clerk.
- 3.5.4 Employees reporting out of uniform will not be assigned or issued their work by the depot clerk. The employee will be subject to the Attendance and Reporting Procedure process until they are in compliance.
- 3.6.1 Operators must understand that while they are on duty unauthorized uniform items may not be worn.
- 3.7.1 As representatives of the Authority while wearing the Metro uniform, it must be properly worn regardless of location and time in accordance with Section 2 of the Rules and Regulations.
- 3.8.2.3 Option 3-Short sleeve Polo style Shirt with Short Navy Blue Cargo Pants
 - 3.8.2.3.a All shirt buttons except the top one are to be buttoned. Name plate and department emblem are required. Other accessories must be explicitly authorized by the Authority. Sleeves may not be rolled up and shirt tails must be tucked in at all times. Under shirts (if worn) must be white and visible at

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

the neck area only. Socks must be mid calf length. Cap must be navy blue baseball cap with Metro logo with bill and Metro emblem facing forward.

3.8.2.4 Option 4-Short sleeve Polo style Shirt with Long Navy Blue Cargo Pants

3.8.2.4.a All shirt buttons except the top one are to be buttoned. Name plate and department emblem are required. Other accessories must be explicitly authorized by the Authority. Sleeves may not be rolled up and shirt tails must be tucked in at all times. Under shirts (if worn) must be white and visible at the neck area only. Socks must be mid calf length. Cap must be navy blue baseball cap with Metro logo with bill and Metro emblem facing forward.

3.8.3 Bus Operators who qualify for religious accommodations under Policy and Instruction (P/I) Manual 7.39/0 may substitute the following clothing as the required uniform:

3.8.4 Female bus operators are permitted to wear individually tailored culottes that match the color of the uniform trousers and the length must be one inch below the knee and provide enough leg room for the operator to easily and safely operate the bus. Over the calf, knee-length socks are the socks required to be worn with culottes, color must match the uniform trousers.

3.8.5 Head scarves including Hijab apparel are permissible provided:

3.8.5.1 The color matches that of the uniform trousers

3.8.5.2 Does not interfere with the employee's 180 degree peripheral vision which is required to operate a Metro vehicle safely.

3.8.5.3 Does not obscure Metro patches, ID badge or safety vest

3.8.5.4 To prevent an unsafe situation (e.g., where the scarf could be caught in equipment, the steering wheel or pulled to assault an operator) it must be tucked underneath the uniform shirt.

3.11.1 Your employee identification card is required in order to purchase a uniform. If you wish to pay for your uniform purchases through the Authority's payroll deduction plan, a Uniform Authorization form must be obtained at your division and signed by a supervisor. All uniform accessories and items which have been authorized by the Authority are available at the authorized dealer.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

Section 3

- 3.28.1.1.a Operator must have completed their pre-trip inspection, completed the log-on process and ready to leave the division lot at the scheduled time indicated on their manifest. No operator shall be assigned a bus and permitted to leave the division more than thirty (30) minutes before their scheduled departure time.
- 3.37.1 Employees are prohibited from making a right turn on red in revenue or non-revenue service with a Metrobus in any jurisdiction.
- 3.46.1 When warming up the engine or building air pressure, a brisk idling speed of no more than 1/3 throttle will be used. The employee must never accelerate the engine excessively.
- 3.48.2.1 Operators are required to log on to their specific block prior to revenue or non-revenue service. They must also log off at the completion of each block and prior to making a relief, taking a meal break or non-revenuing to the bus division.
- 3.52.1 When taking a bus from the division or making a relief on the street after 8:00pm, the operator must check the bus radio with Bus Central Communications to ascertain if the bus radio is working properly. If the bus radio is found to be out of order, the operator must use a telephone to call the bus in for a change off or request a new bus from bus dispatcher/maintenance.
- 3.57.1 These buses are equipped with an engine protection system which will automatically shut the engine down when triggered by any of the following conditions: low engine oil pressure, low coolant level, hot engine temperature and (on some coaches) high transmission fluid temperature.
- 3.57.2 When the alarm sounds and the indicator light is illuminated continuously, the coach engine will shut down within 20 to 40 seconds.
- 3.57.3 If the bus is in an unsafe area, the motor guard override features may be used to move the bus to a safe location.
- 3.57.4 After the bus is secured in a safe location, notify Bus Central Communications immediately.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.82.1 All customers with mobility problems who are unable to board and alight via steps even when the bus is in a kneeling mode, are entitled to use the lift or ramp on request. An attendant will be allowed on the lift with a customer who uses a wheelchair or with a semi-ambulatory passenger.
- 3.83.1 Operators are required to pick-up all intending customers who require this service. Customers who request to use a bus lift or ramp are entitled to do so whether they use a wheelchair or not.
- 3.90.1 If a bus lift is inoperable, the bus operator must deploy the ramp and notify Bus Central Communications immediately. In the event the lift and the ramp are inoperable, supervisors are responsible for the physical transfer of a person with a disability or other lift user to another vehicle so that the person with a disability can complete the trip.
- 3.90.2 Normal medical emergency procedures apply to medical emergencies involving bus customers who require the bus lift/ramp features.
- 3.94.1 People with disabilities sometimes use service animals to assist them in daily activities, especially while on public transit. A service animal is not a pet or comfort animal, but a working animal. Federal law does not require customers to have any proof of identification that their animal is a service animal. Some tasks that service animals perform for people with disabilities include:
 - 3.94.1.1 Guiding people who are blind
 - 3.94.1.2 Alerting people who are deaf
 - 3.94.1.3 Pulling wheelchairs
 - 3.94.1.4 Carrying or picking up items
 - 3.94.1.5 Alerting and protecting a person who has a seizures
- 3.94.2 If you are unsure that an animal is a service animal, you need to ask only one question: "is that a service animal?". If the customer answers "Yes", you should accept that and allow him/her to board, making a notation on your manifest in the REMARKS section.
- 3.94.3 Transportation of a service animal can only be denied if the animal is not under the control of the owner or if the animal is posing a direct threat to the safety

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

of other customers. If this situation occurs, Bus Central Communications must be contacted immediately.

- 3.99.1 Packages or articles which are dangerous, offensive or cause discomfort to other customers may not be carried on the bus. This prohibition includes bicycles. Only folding baby carriages are allowed on the bus for as long as they remain folded. The operator must make sure that passenger articles or packages do not block entrances or exits, impeding the use of the aisles or interfere with the proper and safe operation of the bus.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

CARDINAL RULES

Listed below are rules which apply to all BUS employees.

Rule No.	Description
1.2	Truthful Statements
1.11	Radio and Electronic/Audio or Video Devices
1.11.3	Texting while operating a WMATA vehicle
1.15.2	Professional Conduct and Discipline
1.16	Arrest or court summons of employees
1.17	Fighting by Employees
2.4	Employee Behavior
2.17	Sleeping on duty

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

WELCOME TO THE BUS SERVICE TEAM

This book is your guide to providing excellent service for the riding public. It contains the basic information you need to do your job well, and it also explains the Authority's mission and policies as they relate to our most important product: safety, reliability and customer service.

The Authority's mission is to provide the nation's best transit service to our customers and improve the quality of life in the Washington Metropolitan area. You, as a member of the Metrobus organization, play an essential role in carrying out that mission.

Bus Maintenance Employees are responsible for properly servicing and repairing vehicles in order to provide operators and ultimately the customer, with safe, clean and reliable transportation in a cost efficient manner.

Metrobus Operators have the responsibility to be the frontline representative of the Washington Metropolitan Area Transit Authority. Our customers rely on you to provide safe, timely, reliable and courteous service while they are using Metrobus services.

As a Metrobus employee, courtesy and consideration for our customers' needs is an extremely important component of your job. You and the equipment you maintain are our ambassadors of good will. Your positive actions form the foundation for the public support that the Washington Metropolitan Area Transit Authority enjoys.

Adherence to the rules and guidelines set forth in this document are required of anyone conducting business in Bus Service and all levels of the management force are expected to enforce these rules in order to ensure a safe and productive environment. This rulebook will be supplemented periodically with Notices, Bulletins and Announcements posted on bulletin boards.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

EMPLOYEES HANDBOOK

The Washington Metropolitan Area Transit Authority is a public, organization whose stated mission is: "To operate a safe, reliable and effective transit system that enhances mobility, improve the quality of life and stimulate economic development in the Washington metropolitan area."

This handbook contains the Authority's rules and regulations specific to your position as an employee. The handbook was designed to be carried with your other working equipment. After reading and making yourself familiar with its contents, we suggest you carry it with you while on duty. You may find it helpful in your endeavor to be a professional operator and maintenance employee worthy of the confidence of our customers.

We are pleased to have you join the Authority. Many of our employees have been with us for years and we trust your association with WMATA will not only be long, safe and successful, but also, we hope that you find your employment with the Authority to be rewarding both personally and professionally. We appreciate your contributions toward fulfilling our mission and thank you for your dedication to serving our customers.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

vision

**THE BEST RIDE
IN THE NATION**

mission

TO PROVIDE THE NATION'S BEST TRANSIT
SERVICE TO OUR CUSTOMERS AND
IMPROVE THE QUALITY OF LIFE IN THE
WASHINGTON METROPOLITAN AREA.

values

goals

**SAFETY—SECURITY—INTEGRITY
RESPECT FOR ALL—PROFESSIONALISM
CONTINUOUS IMPROVEMENT**

**CREATE A SAFETY CULTURE
RETAIN AND ATTRACT THE BEST AND THE BRIGHTEST
DELIVER QUALITY SERVICE
USE EVERY RESOURCE WISELY
MAINTAIN AND ENHANCE METRO'S IMAGE**

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

YOUR RESPONSIBILITIES AS AN EMPLOYEE

The most important people in our business are the customers we serve. In most cases, everyday consideration, patience and thoughtfulness will win the confidence, appreciation and dedication from those we work with and serve.

Your knowledge of and adherence to the rules, regulations, and the Standard Operating Procedures of the Authority are essential. They are designed to help you in the proper performance of your job in providing safe, reliable and courteous service.

In addition to the rules and regulations covered in this handbook, special instructions to employees are issued from time to time, either verbally by members of the management staff or written in the form of Notices, Job Postings, Service and Safety Bulletins, Staff Notices, or Standard Operating Procedures (SOPs).

Keep yourself informed; consult the bulletin board in your workplace each day before beginning your work assignment. If you have been away from work for several days, it is your responsibility to contact your manager about any instructions you may have missed. All employees are required to have in their possession while on duty and are governed by the information provided in this handbook. Remember, that ignorance of rules or notices is not acceptable.

If you have any questions about a rule, get the proper interpretation from your manager, DO NOT make your own interpretations.

When situations occur that are not covered in this handbook, by notices, or by special instructions, and a manager is not available, you must exercise your own best judgment, emphasizing your personal safety and the safety of others as the primary consideration. Situations involving unusual complications, accidents, hazards and bus failure should be reported to BOCC and your manager.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

PERSONNEL PRACTICES

After employment and successful completion of required training, you will be assigned to your respective Transportation division or Maintenance shop. As an employee, you recognize that WMATA is your primary employer and as such, any other type of employment is secondary and shall not interfere in you performing your WMATA duties as a bus operator or mechanic. This includes employment which will negatively impact rest periods between shifts.

All employees are assigned to serve a probationary period during which they are observed to determine, if they are qualified to become regular employees. The probationary period is governed by applicable labor contract for represented employees and 12 months for non-represented employees.

Many of these practices are explained to you upon employment during your formal orientation. Also, many are covered in the agreement between WMATA and Locals 689 of the Amalgamated Transit Union, Local 922 of the International Brotherhood of Teamsters and Local 2, Office and Professional Employees International Union, and any practices generated by future union representation. If you have any questions, don't hesitate to ask your managers. They are there to assist you and to answer your questions.

Seniority refers to the length of continuous service employees have with a department of the Authority. Employees who are transferred from one department to another will retain their seniority for purposes of retirement and earned vacation. In the event of conflicting seniority dates or times, seniority will be determined by the sequence number issued to employees' at the time of their appointment.

WMATA maintains a confidential and detailed record of your work performance. The record is consulted when any personnel action relating to promotion or discipline is being considered. No documentation will be removed from any employee's file, unless authorized or directed by court order or by a settlement between the Authority and Local union representative.

WMATA, has many personnel practices. Some of these practices cover subjects such as insurance, vacation, job postings, etc. - many of which you may find helpful to understand. Our human resources department can assist you in answering specific questions related to benefits.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

MANAGERS AND YOU

The management personnel supervise and regulate the work of all employees. They have the authority to instruct employees on the operation of all equipment or on any other matters pertaining to an employee's job. The emphasis at WMATA is teamwork and both you and the managers are important in getting the job done safely. While you are expected to follow the instructions that the managers give you, managers, in turn have the responsibility to support and assist you in your job. Employees must seek out their managers to help resolve problems that they may face, in particular, whenever an employee raises issues with their peers or others. The manager is obligated to take action, which may include with the next level manager for direction and solution. Within BTRA and BMNT, you will most often come in contact with the following WMATA managers:

- A) THE RESPECTIVE GENERAL SUPERINTENDENTS, SERVICE DIRECTORS AND ASSISTANT GENERAL SUPERINTENDENTS are responsible for coordinating, directing, implementing, and monitoring bus operations and maintenance in the region.
- B) SUPERINTENDENTS OF BUS SERVICE - responsible for the overall bus maintenance or transportation operation activities and management at the division/shop.
- C) ASSISTANT SUPERINTENDENT OF BUS TRANSPORTATION – responsible for assisting the division superintendent with the overall bus operations activities and management at the bus division.
- D) BUS MAINTENANCE SUPERVISOR - responsible for division/shop operation of all maintenance activities and employees and office management within a support branch of bus maintenance. Manages the preventive maintenance program at assigned locations, ensures inspection program is operating efficiently and within standard operating procedures.
- E) SERVICE OPERATIONS MANAGER supervises the activities of Transportation division personnel, depot clerks, bus operators and communicates operation problems with maintenance personnel and BOCC staff.
- F) TRAINING INSTRUCTORS/STAFF OPERATIONS TRAINING INSTRUCTORS are responsible for training, retraining, and safety programs within the division as well as timely observation of street

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

operations for safety by operating employees. They are also responsible for pre-employment testing, classroom and practical training of bus operator candidates. LINE PLATFORM INSTRUCTORS **assists at this level as well provide on the job training and route instruction.**

- G) RADIO COMMUNICATION SPECIALISTS provide radio communication and assistance to employees through the Authority's Central Communication System.
- H) SAFETY OFFICERS conduct safety audits of operator performance, investigate catastrophic accidents, maintain files and produce statistical reports.
- I) QUALITY ASSURANCE OFFICERS conduct audits to ensure compliance to departmental rules, processes and standard operating procedures.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**SECTION 1 GENERAL RULES AND REGULATIONS FOR
BUS EMPLOYEES**

The following section sets forth basic rules, regulations and policies which are followed in the work place. Rules in *italics text* are Cardinal Rules.

1.1 EMPLOYEE'S OBLIGATIONS

Acceptance of employment indicates the employee's willingness to comply with the rules, regulations, policies, procedures, SOPs, safety rules/regulations and orders of the Authority, to perform specific job duties and requirements in an orderly, quality and efficient manner.

1.2 TRUTHFUL STATEMENTS

1.2.1 *Employees must make timely, complete and truthful statements at all times.*

1.2.2 *Any employee providing false or misleading information or documentation will be subject to immediate dismissal.*

1.3 EMPLOYMENT OR ACTIVITIES IN OTHER CAPACITIES

1.3.1 The Authority will not retain any employee, whose outside employment, instructional courses, or other activities interfere with or adversely affect the performance of normal Authority duties or constitute a violation of the law.

1.3.2 In accordance to WMATA's Standard of Conduct (Policy Instruction 7.10/5), Employees will not perform work for another employer (including self employment) during scheduled work hours.

1.4 ADDRESS AND TELEPHONE NUMBER

1.4.1 Employees must promptly complete a change of address form to include the most current telephone number in the event that an employee changes his or her home address and emergency contact information. If the employee does not have a telephone, the employee must provide a current telephone number, through which the employee can be reached.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

1.4.2 It is the employee's responsibility to keep their address and phone number information current, by providing any changes in information, in writing, to their immediate manager within their next assigned work day.

1.5 CANVASSING, SOLICITING, SELLING OR COLLECTING BY EMPLOYEES

1.5.1 The solicitation of contributions, the sale of tickets, food, or merchandise or the collection of money by employees on duty, or on or about the Authority premises for any reason, is not authorized except by permission of the respective superintendent.

1.6 DRIVER'S PERMIT/LICENSE

1.6.1 Employees must have in their possession a valid Commercial Motor Vehicle Operators Permit/License issued by the Motor Vehicle Administration/Department of Motor Vehicles of his/her jurisdiction of residence, and a valid medical Department of Transportation (DOT) card obtained from WMATA's medical examiner's office, to operate a WMATA vehicle. WMATA will periodically monitor employee's permit for compliance.

1.6.2 An employee must not have in their possession more than one driver's permit/license.

1.6.3 Employees must notify their manager and the state licensing agency of any moving violations including those received in private vehicles, within 24 hours of the violation. Pending litigation must also be reported immediately to your manager and any continual court dates and court decision(s) must be provided to the management staff until a final decision/verdict has been rendered.

1.6.4 Employees must report in writing, the loss, suspension, cancellation, or disqualifications of their driver's permit/license, to their manager and state licensing agency within 24 hours or pending litigation which could affect their license status. Written notice, pending litigation or court proceedings/outcomes, must include the driver's full name, driver's permit/license number, and the nature and date of the specific criminal or other offense(s), serious traffic violation(s), and other violations of state or local law relating to motor vehicle traffic

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

conduct for which the employee was convicted or required the surrender of the license.

- 1.6.5 Employees when operating WMATA vehicles will comply with and adhere to all jurisdictional motor vehicle laws, rules and regulations, reporting all violations to their immediate manager.
- 1.6.6 Employees are responsible for and must maintain all employment related permit/license endorsements as required, throughout their employment with the Authority. Failure to comply with these rules could result in discipline up to and including termination.
- 1.6.7 Employees are responsible to update their WMATA issued medical DOT card every two (2) years or as required by the medical office. The employee is also required to provide the necessary information to their local jurisdiction to maintain their license status.
- 1.6.8 Employees will be required to complete on the appropriate form personal information to be used to verify driver's license status. This form must be completed annually.

1.7 CARRYING OF FIREARMS AND WEAPONS

- 1.7.1 The carrying, displaying or use of firearms, pepper spray, knives, ammunition or other weapons while on duty, or on or about WMATA property is prohibited, except by authorized police/security personnel.

1.8 GRATUITIES AND FEES

- 1.8.1 In harmony with the WMATA Ethics Policy, employees will not offer or give gratuity or fee to gain special favor or to gain unfair advantage to any other employee, vendor, or any official of the Authority.

1.9 INSTRUCTING EMPLOYEES

- 1.9.1 The training and instruction of employees are a regular function conducted by employees deemed qualified in the specific area of required training by a manager. The training and instruction must be done in accordance with the approved procedures of the Authority.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.9.2 Under no circumstance, except when acting as an instructor, may an employee occupy the seat behind or across from the bus operator or engage the operator in a conversation.

1.10 MAIL

Employees must carefully handle and promptly deliver all Authority mail entrusted to them to the proper department and the person to whom the mail is addressed.

1.11 RADIO AND ELECTRONIC AUDIO OR VIDEO DEVICES

Employees will not use unauthorized radios, electronic, audio, cellular phones or video devices while on duty.

- 1.11.1 Personal phone calls during working hours, are prohibited except for serious emergencies. Any other times, employees' will limit all personal phone calls to their scheduled authorized break periods only.
- 1.11.2 Authority telephones and radios will be used only for official WMATA business, and call preference will be given to business pertaining to bus transportation and maintenance operation or emergencies.
- 1.11.3 *Texting while operating an Authority vehicle is strictly prohibited and is cause for immediate dismissal. This demonstrates an unsafe act and endangers the lives of the employee, customers and other users of the road.*

1.12 WMATA IDENTIFICATION CARD

- 1.12.1 The employee ID Card is WMATA property and for the exclusive use of the employee to whom it is issued. An employee who transfers or lends his/her WMATA ID to another person, will be subject to immediate termination.
- 1.12.2 Employees will clearly display their employee ID card to the Metrobus operator upon boarding Metrobus and must process thru the farebox and the faregate upon entering and exiting the Metrorail system or facility equipped with card activated security system. Employees must also display their employee ID to the security officer when exiting a WMATA facility operating a WMATA vehicle.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.12.3 When riding on Metrobus or Metrorail, staff (except employees with disabilities) will not occupy seats to the exclusion of paying customers.
- 1.12.4 Metro Transit Police Department (MTPD) is responsible for enforcement of policies set forth in P/I 6.10/4, as they pertain to the presentation and surrender of employee ID cards.
- 1.12.5 Employee ID cards issued to temporary employees will be programmed to expire at the end of their assignment.
- 1.12.6 Newly hired candidates for all bus transportation and maintenance positions at WMATA will be issued their permanent employee ID card during New Employee Orientation. Should the bus transportation or maintenance candidate be separated from employment at WMATA during the mandatory bus transportation or maintenance candidate training period, he or she will be required to surrender the employee ID card issued them or be charged a fee.
- 1.12.7 Employees will present their ID cards to gain entry to WMATA facilities. If the facility is equipped with an employee ID target, employees shall process their employee ID card at the target. MTPD shall confiscate cards used in violation of this P/I.
- 1.12.8 Employee ID cards will be surrendered to the immediate manager upon termination of employment or cardholder eligibility.
- 1.12.9 Lost employees' ID cards: Employees will pay a replacement fee for the first replacement and any established fee for the second and subsequent replacements. Employees are responsible for notifying the appropriate WMATA official that their employee ID has been lost. Under no circumstances will the ID office issue a replacement ID until it can be determined that the lost or stolen card has been deactivated and is no longer valid for transportation. There will be no waiver of the fee for replacing a lost ID card, regardless of the circumstances except as noted below.
- 1.12.10 ID cards may be replaced at no cost when the ID has malfunctioned or is physically damaged, there is a change in an employee's physical appearance or employment status, legal change of name, ID is taken by force or theft, or in unusual circumstance as determined and authorized by the AGM-.COM. A corroborating police report must be

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

submitted for a waiver of the replacement fee for stolen cards. Lost operator/maintenance trainee ID cards are governed by section 6.04 of P/I 6.10/4.

1.13 TREATMENT OF INJURIES

- 1.13.1 Employees will report all injuries, no matter how minor to their managers immediately, verbally and in writing. Additionally they will comply with the most current On Duty Injury reporting system in place. If the manager is not immediately available BOCC must be contacted at 202-962-1811 to dispatch a manager for assistance.
- 1.13.2 Employees will ensure that they get proper attention for all injuries. Eye injuries will be treated by a doctor or at the nearest hospital emergency room.

1.14 FIRE PROTECTION RESPONSIBILITIES

- 1.14.1 Indications of fire observed on vehicles or Authority property must be reported immediately to the bus operator, the nearest manager, and Bus Central Communications.
- 1.14.2 Employees will submit a written report of all fires into the Safety Measurement System (SMS) for the WMATA Office of System Safety and Environmental Management.
- 1.14.3 Employees will be familiar with fire regulations and use of fire alarms and firefighting equipment in their work area and will keep access to that equipment free at all times.
- 1.14.4 The use of any fire extinguisher must be reported to the employee's manager and documented on the appropriate forms.
- 1.14.5 Managers will report all empty or used facility fire extinguishers to BMNT for replacement immediately. New vehicle fire extinguishers are replaced by BMNT prior to the vehicle being returned to service.
- 1.14.6 Employees will not smoke or introduce open flames or sparks into area where the air contains flammable vapors or concentrations of explosive dust, where welding equipment is in use, where flammable materials or batteries are stored, in service lane areas or anywhere that NO SMOKING signs are posted.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

1.15 PROFESSIONAL CONDUCT AND DISCIPLINE

- 1.15.1 As a professional Metrobus operator, you have been entrusted with the safety and welfare of your customers. As a professional mechanic, you have been entrusted with the safety and reliability of any maintenance you have performed on Authority equipment. Be prepared to meet this responsibility by leading a temperate and sensible lifestyle. An attitude of maturity and personal integrity on your part will ensure that problems regarding safety, quality maintenance, proper conduct and discipline will be avoided.
- 1.15.2 *Employees must promptly obey the instructions of an Authority manager or officer. Management is always ready to listen to any employee who has a grievance or safety concern.*
- 1.15.3 Employees shall not engage in immoral, indecent, or unlawful conduct while on duty or about Authority premises.
- 1.15.4 Any employee refusing to perform any assigned task, and/or causes or participates in an illegal work slowdown or stoppage, will be subject to dismissal. If an employee refuses to perform a task, based on safety reasons a manager must be notified immediately.
- 1.15.5 Disciplinary actions are intended to alert employees to problems and to offer corrective actions and behavior to improve performance. Employees who fail to obey WMATA rules, regulations, safety rules/regulations, policies, procedures and manager's directives will be subject to disciplinary action. Actual discipline imposed will be determined on a case-by-case basis, taking into account all relevant factors to include an employee's overall attendance, work and performance record. When infractions occur and discipline is to be assessed, unless disciplinary action is already stated for a specific infraction, disciplinary action will be administered in the following manner:
- 1.15.6 Discipline is administered in the form of cautions, reprimands, suspension from duty or dismissal.
- 1.15.6.1 **CAUTIONS** should serve as a warning that you must exercise more care in observing rules and instructions. These are usually administered for minor violations or first

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

offenses.

- 1.15.6.2 **REPRIMANDS** mean a formal sharp censure. This is a danger signal that your performance is not satisfactory and that it does not comply with established policies, procedures or rules.
- 1.15.6.3 **SUSPENSIONS** represent days off without pay which are used as severe warnings that continued failure to adhere to established rules could result in dismissal.
- 1.15.6.4 **DISMISSALS** are a result of employees who continually fail to heed to progressive disciplinary action. Dismissal may also result due to an employee's flagrant and blatant disregard for Authority or Bus Service rules, policies and/or procedures. Employees who are dismissed from the Authority must surrender their WMATA issued employee ID and all other equipment which has been issued by the Authority.
- 1.15.7 WMATA wants to retain you as an employee. Our progressive discipline policy is meant to make you aware of poor performance and give you sufficient opportunity for correction.
- 1.15.8 Some offenses by nature are more serious than others and may result in suspension or even dismissal upon the first offense. Willful infractions or the continued necessity to administer cautions, reprimands or suspensions will lead to dismissal.
- 1.15.9 If an employee heeds the warnings and makes the necessary corrective actions of progressive discipline, dismissal should not be necessary. However, for employees who fail to adhere to the opportunity to correct and change their behavior through the progressive discipline dismissal should not be a surprise.

1.16 ARREST OR COURT SUMMONS OF EMPLOYEES

- 1.16.1 *Employees while on or off duty are expected to conduct themselves in a manner that will not give cause for arrest, indictment, or in any manner bring disgrace to fellow employees' or to the Authority.*

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.16.2 Employee's arrested on or off duty must report the matter in writing or by telephone, followed by a written report, within a 24 hour period of the arrest to their immediate manager. The written report must provide a detailed account of the circumstances surrounding the arrest and copies of all arrest related documents received.
- 1.16.3 Employees who are summoned to court must provide a copy of the summons to their immediate manager, prior to reporting for court appearance. The outcome of the court's decision must be reported to the superintendent or his/her designee within a 24 hour period.

1.17 FIGHTING BY EMPLOYEES

- 1.17.1 Employees are prohibited from fighting while on or about WMATA premises, whether on or off duty. All employees involved in fighting or physical altercations will be subject to immediate dismissal.
- 1.17.2 Any employee verbally or physically attacking or assaulting a manager, or causing damage to a managers personal property, whether on or off duty will be subject to immediate dismissal.
- 1.17.3 *Employees shall conduct themselves quietly and courteously, without altercating; not engage themselves in harsh and heated arguments, insolent language, verbal or physical threats or intimidation, sexual harassment, threats of violence, violent acts or abusive behavior, stalking or harassing of another WMATA employee while on or off duty, on or about WMATA premises, which will subject them to immediate dismissal. (Policy Instruction 7.33/0 – Workplace Violence)*

1.18 GAMBLING AND CARD PLAYING

- 1.18.1 Employees are not to participate in gambling in any form while on or about WMATA premises.
- 1.18.2 There will be no card playing between the hours of 5:00PM and 8:00AM on or about WMATA premises.

1.19 SMOKING

- 1.19.1 Smoking or the carrying of lighted cigars, cigarettes, or pipe by employees or chewing or spitting of tobacco on or about WMATA

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

premises or vehicles, is prohibited, in accordance with the Authority's No Smoking Policy. (Policy Instruction 7.18 – WMATA Non-Smoking Policy)

1.20 USE OF INTOXICANTS/CONTROLLED SUBSTANCES

- 1.20.1 The use of intoxicants before reporting for duty, while on duty, or while on or about WMATA premises at any time is prohibited. (Policy Instruction 7.21/4)
- 1.20.2 The carrying of intoxicants on your person, while on duty or while on or about WMATA premises or Authority vehicles at any time is prohibited.
- 1.20.3 An employee must not consume alcoholic intoxicants before reporting for duty within a period which would not allow sufficient time for his or her body to oxidize the alcohol content in urine. In order to be reasonably certain that there is no evidence of alcohol in urine; employees should not consume any alcoholic beverage within eight (8) hours prior to their scheduled report time.
- 1.20.4 Employees suspected of having consumed alcohol or any controlled substance prior to reporting for duty, while on duty, or on or about WMATA premises, will be required to submit at once to a medical examination. The cost of the examination will be paid by WMATA. The examination will include a chemical analysis of urine. Refusal to submit to an examination will be considered by the Authority to be an admission of guilt on the part of the employee in question and subject them to the disciplinary procedures of the Authority's Substance Abuse Policy and Employee Assistance Program (Policy 1.9).
- 1.20.5 If the examination reveals evidence of alcohol in the urine sufficient to indicate intoxication, the employee involved will be subject to post incident testing and the provisions and procedures of the Authority's Substance Abuse Policy and Employee Assistance Program.
- 1.20.6 The use, sale, distribution, and/or possession of illegal drugs while on or off duty or about WMATA premises, is cause for immediate dismissal.
- 1.20.7 Use of Alcohol or Intoxicants and/or open containers in personal vehicles while on authority property is prohibited.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

1.21 HORSEPLAY

- 1.21.1 The playing of practical jokes, running or horseplay of any kind, on or about WMATA premises is prohibited.

1.22 SLEEPING ON THE JOB

- 1.22.1 Employees shall not sleep nor give the appearance of sleeping, while on duty. Lying or assuming a reclining position, with eyes closed, or eyes covered or concealed, will be considered sleeping and subject the employee to a drug and alcohol testing and progressive disciplinary action.

1.23 ABSENCE FROM WORK OR PREMISES

- 1.23.1 Any employee who leaves their work area (where their assigned job task is being performed) and/or takes extended breaks during work hours, without the permission of their manager, will be subject to progressive disciplinary action.

1.24 PARKING ON WMATA FACILITY

- 1.24.1 Parking of privately owned vehicles on WMATA owned facilities is a privilege, which is controlled by the BTRA/BMNT superintendent at each facility, and can be revoked at the sole discretion of the superintendent at anytime.
- 1.24.2 Employees who are authorized to park on any facility will be issued a parking authorization pass, by the superintendent of that facility. Employees will be authorized to park only in the area or parking space assigned to them.
- 1.24.3 Any abuse of the parking pass or parking privileges, will subject the employee to having all parking privileges revoked, their vehicle ticketed, and/or towed at their expense and will subject the employee to progressive disciplinary action.
- 1.24.4 Employees are not authorized to bring any type of bicycle or motorcycles on any facility that has designated satellite parking area for employees. All employees operating a two wheeled vehicle and requesting permission to park on BUSV facilities must have signed a memorandum for the current year.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.24.5 Employees shall obey all traffic, fire and safety regulations at each facility.
- 1.24.6 Use of Alcohol or Intoxicants and/or open containers in personal vehicles while on authority property is prohibited.

1.25 NEWSPAPERS AND READING ARTICLES

- 1.25.1 The reading of newspapers, magazines, periodicals, and/or other personal reading materials to include electronic media, during scheduled working hours is prohibited, except during employee's regular scheduled authorized break periods. The employee will be responsible for properly securing all such reading materials in their tool boxes or lockers and/or disposing of any/all unwanted reading material in the proper waste receptacles. No papers shall be stored on the front dashboard or window area of the Metrobus.

1.26 ATTENDANCE

- 1.26.1 Employees will be governed by the provisions set forth in the Authority's Attendance Reporting Procedures (Appendix A) and Absences for Medical Reasons (Appendix B).

1.27 REPORTING FOR BUS MAINTENANCE

- 1.27.1 Employees will be in regulation work uniform, before punching their time card "IN", to begin the scheduled shift. Employees will be in their work area and promptly ready for any work assignment by their scheduled shift report time.
- 1.27.2 Employees not in regulation uniform, and not in their work area ready to perform their work assignment by their scheduled report time, will be subject to corrective action/progressive discipline.
- 1.27.3 Employees who willfully and knowingly stamp the time card for another employee will be subject to immediate dismissal.
- 1.27.4 Employees forgetting or neglecting to stamp time card "IN" or "OUT", must notify their manager immediately to have their time verified and approved. Employees failing to immediately notify their manager for forgetting or neglecting to punch their time card "IN", will be subject to corrective action/progressive discipline.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.27.5 All overtime worked, must be approved on the individuals time card, by the manager in charge of work at the time such work is performed.
- 1.27.6 Employees will be required to punch their time card "OUT" for lunch break and back "IN", upon returning from their lunch break.
- 1.27.7 Any employee who willfully or knowingly falsifies any pay record will be subject to immediate dismissal.
- 1.27.8 Employees must present, whether on or off duty, their Authority ID card, driver's permit/license, and medical DOT Card, when claiming their pay stubs.
- 1.27.9 Time cards and pay records are confidential documents, not to be reviewed or discussed between employees.

1.28 REPORTING FOR BUS OPERATORS

- 1.28.1 Employees must be in regulation uniform, when reporting to the clerk's window to fill out a trap/manifest request form. Employees must arrive at or prior to their scheduled work time.
- 1.28.2 Employees must present a valid commercial driver's license (CDL), a current Department of Transportation (DOT) card issued by the WMATA Medical Office and WMATA employee's ID card.
- 1.28.3 Employees not in regulation uniform, and not presenting the correct documentation, will be subject to corrective action/progressive discipline in accordance to the Attendance and Reporting Procedures (Appendix A).
- 1.28.4 Employees who fail to arrive to work at their scheduled time, will be subject to corrective action/progressive discipline in accordance to the Attendance and Reporting Procedures (Appendix A).
- 1.28.5 All overtime work performed by an employee not at their home division, must be approved by the Superintendent or their designee.
- 1.28.6 Employees are required to turn in their manifest at the completion of their workday. An employee's manifest is an official document and failure to sign and turn in at the end of the workday could result in a loss of or delay in pay.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 1.28.7 Any employee who willfully or knowingly falsifies any pay record will be subject to immediate dismissal.

1.29 REPORTING SICK

- 1.29.1 Employees who violate the sick leave provisions of the parties collective bargaining agreements will be subject to disciplinary action as set forth in WMATA Policy Instruction P/I 7.19/1 Absenteeism For Medical Reasons (Appendix B).

1.30 RETURNING TO DUTY AFTER AN EXTENDED ABSENCE

- 1.30.1 An employee returning to duty after an absence due to illness/injury of 30 calendar days or more, must perform a bus test trip conducted and evaluated by a bus safety/training instructor prior to returning to duty.
- 1.30.2 An employee returning to duty after an on duty injury must report to the Department of RISK Management at Jackson Graham Building for a Return to Duty certificate, prior to returning to duty.
- 1.30.3 Employees who have been off sick are accountable for all lost time from the date they went off sick to the date they return to work.

1.31 ACCIDENTS AND INCIDENTS

Accidents are referred to in two general types: collision and customer accidents. Accidents are defined as:

- 1.31.1 A collision accident is defined as any occurrence which involves contact between an Authority vehicle and any other vehicle, object, person or animal regardless of the amount of damage.
- 1.31.2 A customer accident is any mishap which occurs to a person while on board an Authority vehicle or while the individual is in the process of boarding or alighting from the vehicle.
- 1.31.3 Incidents are any unusual situation which occurs on or near a vehicle for which a regular accident report is not required.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

1.32 GENERAL ACCIDENT PROCEDURES

- 1.32.1 Your attitude and what you do at the scene of an accident are very important. Be polite to all parties. Take immediate action in assisting all parties involved or demonstrate personal concern about the immediate needs of all parties involved. Do not comment on or determine responsibility for the accident regardless of whom you think was at fault. Do not make statements or comments to the media. Be sure to secure the addresses of the persons who were present at the scene of the accident.
- 1.32.2 The following are general procedures which you must follow if you are involved in an accident.
- 1.32.2.1 Activate the DriveCam system (this is particularly important if a customer is claiming injury).
- 1.32.2.2 Stop and check for injuries.
- 1.32.2.3 Call Bus Central Communications immediately and describe the accident in which you are involved, to include location, customer count and the count of anyone claiming injury. Use a phone if necessary (202 962-1811), making sure that you have alighted the bus and/or left the driver's seat. Follow the instructions given you.
- 1.32.2.4 If you are injured, ask a customer or any other available person to call Bus Central Communications.
- 1.32.2.5 Secure the names and addresses of customers or any other persons who witnessed the accident.
- 1.32.2.6 Traffic and Motor Vehicle regulations require that you exchange names and business addresses with the other party or parties involved in the accident. Give your name and address and our company's name and address. (WMATA - 600 Fifth Street. N.W. Washington, DC 20001).
- 1.32.2.7 If the owner of the damaged vehicle or property is not around, call Bus Central Communications to inform them of the accident. After doing so, leave a note on the damaged vehicle or property with your name, business address and telephone number. You may also leave a

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

note instructing the absentee owner to contact Bus Central Communications.

- 1.32.3 The following are some things which you must NOT DO in the interest of safety and the protection of all involved:
- 1.32.3.1 Never move the vehicle until released by the police or instructed to do so by Bus Central Communications or by a manager.
 - 1.32.3.2 Never make or sign a statement regarding anything which took place while on duty unless an official Authority representative is present and gives his or her approval.
 - 1.32.3.3 Never tell the owner of damaged property that someone from the Authority will contact them regarding damages.
 - 1.32.3.4 Never divulge the names of witnesses of any accident to anyone other than an official Authority representative.

1.33 ACCIDENT/INCIDENT REPORT

- 1.33.1 A full report of every accident and every incident whether happening on or near a vehicle, must be made by the employee on the appropriate form. The form must be completed on the day the accident or incident happens and must be turned in prior to the end of the employee's scheduled shift or sooner. Failure to promptly report an accident or incident, or any attempt to conceal or misrepresent facts is an extremely serious violation of rules and will result in dismissal.

1.34 OBTAINING WITNESSES

- 1.34.1 Although some people may be reluctant to step forth as witnesses, you must try your best to secure the names of witnesses immediately after the accident. Use the witness statement form to record the names and addresses of customers or other persons in the immediate vicinity who witnessed the accident. Use other suitable slips of paper, if necessary.
- 1.34.2 When securing witness names, remember to be courteous. Explain briefly that you are responsible for obtaining witness information.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

1.34.3 On each witness statement form, attempt to record the following information:

1.34.3.1 Name of witness

1.34.3.2 Address of witness

1.34.3.3 Phone number of witness

1.34.3.4 Position of witness at the time of the accident (i.e., where seated on bus, on sidewalk, etc.)

1.34.4 The completed witness statement form must be turned in to the Service Operations Manager (SOM) at the scene.

1.35 ACCIDENT AND INJURIES

1.35.1 In case of an accident where injuries result, follow the general accident procedures. Do not leave the scene of the accident until the injured are taken care of. If a doctor is present, allow him or her to administer to the injured. Avoid careless or unnecessary handling of the injured until the arrival of the medical team. Handling may lead to further serious injury.

1.36 CLAIMS AGAINST THIRD PARTIES (PUBLIC LIABILITY)

1.36.1 Before presenting any claim or instituting any suit against third parties for injuries while on duty, employees must confer with the Authority's Office of Risk Management. Third party generally refers to the other person involved in the accident.

1.37 ACCIDENTS OR INCIDENTS INVOLVING INTOXICANTS

1.37.1 When intoxicants are found on the injured person or near the scene of an accident or occurrence, the employee must call the attention of witnesses to this fact. If possible, preserve the evidence. Be sure to include the names and addresses of witnesses in the report so that the Authority can corroborate your observations.

1.38 CONTACTING OR VISITING PERSONS INVOLVED IN AN ACCIDENT

1.38.1 An employee involved in an accident must in no way contact anyone involved in the same accident unless that person is also an employee of the Authority. This prohibition includes contact through relatives or

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

personal representatives. No offer of personal settlement may be made by an employee involved in an accident in which the Authority is concerned.

1.39 ASSISTANCE BY EMPLOYEES TO FOLLOWING OR PASSING VEHICLE

1.39.1 It is the duty of the employee following or passing a WMATA vehicle involved in an accident to stop and assist in any possible way. This may include notifying Bus Central Communications, securing the names and addresses of witnesses, etc. Employees assisting at an accident should identify themselves to the employee involved and inform their customers of any delay.

1.40 ON DUTY ACCIDENT/INJURY

1.40.1 Injury to Authority employees sustained or occurring while on duty must be reported as an on-duty injury to their manager. In addition, a Worker's Compensation Report form must be completed by the injured employee on the day of the injury.

1.41 FURNISHING INFORMATION TO AUTHORIZED PERSONS ONLY

1.41.1 Employees are not to give statements regarding an on duty accident or incident to persons other than authorized BUSV managers except:

1.41.2 When questioned by authorized representatives from WMATA's Office of Safety, Transit Police, Risk Management, General Council, and Civil Rights;

1.41.3 When questioned by an authorized police official of a local jurisdiction.

1.41.4 When a BUSV employee is a witness to an incident under investigation and is expressly authorized by an official (defined as a sergeant or higher) of the Metro Transit Police to provide a statement to local jurisdictional police.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

SECTION 2 RULES OF CONDUCT

Rule in *italics text* are Cardinal Rules:

- 2.1 Employees, while on or off duty, shall not conduct themselves in any manner that gives just cause for arrest or indictment, or bring disgrace to co-workers or to WMATA.
- 2.2 Employees shall be courteous and orderly in their dealings with the public in accordance with the WMATA 100% Service – Five Point Pledge.
- 2.3 Employees shall conduct themselves quietly and without altercation; avoiding harsh, violent, profane, or insolent language while on or about WMATA premises, whether on or off duty.
- 2.4 *Employees shall not threaten or intimidate other employees or members of the public.*
- 2.5 Employees shall not engage in immoral, indecent, or unlawful conduct while on duty or on or about Authority property or while in uniform whether on or off duty.
- 2.6 Employees shall attend to reasonable requests from customers quickly and accurately, avoiding unnecessary referral to other departments.
- 2.7 The employee's name and identification number shall be supplied when requested for a legitimate reason.
- 2.8 Employees shall not offer or give to any other employee or to any official of WMATA any gratuity or fee to gain special favor or to gain unfair advantage.
- 2.9 The solicitation of contributions, the sale of tickets or merchandise, or the collection of money by employees on duty or on or about WMATA premises, for any reason, are not authorized except from the proper authority.
- 2.10 Employees shall not participate in any form of gambling while on or about WMATA premises, whether on or off duty.
- 2.11 Off duty employees who are arrested or charged with criminal or serious traffic offenses, such as driving while intoxicated and driving with a suspended license, arising from an incident occurring on or off

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

duty shall report the matter, in writing, to their supervisor within 24 hours. Employees arrested or charged with criminal or serious traffic offenses, while on duty shall report the incident immediately to the division superintendent or designee.

Any employee incarcerated, on probation or parole supervision, or held out from active duty on administrative leave pending a court decision shall report in writing, on a weekly basis or as directed, to the division superintendent the status of that employee's incarceration, probation, parole or pending court proceedings.

- 2.12 Employees shall not misappropriate Authority funds.
- 2.13 Employees convicted of a felony or misdemeanor shall be disciplined in compliance with existing Authority policies and procedures.
- 2.14 The carrying, displaying or use of firearms, ammunitions or other weapons while on duty, or on or about WMATA property is prohibited, except by authorized police/security personnel.
- 2.15 Employees are prohibited from fighting while on or about WMATA premises, whether on or off duty.
- 2.16 Employees shall be required to pay for all parking and moving violations, other than those resulting from mechanical failure, arising out of their operation of WMATA automotive equipment.
- 2.17 *Employees shall not sleep nor give the appearance of sleeping while on duty. Lying down or assuming a reclining position, with eyes closed, or eyes covered or concealed, will be considered sleeping.*
- 2.18 Employees shall not eat or drink in buses during revenue or non-revenue service.

Smoking is prohibited throughout the Metrobus system to include the division and all WMATA owned vehicles. Employees shall comply with existing WMATA smoking policies and procedures.
- 2.19 Running or horseplay on WMATA property is prohibited.
- 2.20 Employees shall not promote, induce or participate in an illegal work stoppage or slowdown.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

SECTION 3 OPERATING RULES

3.1 ATTENDANCE

3.1.1 Employees will be governed by the provisions set forth in the Authority's current Attendance Reporting Procedures and Absenteeism for Medical Reasons.

3.2 SELECTION OF WORK AND REPORT TIME

3.2.1 Operators select runs, assignments, or the extra board in accordance with their seniority and the provisions of the Collective Bargaining Agreement.

3.2.2 Once selected or assigned, the trading of runs, assignments, or pieces of work is not permitted without the permission of the superintendent or his designee. Nor is an operator permitted to perform work for another division at overtime without the written permission of a manager from his/her home division.

3.2.3 All employees must report at or before their scheduled report time for all assignments. All buses departing from the garage must leave at the scheduled departure time. NOTE: operators are considered late when reporting to the dispatcher's shack late. A bus is considered to be in non-revenue service once the wheels begin turning on the bus lot.

3.2.4 Operators assigned to "stand extra" or who are on special assignment must report at such times when instructed to do so, or as shown on the Daily Assignment Board. Having once reported, they must not absent themselves without permission from the Division Superintendent or his designee.

3.3 RETURNING TO DUTY AFTER AN ABSENCE

3.3.1 Employees returning to duty after an illness or injury must report back to their assigned division either by telephone or in person on the date of their medical release.

3.3.2 Returning operators cannot claim their normal work assignment unless they report to their division and make the request for their normal assignment before 1:00 P.M. the day before they intend to return to duty.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.3.3 Operators who wish to work on the day they have been released by their physician or given clearance by the Authority's Medical Office and/or BUSV Central Training must work any available assignment.
- 3.3.4 Operators working on night runs or the night extra board who report sick after the board is prepared and posted, have until 8:00 A.M. of the following day to claim their normal work assignment.
- 3.3.5 Employees who have been sick are accountable for all the time between the date they have been released by their physicians, the Authority's Medical Office, or Central Training, and the date they return to work.

3.4 WORKING EQUIPMENT

- 3.4.1 When on duty, all employees are required to have certain working equipment and supplies in their possession, some of which are furnished by the Authority to assure proper performance of work. These items are:
 - 3.4.1.1 Valid driver's license issued by the jurisdiction in which the employee resides
 - 3.4.1.2 Valid WMATA issued Medical Examiner's Certificate (DOT Card) Issued in accordance with Federal Motor Safety Regulations (49 CFR 391.412 through 391.49)
 - 3.4.1.3 Employee Identification Card
 - 3.4.1.4 Manifests
 - 3.4.1.5 Bus schedules for the lines they are operating
 - 3.4.1.6 Restroom key (Loop key)
 - 3.4.1.7 Witness Statement Form / Incident Form
 - 3.4.1.8 Standard Operating Procedures
 - 3.4.1.9 Department of Bus Service Employee Handbook
 - 3.4.1.10 Operators must have a refund slip in their possession while on duty

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.4.1.11 Employees must have a bus condition card at the start of their day's work. (If the card is used/needed, employees must turn in the bus condition cards at the end of their work day or sooner if possible.)
- 3.4.1.12 Proper running time/paddle for the run you are operating
- 3.4.1.13 Watch (a cell phone is not an authorized timepiece)
- 3.4.1.14 Lapel microphone
- 3.4.1.15 WMATA authorized Safety vest
- 3.4.2 All Authority issued working equipment must be kept in the best possible condition by the employee. If any employee damages or loses a piece of Authority supplied equipment, they will be fully responsible for the cost of replacement.
- 3.4.3 The handbook, restroom key, lapel microphone, safety vest, Standard Operating Procedures and Employee Identification Card are furnished by the authority to each employee as required. They remain the property of the authority and must be surrendered upon termination of employment.
- 3.4.4 All operators must have a reliable watch to be carried at all times while on duty. Each operator's watch must be verified to the correct time daily with the clock at the division office before beginning their shift. Cellular phones are not authorized timepieces.
- 3.4.5 The manifest is an official document showing the operator's assignment and other pertinent information. The manifest must be completed and turned in at the end of the employee's workday. An operator must show his/her manifest to a manager or properly identified Authority official upon request.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.5 UNIFORMS

- 3.5.1 The Authority has designed a uniform to make you look your professional best. The highest quality materials were selected for looks, durability and ease of care. Equal thought was given to comfort. By adhering to the guidelines provided, you can be certain that you will be in proper uniform so that you project a sense of confidence and pride in your job as a Metrobus operator.
- 3.5.2 When reporting for duty, you must be clean, well-groomed and in the regulation Authority uniform. The uniform must be clean and well-pressed.
- 3.5.3 Employee's reporting in uniform, but with a disheveled appearance, i.e., shirt-tails out, no tie with long sleeve shirt, cap without approved logo, etc, will be reported to the superintendent or his designee by the depot clerk.
- 3.5.4 Employees reporting out of uniform will not be assigned or issued their work by the depot clerk. The employee will be subject to the Attendance and Reporting Procedure process until they are in compliance.

3.6 WORK CLOTHING

- 3.6.1 Operators must understand that while they are on duty unauthorized uniform items may not be worn.

3.7 UNIFORM POLICY

- 3.7.1 As representatives of the Authority while wearing the Metro uniform, it must be properly worn regardless of location and time in accordance with Section 3 of the BUSV Employee's Handbook.

3.7.2 Authorized uniform hats

- 3.7.2.1 Garrison's (Military) style hats with Metro badges only
- 3.7.2.2 Gold braid for Training Instructors and Managers - black braid for operators)
- 3.7.2.3 A navy blue baseball cap with Metro emblems only
- 3.7.2.4 Ladies (WAC) derby with Metro badges only

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.7.2.5 Trooper hat for winter wear with Metro badges only
- 3.7.2.6 Head gear other than the Authority's authorized hats **cannot** be worn. No other head covering is to be worn, visible or not.
- 3.7.2.7 Baseball caps must be worn properly and not turned to the side or backwards.
- 3.7.2.8 Winter wool cap with Metro emblem.
- 3.7.2.9 **ALL HATS MUST BE WORN WITH THE BILL FORWARD.**

3.7.3 **Shirts**

- 3.7.3.1 Shirts must be authorized uniform shirts; neat, clean and professional.
- 3.7.3.2 Shirts must be tailored to the proportion of the upper body and tucked in.
- 3.7.3.3 Maternity shirts are to be worn by expectant female employees **only**.
- 3.7.3.4 Ladies' scarves must be under the shirt collar and tied to the neck in a bow or to the neck with a scarf ring - the top button only can be open.
- 3.7.3.5 Men wearing the necktie must have the top button fastened.
- 3.7.3.6 No additional material, paper or cloth, is to be placed on or around shirt collars. (e.g. paper towels, handkerchiefs, bandanas)
- 3.7.3.7 **While wearing the uniform, the undershirt will be white in color and visible at the clavicle/neck area only.**

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.7.3.8 **No turtleneck undershirts will be worn at any time with the authorized uniform.**

3.7.4 **Name tags**

3.7.4.1 Name tags must be engraved with the Metro logo

3.7.4.2 Name tags must have white backing with black engraved lettering or,

3.7.4.3 Gold with black engraving and burgundy Metro emblem.

3.7.4.4 Name tags are to be engraved with the first initial, the last name of the employee spelled out, and their official title.

3.7.4.5 Name tags must be visible on the outer garment and worn on the right side upper chest area.

3.7.4.6 Temporary name tags, issued to operator candidates by the Training Department, must be worn beyond the training period. All employees will wear official name tags and this allows new operators to wear an official name tag until their permanent name tag is ready.

3.7.5 **Pants**

3.7.5.1 Must be authorized; neat, clean and professional.

3.7.5.2 Tailored to the proportion of the lower body and secured at the waist with a black leather belt.

3.7.5.3 Straight legged or cuffed.

3.7.5.4 Rolled up pants will not be acceptable.

3.7.6 **Socks**

3.7.6.1 Socks must be either black or navy blue. No exceptions.

3.7.6.2 Socks must be a minimum of mid-calf in height.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.7.7 **Shoes**

- 3.7.7.1 Must be regulation with a separate heel or sole.
- 3.7.7.2 The sole of the shoe must be either black leather or black composition material and flexible.
- 3.7.7.3 Soles must be within a minimum thickness of 3/16 inch to a maximum thickness of 2 inch.
- 3.7.7.4 The soles should be made of materials that deter fuel, oil and grease.
- 3.7.7.5 The heel must be 3/16 inch - 1 inch only.
- 3.7.7.6 The shoe must be properly secured with either laces or zipper.

3.7.8 **Boots**

- 3.7.8.1 Uniform footwear is a work type of shoe or boot, black in color, with sturdy leather or synthetic uppers.
 - 3.7.8.1.a Boots are to be no higher than ankle height
 - 3.7.8.1.b They are to have a slip resistant sole with a raised tread pattern on both the heel and the sole.
 - 3.7.8.1.c Heels must be no more than 1 inch in height measured from the instep
 - 3.7.8.1.d The width should be equal to the width of the shoe
 - 3.7.8.1.e Footwear must be in good condition, clean and polished and fully laced or zipped.
 - 3.7.8.1.f No athletic shoes, tennis shoes, flip-flops, sandals, slippers or any shoe with open toes or open heel design.
 - 3.7.8.1.g Shoes may not have athletic styling, colors other than black, lights or any other attachments.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

The height must be no more than
eight (8) inches



Shoes must be secured by laces. Loafer, slippers or slip-ons are not acceptable. See below.



Laces

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

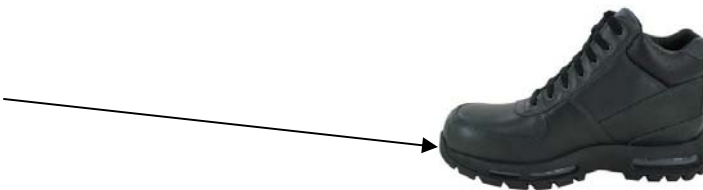
Soles may be either leather or black leather or black composition material and must be flexible. Soles must be within a minimum thickness of 3/16 inch to a maximum thickness of 2 inch. Platform shoes are not acceptable. Heels must conform to the width of the outside edge of the upper part of the shoe and must not be tapered. They should be made of materials that deter fuel, oil and grease. See Below.

Minimum 3/16 inch
Maximum 2 inch



The heel must not be more than 1 inch in height or less than 3/16 inch and not less than 90 degrees at the forward edge of the heel. High heeled shoes are not permitted. See Below.

Minimum 3/16 inch
Maximum 1 inch



It is mandatory that employees wear the proper shoes (Military dress shoes are ideal).

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.8 BASIC UNIFORM REQUIREMENT

3.8.1 There are two basic uniform options. You may choose either option provided you follow the rules governing each one.

3.8.2 All uniforms and accessories must be purchased from the authorized uniform supplier.

3.8.2.1 Option 1 - Short Sleeve with Navy Trousers

3.8.2.1.a All shirt buttons except the top one are to be buttoned. Name plate and department emblem are required. Other accessories must be explicitly authorized by the Authority. Sleeves may not be rolled up. Shirt tails must be tucked in. "V" neck sweaters may be worn without a necktie from April 1 to October 31st. A necktie is required with an outer garment between November 1 and March 31st. The tail of the necktie must be longer than the 5th button of the uniform shirt.

3.8.2.2 Option 2 - Long Sleeve Shirt with Navy Trousers

Neckties required for men. Scarves or ties must be worn by women. Name plate and department emblem required.

3.8.2.2.a Sleeves must not be rolled up and all cuffs and collars must be buttoned. Shirt tails must be tucked in. Sleeves on the uniform shirt must be longer than the outer garment worn, and undergarments must be white in color.

3.8.2.3 Option 3 - Short sleeve Polo style Shirt with Short Navy Blue Cargo Pants

3.8.2.3.a All shirt buttons except the top one are to be buttoned. Name plate and department emblem are required. Other accessories must be explicitly authorized by the Authority. Sleeves may not be rolled up and shirt tails must be tucked in at all times. Under shirts (if worn) must be white and visible at the neck area only. Socks must be mid calf length. Cap must be navy blue baseball cap with Metro logo with bill and Metro emblem facing forward.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.8.2.4 **Option 4 - Short sleeve Polo style Shirt with Long Navy Blue Cargo Pants**

- 3.8.2.4.a All shirt buttons except the top one are to be buttoned. Name plate and department emblem are required. Other accessories must be explicitly authorized by the Authority. Sleeves may not be rolled up and shirt tails must be tucked in at all times. Under shirts (if worn) must be white and visible at the neck area only. Socks must be mid calf length. Cap must be navy blue baseball cap with Metro logo with bill and Metro emblem facing forward.

NOTE: The name plate must be displayed on the outer garment. The name plate must display your proper name.

- 3.8.3 Bus Operators who qualify for religious accommodations under Policy and Instruction (P/I) Manual 7.39/0 may substitute the following clothing as the required uniform:
- 3.8.4 Female bus operators are permitted to wear individually tailored culottes that match the color of the uniform trousers and the length must be one inch below the knee and provide enough leg room for the operator to easily and safely operate the bus. Over the calf, knee-length socks are the socks required to be worn with culottes, color must match the uniform trousers.
- 3.8.5 Head scarves including Hijab apparel are permissible provided:
- 3.8.5.1 The color matches that of the uniform trousers
 - 3.8.5.2 Does not interfere with the employee's 180 degree peripheral vision which is required to operate a Metro vehicle safely.
 - 3.8.5.3 Does not obscure Metro patches, ID badge or safety vest
 - 3.8.5.4 To prevent an unsafe situation (e.g., where the scarf could be caught in equipment, the steering wheel or pulled to assault an operator) it must be tucked underneath the uniform shirt.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.9 OUTER GARMENTS AND ACCESSORIES

3.9.1 In addition to the basic uniform requirements, outer garments and accessories have been authorized by the Authority. These items are designed to keep you comfortable and professional looking under all weather conditions. However, only WMATA authorized outer garments and accessories may be worn. These items are:

3.9.1.1 Long Sleeve Sweater (Zipper Front)

3.9.1.2 V Neck Vest Sweater

3.9.1.3 Men's Hat with Badge

3.9.1.4 Women's Hat with Badge

3.9.1.5 Trooper Style Winter Hat

3.9.1.6 Baseball Cap (Summer and Winter)

3.9.1.7 Winter Ike Jacket

3.9.1.8 Winter Coat

3.9.1.9 Blazer

3.9.1.10 Scarf Ring

3.9.1.11 Winter wool cap with Metro emblem

3.10 OUTER GARMENT REGULATIONS

NOTE: Outer Garments - Coats, Sweaters and Vests

3.10.1 Under no circumstances may an outer garment be worn tucked into the trousers.

3.10.2 Blazers cannot be worn with baseball caps. Only hats with the Metro emblem may be worn with the blazer.

3.10.3 The Ike jacket may be worn with a baseball cap with the Metro emblem.

3.10.4 The sweater vest may be worn with long or short sleeve shirts.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.10.5. Neckties or scarves must be worn when using any of the outer garments.
- 3.10.6 Vests can be worn year round but must be worn with a necktie or scarf with the top button of the shirt fastened, except during April 1st through October 31st of each year.
- 3.10.7 Authorized long sleeve zip front sweater.
- 3.10.8 All dark navy blue outer garments, except the above-mentioned sweater and vest, to be displayed at Muscatello's will be acceptable and must be worn with the authorized Metro patches.
- 3.10.9 Sweaters and jackets to be displayed at Muscatello are listed below:
 - 3.10.9.1 Sweaters: Commando with Epaulet
 - 3.10.9.2 Standard with zipper
 - 3.10.9.3 Standard vest
 - 3.10.9.4 Commando without the Epaulet V-neck
 - 3.10.9.5 Commando with an Epaulet crew neck
 - 3.10.9.6 Commando without Epaulet (No Picture)
- 3.10.10 Jackets: Windbreaker with snap/button
 - 3.10.10.1 Light weight with zipper
 - 3.10.10.2 Excel 5270 cruisers with snap and zipper
 - 3.10.10.3 Excel 5257 hip length zipper only
 - 3.10.10.4 GTX9019Z hip length with snap and zipper with lining
 - 3.10.10.5 Hip length with slash pocket and zipper
 - 3.10.10.6 TimberKing waist-length with zipper and elastic at bottom like with zipper
 - 3.10.10.7 Dress Blazer

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.10.10.8 Parka hip length with a detachable hood and zipper
- 3.10.11 No hooded outer garments other than the hooded winter coat will be acceptable.
- 3.10.12 All outer garments must be dark navy blue in a single color. No two-toned garments.
- 3.10.13 No novelty Metro outer garments are permitted except for the L689/L922 jackets and hats and the Million Mile, Bus Roadeo, Rail Roadeo, and Safety Awards.
- 3.10.14 **No altering or modifications are to be made to the authorized uniform; e.g., hats, cut off sweaters, etc.**

3.11 PURCHASING UNIFORMS (OPERATORS)

- 3.11.1 Your employee identification card is required in order to purchase a uniform. If you wish to pay for your uniform purchases through the Authority's payroll deduction plan, a Uniform Authorization form must be obtained at your division and signed by a manager. All uniform accessories and items which have been authorized by the Authority are available at the authorized dealer.

3.12 VEHICLE OPERATION

- 3.12.1 The rules and policies included in this section are designed to help you operate buses with as little trouble as possible. By following these procedures conscientiously, you will minimize any difficulties which can occur while operating the bus.

3.13 PERSONS AUTHORIZED TO OPERATE BUS

- 3.13.1 Employees must not permit any other persons to operate the bus. Exceptions to this prohibition are the following personnel:
- 3.13.2 Uniformed managers or instructors
- 3.13.3 Properly identified members of the BUSV management staff
- 3.13.4 Garage mechanics or supervisors
- 3.13.5 Student operators under official training.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.14 SURRENDERING A BUS TO A MANAGER

3.14.1 Employees are required to surrender their bus to a manager on demand and must report promptly to the Division Superintendent or the designee as directed by the manager.

3.15 AUTHORIZED NON-REVENUE CUSTOMERS

3.15.1 Uniformed operators with WMATA identification cards;

3.15.2 Traffic checkers assigned to perform riding checks;

3.15.3 Properly identified Authority managers;

3.15.4 Student bus operators or qualified bus operators under instruction;

3.15.5 Authority Mechanics and Metro Transit Police

3.15.6 **When a bus is being towed, personnel are not allowed to ride in the towed vehicle.**

3.16 DISCUSSION OF MECHANICAL CONDITION AND MECHANICAL OPERATION OF VEHICLES

3.16.1 Employees must not discuss the mechanical condition or mechanical operation of vehicles with anyone except:

3.16.2 Properly identified or personally known officials of the Authority

3.16.3 Members of the management staff

3.16.4 Mechanics when engaged in making repairs

3.16.5 Relief operators

3.16.6 Operators are expected to attend to minor mechanical corrections to buses in order to minimize inconvenience to customers. Examples might include but are not limited to: returning electrical master switches or gas valves to the on position following it being shut off by vandals.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.17 ASSISTANCE FROM CUSTOMERS

- 3.17.1 Employees must not permit customers to assist in remedying any trouble with the vehicle.

3.18 BUS CONDITION REPORT CARDS

- 3.18.1 When reporting for duty, operators will receive a Bus Condition Report Card with their traps. Operators must make sure that they have the correct number of Bus Condition Cards to match the number of buses they are scheduled to operate on any given day including relief trips.

- 3.18.2 The operator must record the following information in the correct spaces upon boarding each bus:

- 3.18.2.1 Bus Number
- 3.18.2.2 Date
- 3.18.2.3 Payroll Number
- 3.18.2.4 Run Number
- 3.18.2.5 Block Number

- 3.18.3 During the course of the day, the operator must punch/mark in the appropriate spaces on the card to indicate any bus defects noted which need attention.

- 3.18.4 The cards must be returned to Maintenance or the Depot Clerk at the end of each work day whether or not any defects were found on the bus.

3.19 ADVERTISING ON VEHICLE

- 3.19.1 Only authorized representatives of the Authority are allowed to post advertisements, posters or signs on the exterior or interior of the buses.

- 3.19.2 Authorized notices and advertising cards are not to be destroyed or mutilated, nor can they be used as a screen on the plexiglass shield behind the operator's seat.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.20 HANGING ON TO OUTSIDE OF VEHICLE

- 3.20.1 If an employee becomes aware of someone hanging onto the outside of the bus, the employee must stop the bus and remain stopped until the bus can proceed safely.

3.21 NEWSBOYS, PEDDLERS, SOLICITORS AND BEGGARS

- 3.21.1 Newsboys, peddlers, solicitors and beggars are not allowed to ply their trade on Authority vehicles.

3.22 ROUGH ROAD SURFACES

- 3.22.1 Employees must evaluate road and street conditions by observance of broken surfaces, pot holes, uneven railroad crossings, etc. Bus speed must be proportionately reduced when encountering poor road conditions to avoid damaging the equipment, injuring the employee or causing injury or discomfort to customers. Employees should report potholes to Bus Central Communications immediately.

3.23 SAFETY DEVICES

- 3.23.1 An employee is not to alter or render inoperable any safety device with which the vehicle is equipped. If any of these devices should be found to be defective, this must be immediately reported to Bus Central Communications. All operating employees must wear the seat belt provided when operating an Authority vehicle. If the vehicle's seat belt is inoperative or missing, a bus condition card must be completed noting the problem. Any intentional tampering or disabling of the safety devices or equipment will be cause for disciplinary action.

3.24 SPEED LIMIT

- 3.24.1 Employees must operate their vehicles at a safe speed not to exceed the posted limit for the area in which they are driving or the driving conditions during inclement weather. There is never a valid cause to exceed the posted speed limit in any area. Remember ***'Safety takes precedence over schedule'***.

3.25 WARNING TO CUSTOMERS, PEDESTRIANS AND MOTORISTS

- 3.25.1 Employees should constantly be aware of all potential or real danger and hazards and should warn others of their existence whenever possible.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.25.2 Employees **must never** indicate by hand waving or by any other gesture that a pedestrian or vehicle can proceed in safety.

3.26 ROUTES AND STOPS

BLOCK NUMBERS

- 3.26.1 Operators are responsible for properly displaying the correct block number which identifies their vehicle with the schedule.

3.27 ROUTE AND DESTINATION SIGNS

- 3.27.1 Operators must correctly set all route and destination signs.
- 3.27.2 Route and destination signs are not to be set until the end of the line has been reached.
- 3.27.3 "Not in Service" destination sign and "00" route sign **must** be set for all non-revenue trips.
- 3.27.4 Electronic destination signs must be on blank at the completion of the employee's work assignments and when securing the bus on the division lot.

3.28 SCHEDULE ADHERENCE

- 3.28.1 Operators must have an accurate knowledge of running times and the timepoints of the schedule they are operating. They must not run ahead of schedule; rather they must maintain an even speed between the timepoints unless instructed to do otherwise by a manager. Buses must not be operated at high speed in one portion of the time zone and at abnormally slow speed in another.

3.28.1.1 Buses Leaving the Garage

- 3.28.1.1.a Operator must have completed their pre-trip inspection, completed the log-on process and ready to leave the division lot at the scheduled time indicated on their manifest. No operator shall be assigned a bus and permitted to leave the division more than thirty (30) minutes before their scheduled departure time.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.28.2.1 **Local and Limited-Stop Routes**

3.28.2.1.a Operators on local and limited-stop routes must leave garages and terminals and arrive at intermediate points on schedule. Terminal and garage arrival times may be omitted, within reason, for as long as Authority rules and the District of Columbia, Maryland and Virginia traffic regulations are obeyed.

3.28.3.1 **Express Routes**

3.28.3.1.a Operators on express routes must leave garages and terminals and arrive at each time point on schedule up to an including the last customer pick-up stop. Terminal and garage arrival times may be omitted, within reason, for as long as Authority rules and the District of Columbia, Maryland and Virginia traffic regulations are obeyed.

3.29 UNAUTHORIZED STOPS

3.29.1 Employees are prohibited from making unauthorized stops for the purpose of conducting personal business. In addition, employees are not to stop their buses for laying over at points which are not designated or authorized by the Authority.

3.30 LEAVING VEHICLE UNATTENDED

3.30.1 Employees must not leave their vehicles unless there is a good reason for doing so and must notify Bus Central Communications to inform them of the situation. Before leaving a vehicle, the operator must make certain that the vehicle is properly secured in accordance with established Standard Operating Procedures. It is considered a serious violation to willfully and deliberately abandon a bus.

3.31 CUTTING OFF ENGINES DURING LAYOVERS

3.31.1 Residential areas - Upon arrival at the end of the line, the operator will immediately turn off the engine and the heating-cooling unit. Three minutes prior to schedule departure time, the operator will restart the engine and the heating-cooling unit.

3.31.2 Non-residential areas - Upon arrival at the end of the line, the operator may allow the engine to idle for three minutes and then turn it off. The employee may then re-start the engine after each five minute period and allow the engine to run for three minutes. This

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

process will be repeated after each five minute period or three minutes prior to scheduled departure time, whichever comes first.

- 3.31.3 Under no circumstances will employees idle engines in excess of three consecutive minutes.

3.32 RELIEFS

- 3.32.1 A relief operator must report at the designated relief point promptly at the schedule time.

- 3.32.2 The operator to be relieved must remain with the bus until properly relieved.

- 3.32.3 If the relief operator is not at the designated relief point at the scheduled relief time, the operator must continue to operate the bus without delay and call Bus Central Communications for instruction.

- 3.32.4 A relief operator who misses the relief bus must call Bus Central Communications for instructions.

- 3.32.5 An operator being relieved at a location other than a terminal must load all customers and complete all fare transactions at the relief point.

- 3.32.6 The operator being relieved will advise relief operator of any defects in equipment or of any special orders pertaining to the operations of that particular trip.

- 3.32.7 At terminal locations, the operator being relieved must ensure that his/her relief operator is present before preparing the bus for the next trip. If the relief operator is not present, the operator being relieved must call Bus Central Communications for instructions.

- 3.32.8 Operators scheduled to make relief at terminal locations must call Bus Central Communications promptly if the operator being relieved fails to arrive after a reasonable amount of time. In all cases, the relief operator must notify Bus Central Communications after waiting fifteen (15) minutes.

3.33 EXITS AND ENTRANCES

- 3.33.1 Customers on the bus are not permitted to stand in front of the white standee line. This will limit obstruction to the operator's vision or interfere with the operator's freedom of movement.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.33.2 Customers who avoidably block exists or entrances must have this fact quietly and courteously called to their attention.
- 3.33.3 During snowy or icy weather, the operator must make sure that all entrances and exits are cleared of snow and ice.

3.34 REAR EXIT DOORS

- 3.34.1 Operators must observe the operation of the rear doors to make sure they are fully functional. If any of the following defects are observed, the operator must cut off the rear door master control switch, discontinue using the rear door and call Bus Central Communications for instructions at the first opportunity.
- 3.34.2 Brake or accelerator interlock fails to function when the rear door is open.
- 3.34.3 Sensitive edges do not function when contacted.
- 3.34.4 Rear door remains activated after the front door is closed.
- 3.34.5 Rear door closes in less than two seconds.
- 3.34.6 Rear door remains open or partially open.
- 3.34.7 Operators **must not** use or depend on the interlocks to hold the bus in place at stops.
- 3.34.8 While customers are boarding or alighting, full service brake treadle application will be maintained at all time.

3.35 LOOP OPERATION

- 3.35.1 Operators of Metrobus routes which include one or more blocks for a turnaround loop and which serve more than one bus stop within the loop must follow these regulations:
- 3.35.2 Outbound customers must be allowed to alight at any stop within the loop on either side of the designated terminal stand without paying any additional fare.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.35.3 Inbound customers may board at any stop within the loop on either side of the designated terminal stand. These customers may continue their ride beyond the limits of the loop upon payment of a single valid fare.
- 3.35.4 Inbound customers who board prior to arrival at the terminal stand and who wish to ride beyond the point are allowed to remain on the bus during the operator's layover and at no fare penalty.
- 3.35.5 If a bus is going out of service, customers may alight at all stops on both sides of the designated terminal stand as far as the end of the loop (or to the point where the non-revenue route diverges from the loop if this occurs first).
- 3.35.6 If a bus is going into revenue service, customers must be allowed to board at all stops on both sides of the designated terminal stand beginning at the point where the loop starts (or from the point when the non-revenue route begins to coincide with the loop).

3.36 TURNING BACK SHORT OF DESTINATION OR DIVERSION FROM REGULAR ROUTE

- 3.36.1 Operators are responsible for knowing the correct revenue and non-revenue routes currently being operated for the line they are operating. You must operate your bus on the established routes and must not deviate unless prevented by emergencies such as accidents, fires, etc., or when directed by the police, a manager or Bus Central Communications.
- 3.36.2 Whenever a change of route becomes necessary for any reason, the change must be reported immediately to Bus Central Communications and announced over the public address system to the customers on the bus. The operator must then make a note of the detour on their manifest.
- 3.36.3 When a detour is necessary, the operator must turn off to the next parallel street to return to the regular route as soon as it is possible.
- 3.36.4 Buses must be operated through to their scheduled destination, unless instructed to turn back by a Manager, Bus Central Communications, or prevented by an emergency.
- 3.36.5 Operators are responsible for not operating on streets or bridges which are marked NO BUSES or where the bus exceeds the posted weight or height limitations.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.37 RIGHT TURN ON RED

- 3.37.1 **Employees are prohibited from making a right turn on red in revenue or non-revenue service with a Metrobus in any jurisdiction.**

3.38 EQUIPMENT

3.38.1 GENERAL KNOWLEDGE AND CARE OF EQUIPMENT

- 3.38.1.1 Employees must be knowledgeable about the mechanical and electrical components on the various types of vehicles they are required to operate. Employees are responsible for the cleanliness of their vehicles during operation.

3.39 AIR PRESSURE

- 3.39.1 The air pressure gauge must read at least 85 pounds and the air buzzer silent before the bus can be considered safe to move or operate.
- 3.39.2 Employees are responsible for frequently checking the air pressure gauge, especially when the windshield wipers are operating. Employees should call Bus Central Communications if the air pressure will not remain above 85 pounds.
- 3.39.3 Employees must not move a bus until the air bellows are fully inflated.

3.40 BRAKES

- 3.40.1 Employees must make sure that service and parking brakes are in proper working order before leaving the garage. If brakes become defective on the road, the employee must notify Bus Central Communications at once.
- 3.40.2 Operators must test brakes within one (1) block or an equal distance after relieving another operator.

3.41 CARE OF TIRES

- 3.41.1 Vehicles are to be operated in a manner that assures that wheels or tires do not strike or rub the curb.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.41.2 Objects on the roadway that might damage tires are to be avoided.
- 3.41.3 Vehicles are not to be operated with flat or under inflated tires.
- 3.41.4 Tire failures are to be reported immediately to Bus Central Communications.

3.42 LIGHTING OF VEHICLES

- 3.42.1 Master control switch must be in night position when the bus is on the street or highway in revenue service between the hours of twenty minutes after sunset and twenty minutes before sunrise; or at any other time when there is insufficient light to see a person or vehicle at a distance of 200 feet.
- 3.42.2 Metro buses are permitted to operate in non-revenue service with the interior lights off.
- 3.42.3 Headlights must be turned off while laying over at terminals.
- 3.42.4 If headlights or tail lights fail to function, the operator must notify Bus Central Communications immediately.
- 3.42.5 Headlights are not to be used for signaling except in emergencies. In compliance with the laws of the jurisdictions in which Metrobus operates, effective October 1, 1997, operators will turn on their bus headlights from sunset to sunrise and during any other time when, because of rain, smoke, fog, snow, sleet, insufficient light, or other unfavorable atmospheric conditions, visibility is reduced to a degree where persons or vehicles on the highway are not clearly discernible at a distance of 500 feet and when windshield wipers are in use because of fog, rain, sleet or snow.

3.43 LOOSE WHEELS

- 3.43.1 Vehicles must not be operated if wheels or wheel lugs are loose. Bus Central Communications must be notified promptly if this situation occurs.

3.44 MASTER CONTROL SWITCH AND STARTER

- 3.44.1 The Master Control Switch must be in the **OFF** position when a bus is parked out of service.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.44.2 When a bus is standing at the end of a line on layover, the Master Control Switch must be in the **NIGHT** position.
- 3.44.3 The starter must not be applied while the engine is running.
- 3.44.4 The operator is responsible for knowing the location of the rear starter controls and their proper use.

3.45 PARKING BRAKES

- 3.45.1 Parking brakes are to be applied only for:
 - 3.45.1.1 Stopping the bus in an emergency when the service brake fails.
 - 3.45.1.2 Holding the bus after it has been stopped and service brakes are released.
 - 3.45.1.3 The parking brake must be fully applied each time a bus is parked or secured.
 - 3.45.1.4 **Under no circumstance will the interlock be used as a parking brake.**

3.46 EXCESSIVE ENGINE IDLING

- 3.46.1 When warming up the engine or building air pressure, a brisk idling speed of no more than 1/3 throttle will be used. **The employee must never accelerate the engine excessively.**

3.47 STEERING

- 3.47.1 At the first sign of trouble with the steering apparatus, the employee must stop and contact Bus Central Communications.

3.48 BUS RADIOS

- 3.48.1 One of the most useful pieces of equipment which you will find on the bus is the radio. This section tells you how to use the radio properly under a variety of circumstances.

3.48.2 RADIO LOG ON/LOG OFF

- 3.48.2.1 Operators are required to log on to their specific block prior to revenue or non-revenue service. They must also

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

log off at the completion of each block and prior to making a relief, taking a meal break or non-revenuing to the bus division.

3.49 RADIO RULES AND COURTESY

3.49.1 The bus radio is to be used during those times and circumstances when you are required to contact Bus Central Communications. Malfunctioning radios must be reported on the bus condition report card. Always set the master switch on the night position when at layover point to keep the radio activated. When using the radio, keep the following rules in mind:

3.49.1.1 All calls must be answered promptly, provided such action does not interfere with safe operation.

3.49.1.2 When talking, keep the button depressed; when listening, have the button released.

3.49.1.3 All communication must be limited to company business.

3.49.1.4 Profanity and the use of vulgar language are **strictly** prohibited.

3.49.1.5 If your radio is defective and you need to contact Bus Central Communications, use a public telephone. Fill out the bus condition card and turn it in at the end of your shift.

3.49.1.6 Always use radio courtesy.

3.49.1.7 If your radio call is not answered in ten (10) minutes, call Bus Central Communications by telephone.

3.49.1.6 **Always** use the radio to report to Bus Central Communications when going in or out of strategic service.

3.49.1.9 Do not permit non-WMATA personnel to use the radio.

3.50 SILENT ALARM

3.50.1 The radio system is equipped with a silent alarm to enable operators to request emergency assistance quickly and discreetly. An emergency is defined as any one of the following situations involving either the operator or customers:

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.50.1.1 Assault
- 3.50.1.2 Threat or bodily harm
- 3.50.1.3 Robbery
- 3.50.1.4 Serious illness or injury
- 3.50.2 **Activation of the silent alarm is considered an emergency and results in an emergency response by the police.**
- 3.50.3 To report an emergency where there is **no** immediate danger or threat to the operator or the customers:
 - 3.50.3.1 Push the silent alarm button,
 - 3.50.3.2 Then, press the Priority Request to Talk (PRTT) button.
 - 3.50.3.3 Proceed normally if possible.
- 3.50.4 When there **is** immediate danger or threat to either the operator or the customers:
 - 3.50.4.1 Push the silent alarm button discreetly,
 - 3.50.4.2 Proceed normally.
- 3.50.5 When the danger has passed, alert Bus Central Communications by following these steps:
 - 3.50.5.1 Push the Priority Request to Talk (PRTT) button,
 - 3.50.5.2 Inform Bus Central Communications of the occurrence and await further instructions.
- 3.50.6 **DO NOT** use the Silent Alarm for anything other than emergencies. **Operators must strive to avoid sending accidental signals.**

3.51 FLASHING CRIME ALARM LIGHTS

- 3.51.1 There are marker lights located on the upper portion of the bus. When they are activated by the operator using the correct toggle switch, they flash to alert the police or the public who are nearby that the operator needs immediate assistance. These alarm lights are not

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

part of the radio system nor are they a substitute for the silent alarm system.

3.51.2 When the emergency has passed, deactivate the toggle switch to turn off the lights.

3.51.3 FLASHING CRIME LIGHTS ARE NOT TO BE USED IN PLACE OF THE COACH HAZARD WARNING LIGHTS (FOUR-WAY FLASHERS)

3.52 BUS RADIO CHECK WITH BUS CENTRAL COMMUNICATIONS

3.52.1 When taking a bus from the division or making a relief on the street after 8:00pm, the operator must check the bus radio with Bus Central Communications to ascertain if the bus radio is working properly. If the bus radio is found to be out of order, the operator must use a telephone to call the bus in for a change off or request a new bus from bus dispatcher/maintenance.

3.53 MECHANICAL TROUBLE AND REPORTING

3.53.1 When you encounter mechanical trouble on your run, there are some procedures which you must follow to insure your safety and the safety of your customers. In addition, these procedures are designed to get help to you as quickly and as efficiently as possible.

3.54 DISABLED VEHICLES

3.54.1 Employees must promptly notify Bus Central Communications when their vehicles become disabled. The report must include a complete description of the trouble encountered.

3.54.2 Employees must make every effort to move disabled buses to a safe area and verify that the bus is properly secured (parking brake applied).

3.54.3 Employees must use extreme caution when moving a disabled vehicle, especially if customers are on the bus.

3.54.4 Operators, after waiting for a reasonable length of time (30 minutes) for assistance, must notify Bus Central Communications of the delay and continue calling at thirty minute intervals until help arrives.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.55 REPORTING TROUBLE/ROAD CALLS AND CHANGE-OFFS

3.55.1 Employees must report all road and trouble calls to Bus Central Communications as soon as possible. The primary method of communicating with Bus Central Communications is through the bus two-way radio. If the radio does not function, you must attempt contact through the following means:

3.55.1.1 Public telephone

3.55.1.2 Another Metrobus radio

3.55.1.3 By asking another employee, a police officer, or some other person to call for you.

3.55.2 Operators must become familiar with the sound made by the bus while running. If an unusual noise occurs, the operator must determine the cause of the noise and report it to Bus Central Communications as soon as possible.

3.55.3 If an engine fails to function, the operator must contact Bus Central Communications immediately and relay all information known about the trouble.

3.55.4 If customers on a vehicle having mechanical trouble want to transfer to another bus the operator is required to provide assistance. The customers are allowed to transfer without having to pay an additional fare.

3.55.5 Bus Central Communications must be notified before reaching the end of the line so that a service truck or relief vehicle will be available at the location when the bus arrives. Operators must remain at the end of the line or change off location until mechanical has cleared the bus unless provided different instructed by Bus Central Communications or a manager.

3.55.6 If half an hour elapses after your initial call and no response has come, you must make a second call and continue to call every thirty (30) minutes until help arrives.

3.56 WARNING BUZZER, TELL-TALE LIGHTS, GAUGES

3.56.1 Buses are equipped with warning buzzers which sounds when air pressure or oil is low, or when the engine is overheated. When the

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

buzzer sounds, the operator **must** stop the bus and contact Bus Central Communications immediately for instructions.

- 3.56.2 When the buzzer sounds and the "Low Oil" light is illuminated, the operator must call Bus Central Communications and report the problem.
- 3.56.3 When the warning buzzer sounds, the "Hot" engine light is illuminated, the bus must be cut off and Bus Central Communications notified immediately. **DO NOT ATTEMPT TO OPEN THE RADIATOR CAP.**
- 3.56.4 It is possible on very rare occasions for the warning system to malfunction. If a bus is in operation and it starts losing power, laboring or knocking, the operator must stop and check gauges for low oil and/or hot engine trouble. Bus Central Communications must be notified at once.

3.57 BUSES EQUIPPED WITH AUTOMATIC ENGINE PROTECTION SYSTEM

- 3.57.1 These buses are equipped with an engine protection system which will automatically shut the engine down when triggered by any of the following conditions: low engine oil pressure, low coolant level, hot engine temperature and (on some coaches) high transmission fluid temperature.
- 3.57.2 When the alarm sounds and the indicator light is illuminated continuously, the coach engine will shut down within 20 to 40 seconds.
- 3.57.3 If the bus is in an unsafe area, the motor guard override features may be used to move the bus to a safe location.
- 3.57.4 After the bus is secured in a safe location, notify Bus Central Communications immediately.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.58 HEATING AND AIR-CONDITIONING

- 3.58.1 Heating and air-conditioning must be adjusted with the customers comfort in mind. Operators must dress for the season in a manner that is comfortable in the bus' heated or cooled environment.
- 3.58.2 The air-conditioning cannot be turned off at the request of a customer. Customers are not allowed to open windows when the air-conditioning is on. If a customer opens a window, the operator must courteously request the customer to close the window. **If the customer refuses, refrain from arguing.** Close the window promptly once the offending customer alights.
- 3.58.3 Defects in the air-conditioning or heating units must be reported on the Bus Condition Report card along with any other defects observed.
- 3.58.4 Operators are prohibited from making mechanical adjustments to the heating or air conditioning system.

3.59 CHANGE-OFFS FOR AIR-CONDITIONING

- 3.59.1 During the air-conditioning season, no service interruption for air-conditioning failures will be made **before 10:00 a.m.** or **between 2:00 p.m. and 7:00 p.m.** during weekdays.
- 3.59.2 On weekends and holidays, no service interruptions for air-conditioning will be made before 10:00AM.
- 3.59.3 Under no circumstances will an operator stand or return a bus for air-conditioning malfunctions to the division without instruction from either a Manager or Bus Central Communications.

3.60 AIR-CONDITIONING MALFUNCTIONS

- 3.60.1 When an air-conditioning unit is malfunctioning, the operator must open all windows, the ventilator or roof ventilator - whichever is applicable - until a change-off can be made or until the bus returns to the garage.
- 3.60.2 If the roof ventilator is opened, only the forward part of the ventilator should be raised to form an air scoop to allow fresh air to enter.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.61 HEAT BUILD-UP

- 3.61.1 Excessively high pressure from heat build-up can cause the air-conditioning unit to cut-off. This generally occurs on a hot day in heavy stop and go traffic, or when the bus is pulling up steep grades. Once the high pressure drops back to normal, the air-conditioning unit will eventually re-engage. If this situation occurs, the bus **MUST NOT** be called in for a change-off. However, the operator must note the occurrence on the Bus Condition Report card.

3.62 HEATER MALFUNCTIONS

- 3.62.1 In cold weather when the heater malfunctions and the temperature is 40 degrees Fahrenheit or warmer, buses **will not** be changed off for "no heat". The operator should continue operating in such a way as not to inconvenience patrons.

3.63 FARE COLLECTION

- 3.63.1 One of your important duties as an operator is the efficient collection of fares. Since fares are our source of revenue, it is extremely important that you give your full attention when collecting fares so that none will be missed. By simply following instructions and by being conscientious, you should generally be able to collect every fare without any trouble.
- 3.63.2 Know your fares.
- 3.63.3 Monitor your fare box.
- 3.63.4 In case of improper fare inform the customer of the proper fare at the farebox in a normal tone of voice and in a courteous manner.
- 3.63.5 In case of refusal to pay any fare: Notify Bus Central Communications for assistance.
- 3.63.6 Avoid confrontation or arguing with the customer.
- 3.63.7 Avoid standing the bus and inconveniencing all other customers

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.63.8 If a customer boards and asks for information which can take your attention away from monitoring the farebox courteously ask the inquiring customer to wait until all the fares have been collected and recorded.
- 3.63.9 The most current rates of fares are published on farecards which are distributed to operators through the division training office. Any changes in the fare schedule come out in the form of Notices to Operators. You should not deviate from the authorized fare. You must be familiar with the most current fare schedule.
- 3.63.10 Any employee who misappropriates, conceals, or in any manner mishandles Authority funds will be subject for immediate dismissal.

3.64 CHILDREN UNDER FIVE YEARS

- 3.64.1 Two (2) children under five years of age may ride free when accompanied by a paying customer. No more than two (2) children under five may ride free under this provision. In case of doubt as to the age of the child, the customer's statement will be accepted.

3.65 DAMAGED and/or JAMMED FAREBOXES

- 3.65.1 Operators must make a careful inspection of the farebox when taking the vehicle out of the garage or making a relief on the street. If defects in a farebox are noticed at the garage, the operator must report them to a manager before leaving the garage area, complete a bus condition card and request another bus if necessary.
- 3.65.2 Defects noticed when making street relief must be called to the attention of the operator being relieved. The relief operator must call Bus Central Communications and report the problem. Use a telephone if the radio is not functioning. Follow the instructions given by Bus Central Communications.
- 3.65.3 If a foreign object is deposited in a farebox, a written report must be made at the Division office.

3.66 FAREBOX JAMS

- 3.66.1 The electronic farebox is capable of being placed in a BY-PASS mode when a coin jams the machine which cannot be cleared by depressing the unjamming button. If this situation occurs:

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.66.2 Immediately notify Bus Central Communications or a Manager for instructions and record their name or Bus Central Communications specialist number.
- 3.66.3 Do not place the farebox in the BY-PASS mode without explicit instructions from Bus Central Communications or a Manager.
- 3.66.4 If a box is placed in the BY-PASS mode, a bus condition card should be completed and the bus will be changed-off as soon as possible.

3.67 EJECTION OF CUSTOMERS FOR FARE PROBLEMS

- 3.67.1 A customer shall not be forcibly ejected from a vehicle by an operator for refusing to pay the fare. The operator should courteously request the proper fare. If a boarding customer refuses to pay the fare, the operator must not inconvenience other customers by **standing the bus**. The operator should radio Bus Central Communications and follow their instructions. The operator must note the time of the incident under the REMARKS section of the manifest.

3.68 FARE REFUNDS AND RETURNS

- 3.68.1 If a patron requires a refund or the return of a foreign object mistakenly deposited in the farebox, the operator will fill out a refund slip and inform the patron that the Authority will contact him or her regarding the overpayment or loss. In addition, the operator must give the patron the telephone number of his/her home division. A filled out refund slip must be turned in at the division depot office no later than the completion of your day's work.

3.69 HAND COLLECTION OF FARES

- 3.69.1 Operators are prohibited from collecting fares by hand.
- 3.69.2 When a jam occurs with an electronic registering farebox and the farebox becomes so full that additional fares can no longer be deposited, you **MUST NOT COLLECT FARES BY HAND**. Simply allow intending customers to board without paying fares. Report the situation at once to Bus Central Communications and follow instructions.
- 3.69.3 If a jam occurs, the operator is required to record the customer count by pressing the appropriate key on the farebox.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.70 EMERGENCY TRANSFERS

- 3.70.1 Emergency transfers are issued in cases of special events, planned bus shuttles where RAIL service is disrupted or any emergency where the Authority deems it necessary to ensure continuous service for our customers.
- 3.70.2 Emergency transfers are to be accepted at any stop, in any direction within the time limit on the day of issue and must be taken up when presented. If the customer requires an additional transfer to complete their trip, another transfer must be issued and cut with a minimum time limit of one and a half (1½) hours.

3.71 MAKING CHANGE

- 3.71.1 Operators are not permitted to make change for customers under any circumstances.

3.72 OPERATOR DEPOSITING FARES IN THE FAREBOX

- 3.72.1 An operator may deposit fares in the farebox ONLY under these conditions:
- 3.72.1.1 When a customer cannot reach the farebox;
 - 3.72.1.2 When a disabled customer requests help to deposit fares;
 - 3.72.1.3 When an aged or infirmed person boards who needs to be seated at once;
 - 3.72.1.4 When a customer is carrying a baby or cumbersome parcels;
 - 3.72.1.5 If a customer is unable to safely board and deposit fares.

3.73 CUSTOMER RELATIONS

- 3.73.1 Public transportation is a service industry. We offer bus service to the public. And since our livelihoods depend on how well we deliver this service, courtesy is of the utmost importance. When an operator fails to be pleasant, patient and considerate, they notice it immediately.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.73.2 Courteous service includes an attitude of respect and consideration toward your customers expressed in the way you speak and act. It means being friendly in speaking to your customers, being helpful in giving information and assisting those, who need help, especially the senior citizens and the persons with disabilities. In short, it is treating your customers in the way you would like yourself or members of your family to be treated.
- 3.73.3 Never under any circumstances argue with a customer. Contact BOCC for assistance and manually activate the DriveCam system.
- 3.73.4 Never embarrass a customer by loudly calling attention to something the customer may have done wrong. If you must speak about a problem, do so quietly and politely.
- 3.73.5 When greeting your customers, it is helpful to make eye contact and say "Good morning" or "Have a nice day". Using phrases and expressions like "Please", "Thank you", or "I beg your pardon" with your customers conveys the right impression of consideration on your part and helps to smooth over some difficult or awkward situations.

3.74 REMOVAL OF CUSTOMERS FROM THE BUS

- 3.74.1 A customer may not be forcibly removed by an operator for being offensive or for being under the influence of alcohol.
- 3.74.2 However, if it appears that a customer's conduct is a threat to the safety and well-being of the operator or the customers, the operator may stop the bus, call and inform Bus Central Communications, and follow their instructions.
- 3.74.3 If the operator or the customers are clearly in danger and the operator does not have time to call Bus Central Communication, the operator may remove the threatening customer using no more force than is necessary to protect himself or herself from physical harm. The operator must then obtain the names and addresses of witnesses and inform Bus Central Communications about the incident as soon as possible.
- 3.74.4 Upon returning to the division, the operator must write an incident report regarding the incident including the names and addresses of witnesses and the name and badge number of the police officer who may have been at the scene.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.75 ARREST CASES

- 3.75.1 Except in emergencies or when threatened by violence or criminal acts, employees on duty must not call the police or cause the arrest of anyone unless ordered to do so by an uniformed manager or a duly authorized Authority official in the chain of command. If a request for the police to make an arrest has been made, the employee involved must notify the first manager encountered or promptly notify Bus Central Communications.
- 3.75.2 Using the standard form provided, employees must promptly submit to the division office a written report regarding any arrest cases in which the employee or the Authority is involved. The report must include the names of the witnesses and the badge number of the arresting officer. The report must show whether or not the arrest was made at the employee's request.

3.76 REQUESTS FOR EMPLOYEE IDENTIFICATION

- 3.76.1 Employees must promptly and courteously identify themselves by their given name and/or employee identification number when requested to do so. If this occurs, the employee may courteously inquire about the reason for the request. At this point, preparing a written report complete with witness names is a prudent way of protecting the employee's and the Authority's interests.

3.77 SMOKING BY CUSTOMERS

- 3.77.1 Customers are not allowed by law to smoke or carry lighted smoking materials such as cigars, cigarettes and pipes.
- 3.77.2 Any customer who violates this law must be courteously asked by the operator to put out any lighted smoking material at once.
- 3.77.3 If the customer does not comply with the request, the operator must notify Bus Central Communications at the earliest opportunity and follow the instructions given.

3.78 SPITTING IN VEHICLES

- 3.78.1 The law prohibits customers from spitting in any authority vehicle. Operators must courteously bring it to the attention of the offenders that it is prohibited and notify Bus Central Communications.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.79 WAITING FOR CUSTOMERS AT TRANSFER POINTS

- 3.79.1 If an approaching bus on a connecting line is observed at a transfer point, operators must hold their buses for the benefit of customers who may want to transfer. This consideration is especially important during inclement weather or late at night when headways are long.
- 3.79.2 When operators are at Metrorail Stations which serve as the end of rail lines (e.g. Vienna, Silver Spring or Greenbelt), if the operator is aware of a train arriving, the operator should hold his/her bus for a reasonable time to allow customers on the arriving train to board the bus.
- 3.79.3 Failure to accommodate intending customers will be considered a serious offense subject to disciplinary action.

3.80 ACCOMMODATING INTENDING CUSTOMERS

- 3.80.1 Operators when arriving at the end of the line and after checking the bus for lost articles, must permit intending customers to board and deposit their fares before preparing the bus for the return trip. If the operator has a legitimate reason for leaving the vehicle, upon his/her return, he/she must verify that all customers have paid the proper fare to the extent possible.
- 3.80.2 Failure to accommodate intending customers will be considered a serious offense subject to disciplinary action.

3.81 SENIOR CITIZENS AND PERSONS WITH DISABILITIES TRANSPORTATION SERVICES

- 3.81.1 Providing transit services for persons with disabilities is an important part of WMATA's overall operation. As Federal and local laws require that transit services be made available to senior citizens and persons with disabilities, these riders will rely increasingly on WMATA for transportation. This objective is accomplished through the use of wheelchair lifts, folding seats, the kneeling feature, ramps and voice annunciators and special securing devices. Due to the special equipment and responsibility involved, each operator must become familiar with all the procedures contained in this section. Operators shall not place or allow to be placed any salt, and or abrasives on front steps as this causes premature lift failure. Only a chemical deicer approved by the General Superintendent of Maintenance may be used during inclement weather.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.82 ELIGIBILITY

- 3.82.1 All customers with mobility problems who are unable to board and alight via steps even when the bus is in a kneeling mode, are entitled to use the lift or ramp upon request. An attendant will be allowed on the lift with a customer who uses a wheelchair or with a semi-ambulatory customer.

3.83 PROVISIONS OR DENIAL OF LIFT-BUS SERVICE

- 3.83.1 Operators are required to pick-up all intending customers who require this service. **Customers who request to use a bus lift or ramp are entitled to do so whether they use a wheelchair/scooter or not.**
- 3.83.2 If a bus operator knows that the lift is inoperative, or if both wheelchair securement locations are already occupied by users, the operator must stop and inform the intending person with disabilities that the bus is full and that the customer cannot be accommodated. The operator must then promptly notify Bus Central Communications of the person with disabilities waiting and inform the customer of the approximate time the next wheelchair accessible bus will arrive prior to continuing his/her route.
- 3.83.3 Some persons with disabilities who use wheelchairs are able to board a bus even if the lift is inoperative. If a person with disabilities desires to board and can do so without the aid of a lift, and the wheelchair can be secured in a way that will not obstruct the aisle, the customer must be permitted to board.

3.84 FARE COLLECTION

- 3.84.1 A person with disabilities is allowed to be accompanied by one attendant who is required to pay only half of the regular fare for as long as the attendant has a Metro identification card which grants such a privilege.

3.85 PRE-TRIP INSPECTION

- 3.85.1 Operate the lift/ramp through an entire cycle of operation.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.85.2 Fold all convertible seats. Inspect the securement devices to make sure it functions properly (i.e., belts) and they are working properly and are clean.
- 3.85.3 Check the voice annunciator/public address system to ensure it is operational.
- 3.85.4 Check and operate kneeling feature.
- 3.85.5 Test customer stop request button at securement locations.
- 3.85.6 Check all international symbols of accessibility (the blue "wheelchair" stickers) and other required signage.
- 3.85.7 If any equipment malfunctions, notify a manager promptly for instructions and complete a bus condition card.

3.86 BOARDING AND ALIGHTING PRIORITY

- 3.86.1 At bus stops where two or more persons, including individuals in wheelchairs or other lift users, are waiting to board a bus, the person with disabilities will board first.
- 3.86.2 When two or more persons, including at least one person with a disability, are preparing to alight at the same stop, the person with a disability will alight after other customers.
- 3.86.3 To minimize delay at bus stops, request other customers to alight through the back door while the front door is being used by the person with a disability.

3.87 BOARDING PROCEDURES FOR CUSTOMERS USING WHEELCHAIRS

- 3.87.1 To prevent serious lift damage, always select a boarding location close to the bus stop which has a level surface and is free of broken concrete, tree roots or loose dirt.
- 3.87.2 Activate the lift. Observe the movement of the lift while in operation. Let go of the "LOWER LIFT" button as soon as the lift makes contact with the ground.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.87.3 NOTE: Whenever deploying a ramp-equipped bus, the bus must first be fully kneeled prior to deploying the ramp. Failure to fully kneel the bus first could result in an unsafe condition. If the ramp cannot automatically be deployed, operators are required to manually deploy the ramp.
- 3.87.4 Provide assistance if the wheelchair customer requires assistance.
- 3.87.5 Ask the user to **lock** their wheelchair brake before the lift is raised.
- 3.87.6 Raise lift. Keep the lift extended.
- 3.87.7 Assist in fare handling if necessary.
- 3.87.8 Assist the customer at the securement location **or locations provided on your vehicle** and in securing the wheelchair **in place** using the belt, arm restraint, or clamp.
- 3.87.9 Return to the operator's seat and return lift to step/ramp configuration.
- 3.87.10 Allow remaining customers to board.

3.88 ALIGHTING PROCEDURES FOR CUSTOMERS USING WHEELCHAIRS

- 3.88.1 Select an appropriate site located at or near a bus stop.
- 3.88.2 The person with disabilities alights last. Encourage other customers to exit through the back doors. Announce to customers who intend to board that the person with disabilities must alight prior to them boarding.
- 3.88.3 Assist in the removal of restraints on the chair.
- 3.88.4 Activate the lift.
- 3.88.5 Assist the customer in positioning and locking the wheelchair on the platform.
- 3.88.6 Lower the lift.
- 3.88.7 Assist the customer in alighting if requested.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 3.88.8 Fold the lift to step/ramp position (unless another person with disabilities is waiting to board).

3.89 AMBULATORY INDIVIDUALS WITH IMPAIRED MOBILITY

- 3.89.1 The kneeling and lift features allow other persons to board who may have difficulty in walking or negotiating the steps on the bus. Use the kneeling feature whenever the bus cannot be curbed. Customers with disabling physical impairments such as arthritis, may request the use of the kneeling, ramp or lift features. In such cases, these rules should be followed:

3.89.1.1 Ask the customer if they need assistance.

3.89.1.2 Make sure the customer stands on the platform lift as far into the bus as possible, and holds onto the stanchion that moves with the platform.

3.89.1.3 Alert the customer when you are ready to activate the lift.

3.89.1.4 The same boarding and alighting policies which apply to persons with disabilities also apply to this group of customers.

3.90 INOPERABLE LIFTS

- 3.90.1 If a bus lift is inoperable, the bus operator must deploy the ramp and notify Bus Central Communications immediately. Under these circumstances, managers are responsible for the physical transfer of a person with a disability or other lift user to another vehicle so that the person with a disability can complete the trip.

- 3.90.2 Normal medical emergency procedures apply to medical emergencies involving bus customers who require the bus lift/ramp features.

3.91 MANUAL LIFT OPERATION

- 3.91.1 Operators are prohibited from operating the lift manually. This does not apply to ramps on low floor buses.

3.92 BOARDING PREFERENCES

- 3.92.1 While the operator may request the user to board the bus in a particular manner, the wheelchair customer has the right to use the

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

lift platform in a forward or back-facing mode.

- 3.92.2 In cases where an attendant accompanies a wheelchair user, the attendant must stand closest to the operator on the first movable section of the platform, with the wheelchair facing the outside of the bus.

3.93 CARRYING OF DOGS AND OTHER ANIMALS ON VEHICLES

- 3.93.1 Small dogs and other animals must be securely enclosed in a box or basket small enough not to be considered dangerous or offensive to customers. These animals may be carried free of charge.

3.94 CUSTOMERS WITH SERVICE ANIMALS

- 3.94.1 People with disabilities sometimes use service animals to assist them in daily activities, especially while on public transit. A service animal is not a pet or comfort animal, but a working animal. Federal law does not require customers to have any proof of identification that their animal is a service animal. Some tasks that service animals perform for people with disabilities include:

3.94.1.1 Guiding people who are blind

3.94.1.2 Alerting people who are deaf

3.94.1.3 Pulling wheelchairs

3.94.1.4 Carrying or picking up items

3.94.1.5 Alerting and protecting a person who has a seizures

- 3.94.2 If you are unsure that an animal is a service animal, you need to ask only one question: "is that a service animal?". If the customer answers "Yes", you should accept that and allow him/her to board, making a notation on your manifest in the REMARKS section.

- 3.94.3 Transportation of a service animal can only be denied if the animal is not under the control of the owner or if the animal is posing a direct threat to the safety of other customers. If this situation occurs, Bus Central Communications must be contacted immediately.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.95 AUDIO DEVICES

- 3.95.1 Customers are not permitted to make audible sounds with radios or any other audio devices while being transported on any WMATA vehicle in regular route service. A customer may operate a radio or other audio device with the proper use of earphones.
- 3.95.2 When an operator observes a violation of the above rule, he/she will courteously inform the customer that the playing of radios or other audio devices without earphones is a violation of the law.
- 3.95.3 Should the customer fail to comply with the rule after being informed by the operator, the operator will notify Bus Central Communications at the earliest opportunity and follow the instructions given.

3.96 FLAMMABLE LIQUIDS AND EXPLOSIVES

- 3.96.1 Gasoline, flammable liquids, explosives or acids must not be carried on buses.

3.97 INFORMATION TO CUSTOMERS

- 3.97.1 Operators are expected to be familiar with the streets and principal points of interest along their route in order to give information to their customers.
- 3.97.2 Operators are required to have bus schedules in their possession for the lines they operate.
- 3.97.3 As a courtesy to customers, operators are required to make announcements clearly and distinctly on the following items of information when requested to do so by customers.
 - 3.97.3.1 Destination of the bus
 - 3.97.3.2 Transfer points and street intersections
 - 3.97.3.3 Regular stops
 - 3.97.3.4 End of the line
 - 3.97.3.5 Important landmarks en route such as public parks, hospitals, department stores, etc.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.98 LOST ARTICLES

- 3.98.1 Operators must check their buses for lost articles at the end of each line.
- 3.98.2 Articles found on the buses or on or about the Authority property must be turned in to the Division office by the employee on the date the article was found.
- 3.98.3 If an employee receives a lost article from a customer, the employee should ask for the name and address of the finder after briefly explaining to the finder the Authority's requirement to do so. The information should be turned into the Division office along with the article found.
- 3.98.4 If the finder refuses to give information, the employee must get the name and address of a witness to the incident and report the matter to Bus Central Communications as soon as possible.
- 3.98.5 If the found article is a billfold or a pocketbook, the employee must open the article and list the contents in the presence of a person other than the finder.
- 3.98.6 Employees must not, under any circumstances, give information to any person concerning found articles or return a lost article to a patron.
- 3.98.7 Employees must not contact any person identified or connected with a lost article.
- 3.98.8 Employees must not return lost articles directly to customers. If the lost articles must be returned to the customer while the bus is in revenue service, the employee is required to notify BOCC and a Service Operations Manager (SOM) will be dispatched to the location to complete the return of the lost article to the customer.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

3.99 CUSTOMER PACKAGES, WHEELCHAIRS AND STROLLERS

- 3.99.1 Packages or articles which are dangerous, offensive or cause discomfort to other customers may not be carried on the bus. This prohibition includes bicycles. Only folding baby strollers are allowed on the bus for as long as they remain folded. The operator must make sure that customer articles or packages do not block entrances or exits, impeding the use of the aisles or interfere with the proper and safe operation of the bus.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

SECTION 4 - SAFETY RULES

4.0 SAFETY

Safety must not be compromised at any time for any reason. The following are general safety rules that must be adhered to; however, all safety issues cannot be addressed that pertain to all situations. In the interest of safety, all employees must be constantly alert for unsafe conditions that could harm personnel and/or equipment.

- 4.0.1 Employees will immediately report hazardous and/or unsafe conditions to their manager, whether it is equipment, personnel or environmental hazard.
- 4.0.2 Employees will not alter or render inoperative any safety devices on vehicles, equipment, structures and/or any other WMATA property, except as authorized by these rules or other WMATA procedures, and then only when proper measures are taken to safeguard personnel and equipment.
- 4.1 Employees must be knowledgeable about the mechanical and electrical components on the various types of vehicles they are required to operate.
- 4.2 Employees are responsible for the cleanliness of their vehicles during operation.
- 4.3 The air pressure gauge must read at least 85 pounds and the air buzzer silent before the bus can be considered safe to move or operate.
- 4.4 Employees are responsible for frequently checking the air pressure gauge, especially when the windshield wipers are operating. Employees should call Bus Central Communications if the air pressure will not remain above 85 pounds.
- 4.5 Employees must not move a bus until the air bellows are fully inflated.
- 4.6 Employees must make sure that service and parking brakes are in proper working order before leaving the garage. If brakes become defective on the road, the employees must notify Bus Central Communications at once.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.7 Operator must test brakes within one (1) block or an equal distance after relieving another operator.
- 4.8 Vehicles are to be operated in a manner that assures that wheels or tires do not strike or rub the curb.
- 4.9 Objects on the roadway that might damage tires are to be avoided, if possible.
- 4.10 Vehicles are not to be operated with flat or under inflated tires.
- 4.11 Tire failures are to be reported immediately to Bus Central Communications.
- 4.12 Master control switch must be in night position when bus is on the street or highway in revenue service between the hours of twenty minutes after sunset and twenty minutes before sunrise; or at other time when there is insufficient light to see a person or vehicle at a distance of 200 feet.
- 4.13 Any vehicle equipped with the proper "marker lights" to indicate the size of the vehicle will be permitted to operate in non-revenue service with the interior lights off.
- 4.14 Headlights must be turned off while laying over at terminals.
- 4.15 If headlights or tail lights fail to function, the operator must notify Bus Central Communications immediately.
- 4.16 Headlights are not to be used for signaling except in emergencies.
- 4.17 Vehicles must not be operated if wheels or wheel lugs are loose. Bus Central Communications must be notified promptly if this situation occurs.
- 4.18 The Master Control Switch must be in the OFF position when a bus is parked out of service.
- 4.19 When a bus is standing at the end of a line on layover, the Master Control Switch must be in the NIGHT position.
- 4.20 The starter must not be applied while the engine is running.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.21 The operator is responsible for knowing the location of the rear starter controls and their proper use.
- 4.22 Parking brakes are to be applied only for:
- 4.23 Stopping the bus in an emergency when the service brake fails.
- 4.24 Holding the bus after it has been stopped and service brakes are released.
- 4.25 The parking brake must be fully applied each time a bus is parked or secured.
- 4.26 Under no circumstances will the interlock be used as a parking brake.
- 4.27 When warming up the engine or building air pressure, a brisk idling speed of no more than 1/3 throttle will be used. The employee must never race the engine.
- 4.28 At the first sign of trouble with the steering apparatus, the employee must stop and contact Bus Central Communications.
- 4.29 The bus radio is to be used during those times and circumstances when you are required to contact Bus Central Communications. Malfunctioning radios must be reported on the bus condition report card. Always set the master switch on the night position when at layover point to keep the radio activated. When using the radio, keep the following rules in mind.
- 4.30 All calls must be answered promptly, provided such action does not interfere with safe operation of the Metrobus.
- 4.31 When talking, keep the button depressed, when listening, have the button released
- 4.32 All communication must be limited to company business.
- 4.33 Profanity and the use of vulgar language are prohibited.
- 4.34 If your radio is defective and you need to contact Bus Central Communications, use a public telephone. Fill out the defect card and turn it in at the end of your shift.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.35 Always use radio courtesy.
- 4.36 If your radio call is not answered in ten (10) minutes, call Bus Central Communications by telephone.
- 4.37 Use the radio to report to Bus Central Communications when going in or out of strategic service.
- 4.38 Do not permit non-WMATA personnel to use the radio.
- 4.39 The radio system is equipped with a silent alarm to enable operators to request emergency assistance quickly and discreetly. An emergency is defined as any one of the following situations involving either the operator or customers:
- Assault
 - Threat of bodily harm
 - Robbery
 - Serious illness or injury.
- 4.40 Activation of the silent alarm is considered an emergency and results in an emergency response by the police.
- 4.41 To report an emergency where there is no immediate danger or threat to the operator or the customers:
- Push the silent alarm button,
 - Then press the Request to Talk (RTT) button.
 - When there is immediate danger or threat to either the operator or the customers:
 - Push the silent alarm button discreetly,
 - Proceed normally.
- 4.42 When danger has passed, alert Bus Central Communications by following these steps:
- Push the Request to Talk (RTT) button,
 - Inform Bus Central Communications of the occurrence and await further instructions.
- 4.43 Do not use the Silent Alarm for anything other than emergencies. Operators must strive to avoid sending accidental signals.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.44 Marker lights located on the upper portion of the bus. When they are activated by the operator using the correct toggle switch, they flash to alert the police or the public who are nearby that the operator needs immediate assistance. These alarm lights are not part of the radio system nor are they a substitute for the silent alarm system.
- 4.45 When the emergency has passed, deactivate the toggle switch to turn off the lights.
- 4.46 Flashing crime lights are not to be used in place of the coach hazard warning light (four-way flashers).
- 4.47 Employees must promptly notify Bus Central Communications when their vehicles become disabled. The report must include a complete description of the trouble encountered.
- 4.48 Employees must make every effort to move disabled buses to a safe area and verify that the bus is properly secured (parking brake applied).
- 4.49 Employees must use extreme caution when moving a partly disabled vehicle,
- 4.50 Operators, after waiting for a reasonable length of time (30 minutes) for assistance, must notify Bus Central Communications of the delay and continue calling at thirty minute intervals until help arrives.
- 4.51 Operators must become familiar with the sound made by the bus while running. If an unusual noise occurs, the operator must determine the cause of the noise and report it to Bus Central Communications as soon as possible.
- 4.52 If an engine fails to function, the operator must contact Bus Central Communications immediately and relay the information known about trouble.
- 4.53 If customers on a vehicle having mechanical trouble want to transfer to another bus, they are allowed to do so without having to pay additional fare.
- 4.54 Bus Central Communications must be notified before reaching the end of the line so that a service truck or relief vehicle will be available at the end of the line.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.55 Employees must report all road and trouble calls to Bus Central Communications as soon as possible. The primary method of communicating with Bus Central Communications is through the bus two-way radio. If the radio does not function, you must attempt contact through the following means:
- Public telephone
 - Another Metrobus radio
 - By asking another employee, a police officer, or some other person to call for you.
- 4.56 If half an hour elapses after your initial call and no response has come, you must make a second call and continue to call every thirty (30) minutes until help arrives.
- 4.57 Buses not equipped with a Motor Guard System are equipped with a warning buzzer which sounds when air pressure or oil is low, or when the engine is overheated. When the buzzer sounds, the operator must stop and contact Bus Central Communications.
- 4.58 When the buzzer sounds and the "Low Oil" light is illuminated, the operator must check the oil pressure gauge on the dash. If, while operating the engine at 1/3 throttle or better, the oil pressure gauge registers less than ten pounds of pressure, the operator must stop the engine and call Bus Central Communications and report the problem.
- 4.59 When the warning buzzer sounds, the "Hot" engine light is illuminated and steam is escaping around the radiator cap or through the overflow pipe, the bus must be cut off and Bus Central Communications notified immediately. DO NOT ATTEMPT TO OPEN THE RADIATOR CAP.
- 4.60 It is possible on very rare occasions for the warning system to malfunction. If a bus is in operation and it starts losing power, laboring or knocking, the operator must stop and check for low oil and/or hot engine trouble. Bus Central Communications must be notified at once.
- 4.61 Buses equipped with Automatic Engine Protection System are equipped with an engine protection system (Kysor Motor Guard) which will automatically shut the engine down when triggered by any of the following conditions: low engine oil pressure, low coolant level, hot engine temperature and (on some coaches) high transmission fluid temperature.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.62 When the alarm sound and indicator light is illuminated continuously, the coach engine will shut down within 20 to 40 seconds.
- 4.63 If the bus is in an unsafe area, the motor guard override features may be used to move the bus to a safe location by following this procedure:
- 4.64 After the bus is secured in a safe location, notify Bus Central Communications immediately.
- 4.65 Whenever a vehicle is performing a backing (reversing) maneuver, it has the right of way. No matter when or where this maneuver (backing) is being performed, all other vehicles must come to a stop, allowing the vehicle to complete the backing maneuver before proceeding as the vehicle has the right of way. This will ensure safer vehicle operation in the yard. The horn will be sounded before and during backing to warn others in addition to the backup alarm.
- 4.66 Safety must not be compromised at any time for any reason. The following are general safety rules that must be adhered to, however, all safety issues cannot be addressed that pertain to all situations. In the interest of safety, all employees must be constantly alert for unsafe conditions that could harm personnel and/or equipment.
- 4.67 Employees, while operating a bus, shall not engage in prolonged conversations which could distract their ability to frequently and consistently distribute their attention. The safe operation of the bus requires the employee's full time and attention.
- 4.68 Managers are responsible for providing employees under their supervision with a safe and healthy work environment. To achieve this objective, managers shall:
- 4.69.1 Develop safety instructions for every job and instruct all personnel under their supervision in the safe work practices and methods at the time assignments are made.
- 4.69.2 Request, be knowledgeable of, and enforce the OSHA safety and health standards applicable to their department including the use of proper protective equipment and suitable tools for the job.
- 4.69.3 Provide personal protective equipment and enforce use at all times.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.69.4 Detect, correct, and prevent all unsafe acts and conditions that exist in their area of responsibility.
- 4.69.5 Ensure that all containers of hazardous materials and chemical products are properly labeled with the name of the product and the name of the manufacturer. Unlabeled containers shall not be used but shall be returned to the storeroom for proper disposition.
- 4.69.6 Follow good housekeeping practices - an orderly arrangement of tools, equipment, storage facilities, and supplies.
- 4.69.7 Set a good example for persons under their supervision. Offer positive reinforcement to employees who need to improve their safety behavior.
- 4.69.8 Investigate each accident, interview each employee/witness involved, and take corrective action as needed.
- 4.69.9 Ensure that each accident is promptly and fully reported.
- 4.67.10 Ensure that proper and prompt first aid is administered when an injury occurs.
- 4.69.11 Schedule and conduct regular safety meetings with their employees, and follow-up on their suggestions.
- 4.69 Employees will report all injuries, no matter how minor to their manager, verbally and in writing.
- 4.70 Employees will ensure that they get proper attention for all injuries. Eye injuries while working in the mechanical area, to include chemical substances entering the eyes will be flushed immediately for fifteen (15) minutes, using eyewash stations where available, then immediately seek medical attention.
- 4.71 Indications of fire observed on vehicles or Authority property must be reported immediately to the nearest manager, or Bus Central Communications.
- 4.72 Employees must be familiar with fire regulations and with the locations and use of fire alarms and firefighting equipment in their work area and will keep access to that equipment free at all times.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.73 The use of any facility fire extinguisher must be reported to the employee's manager and expended fire extinguishers turned in to the Office of Plant Maintenance for appropriate maintenance/re-charging.
- 4.74 Managers shall report all empty or used vehicle fire extinguishers to Bus Maintenance supervisor at the respective bus division for repair/replacement immediately after their use.
- 4.75 Employees will not smoke except in designated areas in compliance with WMATA's No Smoking Policy.
- 4.76 Employees are be responsible for their own safety when on duty.
- 4.77 Employees will be aware of their surroundings while on all bus lots and/or between buses and will not pass in front of moving vehicles.
- 4.78 Employees will use crosswalks where applicable.
- 4.79 Employees will wear authorized safety shoes while on duty. Bus Maintenance employees should reference Standard Operating Procedures (SOP 2.12).
- 4.80 Footwear will be properly buckled, laced/tied at all times with no laces dragging.
- 4.81 Employees must exercise extreme caution when walking backwards is necessary to perform duties.
- 4.82 Employees must exercise extreme caution while walking on wet floors.
- 4.83 Employees must use extreme caution when walking on ice and rough and uneven walking surfaces.
- 4.84 Employees must seek assistance when heavy lifting is required and use proper lifting techniques.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.85 Employees must wear their safety vest when on Authority property. BMNT employees must wear the Authority issued Safety Vest/Class III T-Shirt as an outer garment while on duty anytime they are not in a building and while performing Service Lane Activities: Personal Class III Outer Garments meeting ANSI Class III Specifications and approved by Management may be worn following all uniform policies and instructions – NOTE: A letter of approval must be in personnel record.
- 4.86 Employees are prohibited from using cell phones, texting or any audio device (i.e. I-Pod, MP3 player, portable GPS) while operating an Authority vehicle.
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WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

SECTION 5 - MAINTENANCE EMPLOYEES

5.1 PROFESSIONAL CONDUCT AND DISCIPLINE

- 5.1.1 As a professional maintenance employee, you have been entrusted with the safety and reliability of any maintenance activity you perform on Authority equipment. Be prepared to meet this responsibility by leading a temperate and sensible lifestyle. An attitude of maturity and personal integrity on your part will ensure that problems regarding safety, quality maintenance, proper conduct and discipline will be avoided.
- 5.1.2 Disciplinary actions are intended to alert employees to problems and to offer corrective actions and behavior to improve performance. Employees who fail to obey WMATA rules, regulations, safety rules/regulations, policies, procedures and manager's directives will be subject to disciplinary action. Actual discipline imposed will be determined on a case-by-case basis, taking into account all relevant factors to include an employee's overall attendance, work and performance record. When infractions occur and discipline is to be assessed, unless disciplinary action is already stated for a specific infraction, disciplinary action will be administered in the following manner:
- 5.1.3 Discipline is administered in the form of cautions, reprimands, suspensions from duty, or dismissal.
- 5.1.3.1. CAUTIONS should serve as a warning that you must exercise more care in observing rules and instructions. These are usually administered for minor violations or first offenses.
- 5.1.3.2. REPRIMANDS mean sharp censure. This is a danger signal that your performance is not satisfactory.
- 5.1.3.3. SUSPENSIONS represent days off without pay which are used as severe warnings that continued failure to adhere to established rules could result in dismissal.
- 5.1.3.4 DISMISSALS are a result of employees who continually fail to heed to progressive disciplinary action. Dismissal may also result due to an employee's flagrant and blatant disregard for Authority or Bus Service rules, policies and/or procedures. Employees who are dismissed from

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

the Authority must surrender their WMATA issued employee ID and all other equipment which has been issued by the Authority.

- 5.1.4 WMATA wants to retain you as an employee. Our progressive discipline policy is meant to make you aware of poor performance and give you sufficient opportunity for correction.
- 5.1.5 Some offenses by their nature are more serious and may result in suspension or even dismissal upon the first occurrence. Willful infractions or the continued necessity to administer reprimands or suspensions, even if there is no actual lost time involved, will lead to dismissal.
- 5.1.6 Employees must promptly follow the instructions of managers and Authority officers. Management, for its part, is always ready to listen to any employee who has a grievance.

5.2 UNIFORMS AND PERSONAL HYGIENE - MAINTENANCE

- 5.2.1 Work uniforms are available for all bus maintenance employees. This service provides weekly laundering of uniforms. Maintenance employees must wear their uniforms as mandated. Work shoes must be in compliance with SOP 2.12, Proper Footwear. Shirts will be tucked in at all times.
- 5.2.2 Employees reporting for duty will present themselves professionally and maintain their personal hygiene at all times.
- 5.2.3 Uniforms will not be torn or loose fitting. Shirts will be tucked in at all times.
- 5.2.4 Short pants are prohibited.
- 5.2.5 Each employee is required to wear the entire, prescribed uniform **ONLY**, unless authorized by proper authority.
- 5.2.6 Footwear such as open-toed shoes, canvas or leather tennis shoes, jogging shoes, etc. do not offer sufficient foot protection; therefore, ***are PROHIBITED in/around the bus maintenance environment at any time or at any location while on duty.*** Reference SOP 2.12.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

5.3 QUALITY AND WORK PERFORMANCE

- 5.3.1 Employees will be held accountable and responsible for the quality and quantity of all work they perform, based on bus maintenance systems job performance averages and standards. Loafing and malingering while on duty will not be tolerated.

5.4 WORKING EQUIPMENT

- 5.4.1 When on duty, all employees are required to have certain working equipment and supplies in their possession, some of which are furnished by the Authority to assure proper performance of work. These items include:

- 5.4.1.1. ***Valid*** Commercial Operators Permit/License and Medical DOT Card
- 5.4.1.2 Employees WMATA ID Card**
- 5.4.1.3 Safety Goggles/Glasses**
- 5.4.1.4 Required tools to perform all assigned tasks***
- 5.4.1.5 Authority Keys**
- 5.4.1.6 BUSV Employee Handbook**

** furnished maintenance employees

*** per section 21 (c) of 689 and 922 contracts employees will annually furnish a complete inventory of personal tools.

- 5.4.2 All equipment must be kept in the best possible condition by the employee. If an employee damages or loses any Authority issued tool or equipment, they will be fully responsible for the cost of replacement. Upon termination of employment from the Authority, the cost of any damaged, lost, unreturned tools, or other issued authority equipment, will be deducted from the employee's final check.
- 5.4.3 All parts will be cleaned using only approved cleaning procedures. No solvents will be used.
- 5.4.4 All Chemical products will be used only for their specific purpose and only when they have an approved MSDS on file with the Office of Environmental Management and Industrial Hygiene (EMIH).
- 5.4.5 Compressed air will not be used to blow dirt off clothes or body.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 5.4.6 Employees are prohibited from jumping over or scaling enclosures around WMATA property. Authorized access points must be used to enter or exit WMATA property. Jumping across or into open pits is prohibited.
- 5.4.7 Employees must exercise extreme caution when walking backwards is necessary to perform duties.
- 5.4.8 Employees will use approved fall protection when required.
- 5.4.9 Employees will not ride as a passenger on a forklift, tow tractor or other equipment designed for one person.
- 5.4.10 Whenever a **VEHICLE** is performing a backing (reversing) maneuver, it has the right of way. No matter when and where this maneuver (backing) is being performed, all other vehicles must come to a stop, allowing the vehicle to complete the backing maneuver before proceeding as the **VEHICLE** has the right of way. This will ensure safer vehicle operation in the yard. The horn will be sounded before and during backing to warn others in addition to the backup alarm.
- 5.4.11 Adequate protection/barricades will be used to identify and protect openings in floors, streets, sidewalks, yards or other structures.
- 5.4.12 All horizontal hatches and doors leading to vent and fan shafts, and emergency exits shall be closed when not in actual use. When left unattended; employees will erect barricades or chains completely around the opening. These barricades and chains should be of sufficient strength to withstand the force of a 200 pound load.
- 5.4.13 A conveyor, chute, dumbwaiter or other such facility equipment shall not be used as a step, walkway, or as a means of personal transportation.
- 5.4.14 The following procedures will be followed when securing a bus and before performing repairs/maintenance.
 - 5.4.14.1 Apply parking brake and ensure it holds, place transmission in neutral, cut off the engine using the front master switch. Close all doors, windows and hatches unless maintenance action prohibits.
 - 5.4.14.2 If the parking brake does not hold, use two (2) wheel chocks to block at least one drive wheel in both directions

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(one chock in the front and one chock in the rear of the drive wheel). Wheel chock WMATA stock number 999-65-0530.

5.4.15 Employees will be alert to all work being performed in/around their areas to avoid being struck by tools or flying objects.

5.4.16 Maintenance Personnel will adhere to the following Operator Rules found in Section 3 of this rule book:

3.13 Speed Limit

3.14 Warning to Passengers, Pedestrians and Motorists

3.16.3 'Not in Service" destination signs and "00" Route sign **must** be set for all Non-Revenue Trips.

3.16.4 On buses equipped with electronic destination signs, employees must set the sign blank after they have completed their work assignments and when securing the bus on the division lot.

3.18 Unauthorized Stops

3.19 Leaving Vehicle Unattended

3.20 Cutting off Vehicles during Layovers

3.26 Right turn of Red

3.28 Air Pressure

3.30 Care of Tires

3.31 Lighting of Vehicles

3.33.1 The Master Control Switch must be in the **OFF** position when a bus is parked out of service.

3.34 Parking Brake

3.48 Change-offs for Air-Conditioning

3.65 Requests for Employee Information

3.86 Flammable Liquids and Explosives

3.88 Lost Articles

5.5 LADDERS

5.5.1 Whenever ladders, trestles or scaffolding are used, ***employees must ensure that:***

5.5.1.1 They are in good condition (no broken or missing rungs or steps, no broken, bent, or split side rails, no other defects) and not slippery.

5.5.1.2 They are correctly and firmly placed.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 5.5.1.3 The side rails shall not extend less than 36 inches above the landing.
- 5.5.1.4 Proper planking is used for trestles.
- 5.5.1.5 They cannot be dislodged by an opening door or passing vehicle (assign a person to guard them if necessary.)
- 5.5.1.6 Straight ladders have safety feet.
- 5.5.1.7 Straight ladders are tied at the top or held at the bottom by a second person, and that they are positioned at a safe angle, such that the horizontal distance from the ladder is at least one quarter of the working length of the ladder.
- 5.5.1.8 Step ladders are in the fully open and locked position.
- 5.5.1.9 Employee's never stand on a rung or step higher than the third from the top (unless designed for such use).
- 5.5.1.10 Employees face ladders when ascending or descending.
- 5.5.1.11 ***Employees will not carry any cumbersome or hard to manage equipment on ladders.***
- 5.5.1.12 Metal ladders, trestles, and scaffolds are not to be in the vicinity of exposed, energized electrical conductors.

5.6 SCAFFOLDS

- 5.6.1 All Federal OSHA standards in 29 CFR 1926.451 and 1910.28, 29, 30 shall be followed when erecting and using scaffolds and manually operated ladder stands.

5.7 PERSONAL PROTECTIVE EQUIPMENT (PPE)

- 5.7.1 Employees will use prescribed Personal Protective Equipment (PPE) required for the type of work being performed.
- 5.7.2 Safety shoes must meet ANSIZ41-PT99 and/or ASTM F2413-05. Refer to SOP 2.12.
- 5.7.3 Eye shades or cap visors made of flammable materials are prohibited.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 5.7.4 Sun glasses or Safety Glasses with tinted lenses, to include prescription sun glasses, are prohibited indoors.
- 5.7.5 The wearing of contact lenses on the job is highly discouraged due to chemical and dust hazards in the work area. Wear is strictly prohibited during welding operations.
- 5.7.6 Employees will use only approved head or ear protection.
- 5.7.7 Finger rings, ties, or loose clothing will not be worn around moving machinery, or during maintenance activities within a bus facility.
- 5.7.8 Keys, metal key chains, or metal clasps for key rings will not be worn on the outside of clothing when performing maintenance activities.
- 5.7.9 Safety goggles/glasses will be worn for all grinding, sanding, drilling, chipping, hammering operations, or when using wood or metal working equipment. Chemical splash goggles will be worn by employees when using cleaners, degreasers, or other chemicals. Additionally, safety glasses/goggles/face shields will be worn when performing maintenance on batteries (charging, cleaning and replacing).
- 5.7.10 Butane lighters/matches will not be used or carried in welding areas, service lanes, or areas where open fumes are present.
- 5.7.11 Bump hats will be worn anytime an employee is under a vehicle.
- 5.7.12 Proper hand protection (latex, work, impact, welding gloves) will be worn as required to protect hands from injury.

5.8 HOUSEKEEPING

- 5.8.1 Each employee is responsible for maintaining good housekeeping in their work area, offices, locker rooms, restrooms and throughout the facilities.
- 5.8.2 Employees will promptly place refuse, newspapers, trash and salvage material in the appropriate waste/recycle containers. Prior to the end of their work shift, sweep and damp mop or use the floor scrubber in their work area, roll up all hoses and cords, return all Authority tools.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

Water/Spills on floors will not be allowed to accumulate and floors will be maintained in the driest condition possible using applicable absorbent materials.

- 5.8.3 Employees will immediately clean up any spills or grease in their work area, using absorbent pads, absorbing as much of the spill as possible, then apply dry absorbent material, and sweep up as soon as possible. Any materials used to soak up wasted petroleum products and other waste contaminate materials are to be deposited in the appropriate waste containers. The proper hazard/non-hazard label clearly marked with all required information and placed where it can be easily read on the container. The container must be placed in the appropriate disposal location within the facility.
- 5.8.4 Employees are responsible for properly tagging all parts removed, during their work shift, providing and recording all required information on the warranty/change tag, and then placing the parts on a unit cart or in the warranty bin, prior to the end of their work shift.
- 5.8.5 Employees will exercise good housekeeping and ensure that no refuse, loose materials, parts or Authority tools/equipment are left behind after completing any required maintenance procedure.
- 5.8.6 Throwing objects/littering from Authority vehicles at any time is prohibited.

5.9 ELECTRICAL CORDS AND EQUIPMENT

- 5.9.1 Electrical cords and air lines will be free of loops and kinks when in use and properly stored after use.
- 5.9.2 Extension cords and electrical cables will be covered or elevated to protect them from physical damage and prevent tripping hazards to employees.
- 5.9.3 Worn, frayed, or defective electrical cords will not be used.
- 5.9.4 Do not use cords and cords to portable electrical equipment and tools without ground fault circuit interrupters in damp or wet locations.
- 5.9.5 Waterproof covers of electrical receptacles will be closed when not in use.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 5.9.6 Light switch panel doors must be closed after each use.
- 5.9.7 Employees will not enter electrical power enclosures of substations and/or power boxes or operate electrical switches unless qualified and authorized to do so.
- 5.9.8 Wet storage batteries will not be cleaned in the process of being charged. Required personal protective equipment (PPE) will be worn during any and all battery maintenance action, (chemical splash goggles/face shield, rubber apron and rubber gloves).
- 5.9.9 Employees will disconnect receptacle plugs by grasping the plug and not pulling the cord.
- 5.9.10 Portable extension lights will be inspected before use. Only UL approved lights will be used.
- 5.9.11 Electrical power supply controls and switches must be properly Locked and Tagged Out on any power operated equipment, machines, or tools before repairing, dismantling, assembling, adjusting, changing components, or performing any other work where machine movement may catch part of the body.

5.10 MATERIAL HANDLING AND STORAGE

- 5.10.1 Material and equipment will be stored to prevent tipping, falling or collapsing.
- 5.10.2 Material or equipment will not be stored on platforms or in work areas unless authorized.
- 5.10.3 Nails, screws, hooks, or loose bands will be removed from materials that are to be stored, transported, or reused.
- 5.10.4 When lifting objects, proper lifting techniques will be used: spread feet apart, bend at the knees, keep back straight, grasp the object with both hands, and lift by straightening the knees with a smooth, steady motion. Employees will not attempt to lift or move heavy objects such as oil drums. When two or more persons are lifting together, one person shall be designated to give the lift commands. Others involved in the lift will refrain from talking. Commands will be given in a clear, distinct voice. Mechanical material handling equipment must be used when the nature of the task requires it.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 5.10.5 Do not carry loads that impair your vision; ensure that the way ahead is clear.

5.11 HAND, POWER TOOLS AND EQUIPMENT

- 5.11.1 Employees will use tools and equipment in the proper manner and for the purposes intended.
- 5.11.2 Self-propelled/powered equipment and machinery will be operated ONLY by qualified and authorized personnel.
- 5.11.3 Visual inspections and tests of powered equipment, tools and machinery will be made prior to use. Equipment or machinery will not be operated if it is defective or in an unsafe condition.
- 5.11.4 Brushes or brooms will be used to remove chips, cuttings, or scale from drills, hammers, presses or other machines. Steel hooks may be used to remove heavy shavings or borings.
- 5.11.5 Compressed air will not be used for cleaning purposes.
- 5.11.6 Tools with cracked striking surfaces or mushroomed heads are to be considered defective, and will not be used until appropriate corrective actions are taken.
- 5.11.7 Tool rests on grinding machines must be as near the center of the wheel as the design permits. They shall cover the entire width of the wheel and shall not be more than 1/8 inch from the wheel. Tongue guards will be within 1/4 inch of wheel. Safety guards covering the spindle end, nut and flange projections must be maintained in place.
- 5.11.8 Machines, switches, valves, or other apparatus that have been locked and tagged out for the protection of employee's must be removed only by the person who placed them in position or by a qualified manager when he/she is sure that it is safe to do so and that all employees are in the clear in accordance with OSHA standard 1910.147.
- 5.11.9 Employees will use only the proper size wrench or socket, and will adjust an adjustable wrench to fit the object on which it is to be used.
- 5.11.10 All pneumatic tools/equipment will be disconnected from it's air source when not in use; in addition the air supply will be

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

disconnected before a drill, reamer, tap or other attachment is installed/removed from a pneumatic tool.

5.11.11 Lathe speed will only be changed while the lathe is stopped, unless the machine is specifically designed to permit speed changes while moving.

5.11.12 When using a power rip or crosscut saw (table or radial arm saw):

5.11.12.1 A hood that completely encloses the unused portion of the saw blade will be in place at all times except for required maintenance.

5.11.12.2 The spreader and non-kickback guard will be in the protecting position.

5.11.12.3 The user shall stand to the side of material being sawed to prevent being struck in the event of a kickback.

5.11.12.4 A forked push stick of sufficient length will be used to feed the back end of material into the saw.

5.11.12.5 Loose or scrap pieces of material must be removed from the saw or table as soon as the cut is completed and the saw blade has stopped, using a suitable stick.

5.11.12.6 The saw blade shall be lowered or the table shall be raised so that the blade will provide a full cut yet not project more than 1/8 inch above the material being cut.

5.12 WELDING, CUTTING, SOLDERING

5.12.1 Only authorized and trained personnel may perform welding, cutting or soldering. Prescribed protective equipment will be worn at all times when cutting, welding, brazing or soldering. Protective screens or appropriate guards will be in place when cutting or welding to prevent eye injury to persons in surrounding areas.

5.12.2 When cutting or welding, the hose must be positioned to avoid contact with sparks or molten metal, and kept out of the path of moving vehicles.

5.12.3 An acetylene torch will be ignited only with approved flint lighter, and the lighted torch shall be kept within the user's vision at all times.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

The acetylene mix valve on torches will not be opened until ready for immediate use.

- 5.12.4 When gas cylinders are not in use, valves will be closed and keys removed.
- 5.12.5 When welding or cutting, an appropriate, approved fire extinguisher must be present at the job site, and kept in close proximity to the welder or cutter.
- 5.12.6 Flammable gases and liquids will not be transported on Class I vehicles.
- 5.12.7 Flammable gases and liquids will not be stored in any area below grade. All flammable liquids must be stored in approved containers. Supplies exceeding a day's use shall be stored in flammable liquid storage cabinets or rooms.
- 5.12.8 Before moving gas cylinders, regulators must be removed and valve protection caps installed, except when cylinders are properly secured on a special truck.
- 5.12.9 Oxygen/Fuel Gas and liquid cylinders will be positioned and secured so as to prevent their being struck by moving equipment. Oxygen and gas cylinders will be stored and secured in accordance with SOP#4.1.
- 5.12.10 Electric soldering irons will not be left unattended while connected to a power supply.
- 5.12.11 Only solder will be used to test the heat of a soldering iron.

5.13 MAINTENANCE EMPLOYEES IN THE BUS LOTS

- 5.13.1 Employees are responsible for their own safety when on a bus lot.
- 5.13.2 Employees will not go under or between vehicles until making certain that it is safe to do so.
- 5.13.3 Employees will not hang upon or lean beyond the sides of moving vehicles.
- 5.13.4 Employees will not board or disembark from any moving vehicle.
- 5.13.5 When bleeding air reservoirs on vehicles, safety glasses will be worn,

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

and the drain cock shall be opened gradually to avoid dust or other foreign objects from being blown from the ground into the eyes.

- 5.13.6 When working on vehicles, it is imperative that the engine control switch be in either the rear run or off position. This important procedure will not allow buses to be accidentally started from the front while maintenance is being performed in the engine compartment. Further, before starting a bus from the front make sure the bus is safe to start by validating the bus and engine area are clear. Reference: Service Bulletin 10-S-006.
- 5.13.7 Under no circumstances will an employee use any piece of equipment that has been locked and tagged out.
- 5.13.8 Employees receiving towing assignments to tow disabled vehicles, will use two (2) safety chains in concert with two (2) towing chains at all times.
- 5.13.9 Only approved torque wrenches may be used. Torque wrenches must be set to the lowest setting prior to storage.

5.14 EQUIPMENT

- 5.14.1 Employees will not use/convert or permit others to use WMATA property, equipment or facilities.
- 5.14.2 Employees will turn in all WMATA property in their possession when transferring from division to division.
- 5.14.3 Employees will properly clean and maintain all WMATA property and equipment entrusted to their care, at all times.
- 5.14.4 Any employee who negligently, willfully or maliciously causes the destruction of, or sabotages any Authority tools, equipment or facility, will be subject to immediate dismissal.
- 5.14.5 Employees when using WMATA non-revenue vehicles, remove all trash and ensure the vehicle is clean both inside and out, fuel and service all fluid levels as needed, and properly record and maintain the vehicle log book after each use.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

5.15 BUS LIFTS OPERATION AND MAINTENANCE

- 5.15.1 Bus Maintenance has a wide variety of In Ground and Portable Vehicle Lifts. Lifts and associated equipment must be inspected prior to each use to ensure serviceability. Any lift found to be unserviceable will be reported immediately for repair by authorized personnel.
- 5.15.2 Lift operation and inspection can be found in BMNT Standard Operating Procedure (SOP) 5.4. It is imperative that all BMNT employees adhere to this SOP.
- 5.15.3 SOP/Policies/Instructions are located on the BMNT Web Page accessible from any kiosk. Hard copies may be obtained from your manager. (See Appendix C for a listing of BMNT SOPs)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(APPENDIX A)

10-10-85

**SUBJECT: ATTENDANCE REPORT PROCEDURES
FOR LOCAL 689, A.T.U.
HOURLY REPRESENTED EMPLOYEES**

PURPOSE

1.0 To prescribe the responsibilities, procedures, and guidelines that govern all Local 689, A.T.U., hourly represented employees and the reporting of unscheduled absences.

PROBLEM

2.0 Unscheduled absences by operators, maintenance personnel, related clerks and other hourly represented employees involved in transit operations make it difficult to maintain an efficient workforce and to provide dependable service to the riding public. The timely reporting of unscheduled absences plays a vital role in controlling this problem.

PROCEDURES

3.0 Employees are provided a fringe benefits package which protects them from undue income loss resulting from illness or injury, and requires in return and as a condition of employment, that all employees maintain a satisfactory attendance record.

3.1 Employees who fail to satisfactorily report unscheduled absences, or who have excessive occurrences of unscheduled absences will be subject to disciplinary action up to and including dismissal as outlined in Section 6.0 6.3.

3.2 The procedures for disciplinary action are consistent with the Discipline and Grievance Procedures outlined in Section 104 of the parties' existing labor agreement.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

DEFINITIONS

- 4.0 Manager - will refer to the division, branch, department or section chief who is responsible for administering this policy, whether it be in BUSV, RAIL, DCM, COMP, or ADMN*.
- 4.1 Section - will refer to the division, branch, department or section where a represented employee is assigned to work, whether it be in BUSV, RAIL, DCM, COMP, or ADMN.
- 4.2 Scheduled Absence - An absence for which leave is requested sufficiently in advance to ensure that operational needs will not be adversely impacted. For an absence to be categorized as "scheduled", an employee must give notice of not less than three (3) full workdays from the beginning of the schedule work assignment. The only exceptions to this definition are for sick reports and bereavement leave and personal emergency leave for family illness. If an employee reports sick or for bereavement leave, or personal emergency leave for family illness, these will count as scheduled absences if reported at least one (1) hour before the beginning of scheduled report time. The one hour reporting requirement for sick, bereavement leave or personal emergency leave for family illness will be waived only when appropriate documentation is presented by the employee establishing that such advance reporting was not possible.
- 4.3 Personal Emergency Leave for Family Illness may be granted when an employee presents documentation that he/she is required to care for a spouse, parent of spouse, parent, grandparent, child, brother, sister. This also applies to a dependent living in the home.
- 4.4 Unscheduled Absence - Any absence not covered in the definition of scheduled absence above. Examples include late reports, missed reliefs, failures to report, unscheduled or late sick reports (i.e. - not reported within one hour of scheduled reporting time) and absences without leave (AWOL). The one hour reporting requirement for sick, bereavement leave or personal emergency leave for family illness will be waived only when appropriate documentation is presented by the employee establishing that such advance reporting was not possible.
- 4.5 Unscheduled Absence Occurrence - Each instance of unscheduled absence, whether fractional day or full day.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 4.6 Late Report - Any unscheduled absence of an employee who fails to report to his/her assigned section at their scheduled report time, but who nonetheless reports no later than two hours after their scheduled report time. The employee shall be required to work the remainder of his/her assignment that day, and will be paid only for the actual time worked. An operating employee shall not be charged with a late report if he/she is late but nonetheless operates his/her scheduled run without a disruption in service. However, if it becomes apparent that an employee is developing a habit or pattern of arriving late, such tardiness will no longer be excused. Likewise, a non-operating employee who is no more than 20 minutes late, and whose tardiness will not disrupt service may, at the manager's sole discretion, be permitted to make up the missed time up to 20 minutes that day only. If the employee does make up the missed time that day, the employee will not be charged a late report.
- 4.7 Failure to Report - Any unscheduled absence where an employee reports to his/her assigned section between two hours and eight hours after their scheduled report time. The employee shall be paid for actual hours worked.
- 4.8 Absence Without Leave (AWOL) - Any unscheduled absence where an employee reports to his/her assigned section more than eight hours after their scheduled report time.
- 4.9 Missed Relief - Any unscheduled absence by an employee who fails to report at the scheduled time to a designated relief location. If there is work available, the employee may be required to work an assignment that day and will be paid only for the actual time worked. The employee will forfeit any contractual guarantees which might otherwise apply.
- 4.10 Sick Report - This refers to any absence by an employee due to illness or off-duty, non-work related injury. If a sick report is not made within one hour of a scheduled assignment, it will count as an unscheduled absence and be categorized as either a late report, failure to report, absence without leave, or missed relief depending on when it is made. A sick report made at least one hour before a scheduled assignment will be considered a scheduled absence and will not count as any of the above categories of unscheduled absences. Exceptions to the one hour reporting rule will only be considered when appropriate documentation is presented by the employee establishing that such advance reporting was not possible.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

RESPONSIBILITIES OF EMPLOYEES AND MANAGERS

- 5.00 Responsibilities of Operators, Maintenance Personnel, and Other Local 689, Hourly Represented Employees.
- 5.01 Every reasonable effort must be made to make all scheduled reports and assignments, to avoid disruption for personal reasons, and to have appointments for health reasons scheduled during non-work hours to minimize service disruptions.
- 5.02 Whenever an employee is unable to work due to an illness, injury, or emergency, every reasonable effort must be made to report to their immediate manager or designee by phone or in person to advise him/her of the prohibiting circumstances at least one hour prior to the scheduled report time. Exceptions to this one hour reporting requirement will only be considered when appropriate documentation is presented by the employee establishing that such advance reporting was not possible.
- 5.03 Operating employees who do not report to work at their scheduled report time may be reassigned to work, including standing extra, if work is available. Other represented employees who report late may also be reassigned to work. The employee will be paid only for standing extra and/or for the actual assignment worked and will forfeit any contractual guarantees which might otherwise apply.
- 5.10 Responsibilities of Section Managers and Subordinate Management Staff.
- 5.11 Section management will advise employees of attendance standards and objectives, and stress the importance of maintaining good attendance. Sections should strive to bring all employee records to six or fewer points for unscheduled absence occurrences per 365-day period.
- 5.12 Section management will ensure that absences and documented exceptions to this Policy are recorded in a proper and timely fashion.
- 5.13 The Section Manager is responsible for administering consistent disciplinary procedures to all employees subordinate to him/her. Section management will monitor attendance records to ensure that

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

appropriate disciplinary actions are initiated against those employees with a problem of excessive absentee occurrences.

DISCIPLINARY PROCEDURES - UNSCHEDULED ABSENCES

- 6.0 Appropriate action will be applied to correct excessive unscheduled absence occurrences. Such action includes all progressive disciplinary steps up to and including dismissal.
- 6.1 All counseling and disciplinary actions must be recorded in the employee's record as documentation of progressive discipline and in accordance with Section 104 of the parties' labor agreement. Data will be collected on the number, frequency, type of unscheduled absence occurrence, and the resulting disciplinary action taken.
- 6.2 Point accumulation scores to apply to all hourly employees represented by Local 689 over the previous 365-day period.
- | | | |
|------|---|---------------|
| 6.21 | Each late report | 1 point each |
| 6.22 | Each Missed Relief | 4 points each |
| 6.23 | Failure to report | 4 points each |
| 6.24 | Absent without leave (AWOL)
(8 points will be scored for each additional 24 hour working day if no report is made) | 8 points each |

NOTE (A): Depending on when it is made, a sick report could be scored as a late report, failure to report, or as an AWOL. If the sick report is made at least one hour before a scheduled assignment, no points will be assessed under this Section. The one hour reporting rule will be waived only when appropriate documentation is presented by the employee establishing that such advance reporting was not possible.

NOTE (B): Falsifications of illness or injury are grounds for immediate dismissal.

- 6.3 Disciplinary action is based on point accumulation, and/or upon late report accumulation during the previous 365-day period, according to the following schedule. An employee will be terminated for an accumulation of 24 points (including late, failure, misses & AWOL's or 14 late reports or 13 straight late reports followed by failure, or

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

missed street relief or an AWOL within the 365-day period. The 365-day period shall be measured from the most recent incident back 365 calendar days.

	POINTS	DISCIPLINE
6.31	4	Written Warning
6.32	8	1 day suspension and written warning
6.33	12	2 day suspension and written warning (EAP counseling)
6.34	16	3 day suspension and written warning
6.35	20	5 day suspension and final written warning (Mandatory referral for EAP testing)
6.36	24	Dismissal

OR

LATE REPORTS	DISCIPLINE
4	Written Warning
8	1 day suspension and written warning
12	2 day suspension and written warning that 2 additional late reports or a thirteenth straight late report followed by any unscheduled absence will result in termination (EAP counseling)
13	5 day suspension and final written warning that an additional late report or any other unscheduled absence will result in termination
14	Dismissal

Examples: Employee "A" accumulates 24 pts. (which include 1 AWOL (for 8 pts.); 2 missed reliefs (4 pts. each); 1 failure (4 pts.); and 4 lates within 365 days. Employee "A" will be terminated.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

Employee "B" accumulates 14 late reports within 365 days and is therefore terminated. If Employee "B" has 13 straight late reports and subsequently has any other unscheduled absence (late, failure, missed relief or AWOL), Employee "B" will be terminated.

All points assessed will be properly documented and that record maintained by the employees' respective departments. Employees will be notified of all assessed points in accordance with the provisions of Section 104 of the parties' Labor Agreement.

[See ARP Form 36.03 below]

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(APPENDIX B)



Washington Metropolitan Area Transit Authority
POLICY/INSTRUCTION

Subject	Classification	Date Approved	P/I Number
Absenteeism for Medical Reasons	Personnel	Sept. 20, 1993	7.19/1

0 POLICY

It is the policy of the Authority that employees maintain regular attendance in order to provide dependable service to the riding public and to avoid unnecessary overtime costs.

2.0 PURPOSE

To establish procedures for preventing abuse of absences for medical reasons and for responding to excessive absences for medical reasons.

3.0 SCOPE

This P/I is applicable to hourly employees represented by Local 689 ATU and Local 922, IBT.

3.2 This P/I is applicable to all absences due to medical reasons whether compensated by sick leave, compensated by workers compensation, or uncompensated.

4.0 DEFINITIONS

4.1 Absence - Failure to report to work for medical reasons (including job-related illness/injury, EAP participation, and absences to care for an ill family member), whether paid or unpaid, excluding contractual health center visits and absences covered by annual leave.

4.2 Occurrence Each instance of absence of whatever duration.

Day - Scheduled work day

Year - A "rolling" year including the preceding 364 or 365 calendar days.

Approved	Revision No.	Supersedes	Page
David L. Gunn General Manager	1	7.19/0	1 of 8

34.19 (4/91)

068 00 0772

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK



Washington Metropolitan Area Transit Authority
POLICY/INSTRUCTION

Subject	Classification	Date Approved	P/I Number
Absenteeism for Medical Reasons	Personnel	Sept. 20, 1993	7.19/1

Doctor's certificate - A written document stating the nature of the employee's medical condition and stating that the employee was unable to work for medical reasons for the specified duration of the absence. For absences to care for an ill family member, the doctor's certificate must state the nature of the ill family member's condition and that the employee was required to care for the ill family member for the specified duration of the absence. The document must legibly show the doctor's name and telephone number. The document must be signed by the doctor or by the doctor's nurse. The doctor must have physically examined the employee (or family member) during the absence; a telephone conversation with the doctor does not meet this requirement. Employees should use the appropriate Authority-printed doctor's certificate or an exact copy. See Attachment A--Doctor's Certificate for Medical Absence or Doctor's Certificate for Medical Absence to Care for Family Member.

Absenteeism Manager - A senior management official responsible for administering this Policy/Instruction. There will be two Managers--one responsible for BUSV and one responsible for RAIL; these two Managers will divide responsibility for covered employees in other Departments and Offices.

5.0 PROCEDURE

Doctor's certificates:

- 5.10 An employee must submit a doctor's certificate for each absence in excess of three consecutive days and for each occurrence in excess of four occurrences in a year.
- 5.11 The certificate must be submitted to the employee's supervisor immediately upon return to work following the absence. For absences in excess of 5 days, the supervisor may require the employee to submit interim certificates on a weekly or other basis.

Approved	Revision No.	Supersedes	Page
Original Signed by David L. Gunn General Manager	1	7.19/0	2 of 8

34.19 (4/91)

068 00 0772

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK



Washington Metropolitan Area Transit Authority
POLICY/INSTRUCTION

Subject	Classification	Date Approved	P/I Number
Absenteeism for Medical Reasons	Personnel	Sept. 20, 1993	7.19/1

5.12 The supervisor will orally remind an employee of the certificate requirement when it appears that the employee will be absent in excess of three days. The supervisor will give an employee a written notice of the certificate requirement upon the employee's return to duty following the employee's fourth occurrence. See Attachment B--Sample Doctor's Certificate Notice. The supervisor's failure to give the oral reminder or written notice will not excuse an employee's failure to submit a required certificate.

5.13 If a supervisor believes that an employee's absences for medical reasons are not justified despite the submission of the required doctor's certificate, the supervisor will review the situation with the Absenteeism Manager. Relevant factors include, but are not limited to, a pattern of absences on specific days of the week or month, the nature of the medical condition, the duration of the absences, the number of occurrences, the number of days absent, the employee's overall attendance record, and whether the employee has submitted doctor's certificates signed by a doctor identified by the Absenteeism Managers as having provided certificates under questionable circumstances. The Absenteeism Manager may determine that doctor's certificates for future absences for medical reasons must be approved by the Authority's Medical Office. In that event, the supervisor will notify the employee in writing of this requirement. See Attachment C--Sample Medical Office Approval Notice.

Approved	Revision No.	Supersedes	Page
Original Signed by David L. Gunn General Manager	1	7.19/0	3 of 8

34.19 (4/91)

068 00 0772

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK



Washington Metropolitan Area Transit Authority
POLICY/INSTRUCTION

Subject	Classification	Date Approved	P/I Number
Absenteeism for Medical Reasons	Personnel	Sept. 20, 1993	7.19/1

5.14 If a supervisor believes a health care provider is signing certificates negligently or in bad faith, the supervisor will advise the Absenteeism Manager and the Authority's Medical Director. The Authority's Medical Director will investigate, will discuss the problem with the provider, and will, if necessary, initiate action to exclude non-cooperating providers from participation in Authority-funded health and welfare programs. Absenteeism Managers, acting upon the advice of the Medical Director, will periodically distribute to supervisors a list of health care providers who are believed to have provided doctor's certificates under questionable circumstances.

5.15 Authority employees, supervisors, and managers will maintain the confidentiality of medical information at all times.

5.16 For absences due to EAP participation, the employee will submit a certificate from the Authority Medical Office in lieu of the doctor's certificate otherwise required by this P/I. The employee will obtain the certificate from the Medical Office during the absence and will submit the certificate to the employee's supervisor immediately upon return to work following the absence.

5.2 Excessive absences:

5.21 Supervisors will identify for Absenteeism Manager review employees who have excessive absences for medical reasons. Excessive absences will be 9 occurrences or 15 days in a year.

Approved	Revision No.	Supersedes	Page
Original Signed By David L. Gunn General Manager	1	7.19/0	4 of 8

34.12 (4/91)

068 00 0772

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK



Washington Metropolitan Area Transit Authority
POLICY/INSTRUCTION

Subject	Classification	Date Approved	P/A Number
Absenteeism for Medical Reasons	Personnel	Sept. 20, 1993	7.19/1

5.22 The Absenteeism Manager will review the facts relevant to each identified employee. Relevant facts include, but are not limited to, the number of occurrences, the number of days absent, the employee's overall attendance record (including accrued sick leave), the presence or absence of major medical problems (i.e., heart attack, cancer, pregnancy), the prognosis for medical recovery allowing return to regular attendance, the duration of past absences, the anticipated duration of future absences, the employee's overall work record, the employee's length of service with the Authority, the employee's culpability for the absences, and the extent to which absences are attributable to work-related injuries.

5.23 The Absenteeism Manager will direct an appropriate action. Appropriate actions include, but are not limited to, rescission of the doctor's certificate requirement, continuation of regular employment subject to the doctor's certificate requirement, continuation of regular employment subject to the Medical Office approval of doctor's certificate requirement, disqualification (one-to-three months), reassignment pursuant to Section 124 (Local 689) or Section 16 (Local 922) of the collective bargaining contracts, and discharge.

5.24 The Absenteeism Manager will review each identified employee at three-month intervals or more frequently until attendance becomes satisfactory or until the employee is discharged. A supervisor may request that the Absenteeism Manager review an employee at any time.

Approved	Revision No.	Supersedes	Page
Original Signed By David L. Gunn General Manager	1	7.19/0	5 of 8

34.19 (4/01)

068 00 0772

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK



Washington Metropolitan Area Transit Authority
POLICY/INSTRUCTION

Subject	Classification	Date Approved	P/I Number
Absenteeism for Medical Reasons	Personnel	Sept. 20, 1993	7.19/1

5.3 Reporting Absences: When an employee is absent for medical reasons, the employee will report the absence to the designated official pursuant to the Attendance Reporting Procedures. For absences of one week or less, the employee will repeat the report to the designated official each day of the absence unless the official affirmatively establishes a different reporting schedule. For absences in excess of one week, the employee will repeat the report at the beginning of each week unless the official affirmatively establishes a different reporting schedule.

5.4 Current telephone numbers and addresses: When an employee is absent for medical reasons, the employee will provide a current telephone number and address to the supervisor. The employee will be available to receive telephone calls at this telephone number, will return telephone calls promptly (within 24 hours), and will accept mail sent by the Authority to this address.

5.5 Outside employment

5.51 When an employee is absent for medical reasons, the employee will notify the supervisor before performing non-Authority, outside employment during the period of the absence. This notification requirement applies to all work, including continuation of pre-existing outside employment.

5.52 The supervisor, upon receiving notice that an employee will be performing outside employment, will review the situation with the Authority's Medical Director or SARM (for workers compensation absences). The Medical Director or SARM will determine whether performance of the outside employment is consistent with the employee's absence for medical reasons. Following review with the Medical Director or SARM, the supervisor will advise the employee whether the outside employment is permitted and whether further review of the employee's medical condition will be required.

Approved	Revision No.	Supersedes	Page
Original Signed By David L. Gunn General Manager	1	7.19/0	6 of 8

04.19 (4/91)

068 00 0772

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK



Washington Metropolitan Area Transit Authority
POLICY/INSTRUCTION

Subject	Classification	Date Approved	P/I Number
Absenteeism for Medical Reasons	Personnel	Sept. 20, 1993	7.19/1

Return to duty: When an employee is absent for medical reasons and becomes medically able to return to duty, the employee will immediately advise the supervisor of the employee's availability to return to duty and will immediately return to duty.

- 5.7 Medical information: When an employee is absent for medical reasons, the employee will promptly comply with Authority directions to report to the Medical Director or other designated doctor, to submit medical records, and to submit to medical examination.

False statements: When making statements regarding absences for medical reasons to Authority officials and when submitting doctor's certificates for such absences, employees will be completely honest at all times.

- 5.9 Disciplinary guidelines: Supervisors will follow the guidelines below in imposing discipline for violation of these procedures. Supervisors may impose lesser or greater discipline following review by the Office Director, Regional Manager, or General Superintendent.

Violation:

Failure to provide timely a complete doctor's certificate for an absence of whatever duration.

Failure to provide a current telephone number and address; failure to answer telephone calls; failure to accept mail.

Discipline:

1st Offense: Deny pay and written warning.
2nd Offense: Deny pay and 5-day suspension.
3rd Offense: Deny pay, 10-day suspension, and final written warning.
4th Offense: Discharge

1st Offense: Deny pay and written warning.
2nd Offense: Deny pay, 7-day suspension and final written warning.
3rd Offense: Discharge.

Approved	Original Signed By	Revision No.	Supersedes	Page
David L. Gunn General Manager	David L. Gunn	1	7.19/0	7 of 8

34.19 (4/91)

068 00 0772

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK



Washington Metropolitan Area Transit Authority
POLICY/INSTRUCTION

Subject	Classification	Date Approved	P/I Number
Absenteeism for Medical Reasons	Personnel	Sept. 20, 1993	7.19/1

Failure to notify the supervisor in advance of performing outside employment; performing outside employment contrary to supervisor's direction.

Discharge.

Failure timely to return to duty following effective notification.

Discharge.

Failure timely to comply with directions to report to Medical Director, to submit medical records, or to submit to a medical examination.

Discharge

Making dishonest statements or submitting a fraudulent doctor's certificate.

Discharge

Approved	Revision No.	Supersedes	Page
Original Signed By David L. Gunn General Manager	1	7.19/0	8 of 8

34 19 (4/91)

068 00 0772

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(card imprint)

DOCTOR'S CERTIFICATE
FOR MEDICAL ABSENCE



I. Employee To Complete:

PRINT Employee Name _____ Payroll # _____

is an employee of the Washington Metropolitan
Area Transit Authority assigned to the job
classification of _____.

II. Doctor To Complete:

2. I physically examined this employee on _____
(date)

3. This employee is unable to work for medical reasons from
_____ to _____
(date) (date)

4. My diagnosis of the employee's medical condition is:

(Doctor's name—print)

(Doctor's signature)

(Doctor's telephone #)

(Date)

I hereby authorize my treating physician to release and/or verify the above information and release
medical records relating to this absence to the WMATA medical office:

Patient's Signature _____
Date _____

Employees will be advised in advance when the certificate below is required

SPECIAL DOCTOR'S CERTIFICATE FOR MEDICAL ABSENCE
FOR EMPLOYEES SUBJECT TO WMATA MEDICAL OFFICE APPROVAL

- III. 1. Above information (Part I and Part II) should be completed.
2. DOCTOR: Please give the employee a legible written treatment summary including tests or
procedures performed, results, and tests or procedures to be performed. (This information
can be provided in # 4 above after diagnosis).

IV. AUTHORITY PHYSICIAN TO COMPLETE:

Approve ____ Disapprove ____ Pending review of requested ____
Medical Records

Authority Physician Signature

Date

Original: Supervisor
Copy: Treating Physician

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(card imprint)

DOCTOR'S CERTIFICATE FOR
MEDICAL ABSENCE TO CARE
FOR FAMILY MEMBER



Employee To Complete:

1. _____ is an employee of the Washington Metropolitan Area Transit
(Print employee's name)
Authority who is absent to care for _____
(Print name of family member and relationship to employee)

Doctor To Complete:

2. I physically examined the named family member on _____
(date)
3. This employee is unable to work because the employee is required to care for the named family member from _____ to _____
(date) (date)
4. My diagnosis of the family member's medical condition is:

(Doctor's name—print)

(Doctor's signature)

(Doctor's telephone Number)

(Date)

Original: Supervisor
Copy: Treating Physician

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

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Attachment B



Washington Metropolitan Area Transit Authority

MEMORANDUM

SUBJECT: Doctor's Certificate

DATE:

FROM: (Supervisor)

TO: (Employee)

Until further notice you must submit a doctor's certificate in support of each absence for medical reasons, including absences to care for family members.

The certificate must be submitted to me immediately upon your return to duty.

The certificate must state the nature of the medical condition and that you were unable to work for the specified duration of the absence.

The certificate must legibly show the doctor's name and telephone number.

The certificate must be signed by the doctor or by the doctor's nurse.

The doctor must have physically examined you (or the family member) during the absence; a telephone conversation with the doctor does not meet this requirement.

You should use the attached form or a photocopy of the form as the doctor certificate; complete Sections I and II.

For absences due to EAP participation, you should submit a certificate from the Authority Medical Office instead of the regular doctor's certificate. The Medical Office certificate must be submitted to me immediately upon your return to work following the absence.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

In the event that the Authority's Medical Office is not open at any time between your doctor's visit and your return to duty, you must still submit the doctor's certificate to me immediately upon your return to duty. I will return the certificate to you; you must then submit the doctor's certificate and the treatment summary to the Authority's Medical Office as soon as possible. After the Authority's Medical Office approves or disapproves the doctor's certificate, you must re-submit the doctor's certificate to me as soon as possible.

You should use the attached form or a photocopy of the form as the doctor's certificate; complete all sections.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(APPENDIX C)

Preventive/Corrective Maintenance Program

- 1.1 Preventive Corrective Maintenance Program Revenue Fleet
- 1.1a Preventive Corrective Maintenance Non-Revenue Fleet
- 1.1b Preventive Corrective Maintenance Mobile Equipment
- 1.2 A-Level Preventive Maintenance Service (PM-A)
- 1.3 B Level Preventive Maintenance Service (PM-B)
- 1.4 Bus Pressure Washing Program
- 1.5 HVAC Inspection Procedures
- 1.6 GFI Odyssey Farebox Preventive Maintenance Service
- 1.7 Accessibility Equipment Preventive Maintenance Service
- 1.8 Bus Interior Cleaning
- 1.9 Winter Preparation
- 1.10 Summer Preparation
- 1.12 Coolant System Care
- 1.13 Service Lane Activities
- 1.14 Wheel and Tire Maintenance Program
- 1.15 Fluids Analysis Program
- 1.16 Bus Safety Related Mechanical Defects
- 1.17 Management of Deferred Maintenance
- 1.18 Destination Sign Maintenance Program
- 1.19 IVN and Speakeasy System Maintenance
- 1.20 Fire Suppression and Gas Detection System Maintenance Program
- 1.21 Bus Battery Maintenance Program
- 1.22 Soot Filter Maintenance Program
- 1.23 CNG Tank Inspection Program
- 1.24 Wheel Hub Assembly Procedure

Operational

- 2.1 Service Truck Operating Procedures
- 2.2 Tow Truck Operation Procedure
- 2.3 HVAC Service Interruptions
- 2.4 BUSV Support Vehicle Street Safety and Temporary Traffic Control
- 2.5 OAP 210-06 Bulk Product and Tank Management
- 2.6 Bus Step De Icing
- 2.7 Non-Revenue Vehicle Tire Repair
- 2.8 Standard Brake Test Procedure (Vericom)
- 2.9 Use of Booster Battery & Jumper Cables
- 2.10 Ready Reserve Fleet Management
- 2.12 Proper Footwear
- 2.13 Starting & Idling of Bus Engines
- 2.16 Handling of Pre-Trip Inspection-Bus Condition Forms
- 2.17 Non-Revenue Vehicle After Hour Towing Service
- 2.18 Out of Service Wheelchair Lift-Ramp Management
- 2.19 Non-Revenue New Vehicle Acceptance
- 2.20 Fire Drill Procedure

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

- 2.21 Lamp Recycling and Disposal
- 2.22 Bus Warranty Repair
- 2.23 CNG Fuel Management
- 2.24 Bus Farebox Puller Procedures
- 2.25 Fall Protection

Administrative

- 3.1 Morning Report Entry Procedures for Bus Availability
- 3.2 Daily Bus Accountability Procedures
- 3.3 Service Interruption Tracking & Definitions (Maintenance Related)
- 3.4 Employee of the Month Quarter Year Awards
- 3.5 Guidelines for Credit Card Usage within Bus Maintenance
- 3.6 Bus Maintenance (BMNT) Supervisor Succession Program
- 3.7 Supervisor of the Quarter Awards
- 3.8 Bus Change Review Committee (BCRC)
- 3.9 SOP Administration
- 3.10 D.C. Motor Vehicle Inspections
- 3.11 New Bus Acceptance
- 3.12 Bus Maintenance Records Management
- 3.13 Bus Disposal Procedure
- 3.14 BMNT Promotion Policy – ATU 689
- 3.15 BMNT Bulletin Administration
- 3.16 Bus Maintenance Training Course Testing

Inventory/Contract Policy

- 4.1 Management of Compressed Bottle Gases
- 4.2 Requisition of Non-Stock Items (Routine and Critical)
- 4.3 Management of Brake Bonding Program

Facilities & Equipment

- 5.1 Facilities Maintenance Request Procedures
- 5.2 Facility Plumbing Equipment During Winter Operations
- 5.3 Use of Cyclone Cleaner for Interior Cleaning
- 5.4 Bus Lift Operation
- 5.6 PME Testing and Calibration

Bus Service Manager's Pledge

To you , I pledge to:

always be professional,

give you quality service

listen and be considerate of you,

be attentive and courteous,

be kind and helpful,

be fair,

be understanding,

be responsive to your needs,

treat you as a valued employee,

keep confidences,

be truthful,

be trustworthy,

give you opportunities for a future with WMATA,

uphold the principles of integrity, and

be a role model.

MY service to you will never be excelled, only equaled.



100 %

CUSTOMER

SERVICE

Five-Point Pledge

To insure that the region's investment in public transit is well managed and to uphold this public trust, we pledge to:

- maintain safe, clean and attractive facilities and services;
- always be courteous, helpful and informative;
- strive to provide on-time service;
- listen and respond to our customers; and
- be innovative, resourceful, market-driven and entrepreneurial.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(APPENDIX F)

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance Program
Policy**

I. POLICY

The Authority is committed to providing the riding public in the region with safe, reliable and attractive transportation services. The Authority recognizes the potential safety threat posed by the use of illegal drugs and the abuse of alcohol and controlled substances by employees. It is, therefore, the policy of the Authority that employees shall not unlawfully manufacture, distribute, possess or use any controlled substance in the workplace.

This policy is in compliance with regulations issued by the Federal Transit Administration (FTA) entitled, "Prevention of Prohibited Drug Use in Transit Operations," 49 CFR Part 653 and "Prevention of Alcohol Misuse in Transit Operations," 49 CFR Part 654. The terms and provisions of this policy are governed by Policy Instruction 7.21/1, Drug and Alcohol Testing Program, as revised and approved by the General Manager on July 25, 1995. In the event of any conflict between this policy and Policy Instruction 7.21/1, Policy Instruction 7.21/1 governs.

The Employee Assistance Program (EAP) for Substance Abuse is designed to help employees with problems growing out of substance abuse that may cause poor attendance, less than satisfactory job performance, or create safety hazards for the employee, co-workers or the public. The Employee Assistance Program is a confidential, supervised process offering counseling and referral for employees not only with substance abuse problems but also for personal, financial, psychological, marital and/or family problems. However, this policy provides guidelines for the Employee Assistance Program as it is instrumental in the implementation of this Substance Abuse Policy for non-represented employees.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

A. Elements of the Employee Assistance Program (EAP) for Substance Abuse

1. Eligibility - There are two major categories of employees under the Substance Abuse Policy.

a. Category I employees are those with alcohol- or drug-related problems who voluntarily request assistance. The Authority may limit the number of times a Category I EAP participant may avail himself/herself of the EAP process.

b. Category II employees are those enrolled or referred to the EAP as the result of a positive WMATA or FTA drug and/or alcohol test. Category II employees shall not be allowed to participate in the EAP to preserve employment more than once in any three-year period. However, after satisfactory completion of EAP supervision and any required substance abuse program participation, a Category II employee may subsequently become a Category I participant and voluntarily seek assistance within the three-year period.

2. Rehabilitation Procedures and Standards

a. Actual Program procedures and standards will be determined by the Employee Assistance Supervisor.

b. Program participants will be referred to accredited treatment facilities and/or organizations selected by the Authority Medical Director or designee and the Employee Assistance Program Supervisor.

c. The minimum required duration for Category I and Category II participants to be under direct supervision by the EAP personnel is as follows:

Alcohol (0.02 - 0.039)	10 days
Alcohol (0.04 or above)	30 days
Marijuana	90 days
Controlled Substances	180 days
Prescription Drugs	30 days

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

- d. The minimum required duration for supervision of Category I and Category II participants may be extended in individual cases upon advice of the Authority Medical Director or his/her designee and the Employee Assistance Program Supervisor.

3. Conditional Employment While in EAP

- a. Category I and II EAP participants for substance abuse shall not be employed in any safety-sensitive position or perform any safety sensitive duties until they are satisfactorily cleared for return-to-duty status as indicated in paragraph 4 below. EAP substance abuse participants may be eligible for placement in non-safety sensitive positions, subject to position availability, eligibility and subject to recommendation by the Medical Director or his/her designee and the Employee Assistance Supervisor and approved by the Director of Human Resource Management and Planning. The program participant must be fully qualified for the non-safety sensitive position.
- b. Category I participants have priority over Category II participants for job placement in available non-safety sensitive position vacancies.
- c. Category I participants will continue their regular salary during the period of placement in a non-safety sensitive position and will continue to accumulate both sick and annual leave.
- d. Category II participants will be paid according to the pay rate for the non-safety sensitive position. The actual rate shall be determined by the Director of Human Resource Management and Planning or his/her designee.

4. Return to Pay Status Post EAP Participation for Substance Abuse

Category I and II participants may not be returned to safety sensitive duty until after taking a return-to-duty test with negative results, as defined in paragraph I.C.1.d below. Return to safety sensitive or any regular duty also requires clearance by the Authority Medical Director or his/her designee and the Employee Assistance Supervisor. Participants must meet the minimum required

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

duration for supervision (as defined in A.2.c or A.2.d of this section) and all participation requirements of any mandatory substance abuse programs in which they have been enrolled. Category II participants must also meet the applicable minimum disciplinary suspension duration as defined in Section I.E of this policy, entitled "Disciplinary Rules".

B. Leave Usage

1. Category I participants will be entitled to use sick leave, annual leave and leave without pay during EAP participation for substance abuse.
2. Category II participants will be entitled to use only accumulated annual leave or leave without pay during EAP participation for substance abuse.
3. Any participants who are on leave without pay status will be entitled to maintain participation in the medical insurance plan, provided the employee share is paid. Retirement Benefits shall accrue if the employee satisfactorily completes EAP supervision and program participation for substance abuse.

C. Drug and Alcohol Testing

1. WMATA Testing Policy - The Authority will conduct drug and alcohol testing for employees in the following testing categories:
 - a. Pre-employment
 - b. Periodic
 - c. Post Incident under the following conditions:
 - 1) A non-represented employee operating a WMATA vehicle involved in any collision will be tested. Any other employees whose performance could have contributed to the accident is also subject to testing.
 - 2) A non-represented employee who is involved in a physical altercation will be tested.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

- 3) Any observations or incidents that give the supervisor reasonable cause to believe that:
 - a) the non-represented employee has consumed alcohol or used drugs; or
 - b) the non-represented employee's performance creates a safety hazard; or
 - c) the non-represented employee's performance is impaired.
- d. Return-to-Duty - Category I and II EAP participants may not return to safety-sensitive duty until after having been administered a return-to-duty substance test following completion of all other return-to-duty requirements detailed in paragraph I.A.4. If the substance test is negative, the participant may be returned to duty.
- e. EAP Follow-up Testing - The employee who has returned to duty following a previous removal for a confirmed positive test, is subject to unannounced follow-up testing for up to sixty (60) months. A minimum of six (6) follow-up tests must be conducted in the first twelve (12) months.

2. FTA Testing Policy

The Authority will conduct drug and alcohol testing of employees performing FTA designated safety-sensitive functions. A full listing of safety sensitive WMATA job classifications is found in Policy/Instruction 7.21/1, WMATA Drug and Alcohol Testing Policy, Appendix C. The categories of testing conducted in accordance with FTA Regulations are:

- a. Pre-employment/Pre-duty - Pre-employment/pre-duty testing shall apply to all applicants for safety-sensitive positions and to any incumbent employees transferring or returning to active status in a safety-sensitive function.
- b. Post-Accident - as required by FTA regulations.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

- c. Reasonable Suspicion - Reasonable suspicion testing is done when requested by one supervisor trained in detecting the signs and symptoms of prohibited drug or alcohol use. The reasonable suspicion must be based on specific, contemporaneous, clearly describable observations concerning the appearance, behavior, speech or breath odor of the covered employee which are characteristic of prohibited substance use.
- d. Random - The Authority will conduct unannounced random drug testing on all work shifts at a rate in accordance with FTA regulations.
- e. Return to duty -The Authority will conduct return to duty testing prior to resumption of safety-sensitive duties.
- f. Follow-up - The employee who has returned to duty will be subject to unannounced testing as previously defined.

3. Refusal to Test

Refusal to submit to an FTA or WMATA-required drug or alcohol test shall result in the employee being considered positive for the required test. Such an employee is subject to disciplinary actions under Section I.E of this policy entitled "Disciplinary Rules".

D. Procedures

1. Specimen Collection/Testing

For both the FTA Drug/Alcohol Test Policy and WMATA Test Policy, the following specimen collection and testing methods apply:

- a. Exhaled Air (EBT)
Alcohol
- b. Urine
Marijuana Amphetamines
Cocaine Phencyclidine
Opiates Other controlled Substances (WMATA Only)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

Blood may be used for any category of testing done under the WMATA Drug and Alcohol Testing Program.

2. Testing Cut-Off Levels (Screening and Confirmatory)

Drug testing (screening and confirmatory) will be conducted in accordance with FTA methods and cut-off levels. For drug testing, the laboratory report will reflect the confirmatory level which is the basis for administrative action. For breath alcohol testing, the confirmatory level will also serve as the basis for administrative action. Screening and confirmatory cut-off levels for both FTA and WMATA testing are as set-out in 49 CFR ' ' 40.29 (e) and (f) (drug use) and 49 CFR ' ' 40.63, 40.65, and 40.654.21 (alcohol). For controlled substances subject to WMATA testing, cut-off levels are any detectable amounts.

E. Disciplinary Rules

1. All non-represented employees covered by this policy are subject to the following disciplinary actions which will be strictly enforced in the substance abuse situations and other prohibited circumstances indicated below.

a. For confirmed presence while on duty of alcohol at .02mg% through .039mg% Breath Alcohol Content (BAC):

1) First Offense

The employee will be released from duty, and placed on a minimum of ten (10) days suspension and required to undergo a mandatory, detailed EAP briefing covering the importance of participation in the EAP for substance abuse and the certainty of discipline for future offenses. The employee will also be subject to follow-up testing for sixty (60) months with a minimum of six (6) tests required to be conducted in the first twelve (12) months.

2) Second Offense

The employee will be released from duty and placed on a minimum of ten (10) days suspension. The employee will be required to enroll in the EAP within ten (10) work days from the date of notification of a positive test result. If the employee fails to enroll within ten (10) work days, the employee will be

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

terminated. Following a negative return-to-duty test result, the employee will be subject to follow-up for sixty (60) months with a minimum of six (6) tests required to be conducted the first twelve (12) months.

3) Third Offense

Immediate termination when the employee tests positive at .02mg% BAC or above for alcohol.

b. For the confirmed presence while on duty of .04mg% BAC or above:

1) First Offense

The employee will be released from duty and immediately placed on a minimum of thirty (30) days suspension, with a return to duty allowed only after satisfactory completion of the EAP in accordance with Section A.2.c and d, of this policy. The employee will have ten (10) work days from notification of a positive test result to enroll in the EAP. If the employee fails to enroll within ten work days, the employee will be terminated. Following a negative return-to-duty test result, the employee will be subject to follow-up testing for sixty (60) months with a minimum of six (6) tests required to be conducted in the first twelve months.

2) Second Offense Within a Three-year Period

Immediate termination if the employee tests positive for:

- a) alcohol at .02%mg BAC or above; or
 - b) for any confirmed presence of controlled substances; or
 - c) for the confirmed presence (applies to WMATA testing only for employees in safety-sensitive functions) of prescribed but unreported prescription drugs.
- c. On duty sale, distribution, possession or use (below detectable level of .02mg% BAC) of alcohol (FTA regulations prohibit the use of alcohol within four (4) hours of performing a safety-sensitive function):

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

1) First Offense

The employee will be released from duty and placed on a minimum five (5) days suspension and will be required to undergo a mandatory EAP briefing. Alternate disciplinary action may be taken in accordance with Personnel Policy 1.6, "Disciplinary Action."

2) Second Offense Within a Three-year Period

The employee will be released from duty and placed on a minimum of ten (10) days suspension with a return to duty allowed only after satisfactory completion of the EAP in accordance with Section A.2.c and d of this policy. The employee will be required to enroll in the EAP within ten (10) work days from the date of suspension. If the employee fails to enroll within ten work days, the employee will be terminated. Following a negative return-to-duty test result, the employee will be subject to follow-up testing for sixty (60) months with a minimum of six (6) tests required to be conducted in the first twelve months. Alternate disciplinary action may be taken in accordance with Personnel Policy 1.6, "Disciplinary Action."

3) Third Offense Within a Three-year Period

Immediate termination

2. Drugs

a. For the confirmed presence while on duty of any controlled substance; or any controlled, prescribed but unreported prescription drug (applies only to WMATA testing of safety-sensitive employees):

1) First Offense

The employee will be removed from duty and immediately placed on suspension for the minimum period indicated:

- | | |
|---|----------|
| - For marijuana | 90 days |
| - For cocaine, opiates, amphetamines, PCP and other controlled substances | 180 days |

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

- For all other prescribed but unreported drugs (WMATA testing only for employees in safety-sensitive functions) 30 days

Employee returns to duty only after satisfactory completion of EAP in accordance with Section A.2.c and d. The employee will have ten (10) work days from notification of a positive test result to enroll in the EAP. If the employee fails to enroll within ten work days, the employee will be terminated. Following a negative result of a return-to-duty test (as defined in paragraph I.c.1.d), the employee will be subject to follow-up testing for sixty (60) months with a minimum of six (6) tests required to be conducted in the first twelve months. If an employee fails to meet the requirements of the rehabilitation plan, the EAP Supervisor in consultation with the Medical Director or his/her designee will review the case for appropriate recommendation to the Director of Human Resource Management and Planning. The Director of Human Resource Management and Planning, with the concurrence of the Assistant General Manager of Human Resources shall determine the appropriate disciplinary action.

2) Second Offense Within a Three-year Period

Immediate termination for any confirmed presence of controlled substances including (WMATA safety-sensitive testing only) prescribed but unreported prescription drugs, or any confirmed presence of alcohol at 0.02 or above. (Under FTA regulations, a confirmed positive test for a validly prescribed but unreported prescription drug cannot be the basis for administrative action.)

- b. On-duty sale, distribution or possession of any controlled substance
Immediate Termination
- c. Off-duty sale, distribution, possession or possession with intention to sell or distribute controlled substances or manufacture of controlled substances resulting in a criminal conviction.

Immediate Termination

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

- d. Off-duty sale, distribution, possession or possession with intention to sell or distribute controlled substances or manufacture of controlled substances resulting in an indictment without conviction.

Mandatory EAP briefing

3. Prescription Drugs

Employees required to use prescription drugs prescribed by a licensed physician are responsible for being aware of any effect such drug may have on the performance of their duties. Safety-sensitive employees are required to report prescription drug use in writing to the Medical Director or his/her designee. For WMATA test only, a positive test for a prescribed but unreported prescription drug shall be treated as an offense as previously defined in Section I.E.2 and I.E.3 of this policy.

4. In any instance in Section I.E.2 and I.E.3, above, where termination of employment is indicated, DOT/FTA regulations require the employee to be referred to a Substance Abuse Professional for assessment. The employee cannot be required to take the referral, and any consultation or treatment resulting from the referral is not covered by Authority insurance benefits.

II. RESPONSIBILITY

1. The Assistant General Manager of Human Resources is responsible for the general administration of this policy.
2. The Director of Human Resource Management and Planning is responsible for establishing and maintaining the Authority Drug Testing Program and the Employee Assistance Program (EAP).
3. The Medical Director is responsible for all medical decisions and medical interpretations and recommendations concerning an employee's suitability for work. The Medical Director is also responsible for supervising the administration of the Drug and Alcohol Testing Program. The Medical Director or his/her qualified designee is the Authority's Medical Review Officer, in compliance with the requirements of DOT/FTA regulations cited in this policy.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

**Policy No. 1.9 Title: Substance Abuse and Employee Assistance
Program Policy**

4. The Employee Assistance Program Supervisor is responsible for the day-to-day administration of the Employee Assistance Program for Substance Abuse.
5. It is the responsibility of Officers, Office Directors, managers and supervisors to be familiar with the Substance Abuse and Employee Assistance Program Policy, the Drug and Alcohol Testing Program and with information provided by the Authority in compliance with the Drug Free Workplace Act of 1988.

III. AFFECTED EMPLOYEES

All non-represented employees except as follows: Newly hired probationary employees and full-time and part-time limited duration temporary employees are excluded from the management or disciplinary provisions of this policy except that they are subject to immediate termination for any aspect of substance abuse. Transit and Special Police Supervisory personnel employed in the Office of Transit Police and Security are excluded from this policy as they are covered by the internal procedures that are in compliance with the Metro Transit Police Act of 1976, as amended. All other non-represented employees in the Office of Transit Police and Security are covered by this policy.

Revision: 3 **Approved by:** WMATA Board of Directors **Date:** November 12, 1996

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(APPENDIX G)

**Washington Metropolitan Area Transit Authority
PERSONNEL POLICIES AND PROCEDURES MANUAL**

Policy No. 1.10 Title: Drug and Alcohol Testing Program

The WMATA Board of Directors approved the Drug and Alcohol Testing Program on December 8, 1994. The policy can be found in the WMATA Policy-Instruction Manual, P/I No. 7.21/0, Drug and Alcohol Testing Program.

DRUGS

- A) Unless prescribed by a physician, the taking of or possession of amphetamines, hallucinogens, narcotics, or any habit-forming drugs is prohibited. If narcotics have been taken upon prescription of a qualified physician, the employee taking the narcotic must not report for duty without first having advised Division Management.
- B) * Employees suspected of being under the influence of illegal drugs while on duty, or on or about the Authority's premises, will be required to submit at once to a medical examination. The examination will include chemical analysis of samples of blood and urine. Refusal to submit to an examination will be considered by the Authority to be an admission of guilt on the part of the employee in question.
- C) * If a medical examination reveals evidence of illegal drugs in the blood and/or urine, employees will be subject to dismissal or to the provisions of the Authority's Substance Abuse Policy and the Employee Assistance Program.
- D) Employees required to use prescription drugs authorized by a licensed physician are responsible for being aware of any effect such drugs may have on the performance of their duties and of reporting the use of such substances to their supervisor prior to reporting for work. If an employee does not comply with this requirement, a physician's prescription will not be an acceptable excuse for the use or possession of an intoxicant. The employee will be subject to dismissal or to the provisions of the Authority's Substance Abuse Policy and the Employee Assistance Program.
- E) The use, sale, distribution or possession of illegal drugs while on duty is cause for immediate dismissal.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

(APPENDIX H)

IMPORTANT NUMBERS TO KNOW

NAME	ADDRESS	PHONE NUMBER
Bladensburg Bus Division	2251 26 th Street, NE Washington, DC 20018	BLTR – 202-962-5607 BLMT – 202-962-5681
Four Mile Bus Division	3501 South Glebe Road Arlington, VA 22202	FMTR – 202-635-6796 FMMT – 202-635-6950
Landover Bus Division	3433 Pennsy Drive Hyattsville, MD 20785	LNTR – 240-487-3780 LNMT – 240-487-3770
Montgomery Bus Division	5400 Marinelli Road Rockville, MD 20852	MOTR – 240-487-3760 MOMT – 240-487-3757
Northern Bus Division	4615 14 th Street, NW Washington, DC 20011	NOTR – 202-635-6769 NOMT – 202-635-6772
Royal Street Bus Division	600 North Royal Street Alexandria, VA 22314	ROTR – 202-635-6961 RLMT – 202-635-6964
Southern Avenue Bus Division	1301 Boones Hill Road Capital Heights, MD 20743	SATR – 202-635-6791 SAMT – 202-635-6794
West Ox Road Bus Division	4970 Alliance Drive Fairfax, VA 22030	WOTR – 202-962-9880 WOMT – 202-962-9870
Western Bus Division	5223 Wisconsin Avenue, NW Washington, DC 20016	WETR – 202-635-6776 WEMT – 202-635-6778
Heavy Overhaul Maintenance Shop (Bladensburg 2)	2250 26 th Street, NE Washington, DC 20018	202-962-5625
Service Maintenance Shop (Bladensburg 2)	2250 26 th Street, NE Washington, DC 20018	202-962-5649
Heavy Overhaul Maintenance Shop (Carmen Turner Facility)	3500 Pennsy Drive Hyattsville, MD 20785	301-618-1213
Bus Central Communications	600 5 th Street, NW Washington, DC 20001	BOCC – 202-962-1811
Bus Central Training	3500 Pennsy Drive Hyattsville, MD 20785	301-618-1229
Metro Transit Police	600 5 th Street, NW Washington, DC 20001	202-962-2121
Amalgamated Transit Union Local 689 (ATU) Union Hall	2701 Whitney Place Forestville, MD 20747	301-568-6899
International Brotherhood Teamsters Local 922 (IBT) Union Hall	2120 Bladensburg Road, NE Washington, DC 20018	202-526-9250

WHAT MAKES A PACKAGE SUSPICIOUS?

See Something / Say Something

1. The package is **Hidden**. Placed in an area not easily observed but high traffic or critical. Is there a VIP/media activity?
2. The package is **Obviously suspicious**. Are wires showing, is it smoking, have fumes/odors, leaking or ticking?
3. The package is not in a **Typical** area. The package is in an area where found property is not typically located.

Remember If It's **HOT** Don't Touch

Avoid Wireless Transmissions. Notify your supervisor and police.

SEVEN SIGNS OF TERRORISM

1. **Surveillance** – Someone photographing or monitoring daily activities.
2. **Elicitation/Obtaining Information** – Via mail, fax, internet, telephone or in person.
3. **Tests of security** – Attempts to enter secure areas.
4. **Acquiring supplies** – Purchasing or stealing weapons, explosives, supplies, equipment, ID's, etc.
5. **Suspicious persons out of place** – People who don't seem to belong in the area.
6. **Dry run/Trail Run** – Rehearsals of the plan.
7. **Deploying assets** – Moving people and supplies into position. Attack is imminent.

If identified, contact you supervisor and/or JTTF

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

INDEX

absence	<u>18-19, 21, 28, 98-104</u>
Absenteeism for medical reasons	<u>21, 28</u>
absorbent	<u>91</u>
abusive	<u>16</u>
acceptable	<u>4, 33, 35-36, 40-41, 134</u>
accessories	<u>37-39, 41</u>
accident	<u>15, 21-25, 81, 125-126</u>
accidental	<u>54, 77</u>
accidents	<u>4, 7, 21, 24, 49</u>
accommodate	<u>65-66</u>
Accommodating	<u>65</u>
acetylene	<u>95</u>
adjustable wrench	<u>93</u>
admission of guilt	<u>17, 134</u>
ahead of schedule	<u>45</u>
aisle	<u>66, 73</u>
alarm lights	<u>54, 78</u>
alcohol	<u>17-19, 63, 122-123, 125-134</u>
alert	<u>14, 54, 69-70, 74, 77-78, 80, 84, 88</u>
alighting	<u>21, 48, 67-69</u>
alter	<u>44, 74</u>
altercation	<u>16, 26, 125</u>
altering	<u>41</u>
Amalgamated	<u>5</u>
Ambulatory	<u>66, 69</u>
ammunition	<u>10, 27</u>
animal	<u>21, 70</u>
Announcements	<u>1, 71</u>
appearance	<u>12, 16, 18, 27, 31, 127</u>
appointment	<u>5, 101</u>
approaching bus	<u>65</u>
approximate time	<u>66</u>
apron	<u>92</u>
arguing	<u>58-59</u>
arrest(ed)	<u>15, 26-27, 64</u>
arrival	<u>24, 46, 49</u>
arriving	<u>65, 100</u>
ascending	<u>89</u>
assaulting	<u>16</u>
assign(ed)	<u>5-6, 9, 18, 28, 31, 42, 45, 89, 99, 100</u>
assigned job	<u>18</u>
assigned task	<u>14, 86</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

assigned work	<u>2</u>
assigned work day	<u>9</u>
assignment	<u>4, 12, 19, 28-30, 45, 80, 88, 96, 99-102</u>
assistant	<u>6, 131-132</u>
attendance	<u>14, 19-20, 28, 31, 84, 98, 101, 122</u>
attendant	<u>66, 70</u>
attitude	<u>14, 21, 63, 84</u>
audio devices	<u>71</u>
authority	<u>1-2, 4-11, 13-21, 23-32, 37-39, 41-44, 46, 60-62, 64, 72, 81, 83-86</u> <u>90-91, 96, 122-127, 132-134</u>
authorization form	<u>41</u>
authorization pass.....	<u>18</u>
authorized <u>5, 9-12, 18-19, 25-27, 30-33, 37-43, 46, 60, 64, 74, 82, 85, 87, 92-94, 97</u>	
authorized dealer	<u>41</u>
awards	<u>41, 119</u>
backing	<u>33, 80, 87</u>
backward(s)	<u>32, 82, 87</u>
badge number	<u>63-64</u>
badges	<u>31-32, 38-39</u>
bandanas	<u>32</u>
barricades	<u>87</u>
batteries	<u>13, 90, 92</u>
belt	<u>33, 44, 67-68</u>
bicycle	<u>18, 73</u>
billfold	<u>72</u>
blade	<u>94</u>
blazer	<u>39-40</u>
bleeding air reservoirs	<u>96</u>
block	<u>43, 45, 48, 50, 52-53, 73, 75, 87</u>
BMNT	<u>6, 13, 18, 83, 97, 119</u>
boarding	<u>11, 21, 43, 48, 61, 67-69</u>
borings	<u>93</u>
brake(s)	<u>48, 50, 52, 55, 68, 74-76, 78, 87-88, 118-119</u>
brazing	<u>94</u>
break	<u>11, 18-20, 23</u>
brooms	<u>93</u>
brushes	<u>93</u>
bulletins	<u>1, 4</u>
bump	<u>90</u>
bus(es)	<u>1, 4-8, 11-13, 15, 19-22, 24, 27-30, 38, 41-43</u>
Bus Central Communications	<u>13, 22-23, 25, 44, 46-61, 63-64, 66, 69-72, 74-81</u>
bus stop	<u>48, 67-68</u>
BUSV	<u>18, 25, 29, 31, 41</u>
butane	<u>90</u>
cable	<u>91, 118</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

calls	<u>11, 53, 56, 76, 79</u>
canvassing	<u>9</u>
capacities	<u>8</u>
Cap(s)	<u>31-32, 37-39, 57, 60, 79, 89, 95</u>
cardholder	<u>12</u>
cart	<u>91</u>
cellular	<u>11, 30</u>
Bus Central	<u>7, 29</u>
chains	<u>87, 90, 96</u>
chips	<u>93</u>
chock(s)	<u>87-88</u>
chute	<u>87</u>
cigarettes	<u>16, 64</u>
Civil Rights	<u>25</u>
clasps	<u>90</u>
class	<u>83, 95</u>
clean	<u>1, 31-34, 67, 86, 90-93, 96, 118-119, 121</u>
cleaners	<u>90</u>
closest	<u>70</u>
clothes	<u>86</u>
clothing	<u>31, 38, 90</u>
coat	<u>39, 41</u>
coin	<u>60</u>
collect(ion)	<u>9, 26, 59-61, 66, 102, 127</u>
Collective Bargaining Agreement	<u>21, 28</u>
collision	<u>21, 125</u>
commando	<u>40</u>
commercial	<u>9, 20, 86</u>
conduct(ing)	<u>1, 7-8, 10, 14-16, 21, 26, 46, 63, 81, 84, 125-131</u>
configuration	<u>68</u>
confiscate	<u>12</u>
conflict(ing)	<u>5-6, 122</u>
confrontation	<u>59</u>
consulting	<u>6</u>
container(s)	<u>17-18, 81, 90-91, 95</u>
contaminate	<u>91</u>
contributions	<u>2, 9, 26</u>
controls	<u>52, 76, 92</u>
convert	<u>96</u>
convertible	<u>67</u>
conveyor	<u>87</u>
convicted	<u>10, 27</u>
cords	<u>90-91</u>
Council	<u>25</u>
court	<u>5, 9, 15-16, 27</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

courteous	<u>1, 4, 16, 23, 26, 48, 58-61, 63-64, 71, 120-121</u>
courtesy	<u>1, 53, 62, 71, 77</u>
crew	<u>40</u>
curbed	<u>69</u>
customer(s)	... <u>1-2, 4, 11-12, 14, 21-23, 25-26, 42-44, 46-49, 53-56, 58-73, 77-78, 121</u>	
cycle	<u>66</u>
damage	<u>12, 16, 21-23, 30, 51, 60, 67, 75, 86, 91</u>
danger	<u>15, 44, 54, 63, 70, 73, 77, 84</u>
day	<u>4, 9, 15, 21, 23, 25, 28-30, 43, 59, 61-63, 84, 95, 99-104, 123, 128-131, 133</u>
deducted	<u>86</u>
defective	<u>44, 50, 53, 74, 76, 91, 93</u>
defects	<u>43, 47-48, 58, 60, 88, 118</u>
degreasers	<u>90</u>
delay	<u>20, 25, 47, 55, 67, 78</u>
deliver	<u>11, 62</u>
Denial	<u>66</u>
depot	<u>6, 31, 43, 61</u>
derby	<u>31</u>
destination	<u>45, 49, 71, 88, 118</u>
Detect	<u>81, 118, 127</u>
directed	<u>5, 27, 42, 49</u>
direction(s)	<u>6, 62, 87</u>
directives	<u>14, 84</u>
disabilities	<u>12</u>
disabled	<u>55, 62, 78, 96</u>
disciplinary	<u>14-15, 17-18, 21, 44, 65, 84, 98, 101-102, 125, 127-128, 130-131, 133</u>
discipline	<u>5, 10, 14-15, 19-20, 27, 84-85, 98, 102-103, 128</u>
discretion	<u>18, 100</u>
disgrace	<u>15, 26</u>
disqualifications	<u>9</u>
division	<u>5-6, 20, 27-28, 30, 41-42, 45, 53, 55, 58, 60-61, 63-64, 72, 88, 96, 99, 134</u>
division/shop	<u>6</u>
doctor	<u>13, 24</u>
documentation	<u>5, 8, 20, 99-102</u>
documented	<u>13, 101, 104</u>
documents	<u>20</u>
door	<u>48, 67-68, 87, 89, 92</u>
drain	<u>96</u>
dress	<u>36, 40, 58</u>
drill	<u>90, 93-94, 118</u>
drive	<u>87-88</u>
driver's	<u>9-10, 20, 22, 29</u>
Drug/Alcohol	<u>127</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

drugs	<u>17, 122-123, 126, 129-132, 134</u>
drums	<u>92</u>
dumbwaiter	<u>87</u>
duties	<u>5, 8, 59, 82, 87, 124, 127, 132, 134</u>
duty	<u>2, 9-11, 14-18, 20-21, 23-31, 43, 64, 82-86, 100, 124, 126-132, 134</u>
earned	<u>5</u>
efficient(ly)	<u>1, 6, 8, 55, 59, 98</u>
ejected	<u>61</u>
ejection	<u>61</u>
senior citizens	<u>63, 65</u>
electric	<u>95</u>
electrical	<u>42, 50, 74, 89, 91-92</u>
electronic	<u>11, 19, 45, 60-61, 88</u>
eligibility	<u>12, 66, 123-124</u>
emblem(s)	<u>37-38</u>
emergency	<u>8, 13, 49, 52-55, 62, 69, 76-78, 87, 99, 101</u>
employee/witness	<u>81</u>
engine(s)	<u>46-47, 52, 56-67, 75-76, 78-80, 87, 96, 118</u>
epaulet	<u>40</u>
equal	<u>31, 34, 50, 75, 120</u>
equipment	<u>1-2, 6, 13-15, 27, 29-30, 38, 44, 47, 50, 52, 65, 67, 74, 80-81, 84-87, 89-97, 118-119</u>
exiting	<u>11</u>
exterior	<u>43</u>
facilities	<u>12, 18, 81, 90, 96, 119, 121, 123</u>
facility	<u>11-13, 18-19, 82, 87, 90-91, 96, 119</u>
fall(ing)	<u>87, 92, 119</u>
falsifies	<u>20-21</u>
farebox(es)	<u>11, 59-62, 118-119</u>
farecards	<u>60</u>
faregate	<u>11</u>
fares	<u>59-62, 65</u>
features	<u>57, 69, 80</u>
Federal Transit Administration	<u>122</u>
fee(s)	<u>10, 12-13, 26</u>
fighting	<u>16, 27</u>
fire extinguisher	<u>13, 82, 95</u>
firearms	<u>10, 27</u>
fires	<u>13, 49</u>
flammable	<u>13, 71, 88-89, 95</u>
flint	<u>94</u>
floors	<u>82, 87, 91</u>
fluid	<u>57, 79, 96, 118</u>
flush(ed)	<u>81</u>
food	<u>9</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

footwear	<u>34, 82, 85, 118</u>
forklift	<u>87</u>
forms	<u>13, 118</u>
fuel	<u>34, 36, 96, 119</u>
fumes	<u>90</u>
functions	<u>67, 126, 129, 131</u>
funds	<u>27, 60</u>
furnish(ed)	<u>25, 29-30, 86</u>
gambling	<u>16, 26</u>
garage	<u>28, 41, 45-46, 50, 58, 60, 74</u>
garment	<u>33, 37-41, 83</u>
Garrison's hat	<u>31</u>
gases	<u>95, 119</u>
gasoline	<u>71</u>
gear	<u>32</u>
glasses	<u>90, 95</u>
gloves	<u>90, 92</u>
goggles	<u>90, 92</u>
goggles/glasses	<u>86, 90</u>
gratuities	<u>10</u>
grease	<u>34, 36, 91</u>
grievance	<u>14, 85, 98</u>
groomed	<u>31</u>
guidelines	<u>1, 31, 98, 119, 122</u>
hammers	<u>90, 93</u>
handbook	<u>2, 4, 29-31, 86</u>
handkerchiefs	<u>32</u>
harassing	<u>16</u>
harm	<u>54, 63, 74, 77, 80</u>
hat(s)	<u>31-32, 39, 41, 90</u>
hazard(s)	<u>4, 44, 55, 74, 78, 90-91, 122, 126</u>
hazard/non	<u>91</u>
hazardous	<u>74, 81</u>
heated arguments	<u>16</u>
heels	<u>34, 36</u>
height	<u>33-36, 49</u>
hooks	<u>92-93</u>
horn	<u>80, 87</u>
horseplay	<u>18, 27</u>
hoses	<u>90</u>
hospital	<u>13, 71</u>
hours	<u>8-9, 11, 16-19, 27, 51, 62, 75, 100-101, 129</u>
housekeeping	<u>81, 90-91</u>
hygiene	<u>85-86</u>
identification	<u>11, 26, 29-30, 41-42, 64, 66, 70</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

ignite	94
ignorance	4
illegal	14, 17, 27, 122, 134
illness	28, 54, 77, 98-102
illness/injury	21
impaired	69, 122
impairments	69
incident	17, 21, 23-27, 29, 61, 63, 72, 103, 125-126
inclement	44, 65
indications	13, 81
indictment	15, 26, 132
information	1, 4, 8-10, 23-25, 30, 43, 56, 60, 63, 71-72, 78, 88, 91, 133
injury(ies)	13, 21-22, 24-25, 28, 44, 54, 77, 81, 90, 94, 98, 100-102
injuring	44
inoperable	44, 69
inspect	67
inspected	92, 97
inspections	6, 45, 60, 66, 93, 97, 118, 119
insurance	5, 125, 132
interior	43, 51, 75, 118, 119
interview	81
intimidation	16
intoxicants	17, 19, 24
intoxication	17
investigation	25
jackets	40-41
jam(s)	60, 61
jammed	60
jokes	18
kneeling	65-67, 69
L689/L922	41
laces	34-35, 82
ladder(s)	88-89
landing	89
lanes	90
language	16, 26, 53, 76
late	28, 65, 99-104
law(s)	8-10, 51, 64-65, 70-71
leave	18, 21-22, 24, 27-28, 45-46, 99-100, 102, 124-125
lenses	90
license	9-10, 20, 26, 29
lift(s)	65-69, 92, 97, 118-119
lifting	82, 92
light(s)	34, 40, 51, 54-57, 75, 78, 80, 92
lighter, s	90, 94

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

limitations	49
liquid(s)	<u>71, 88, 95-</u>
load(s)	<u>47, 87, 93</u>
loafing	<u>86</u>
location(s)	<u>6, 22, 31, 47, 52, 56-57, 66-68, 72, 76, 80-81, 85, 91, 101</u>
lock(ed)	<u>68, 89, 92-93, 96</u>
locker(s)	<u>19, 90</u>
locking	<u>68</u>
lots	<u>82, 95</u>
lunch	<u>20</u>
lying	<u>18, 27</u>
machine(s)	<u>60, 92-94</u>
machinery	<u>90, 93</u>
maintenance	<u>1-2, 5-6, 11-12, 14, 19, 43, 55, 65, 82, 84-88, 90-92, 94-98, 101, 118-119</u>
malfunctioning	<u>53, 38, 76</u>
malfunctions	<u>57-59, 67, 79</u>
management	<u>1, 4, 6, 9, 13-14, 41-42, 83, 85-86, 101, 118-119, 124, 131-134</u>
manager	<u>4-6, 9-10, 12-14, 16, 18-20, 23-25, 28, 30-31, 41-42, 45, 49, 56, 58, 60-61, 64, 67, 69, 72, 74, 80-82, 84-85, 93, 97, 99-101, 120, 122, 131-133</u>
manifests	<u>20, 29-30, 45, 49, 61, 70</u>
manner	<u>1, 8, 14-15, 26, 50, 58-60, 69, 75, 84, 93</u>
manual(ly)	<u>38, 63, 68-69, 89, 122-134</u>
manufacturer	<u>81</u>
materials	<u>13, 19, 31, 34, 36, 64, 81, 91-92</u>
maternity	<u>32</u>
mechanical	<u>27, 42, 50, 55-56, 58, 74, 78, 81, 92, 118</u>
mechanic(s)	<u>5, 14, 41-42</u>
medical	<u>9-10, 17, 19-21, 24, 28-29, 69, 86, 123-125, 131-132, 134</u>
medical attention	<u>81</u>
meetings	<u>81</u>
metal clasps	<u>90</u>
metal key chains	<u>90</u>
metal ladders	<u>89</u>
metal working equipment	<u>90</u>
Metro	<u>31, 33, 37-38, 41, 66</u>
Metro emblem	<u>31-33, 37-39</u>
Metro patches	<u>38, 40</u>
Metro Transit Police	<u>12, 25, 42</u>
Metrobus	<u>1, 11-12, 14, 19, 27, 31, 48, 50-51, 56, 76, 79</u>
metropolitan	<u>1, 2, 122-134</u>
Metrorail	<u>11-12, 65</u>
Million Mile	<u>41</u>
minor violations	<u>14, 84</u>
misappropriates	<u>60</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

mishandles	<u>60</u>
mishap	<u>21</u>
misleading	<u>8</u>
misrepresent	<u>23</u>
mission	<u>1, 2</u>
mobility	<u>2, 66, 69</u>
modifications	<u>41</u>
molten	<u>94</u>
money	<u>9, 26</u>
monitoring	<u>6, 60</u>
motor guard	<u>57, 79-80</u>
motorcycles	<u>18</u>
MSDS	<u>86</u>
MTPD (see also Metro Transit Police)	<u>5, 12, 25, 42</u>
mushroomed	<u>93</u>
name plate	<u>37-38</u>
neck	<u>32, 37-40</u>
necktie	<u>32, 37, 40</u>
neglecting	<u>19</u>
negotiating	<u>69</u>
neutral	<u>87</u>
newly hired	<u>12, 133</u>
newspapers	<u>19, 90</u>
night	<u>29, 51-53, 65, 75-76</u>
non-revenue	<u>27-28, 42, 45, 49-52, 75, 88, 96, 118</u>
normal(ly)	<u>8, 28-29, 54, 59, 69, 77</u>
notices	<u>1, 4, 43, 60</u>
notification	<u>128-129, 131</u>
notified	<u>14, 51, 56-57, 75, 78-79, 104</u>
obligations	<u>8</u>
obstruct(ion)	<u>47, 66</u>
obtaining witnesses	<u>23</u>
occupy seats	<u>12</u>
occurrences	<u>21, 24, 54, 59, 77, 85, 98-99, 101-102</u>
offense(s)	<u>2, 7-8, 56-57, 74, 124-128</u>
officers	<u>7, 11, 14, 56, 63-64, 79, 85, 132-133</u>
offices	<u>90</u>
official	<u>10-12, 20, 23, 25-26, 30, 33, 41-42, 64</u>
oil	<u>34, 36, 56-57, 79, 92</u>
on duty injury	<u>13, 21</u>
operate(d)	<u>2, 9, 38, 41, 43-45, 47, 49-51, 66-67, 71, 74-75, 89, 92-93, 100</u>
operating	<u>4, 6-7, 10-11, 18, 28-30, 41, 44-46, 49-50, 59, 69, 74, 79-80, 82-83, 97, 100-101, 118, 125</u>
operations	<u>6-7, 24, 47, 72, 90, 98, 119, 122</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

operator(s) <u>1-2, 5-7, 9, 11, 13-14, 20, 28-31, 33, 38, 41-43, 45-66, 68-73, 75-79,</u> <u>86, 88, 98, 101</u>
organization <u>1, 2, 123</u>
orientation <u>5, 12</u>
OSHA <u>80, 89, 93</u>
overpayment <u>61</u>
overtime <u>20, 28</u>
oxidize <u>17</u>
oxygen <u>95</u>
oxygen/fuel <u>95</u>
pads <u>91</u>
pants <u>33, 37-38, 85</u>
paper <u>19, 23, 32</u>
parcels <u>62</u>
park(ed) <u>18, 51-52, 75-76, 88</u>
Parka <u>41</u>
parking <u>18, 27, 50, 52, 55, 74, 76, 78, 87-88</u>
part(s) <u>14, 17, 36, 55, 58, 63, 65, 78, 84-86, 91-92, 134</u>
passing <u>25, 89</u>
patches <u>38, 40</u>
path <u>94</u>
patron <u>59, 61, 72</u>
pay(ing) <u>12, 15, 20-21, 27, 41, 48, 56, 59-61, 66, 78, 84, 124-125</u>
payment <u>49</u>
payroll <u>41, 43</u>
pedestrians <u>44, 88</u>
performance <u>4-5, 7-8, 14-15, 29, 84-86, 122, 125-126, 132, 134</u>
periodicals <u>19</u>
permit(s) <u>9, 41, 43, 53, 65, 77, 93-94, 96</u>
permit/license <u>9-10, 20, 86</u>
personnel <u>5-6, 10, 27, 41-42, 53, 74, 77, 80, 83, 88, 93-94, 97-98, 101,</u> <u>123, 130, 133</u>
persons with disabilities <u>63, 65-66, 69-70</u>
petroleum <u>91</u>
phones <u>11, 30, 83</u>
physical <u>12, 16, 63, 69, 91, 125</u>
pipe <u>16, 64, 79</u>
pits <u>87</u>
planking <u>89</u>
plate <u>37-38</u>
platform(s) <u>7, 36, 68-70, 92</u>
playing <u>16, 18, 71</u>
pledge <u>26, 120-121</u>
plugs <u>92</u>
pneumatic <u>93-94</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

points	37, 56, 63, 76, 90-93
police	12, 23, 25, 49, 54, 56, 63-64, 77-79
police/security	10, 27
policies	1, 1, 5, 33, 61, 73-74, 86
policy	8, 10, 15-17, 21, 31, 38, 82, 85, 99, 101, 119, 122-123, 125-130, 132-134
positions	12, 124, 126
post	17, 43, 124-126
posted	1, 13, 29, 44, 49
posting	4-5
PPE	89, 92
preferences	69
premises	9, 14, 16-18, 26-27, 134
prescription	90, 123, 129-132, 134
preventive	6, 118
privileges	18
probationary period	5
procedures	4, 6-8, 10, 14-15, 17, 19-20, 22, 24, 27-30, 41, 46, 55, 65, 67-69, 74, 82, 84, 86-87, 98, 101-102, 118-119, 123, 127, 133
products	81, 86, 91
professional	2, 5, 14, 31-33, 39, 84-85, 120, 132
programs	6, 125
progressive	15, 18-20, 84-85, 102
prohibited	10-11, 16-19, 27, 46, 50, 53, 58, 61, 64, 69, 76, 83, 85, 87, 89-91, 122, 127-128, 134
prohibition	24, 41, 73
promotion	5, 119
protect	63-64, 70, 87, 90-91, 94, 98
protection	13, 23, 57, 79, 85, 87, 90, 93, 95, 119
provisions	17, 19, 21, 28, 66, 104, 122, 133-134
proximity	95
public	1-2, 24, 26, 49, 53-54, 56, 62, 67, 70-71, 76, 78-79, 98, 121-122
pulling	59, 70, 92
punching	19
purchasing	41
qualified	5, 10, 42, 92-93, 124, 132, 134
radial	94
radio	7, 11, 52-53, 55-56, 60-61, 71, 76-79
rail(s)	41, 62, 65, 88-89, 99
rate	124, 127
reassigned	101
receptacles	19, 91
reclining	18, 27
record(ed)	5, 14, 20-21, 23-24, 43, 60-61, 83-84, 96, 98, 101-102, 104
records	20, 101, 119
refunds	61

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

region	6, 121-122
registering	61
regulations	2, 4, 8, 10, 13-14, 19, 22, 29, 39, 46, 48, 81, 84, 122, 126-127, 129, 131-132
reinforcement	81
relatives	24
relief	42-43, 47, 53, 55-56, 60, 78, 99-100, 102-104
removal	63, 68, 126
repairs	42, 87
replacements	12
replacing	12, 90
reports	7, 99-104
representative(s)	1, 5, 23, 25, 31, 43
reprimands	14-15, 84-85
requests	26, 62, 64, 88
requirements	8, 39, 125-126, 131-132
reservoirs	95
residence	9
resolve	6
respective	5-6, 9, 82, 104
responsibilities	4, 13, 98, 101
restraints	68
restrooms	90
rests	93
retirement	5, 125
retraining	6
return trip	65
revoked	18
rights	25
roadeo	41
role	1, 98, 120
route	7, 45-46, 48-49, 66, 71, 88
rubber	92
rules	1-2, 4, 7-8, 10, 14-15, 23, 26, 28, 37, 41, 46, 53, 69, 74, 76, 80, 84, 88, 125, 127-128
sabotages	96
safeguard	74
safety/training	21
sandals	34
sanding	90
satellite	18
saw	94
scaffolding	88
scaffolds	89
scale	93

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

scaling	87
scarf	32, 38-40
scarves	32, 37-38, 40
schedule(d)	8, 11, 17, 19-20, 23, 28-29, 43-47, 49, 60, 71, 81, 99-102
screening	128
screens	94
screws	92
seats	12, 65, 67
security	10-11, 27, 133
seniority	5, 28
separate(d)	12, 34
serviceability	97
service operations manager	6, 24, 72
sexual harassment	16
shift	5, 19, 23, 30, 53, 76, 90-91, 127
shirt(s)	31-32, 37-40, 83, 85
shoes	34-36, 82, 85, 89
show	30, 64
sick	21, 29, 99-100, 102, 124-125
sidewalks	87
signs	13, 43, 45, 88, 127
silent alarm	53-55, 77-78
site	68, 95
sleeping	18, 27
sleeping on the job	18
slowdown	14, 27
smoking	13, 16-17, 27, 64, 82
socket	93
socks	33, 37-38
soldering	94-95
solicitation	9, 26
soliciting	9
specialists	7
specific	2, 5, 8-10, 14, 52, 84, 86, 127
spills	91
spindle(s)	93
spitting	16, 64
spreader	94
staff	4, 6, 9, 12, 41-42, 101
stalking	16
stanchion	69
standards	80, 86, 89, 101, 123
standing	52, 59, 61, 75, 101
stands	69, 89
statements	8, 22, 25

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

station(s)	<u>65, 81</u>
statistical	<u>7</u>
status	<u>9-10, 12, 27, 124-126</u>
steam	<u>79</u>
steel	<u>93</u>
steps	<u>54, 65-66, 69, 77, 88, 102</u>
stick	<u>94</u>
stock	<u>77, 119</u>
stoppage	<u>14, 27</u>
stops	<u>45-46, 48-49, 67, 71, 88</u>
storage	<u>81, 92, 95-96</u>
straightening	<u>92</u>
streets	<u>49, 71, 87</u>
striking	<u>93</u>
struck	<u>88, 94-95</u>
structures	<u>74, 87</u>
substations	<u>92</u>
summons	<u>15-16</u>
superintendent	<u>6, 9, 16, 18, 20, 27-28, 31, 42, 65</u>
supervise	<u>6, 122</u>
supervision	<u>27, 80-81, 123-125</u>
supervisors	<u>41, 133</u>
surfaces	<u>44, 82, 93</u>
suspensions	<u>15, 84-85</u>
sustained	<u>25</u>
sweater(s)	<u>37, 39-41</u>
sweep	<u>90-91</u>
switches	<u>42, 92-93</u>
systems	<u>86</u>
table	<u>94</u>
tagged	<u>92-93, 96</u>
tagging	<u>91</u>
tags	<u>33</u>
tail	<u>37-38, 51, 75</u>
tailored	<u>32-33, 38</u>
Teamsters	<u>5</u>
teamwork	<u>6</u>
techniques	<u>82, 92</u>
telephones	<u>11</u>
termination	<u>10-12, 30, 86, 103, 129-133</u>
testing	<u>7, 17-18, 103, 119, 122, 125-134</u>
tests	<u>93, 126, 128-131</u>
theft	<u>12</u>
threats	<u>16</u>
ticketed	<u>18</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

tickets	<u>9, 26</u>
ties	<u>37, 90</u>
TimberKing	<u>40</u>
timely	<u>1, 6, 8, 98, 101</u>
tires	<u>50-51, 75, 88</u>
title	<u>33</u>
tobacco	<u>16</u>
tools	<u>80-81, 86, 88, 90-93, 96</u>
torches	<u>95</u>
torque	<u>96</u>
towed	<u>18, 42</u>
towels	<u>32</u>
towing	<u>96, 118</u>
tractor	<u>87</u>
traffic	<u>9, 19, 22, 26-27, 42, 46, 59, 118</u>
train(ed)	<u>65, 94, 127</u>
trainee	<u>13</u>
training	<u>5-7, 10, 12, 21, 29, 31, 33, 41, 60, 119</u>
transfer	<u>56, 62, 65, 69, 71, 78</u>
transferring	<u>96, 126</u>
transfers	<u>11, 62</u>
transmission	<u>57, 79, 87</u>
transportation	<u>1, 5-6, 9, 11-12, 20, 62, 65, 70, 87, 122</u>
trash	<u>90, 96</u>
trestle(s)	<u>88-89</u>
triggered	<u>57, 79</u>
trip(ping)	<u>21, 43, 45, 47, 62, 65, 69, 88, 91</u>
trooper	<u>32, 39</u>
trouble	<u>41, 43, 52, 55-57, 59, 76, 78-79</u>
trousers	<u>37-39</u>
truck	<u>56, 78, 95, 118</u>
trust	<u>2, 121</u>
truthful	<u>8, 120</u>
turtleneck	<u>33</u>
unauthorized	<u>11, 31, 46, 88</u>
undergarments	<u>37</u>
undershirts	<u>33</u>
uniforms	<u>31, 37, 41, 85</u>
union	<u>5</u>
units	<u>58</u>
unjamming	<u>60</u>
unlabeled	<u>81</u>
unlawful	<u>14, 26, 122</u>
unreturned	<u>86</u>
unsafe conditions	<u>74, 80</u>

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
DEPARTMENT OF BUS SERVICE EMPLOYEE'S HANDBOOK

urine	<u>17, 127, 134</u>
used	<u>10-13, 15, 30, 43, 51-53, 55, 57, 65, 67, 75-76, 78, 80-82, 84,</u>
	<u>86-96, 126, 128</u>
users	<u>11, 66-67</u>
vacation	<u>5</u>
vapors	<u>13</u>
vehicle(s)	<u>1, 9-11, 13, 17-19, 21-23, 25, 27, 38, 41-46, 50-51, 55-56, 60-61, 64-65,</u>	
	<u>68-671, 74-75, 78, 80-83, 87-91, 94-97, 118-119</u>	
vendor	<u>10</u>
verbally	<u>4, 13, 16, 81</u>
vests	<u>39-40</u>
video	<u>11</u>
violations	<u>9-10, 14, 27, 84</u>
violence	<u>16, 64</u>
visiting	<u>24</u>
visors	<u>89</u>
visual	<u>93</u>
voice	<u>59, 65, 67, 92</u>
WAC	<u>31</u>
waiver	<u>12-13</u>
warning	<u>14-15, 44, 55-57, 78-79, 84, 88, 103</u>
wasted	<u>91</u>
watch	<u>30</u>
water	<u>91</u>
waterproof	<u>91</u>
weapons	<u>10, 27</u>
weather	<u>44, 48, 59, 65</u>
weather conditions	<u>39</u>
welcome	<u>1</u>
welder	<u>95</u>
welding	<u>13, 90, 94-95</u>
wheelchair(s)	<u>65-70, 73, 118</u>
wheels	<u>28, 50-51, 75</u>
windbreaker	<u>40</u>
windows	<u>58, 87</u>
winter	<u>32, 39, 41, 118-119</u>
witnessed	<u>22-23</u>
witnesses	<u>23-25, 63-64</u>
WMATA	<u>2, 5-6, 8-18, 20-22, 25-27, 29-30, 39, 42, 53, 65, 71, 74, 77, 82, 84-88,</u>	
	<u>96, 120, 123, 125-134</u>	
workday	<u>20, 30, 99</u>
workplace	<u>4, 16, 122, 133</u>
wrench(es)	<u>93, 96</u>
written notice	<u>9</u>

System Safety and Environmental Management Material Safety Data Sheet Review Request

Return this form to Chemical Safety Liaison Officer at Carmen Turner Facility.
Email to kbest@wmata.com or Fax to 240-487-3673
Attach clear copy of current MSDS



Please Provide the Following Information

Today's Date:	Requesting Dept.:	Contact Location:
Contact Name:		Phone:
Location(s) where product will be stored:		
Material Status: <i>(check all that apply)</i>	In Use ___ New Material ___ For Testing	
Is this item for contractor use??	___ Yes ___ No Contractor Name: Contract No.:	
Will this be a Stock or non-stock item?		
Trade Name as shown on MSDS:		
WMATA Stock No.:		
SARP MSDS No.:		
Give name and MSDS number of existing product that this will replace:		
Why is replacement necessary?		
Where will product be used?		
Description of use:		
How will product be applied?		
Size of Container:		
Quantity used per week:		
Physical State of Product:	Aerosol Spray ___ Gas ___ Liquid ___ Paste/Cream ___ Pellets Powder ___ Solid ___ Other ___ <i>(Please specify)</i>	
Manufacturer's Name, Phone No. & web address:		
Vendor's Name & Phone No.:		
Best Time to Contact You (Requestor):		
Comments:		



SITE SPECIFIC WORK PLAN

1. PURPOSE

The purpose of this Operations Administrative Procedure (OAP) is to delineate responsibilities and requirements for the development of a Site Specific Work Plan (SSWP) for all personnel performing work, other than approved maintenance activities, on, around, or to WMATA rail facilities.

The purposes of a Site Specific Work Plan are as follows:

- A. To describe the performance of construction and/or maintenance activities to be performed at specific locations where track access or other interface with the operating system is required. It includes all activities necessary to perform any work within the operating system.
- B. To describe how each activity affects the operating system.
- C. To define the scope of work, the schedule, the cut-in requirements, contingency plans for returning the system back to normal operations, and any modifications to the operating system between start and finish of the work.
- D. To allow potential problems to be monitored and give warning of possible overruns by its schedule provisions.
- E. To facilitate the implementation of the work crew supervisor's or contractor's contingency plans when schedule overruns cannot be averted.
- F. To provide for review and approval of work activities.

2. SCOPE

This OAP is applicable to all personnel including Contractors and Consultants having a need to perform work on or adjacent to WMATA property. The Site Specific Work Plan (SSWP) shall provide pertinent information to all parties involved. All applicable parties must sign the SSWP to indicate their approval of the plan before track access is granted.

3. RESPONSIBILITIES

- A. The Director of Rail Reliability and Technical Services (RRTS) is responsible for implementing and for approving revisions to this OAP.
- B. The Manager of Track Access for Maintenance and Construction (TAMC) is designated the Reviewing Authority, and as such, is responsible for periodic review of this OAP and for reporting accomplishment of the review by January 31 of each year.
- C. All personnel to include Contractors and Consultants who work on or adjacent to WMATA property are responsible for submitting a Site Specific Work Plan (SSWP) in compliance with this procedure and are responsible for performing the work as stated in their approved SSWP.



- D. The Operations Liaison Office (OLIA), Department of System Safety and Risk Protection (SARP) and Track Access for Maintenance and Construction (TAMC) are responsible for the review, comments and approval of each SSWP.
- E. The originating office must insure that all of the required signatures have been obtained.
- F. The Manager of Track Access for Maintenance and Construction (RRTS/TAMC) is required to have the original Site Specific Work Plan (SSWP) with all of the designated signatures before track access is granted.

4. DEFINITIONS

BOCC: Bus Operations Control Center A sub-unit of OCC, responsible for the real time monitoring and control of Metrobus movement.

Contingency Plan: An alternate process for the completion of each milestone event.

General Orders and Track Rights System (GOTRS): is a mainframe computer program that is used by WMATA employees only to enter track rights requests in accordance with OAP 100-9

Milestone: A clearly identifiable point in a project/work activity that represents the completion of a related or important set of tasks.

MOCC: Maintenance Operations Control Center A sub-unit of OCC and it functions as a control and dispatch center for maintaining the Authority's fixed assets.

OCCO: Operations Control Center Operations is composed of MOCC, POCC, and ROCC.

Piggybacking: permission to work in the same section of track given by the supervisor of the work crew which possesses the track rights.

Point of No Return: A defined milestone in the project where it is determined that any further activities being performed will not allow the restoration of service to its functional state of revenue operations.

Rail Service Adjustment (RSA): A temporary adjustment to the Metrorail passenger train operating schedule in order to accommodate maintenance or construction activities on the Metrorail main line during revenue service.

ROCC: Rail Operations Control Center A sub-unit of OCCO charged with the oversight, control and direction of all vehicle movements on the Metrorail main line.

ROW: Right-Of-Way The land occupied by a railroad, the physical facilities, track, tunnels, surface and elevated structures through which Metrorail trains operate.

Timeline: a table listing scheduled activities or events within a specific period.

Track Rights: the right of access and control that has been transferred from ROCC to another party for a specific time period and within specific geographic limits in the right-of-away.

Site Specific Work Plan (SSWP): Describes the construction and/or installation and associated schedule of work to be performed at specific locations where track usage or other interface with the operating rail road is required.



5. POLICIES

A Site Specific Work Plan (SSWP) shall be generated by the office planning to perform or manage a maintenance and / or construction activity in, or around any WMATA property. The requirements for a SSWP can be waived for routine preventive maintenance or inspections by the Manager of Track Access for Maintenance and Construction (TAMC) in conjunction with the Office of Operations Liaison (OLIA) and Department of System Safety and Risk Protection (SARP).

- A. An Site Specific Work Plan (SSWP) is required as per Standard Operating Procedures (SOP) #19, in addition to the requirements of this OAP.
- B. A written detailed plan must be submitted for review to the Office of Operations Liaison (OLIA), Manager of Track Access for Maintenance and Construction (TAMC) and Department of System Safety and Risk Protection (SARP) 45 days prior to the date of the requested work activity and it should include any required and approved Engineering Modification Instruction (EMI), as per OAP #200-4.
- C. A Site Specific Work Plan (SSWP) that will require a Revenue Service Adjustment (RSA) must have approval of OCCO as required in OAP 100-9. The approved RSA form must be attached to the SSWP. (See attachment A Revenue Service Adjustment (RSA) form.)
- D. Comments must be returned to the requesting party within 14 calendar days after the initial submission of the SSWP.
- E. A Site Specific Work Plan (SSWP) must have signed approval from representatives from OLIA, SARP, TAMC and the maintenance manager or project manager submitting the work plan before track rights will be granted. The approved SSWP must be given to RRTS/TAMC 21 days prior to the date of the requested work.
- F. Representatives from OLIA, SARP, TAMC and the maintenance manager or project manager submitting the work must sign off on the SSWP a minimum of 14 calendar days prior to the requested start date of work.
- G. The Manager of Track Access for Maintenance and Construction (TAMC) in conjunction with an OLIA representative shall coordinate final scheduling of all approved Site Specific Work Plans (SSWP). This coordination activity shall have input from those personnel designated below, or their representatives during the Major Projects Meeting.
 - 1) ROCC - Rail Operations Control Center (ROCC) Superintendent
 - 2) MOCC - Maintenance Operations Control Center(MOCC) Superintendent
 - 3) PLNT - Plant Maintenance, General Superintendent
 - 4) SARP - Department of System Safety and Risk Protection
 - 5) TSSM/ATC - Automatic Train Control Branch Superintendent
 - 6) TSSM/COMM - Communications Branch Superintendent
 - 7) TSSM/POWR - Power Branch Superintendent
 - 8) TSSM/STRC - Structures Superintendent
 - 9) TSSM/TRAC - Track Superintendent
 - 10) .COM - Department of Communications
 - 11) Other WMATA Offices/Branches/Sections, as required
- H. All coordination activities shall be conducted and completed a minimum of 14 days prior to the date of the proposed work.



- I. Any approved request(s) for track access may be canceled by the ROCC Superintendent in conjunction with the MOCC Superintendent to meet any emergency maintenance or other situation that could affect revenue service as stated in OAP #100-9.
- J. The approval of an SSWP does not replace the General Orders and Track Rights (GOTRS) entry requirement as per OAP 100-9.
- K. All SSWP's expire 60 days from the actual starting point of the work activity.
- L. The Office of Operations Liaison (OLIA) will distribute copies of all approved SSWP's to all applicable departments.

6. PROCEDURES

Note: All SSWPs shall be submitted in writing a minimum of forty-five (45) days prior to the desired start date for the work activity.

All numbers correlate with Attachment B for the Site Specific Work Plan (SSWP) form.

1. Scope: List a brief description of work to be completed.
2. Identify Start and Finish, Time and Date: List the program/project begin and end dates, as well as the time, for the proposed work activities.
3. Engineering Modification Instruction (EMI) Required and Approved: A comprehensive document is established to permit safe and efficient implementation of the effected equipment, facilities/systems. (as required in OAP #200-4)
4. Location: Identify the line, track and chainage of the proposed work activity. Include the following: (as required in SOPs #19, #28, #33)
 - power outage
 - track rights
 - work area
 - rail service adjustment (RSA)
5. Escort: Identification of qualified personnel required to perform the duties of the setting up the right-of-way (ROW) work area and giving access to WMATA facilities.
6. Support Personnel: Identification of the required support departments needed to accomplish scope of work. (as required in OAP #100-9 and SOP #19)
7. Equipment: Identification of all equipment necessary for the successful completion of the work activities. All contractor equipment shall be inspected, calibrated and certified by the applicable department for performing work in and around WMATA's property.
8. Material and Staging: Identify all materials required for the completion of the work activity. Identify the placement of all personnel and material to allow for schedule adherence. (as required in SOP #19)
9. Safety Requirements: Identification of the proper personal protective equipment (PPE) and work area, to include the protected and actual work zones. Include schematics of work site breakdown. (as required in SOPs #19, #28, #33)



10. Schedule Breakdown: Detailed summary of the work activity.
Include the following:
 - time and date of each activity
 - person/department/agency performing work
 - duration of tasks in hours
11. Critical Milestones: A clearly identifiable point in a project/work activity that summarizes the completion of a related or important set of tasks. (as required in SOP #19)
12. SSWP Review: A copy of the SSWP should be sent to OLIA, SARP, OCCO, TAMC and the affected Rail Line Director for forty-five (45) day review and comments. Allow 14 business days for return of comments.
13. Incorporation of Comments: After receiving comments, the project manager is responsible for reconciling and incorporating all comments received into the SSWP and resubmitting the SSWP to OCCO, OLIA, SARP and TAMC.
14. Signatures: The SSWP shall be approved and signed by the following departments (in this order):
 - Project Manager/Maintenance Manager
 - Director/General Superintendent
 - OLIA
 - SARP
 - RAIL/LINE DIRECTOR only when RSA is required
 - RAIL/OCCO only when RSA is required
 - RRTS/TAMC

7. ATTACHMENTS

- A. Revenue Service Adjustment (RSA) form
- B. Flow Chart for Site Specific Work Plan
- C. Site Specific Work Plan (SSWP) form