# STANDARD OPERATING PROCEDURE

**HILLSBOROUGH TRANSIT AUTHORITY**

**METRORAPID OPERATION**

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**ORIGINATED BY:** ___Original signature on file in Doc. Control___
Oscar McDaniel, Bus Transportation Manager

**REVIEWED BY:** ___Original signature on file in Doc. Control___
Keith Sanders, Director of Transportation

**APPROVED BY:** ___Original signature on file in Doc. Control___
Ruthie Reyes Burckard, Chief Operating Officer
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HART MetroRapid is operating as a premium, branded bus service between Marion Transit Center and Hidden River. This SOP outlines the procedure for employees operating and monitoring this service. While this SOP is specific to MetroRapid, many of the procedures contained herein are applicable to any HART bus route. If an Operator has any question as to whether a policy is strictly regarding MetroRapid, he/she must request clarification from Dispatch or a member of Operations management.

2.0 PURPOSE

The purpose of this SOP is to ensure the safe, efficient operation of MetroRapid.

3.0 ABBREVIATIONS / DEFINITIONS

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4.0 REFERENCES

HART Operations Policy

Contract between HART and ATU

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

Bus Operators, in general, must have the following equipment while on duty:

A. Timepiece

B. Valid CDL with “P” endorsement

C. Employee ID Badge (Prox card and photo ID)
D. Ink Pen

E. Destination sign code sheet

F. Bus Schedule Book

G. Public schedules

H. Pre-trip inspection form

I. Courtesy cards

7.0 PROCEDURES

MetroRapid service (Route 400) runs north and south from MTC along Nebraska Ave. to Fletcher Ave. and then continues east to Telecom Park and the Hidden River Parkway Park & Ride just west of the Fletcher Ave. /I-75 interchange.

A. Route 400 will run along the same corridor as Route 2, for the most part. Unlike Route 2, this route will only run Monday – Friday.

B. Stations for MetroRapid are specifically branded with one of 3 types of stations, from small to large. The twelve largest stations contain TVMs so patrons can purchase their boarding passes in advance. Two of the mid-size stations located at Fletcher and Magnolia, also have TVMs.

1. Locations of the stations with TVMs are:
   a. Marion Transit Center
   b. Jackson Street
   c. Nebraska & M.L. King, Jr. Blvd. – east & west
   d. Nebraska & Hillsborough Blvd. – east & west
   e. Nebraska & Waters Ave. – east & west
   f. Nebraska & Fowler Ave. – east & west
   g. UATC
   h. Fletcher & Magnolia Dr. – north & south
   i. Hidden River Park-n-Ride

C. MetroRapid buses are specially outfitted with TSP technology. These buses are similarly branded green and white to further differentiate them from other buses in the HART fleet.

D. The MetroRapid buses will ONLY stop at the newly installed and branded MetroRapid stops. Some of these stops were Route 2 stops that existed before the ADA was enacted, and were, therefore, not subject to
compliance. Since these stops were completely rebuilt and reconfigured, they are now ADA compliant.

E. MetroRapid buses will have the ability to pass other buses, using the procedures noted in Section 7.5, below.

7.1 Reporting for duty

A. All Bus Operators must report for duty at their designated report location (e.g. dispatch, street relief, etc.) at or before the scheduled report time.

B. In compliance with OWI-0013 – Pre-trip Inspection, the pre-pullout check and street relief check must be completed before service. A post pull-in check must also be completed. These bus checks are to be performed to check for damage/defects, passengers, disposal of items left, and processing lost/found articles.

C. Notify Dispatch to report damage and complete a defect sheet. If damage is of a safety nature, request another bus. If the fare box is defective at pullout, request another bus. If the fare box becomes defective after pullout, contact Dispatch for assistance.

D. If more than five minutes late leaving the yard, notify Dispatch at that time.

7.2 Fare Collection

A. No fare disputes. Request the appropriate fare if the incorrect amount is deposited. Remind the passenger(s) of the correct fare. Contact Bus Dispatch for assistance, if warranted.

7.3 Conduct

A. Remain in control of the situation at all times.

B. Operators shall be courteous and treat fellow employees and customers with respect. Words or acts of hostility will not be tolerated. Contact Bus Dispatch for assistance, if warranted.

C. Operators are required to know routes, points of interest, fare structure, and all HART policies, rules, and procedures.

7.4 Safety

A. Passengers may only board and alight at locations that are branded MetroRapid.
B. Courtesy stops along the MetroRapid corridor, as along all other HART routes, are prohibited. No courtesy stops will be made once the bus has left a MetroRapid stop.

C. Lift and Kneel must be deployed on request at authorized locations. Be aware of stopping the bus where objects are blocking the front door which may prevent the ramp from becoming fully deployed.

D. TSP extends the green light when the bus is more than three minutes late. There is no Operator interaction with the TSP functionality; this function is done using GPS technology.

E. The MetroRapid buses, like other buses in the HART fixed-route fleet, are outfitted with the AVA system. However, in the event that the AVA fails, the ADA policy is applicable to this and any other HART fixed route relative to the calling out of announcements to include the following:

1. The Operator shall announce, in a clear voice heard throughout the vehicle, at least at transfer points along the North/South corridor with other fixed routes, other major intersections and destination points, and intervals along a route, sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location. For MetroRapid, calls will be made for those stops specifically branded MetroRapid and at major intersections. The Operator, in this case, may announce the major intersection yet still announce the next stop. For illustration: “Hillsborough, next MetroRapid stop is Idlewild followed by Sligh.”

2. The Operator shall announce any stop on request of an individual with a disability.

3. Where vehicles or other conveyances for more than one route serve the same stop, the Operator shall provide a means by which an individual with a visual impairment or other disability can identify the proper vehicle to enter or be identified to the vehicle operator as a person seeking a ride on a particular route.

F. Incidents that require police assistance or accidents will always require a report. If you are unsure whether a report is required, contact Bus Dispatch. Always get the Dispatcher’s name and call ID for your report.
7.5 Passing/Being Passed

A. Operators may pass or be passed by another bus when operating the MetroRapid bus or along the route.
   
   1. Pass when it is safe to do so following traffic rules.
   2. Blow your horn when passing the other bus.
   3. Be alert for pedestrians.
   4. If being passed, pull over into one of the MetroRapid Bus Bay lanes or make a safe service stop, when available.

B. Operators driving behind a MetroRapid bus and attempting to pass the bus may do so safely, as described above.

7.6 On-time Performance

A. HART standard for schedule adherence is arriving no more than one minute early and departing no more than five minutes late from a time point.

B. Intentionally delaying service or modifying the published schedule is prohibited.

C. Schedules and routings are subject to revision by management (e.g. street supervision, bus dispatch).

7.7 Transit Supervisor Responsibilities

A. Monitor buses for schedule adherence and take the appropriate actions for buses that are bunching along the route alignment.

B. The Lead Supervisor assigned to the MetroRapid zone will be the point of contact for Bus Dispatch. When Dispatch requires a Transit Supervisor, the Lead Supervisor/Designee will be contacted and the Lead Supervisor will ensure that all pertinent supervisors are aware or dispatched, accordingly, via radio communications.

C. Mobile CAD must be utilized to take proactive and reactive approaches to service.

7.8 Bus Dispatcher Responsibilities

A. Monitor buses for schedule adherence and address Operator issues and concerns.

B. Communicate with the Lead Supervisor/Designee for prompt responses. In the event the Lead Supervisor fails to respond the call should go the closest area supervisor.
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**ORIGINATED BY:**

Oscar McDaniel, Bus Transportation Manager

**REVIEWED BY:**

Keith Sanders, Director of Transportation

**APPROVED BY:**

Ruthie Reyes/Burckard, Chief Operating Officer

**DATE:**

3-18-15

5/27/15

3/26/15
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HILLSBOROUGH TRANSIT AUTHORITY

## CHOOSING OUTSTANDING OPERATOR OF THE MONTH

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**ORIGINATED BY:**  
Original signature on file in Doc. Control  
Cindy Jennings, Project Coordinator III

**DATE:** _____________

**REVIEWED BY:**  
Original signature on file in Doc. Control  
Tom Ball, Van Transportation Manager

**DATE:** _____________

**REVIEWED BY:**  
Original signature on file in Doc. Control  
Oscar McDaniel, Bus Transportation Manager

**DATE:** _____________

**APPROVED BY:**  
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Keith Sanders, Director of Bus Transportation

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1.0 SCOPE

This SOP lays the foundation for the nomination of the HART Outstanding Operator of the Month. The purpose of the awards program is to promote reductions in operating costs through increased efficiency and improving customer service by providing awards within the Operations department that recognize employees and teams for outstanding work and also to encourage employees to do their best.

2.0 PURPOSE

This SOP provides instructions for the generation of a list of Operators who have met the criteria set forth in this document thus making them eligible for the nomination of Outstanding Operator of the Month.

3.0 ABBREVIATIONS / DEFINITIONS

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<td>EPS</td>
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4.0 REFERENCES

None

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

A. Each month the Operations Administrative Assistant will review the infraction and Customer Service records of all current HART Bus, Van, Flex and Streetcar Operators. All Operators who have completed more than 3 years of driving with the Authority are eligible to be nominated for this award. Other criteria that is considered for this award includes:

1. No Preventable Accidents/Incidents within the preceding 12 month period.
2. No more than 2 violations in the preceding 12 months.
3. No suspensions within the preceding 12 month period.
4. No more than 3 unscheduled absences within the preceding 12 month period.
5. No validated Customer Service complaints within the preceding 12 month period.
6. As it relates to bus operators, validated improvement in OTP showing consistent decreases in early departures and late departures and/or consistent OTP above 80%.
7. As it relates to van operators, validated improvement in OTP showing consistent decreases in early/late arrivals outside of 30 minute window and/or consistent OTP above 95% in drop-off times.

B. The list of the top 5 Operators who meet the above criteria will be given to the Operations Dispatchers and Transit Supervisors for review.

C. Each Dispatcher and Transit Supervisor will evaluate the Operators on a scale of 1-5 with 5 being the highest,

D. The rankings will be turned in to the Bus and Van Transportation Managers for review and ranking for final selection.

E. Employees who have received the award within the past 36 months (3 years) are not eligible.

F. In the case of a tie, the award will go to the Operator with the highest OTP.

G. Operator of the Month recipients will receive $100 in the form of a check, a day off with pay and a plaque.
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**HILLSBOROUGH TRANSIT AUTHORITY**

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Cindy Jennings, Project Coordinator III

**DATE:** 2/11/15

**REVIEWED BY:**

Tom Ball, Van Transportation Manager

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1.0 SCOPE

This SOP lays the foundation for the nomination of the HART Outstanding Operator of the Month. The purpose of the awards program is to promote reductions in operating costs through increased efficiency and improving customer service by providing awards within the Operations department that recognize employees and teams for outstanding work and also to encourage employees to do their best.

2.0 PURPOSE

This SOP provides instructions for the generation of a list of Operators who have met the criteria set forth in this document thus making them eligible for the nomination of Outstanding Operator of the Month.

3.0 ABBREVIATIONS / DEFINITIONS

<table>
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<tr>
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<tbody>
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<td>SOP</td>
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<td>OOM</td>
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<td>EPS</td>
<td>Employee Performance Statistics Database</td>
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4.0 REFERENCES

None

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

A. Each month the Operations Administrative Assistant will review the infraction and Customer Service records of all current HART Bus, Van, Flex and Streetcar Operators. All Operators who have completed more than 3 years of driving with the Authority are eligible to be nominated for this award. Other criteria that is considered for this award includes:

1. No Preventable Accidents/Incidents within the preceding 12 month period.
2. No more than 2 violations in the preceding 12 months.
3. No suspensions within the preceding 12 month period.
4. No more than 3 unscheduled absences within the preceding 12 month period.
5. No validated Customer Service complaints within the preceding 12 month period.
6. As it relates to bus operators, validated improvement in OTP showing consistent decreases in early departures and late departures and/or consistent OTP above 80%.
7. As it relates to van operators, validated improvement in OTP showing consistent decreases in early/late arrivals outside of 30 minute window and/or consistent OTP above 95% in drop-off times.

B. The list of the top 5 Operators who meet the above criteria will be given to the Operations Dispatchers and Transit Supervisors for review.

C. Each Dispatcher and Transit Supervisor will evaluate the Operators on a scale of 1-5 with 5 being the highest.

D. The rankings will be turned in to the Bus and Van Transportation Managers for review and ranking for final selection.

E. Employees who have received the award within the past 36 months (3 years) are not eligible.

F. In the case of a tie, the award will go to the Operator with the highest OTP.

G. Operator of the Month recipients will receive $100 in the form of a check, a day off with pay and a plaque.
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

FARE COLLECTION ENFORCEMENT POLICY

<table>
<thead>
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<td>CHECKED FOR RELEVANCE AND CORRECTED TITLES; ADDED 7.0 (B) LANGUAGE; PROVIDED DEFINITIONS FOR CHECK, CHALLENGE, AND CHILL; CLARIFIED 7.0, 1-3; 7.0, B.3 (F)</td>
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**ORIGINATED BY:** _Original signature on file in Doc. Control___
Cindy Jennings, Project Coordinator III

**REVIEWED BY:** _Original signature on file in Doc. Control___
Oscar McDaniel, Bus Transportation Manager

**REVIEWED BY:** _Original signature on file in Doc. Control___
Tom Ball, Van Transportation Manager

**APPROVED BY:** _Original signature on file in Doc. Control___
Keith Sanders, Director of Bus Transportation

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1.0 SCOPE

This SOP applies to all HART Bus Operators, Transit Dispatchers and Transit Supervisors.

2.0 PURPOSE

The objective of this SOP is to outline the enforcement of the Fare Collection Policy as an escalatory process. The intent is to reinforce No Fare Disputes philosophy.

3.0 ABBREVIATIONS / DEFINITIONS

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<td>Tampa Police Department</td>
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<td>MDT</td>
<td>Mobile Dispatch Terminal</td>
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</tbody>
</table>

4.0 REFERENCES

Bus Operators Training Manual – Fare Collection Enforcement Policy – 12.2

5.0 FORMS

Incident Report

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

A. HART personnel responding to calls of fare evasion should exhaust all efforts to mitigate the need for the TPD or a trespass warning. A trespass warning will be the last resort affording the offending passenger three (3) separate opportunities to comply with the HART fare policy.

B. Fare Collection recorded messages are available in the MDT. The MDT should be used to communicate with Dispatch for this incident. If Dispatch fails to respond within 5 minutes, call Dispatch via bus radio.

1. First Offense – Request the fare and continue in service. The bus must not be tied up for this incident as to inconvenience other passengers.
   a. Transit Supervisor should not be dispatched.
   b. Dispatch shall instruct the Operator to inform the passenger of the correct fare in a patient, courteous, and considerate manner.
i. Check – Remain Professional  
ii. Challenge – Remind the passenger of the correct fare  
iii. Chill – Do not get involved in a dispute; continue in service as directed  

c. Dispatch shall inform the Operator to continue on his/her route.  

d. Dispatch shall inform the Operator to complete and submit an Incident Report at the end of the shift.  

2. Second Offense – Involving the same individual  

a. Dispatch shall instruct the Operator to request the required fare and continue in service until a Transit Supervisor intercepts the bus along the route. The bus must not be placed on standby unless there is physical contact or an emergency situation.  

b. If the passenger does not pay the required fare and a dispute ensues, Dispatch shall attempt to make an onboard announcement over the bus radio system.  

c. Operator will be instructed to complete and submit an Incident Report.  

   i. Check  
   ii. Challenge  
   iii. Chill  

d. This event warrants the Transit Supervisor and Operator to complete an Incident Report by the end of the shift.  

3. Third Offense – Involving the same individual  

a. Transit Supervisor should attempt to report at the boarding location as a proactive measure the following day.  

b. If the passenger boards the bus and the Transit Supervisor is not at the location, Dispatch shall advise the Operator to remain in service until intercepted by a Supervisor.  

c. Transit Supervisor shall attempt to resolve the issue in a patient, courteous and considerate manner. If a dispute ensues and/or the passenger becomes unruly, the Transit Supervisor will instruct the Operator to standby, call Dispatch and request local law enforcement assistance.  

d. A trespass warning may be requested.  

e. This event warrants an Incident Report to be completed by the Transit Supervisor and Bus Operator.  

f. The bus will be detained ONLY in emergency situations when the Operator is in immediate danger or as directed by supervision.
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

FARE COLLECTION ENFORCEMENT POLICY

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ORIGINATED BY: Cindy Jennings, Project Coordinator III

DATE: 3/27/15

REVIEWED BY: Oscar McDaniel, Bus Transportation Manager

DATE: 3/29/15

REVIEWED BY: Tom Ball, Van Transportation Manager

DATE: 3/27/15

APPROVED BY: Keith Sanders, Director of Bus Transportation

DATE: 9/2/15
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d. Dispatch shall inform the Operator to complete and submit an Incident Report at the end of the shift.

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   a. Dispatch shall instruct the Operator to request the required fare and continue in service until a Transit Supervisor intercepts the bus along the route. The bus must not be place on standby unless there is physical contact or an emergency situation.  
b. If the passenger does not pay the required fare and a dispute ensues, Dispatch shall attempt to make an onboard announcement over the bus radio system.  
c. Operator will be instructed to complete and submit an Incident Report.  
   i. Check  
   ii. Challenge  
   iii. Chill  
d. This event warrants the Transit Supervisor and Operator to complete an Incident Report by the end of the shift.

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d. A trespass warning may be requested.  
e. This event warrants an Incident Report to be completed by the Transit Supervisor and Bus Operator.  
f. The bus will be detained ONLY in emergency situations when the Operator is in immediate danger or as directed by supervision.
# STANDARD OPERATING PROCEDURE

## HILLSBOROUGH TRANSIT AUTHORITY

### OPERATOR RESPONSIBILITIES

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**ORIGINATED BY:**  
Original signature on file in Doc. Control  
Oscar McDaniel, Bus Transportation Manager  

**DATE:**  
_____________

**REVIEWED BY:**  
Original signature on file in Doc. Control  
Tom Ball, Van Transportation Manager  

**DATE:**  
_____________

**REVIEWED BY:**  
Original signature on file in Doc. Control  
David Kelsey, Manager of Transportation Supervision  

**DATE:**  
_____________

**REVIEWED BY:**  
Original signature on file in Doc. Control  
Keith Sanders, Director of Bus Transportation  

**DATE:**  
_____________

**APPROVED BY:**  
Original signature on file in Doc. Control  
Ruthie Reyes Burckard, Interim Chief Operating Officer  

**DATE:**  
_____________
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</table>
1.0 SCOPE

This SOP provides guidance and direction in the performance and conduct of all HART Bus and Van Operators. This SOP is meant to clarify the duties and responsibilities by defining the rules and procedures and will be followed by an Operators Work Instruction that will further explain the duties and responsibilities as put forth in this SOP.

2.0 PURPOSE

This SOP provides instructions for the outline of the duties and responsibilities of all HART Bus and Van Operators. While no document could cover every single situation or intent, this SOP attempts to put forth in easy to understand language and format the duties and responsibilities of a HART Bus or Van Operator.

3.0 ABBREVIATIONS / DEFINITIONS

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<td>ADA</td>
<td>Americans with Disabilities Act</td>
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4.0 REFERENCES

Contract between Hillsborough Area Regional Transit Authority and Amalgamated Transit Union Local 1593

HART Occupational Safety and Health Program Manual

System Safety Program Plan

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

All Operators must have the following equipment while on duty:

A. Accurate watch
B. Valid CDL with “P” endorsement
C. Employee ID Badge (Prox card and photo ID)
D. IDenti-Pen
E. Ink Pen – blue or black ink only
F. Destination sign code sheet
G. Bus Schedule Book/Pack of Schedules – one for each route
H. Sufficient number of public schedules for the route being run
I. Detour information, as required
J. Rider’s bulletins, as required
K. Pre-trip inspection form
L. Courtesy cards
M. Authorized employee uniform
N. Authorized equipment as determined by HART

7.0 PROCEDURE

Occasional special orders and instructions will be communicated through memos posted on the bulletin boards and/or placed in mail boxes.

Situations may arise that are not covered in this SOP which will rely on the Operator’s good judgment. If such a situation should arise, the Operator shall communicate to Dispatch and/or Transit Supervisors. In the event that an incident on board your bus requires law enforcement intervention, Dispatch must be contacted.

7.1 Reporting for duty

A. An Operator must report for duty location in full uniform compliance, ready to work at or before the scheduled report time to avoid being charged with a disciplinary action (e.g. AWOL, Missout, etc.) as outlined in Article 74 of the current Contract between HART and Amalgamated Transit Union Local 1593.

B. Operators reporting for duty are attesting that they are well and prepared to work their scheduled work assignment upon clocking in. If there is any mental or physical impairment preventing an Operator from working – notify Dispatch immediately.
7.2 Personal safety while on duty

A. An Operator’s participation in Authority safety programs is an important factor in providing a healthy workplace that is free from accidents, illnesses, and injuries. All Operators should also be familiar HART policies, rules, and procedures including those which outline safety procedures.

B. Operators shall report any unsafe conditions that could result in injury.

C. Seatbelts must be worn at all times while operating any HART vehicle. If the vehicle is in motion the seatbelt must be secured. Operators must immediately report any seatbelt defects (e.g. knots). Any employee having found to have compromised the integrity of the seatbelt may be exposed to corrective actions.

7.3 Conduct

Operators must maintain control at all times.

A. Operators shall be courteous and treat fellow employees and patrons with respect. Words or acts of hostility will not be tolerated.

B. Operators shall avoid physical confrontations whenever possible.

C. Operators shall conduct themselves in a respectful and civil manner.

D. If a situation with a patron is in danger of escalating, call Dispatch for assistance.

E. No Operator should take it upon themselves to eject, prevent, or deny access or fare payment of any person. Operators must notify Dispatch if there are any concerns. Advise Dispatch if an individual on Trespass violates their term.

7.4 FDOT Rule 14-90

The operation of HART vehicles is governed by FDOT Rule 14-90 and the DMV regulations governing CDL operations.

A. Information regarding Rule 14-90 is contained in our System Safety Program Plan, a copy of which is kept in the Dispatch Office and is also available for review online and should be reviewed by all Operators.

7.5 Accidents/Incidents/Emergencies
Operators shall contact Dispatch immediately in the event of any accident/incident involving either injury, property damage, or any interruptive delay of service whether or not HART is directly involved.

A. An Accident/Incident report must be submitted upon completion of the day’s work for any occurrence in which HART might be involved, no matter how trivial it may appear.

B. Failure to report an accident/incident may subject the Operator and HART to criminal and civil action. Additionally, failure to report an accident/incident is a chargeable offense pursuant to the HART and ATU collective bargaining agreement and HART policies, rules, and procedures.

C. In the event of an emergency situation the Bus Operator has several options to reach Dispatch.

1. The RTT button is to be used in normal situations.

2. The PRTT button should be pushed in an emergency. This button puts you at the top of the waiting list for response.

3. The EA button, located on the left side of the Operator's compartment, should be pressed if covert action is desired.
   a. Use of this button means that the Operator or patrons are in imminent danger.
   b. Be aware that this button should only be pressed once to ensure that Dispatch can hear the dispute.
   c. This button locks the radio and allows the Dispatcher to listen to the activity on the vehicle for approximately 45 seconds. A Dispatcher WILL be listening – do not try to communicate directly with him/her.
   d. The Dispatcher, if the situation warrants it, will contact local law enforcement and a Transit Supervisor.

4. Press the button once and wait for a response. If no response after 5 minutes press the button again or use another method.

7.6 Safe Operation/Defensive Driving

HART has adopted the Smith System® as its standard for defensive driving. Although there are many other helpful techniques for driving defensively, “The Five Keys to Safety” represent a comprehensive and easy to remember approach to driving defensively. The five keys are:

A. Aim High in Steering - Look ahead to where your vehicle will be at least 15 seconds from now. At 30 miles per hour, you should see
nearly a quarter mile ahead. When possible, double your eye-lead
time to 30 seconds, looking three blocks ahead on surface streets
and one-half mile ahead on highways. Determine the existence of
potential road hazards ahead and the status of distant traffic lights.
Pace yourself to avoid unnecessary stops and starts; this saves fuel,
brakes, tires, transmissions, and often time it reduces rear-end
collisions which often occur when stopped at a light. The idea is to
keep the vehicle moving.

B. Get The Big Picture – Use your eyes to establish a 360 degree
circle of constant awareness. Maintain at least a 15-second eye-lead
time while keeping up with your side views and while repeatedly checking
your mirrors. Eliminate any vision barriers in front of you by keeping
your distance from them. Allow yourself to see beyond them to
minimize accident possibilities. To establish proper following
distance, use the four (4)-second rule. Count the number of seconds
it takes you to reach a fixed object that the vehicle in front of you just
passed. If you are there in less than four (4) seconds, you are
following too closely. Increase your following distance even more in
poor weather.

C. Keep Your Eyes Moving – Move your eyes every two (2) seconds.
Observe things in quick glances. Check one or more of your mirrors
every three (3) to five (5) seconds. Your choice of mirrors should be
relevant to your traffic situation and your position in traffic. Before
starting up at an intersection, look left, then right, and then left again.
Look left twice because, normally, the first vehicle that could hit you
would come from the left.

D. Leave Yourself An Out – Build a space cushion all around your
vehicle – to the front, rear and sides. Start by using the features of
high-aim steering, where you select a safe path through traffic and
establish a 15-second eye-lead time. Also establish a proper
following distance of 4 seconds. By now the front quarter of your
space cushion is in place. Open up the sides and rear of your cushion
by adjusting your speed and choosing the lane where the fewest
objects can invade your space.

Sometimes, vehicles and pedestrians leaving the curb can take you
by surprise. Avoid tailgaters. In extreme cases, it may become
necessary to pull over to let them pass. When stopped behind
another vehicle, stay roughly 15 feet back, about one average car
length. This way, if someone rear-ends you, you may be able to avoid
hitting the vehicle ahead of you. Or, if the vehicle ahead rolls
backward, you may avoid being hit in the front. You also have ample
room to pull away without backing if the vehicle ahead of you stalls.
When stopped first in line at a crosswalk, stop far enough back to
fully see limit lines. This will help you avoid being pushed into the
crosswalk or intersection if you are rear-ended, and allow pedestrians in the crosswalk to see around you.

E. Make Sure They See You – There are various warning signals you can use. Use your horn. A light, friendly tap or two on the horn can usually bring eye contact. Use your headlights. Always use your signals to indicate any intentions of movement in traffic. Use your brake lights. Early braking alerts people behind you and can give them more time to respond.

7.7 Special Procedures

As an Operator for HART you could encounter many special problems while operating a HART vehicle. In the case of any unusual activities, weather, traffic, or emergencies, a HART Operator must always remember that his/her first concern is the safety of the patron and his/her personal safety. Communication with Dispatch is required for any of the above situations. Adhere to all safety and security procedures, stay calm and follow the directions of the Dispatcher.

7.8 Procedures required by Americans with Disabilities Act of 1990

It is critical that Operators have a working knowledge of the requirements of the ADA and if there are questions, the Operator should always contact Dispatch.

A. Operators must be familiar with and utilize the procedures for properly securing all mobility devices

B. When necessary, advise passengers in the wheelchair designated seats that the seats are required to board a wheelchair passenger

C. Always ASK wheelchair passengers if they would like the optional restraints. Allow the passenger to decline these restraints

7.9 Fare Collection

All Operators are expected to properly collect/attempt to collect fares in accordance with established policy.

A. Fare boxes recognize only US currency.

B. The $5 bill is the largest denomination that will be recognized.

C. The Fare box does not provide change.

D. Operators are responsible for knowing each of the fare structures and all restrictions of use as well as transfer rules and procedures.
E. No Fare Disputes. Operators are to follow the Fare Collection policy. Operators shall only request the correct fare.

7.10 Bus System Rules

The use of unauthorized electronic device (e.g. personal cell phones, iPod/iPad, radios, etc.) or other computer devices by employees in the driver’s seat of any HART vehicle is strictly prohibited. All such devices must be turned off and placed in a spot not visible while in the driver’s seat.

As an Operator you are responsible for maintaining safety, stability and civility by reinforcing HART’s procedures. Never resort to physical means and do not leave your seat as this could be interpreted as an aggressive action. Contact Dispatch for assistance, should the need arise.

A. No consuming food or smoking on HART vehicles.

B. Non-alcoholic beverages may be consumed provided they are adequately packaged to prevent spills.

C. Breastfeeding of infants is allowed.

D. Panhandling is not permitted.

E. Intoxicated patrons should not be denied service solely for being intoxicated; however, expect reasonable conduct from an inebriated patron for the safety and comfort of other passengers.

F. Patrons may use a radio, CD player, and/or other audio/visual equipment as long as it is amplified strictly through earphones. Volume should be such that it does not disturb either the Operator or any other patron.

G. No weapons or controlled substances are authorized to be carried or used while on HART vehicles.

H. Students on the bus are expected to follow acceptable norms of behavior. If there is a conflict, contact Dispatch, law enforcement and/or Safety and Security, if warranted. **In no instance is a student or minor ever to be removed from the bus and abandoned by any HART official or employee.**

I. Biological hazards and blood borne pathogens may pose a serious health hazard to any person or persons who may come in contact with them, including Operators. Contact Dispatch and refer to the Blood Borne Pathogens WI.
STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY

VEHICLE SIGN-IN

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ORIGINATED BY: __Original signature on file in Doc. Control___  DATE: ____________
Cindy Jennings, Project Coordinator III

REVIEWED BY: __Original signature on file in Doc. Control___  DATE: ____________
Oscar McDaniel, Bus Transportation Manager

REVIEWED BY: __Original signature on file in Doc. Control___  DATE: ____________
Tom Ball, Van Transportation Manager

APPROVED BY: __Original signature on file in Doc. Control___  DATE: ____________
Keith Sanders, Director of Bus Transportation

APPROVED BY: __Original signature on file in Doc. Control___  DATE: ____________
Ruthie Reyes Burckard, Director of Van Operations
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<td>7.0 PROCEDURE</td>
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1. **SCOPE**

This SOP applies to all Bus, Van and Flex Operators involved in signing in their assigned revenue vehicles and Operators who are involved in swaps and plugs.

2. **PURPOSE**

This SOP provides instructions for the proper signing in of all revenue vehicles.

3. **ABBREVIATIONS / DEFINITIONS**

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4. **REFERENCES**

None

5. **FORMS**

Pull-in Sheet

6. **REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS**

None

7. **PROCEDURE**

A. Dispatch assigns vehicles to all Fixed Route, Paratransit and Flex vehicles according to the requirements of the daily routes.

B. Operators, upon clocking in, receive their vehicle assignment.

C. Upon return to Base, Operators are required to report to the Dispatch window to sign his/her vehicle in.

1. Operators are required to enter his/her vehicle number, name and PR# on the correct Run/Block line of the Pull-in Sheet

2. If an Operator has been involved in a swap, the swapped vehicle number should be entered on the line assigned to the Run/Block.
   a. If the swap is from a standby, sign in the vehicle on the bottom of the Pull-in Sheet and write “Swap”, Operator’s name, PR#, and time.
3. If an Operator does a plug on another run and the plug run is not scheduled to return to base, the Operator must sign in on the correct Run/Block line and notate “Plug” and the plug Run number.

4. If an Operator is uncertain about if or where to sign, it is that Operator’s responsibility to ask a dispatcher for help.
ATTACHMENT A – PULL-IN SHEET

Signup:                          Printed:
Hillsborough Area Regional Transit - Pull-In Sheet
DIVISION: A - HL-DIV A                                   DATE:
SERVICE:  Weekday                                        PAGE: 1

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# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

TRADING DAYS OFF - PILOT

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**ORIGINATED BY:**  
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Cindy Jennings, Project Coordinator III  

**DATE:**

**REVIEWED BY:**  
Original signature on file in Doc. Control  
Tom Ball, Van Transportation Manager  

**DATE:**

**REVIEWED BY:**  
Original signature on file in Doc. Control  
Oscar McDaniel, Bus Transportation Manager  

**DATE:**

**REVIEWED BY:**  
Original signature on file in Doc. Control  
Vasti Amaro, Interim Director of Van Operations  

**DATE:**

**REVIEWED BY:**  
Original signature on file in Doc. Control  
Keith Sanders, Director of Bus Transportation  

**DATE:**

**APPROVED BY:**  
Original signature on file in Doc. Control  
Ruthie Reyes Burckard, Interim Chief Operating Officer  

**DATE:**
# TABLE OF CONTENTS

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<td>1.0 SCOPE</td>
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1.0 SCOPE

This SOP applies to all HART Bus and Van Operators who have an assigned route and Bus Dispatch in the administration of the Trading Day Off procedure. This SOP does not apply to Operators who are on the Extra Board.

2.0 PURPOSE

This SOP provides instructions for the Trading Days Off pilot program and any continuation of this program as a regular policy of the Authority. The intended consequence of this program is to decrease unscheduled absences whether they be absence occurrences, FMLA or AWOL.

Operations management has deemed it necessary to address the continuing practice by Operators to call out on their scheduled work days by allowing them to trade a day during their normal work schedule with another Operator, thereby allowing them to have more control over their schedule. This will be done on a roster for roster basis.

3.0 ABBREVIATIONS / DEFINITIONS

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4.0 REFERENCES

HART Memo dated 9/9/14 – Trading Days Off (TDO) – Pilot Program

5.0 FORMS

TDO Application

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

This program will begin on September 28, 2014 and run through December 20, 2014. The program will be monitored throughout this time period by both HART and ATU leadership and a decision will be made prior to December 20, 2014 to continue or discontinue.
A. Management will allow a maximum of 3 trades per day for full-time Bus Operators and 1 trade per day for full-time Van Operators on a first come, first served basis.

1. During the pilot period, each Roster Operator is allowed only 2 trades. Operators may be allowed to trade both scheduled days off which shall count as 2 trades.
2. Requests must be made within the same job classification, roster Operator to roster Operator.
3. Extra Board Operators are currently not included in the TDO program.
4. Trades will only involve a full day. Trades will not involve a portion of a scheduled day.

B. Requests for a traded day must be made a minimum of 7 days in advance of the requested day off.

1. Both requesters must be physically present at the time the request is initiated to Dispatch.
2. Both requesters must mutually agree to work the traded job assignments.
3. Requests made fewer than 7 days in advance will be considered for approval if no other requests have been made for the same day.

C. The TDO may not be used in conjunction with any other time off.

D. The ATU President or his/her designee must sign the request for approval before HART management approves the TDO.

E. Pay hours shall not deviate by more or less than 90 minutes of scheduled pay for the day that is being traded.

1. If your run pays 10 hours, the minimum pay hours you can trade with another Operator are 8.5 and the maximum is 11.5 hours.
2. Pursuant to the HART and ATU contract overtime will be paid for hours actually worked in excess of 40 hours per week.

F. Trades must fall within the same pay week (Sunday through Saturday).

G. Each Operator is responsible for working the assigned work hours.

1. If either Operator calls out on the day they agreed to trade, that Operator must submit a doctor’s return to work note.
2. Failure to work the TDO will be monitored and addressed by management.
3. The receiving Operator is responsible for making him or herself familiar with the accepted route.

H. If either Operator wants to cancel the TDO for any reason, the request to cancel must be made 24 hours or more in advance of the preparation of the board for that day.

1. Both Operators must be physically present and mutually agree to cancel a TDO.

2. The Operators must notify Dispatch no later than 1000hrs on the day preceding the first off day of the trade.

3. ATU must be notified by email of any cancellation and will acknowledge the cancellation.

4. If both Operators show up on the traded day the initiating operator will be sent home and be issued an NOI for a D.4 infraction pursuant to the ATU contract.

I. The Operators involved in the TDO are responsible for tracking their pay hours and acknowledge that failure to work all scheduled work assignments or working a shorter shift than their roster calls for due to the TDO, they may be receiving less than 40 hours of work and pay for that week.

J. Applications will be placed in the ATU mailbox, daily, for signature of the president or his/her designee.

K. A spreadsheet will be kept on the bulletin board by Dispatch for Operators to post their assignment when seeking a TDO buddy.

1. Operator Name/Payroll Number

2. Day Off to be traded

3. Work Hours

4. Receiving Operator

5. Day Off to be traded

6. Work Hours

L. The temporary assignment will be tracked in Trapeze. Payroll will be emailed the TDO application once approved by ATU.

M. Dispatch will keep the applications in file records.

1. Write the traded runs in the open work book of the appropriate page of each day traded and attach a copy of the TDO form to each page.
2. When creating the Extra Board, Dispatch will assign the TDO per request.

3. The original forms will be kept in the drawer in the Extra Board Office where the vacation day requests are kept, in a separate folder marked TDO.

4. On the Status board for each day the Extra Board Dispatcher will record the TDO participant not working on the status board with the absence code “TDO”.
# ATTACHMENT A – TDO APPLICATION FORM

![TDO Application Form](image)

**Section I: Trade Day Off Request - For Completion by Initiating Operator**

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**Section II: Trade Day Off Request – For Completion by Replacement Operator**

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<thead>
<tr>
<th>Field</th>
<th>Information</th>
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</thead>
<tbody>
<tr>
<td>Name</td>
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<tr>
<td>Scheduled Days Off</td>
<td></td>
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<tr>
<td>Regular Scheduled Route/Block</td>
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<tr>
<td>Requested Trade Day Off</td>
<td></td>
</tr>
<tr>
<td>Trade Day Off Route Assignment</td>
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</tr>
</tbody>
</table>

**Section III: Trade Day Off Agreement**

- We are eligible and obligate ourselves to perform the mutually agreed upon run assignment duties for the specific period noted above.
- Pay hours of the traded run shall not deviate more or less than 90 minutes of the scheduled pay hours of the day that we are trading.
- We understand that if we fail to report for duty for the traded assignments, we are subject to loss of privileges for trading future assignments for a period of no less than one (1) year. The 72 hour work week and the 8 hour spread between the end of our work day and the beginning of the following day will be followed. A requested day off (RDO) submission will not be given on a traded day off.

**Section IV: Signatures**

<table>
<thead>
<tr>
<th>Role</th>
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<td>Replacement Operator</td>
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<tr>
<td>ATU Representative</td>
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**Section V: Trade Day Off Outcome – For Completion by HART or ATU Administrative Personnel**

<table>
<thead>
<tr>
<th>Field</th>
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<tr>
<td>Trade Day Off Voided?</td>
<td>Yes</td>
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<tr>
<td>Date of Void</td>
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<tr>
<td>TDO Void Acknowledgement</td>
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<td>Initiating Operator</td>
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<tr>
<td>Date</td>
<td></td>
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<tr>
<td>Replacement Operator</td>
<td></td>
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<tr>
<td>Date</td>
<td></td>
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<tr>
<td>Trade Day Off Completed?</td>
<td>Yes</td>
</tr>
<tr>
<td>If No, please explain</td>
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Completed by: ___________________________ Date: ___________________________
STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY

TRADING DAYS OFF - PILOT

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</table>

ORIGINATED BY: Cindy Jennings, Project Coordinator III
DATE: 9/17/14

REVIEWED BY: Tom Ball, Van Transportation Manager
DATE: 9/17/14

REVIEWED BY: Oscar McDaniel, Bus Transportation Manager
DATE: 9/17/14

REVIEWED BY: Vasti Amaro, Interim Director of Van Operations
DATE: 9/17/14

REVIEWED BY: Keith Sanders, Director of Bus Transportation
DATE: 9/17/14

APPROVED BY: Rathie Reyes Burckard, Interim Chief Operating Officer
DATE: 9/17/14
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<table>
<thead>
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<th>SECTION</th>
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<tr>
<td>1.0</td>
<td>SCOPE .................................................................</td>
</tr>
<tr>
<td>2.0</td>
<td>PURPOSE ..............................................................</td>
</tr>
<tr>
<td>3.0</td>
<td>ABBREVIATIONS / DEFINITIONS ..................................</td>
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<td>4.0</td>
<td>REFERENCES .........................................................</td>
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<tr>
<td>5.0</td>
<td>FORMS .................................................................</td>
</tr>
<tr>
<td>6.0</td>
<td>REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS ..............</td>
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<tr>
<td>7.0</td>
<td>PROCEDURE ...........................................................</td>
</tr>
<tr>
<td></td>
<td>ATTACHMENT A – APPLICATION FOR TDO ......................</td>
</tr>
</tbody>
</table>
1.0 SCOPE

This SOP applies to all HART Bus and Van Operators who have an assigned route and Bus Dispatch in the administration of the Trading Day Off procedure. This SOP does not apply to Operators who are on the Extra Board.

2.0 PURPOSE

This SOP provides instructions for the Trading Days Off pilot program and any continuation of this program as a regular policy of the Authority. The intended consequence of this program is to decrease unscheduled absences whether they be absence occurrences, FMLA or AWOL.

Operations management has deemed it necessary to address the continuing practice by Operators to call out on their scheduled work days by allowing them to trade a day during their normal work schedule with another Operator, thereby allowing them to have more control over their schedule. This will be done on a roster for roster basis.

3.0 ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATIONS</th>
<th>DEFINITIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
</tr>
<tr>
<td>HART/Authority</td>
<td>Hillsborough Transit Authority</td>
</tr>
<tr>
<td>TDO/Program</td>
<td>Trading Days Off</td>
</tr>
<tr>
<td>ATU</td>
<td>Amalgamated Transit Union Local 1593</td>
</tr>
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</table>

4.0 REFERENCES

HART Memo dated 9/9/14 – Trading Days Off (TDO) – Pilot Program

5.0 FORMS

TDO Application

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

This program will begin on September 28, 2014 and run through December 20, 2014. The program will be monitored throughout this time period by both HART and ATU leadership and a decision will be made prior to December 20, 2014 to continue or discontinue.
A. Management will allow a maximum of 3 trades per day for full-time Bus Operators and 1 trade per day for full-time Van Operators on a first come, first served basis.

1. During the pilot period, each Roster Operator is allowed only 2 trades. Operators may be allowed to trade both scheduled days off which shall count as 2 trades.

2. Requests must be made within the same job classification, roster Operator to roster Operator.

3. Extra Board Operators are currently not included in the TDO program.

4. Trades will only involve a full day. Trades will not involve a portion of a scheduled day.

B. Requests for a traded day must be made a minimum of 7 days in advance of the requested day off.

1. Both requesters must be physically present at the time the request is initiated to Dispatch.

2. Both requesters must mutually agree to work the traded job assignments.

3. Requests made fewer than 7 days in advance will be considered for approval if no other requests have been made for the same day.

C. The TDO may not be used in conjunction with any other time off.

D. The ATU President or his/her designee must sign the request for approval before HART management approves the TDO.

E. Pay hours shall not deviate by more or less than 90 minutes of scheduled pay for the day that is being traded.

1. If your run pays 10 hours, the minimum pay hours you can trade with another Operator are 8.5 and the maximum is 11.5 hours.

2. Pursuant to the HART and ATU contract overtime will be paid for hours actually worked in excess of 40 hours per week.

F. Trades must fall within the same pay week (Sunday through Saturday).

G. Each Operator is responsible for working the assigned work hours.

1. If either Operator calls out on the day they agreed to trade, that Operator must submit a doctor's return to work note.

2. Failure to work the TDO will be monitored and addressed by management.
3. The receiving Operator is responsible for making him or herself familiar with the accepted route.

H. If either Operator wants to cancel the TDO for any reason, the request to cancel must be made 24 hours or more in advance of the preparation of the board for that day.

   1. Both Operators must be physically present and mutually agree to cancel a TDO.
   2. The Operators must notify Dispatch no later than 1000hrs on the day preceding the first off day of the trade.
   3. ATU must be notified by email of any cancellation and will acknowledge the cancellation.
   4. If both Operators show up on the traded day the initiating operator will be sent home and be issued an NOI for a D.4 infraction pursuant to the ATU contract.

I. The Operators involved in the TDO are responsible for tracking their pay hours and acknowledge that failure to work all scheduled work assignments or working a shorter shift than their roster calls for due to the TDO, they may be receiving less than 40 hours of work and pay for that week.

J. Applications will be placed in the ATU mailbox, daily, for signature of the president or his/her designee.

K. A spreadsheet will be kept on the bulletin board by Dispatch for Operators to post their assignment when seeking a TDO buddy.

   1. Operator Name/Payroll Number
   2. Day Off to be traded
   3. Work Hours
   4. Receiving Operator
   5. Day Off to be traded
   6. Work Hours

L. The temporary assignment will be tracked in Trapeze. Payroll will be emailed the TDO application once approved by ATU.

M. Dispatch will keep the applications in file records.

   1. Write the traded runs in the open work book of the appropriate page of each day traded and attach a copy of the TDO form to each page.
2. When creating the Extra Board, Dispatch will assign the TDO per request.

3. The original forms will be kept in the drawer in the Extra Board Office where the vacation day requests are kept, in a separate folder marked TDO.

4. On the Status board for each day the Extra Board Dispatcher will record the TDO participant not working on the status board with the absence code "TDO".
# ATTACHMENT A – TDO APPLICATION FORM

**Trade Day Off (TDO) Application**

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td><strong>Today's Date (mm/dd/yyyy)</strong></td>
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</tr>
<tr>
<td><strong>Section I: Trade Day Off Request</strong></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Scheduled Days Off</td>
<td></td>
</tr>
<tr>
<td>Regular Scheduled Route/Block</td>
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<td></td>
</tr>
<tr>
<td>Trade Day Off Route Assignment</td>
<td></td>
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<tr>
<td>Block Pay Hours</td>
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<tr>
<td>Location</td>
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<tr>
<td><strong>Section II: Trade Day Off Request</strong></td>
<td></td>
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<tr>
<td>Name</td>
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<tr>
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<td></td>
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<td>Initiating Operator</td>
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<td>Replacement Operator</td>
<td>Date</td>
</tr>
<tr>
<td>HART Management</td>
<td>Date</td>
</tr>
<tr>
<td>ATU Representative</td>
<td>Date</td>
</tr>
<tr>
<td><strong>Section V: Trade Day Off Outcome</strong></td>
<td></td>
</tr>
<tr>
<td>Trade Day Off Voided? Yes No</td>
<td>Date or Void</td>
</tr>
<tr>
<td>TDO Void Acknowledgement</td>
<td>Date</td>
</tr>
<tr>
<td>Initiating Operator</td>
<td>Date</td>
</tr>
<tr>
<td>Replacement Operator</td>
<td>Date</td>
</tr>
<tr>
<td><strong>Trade Day Off Completed?</strong> Yes No</td>
<td>Date or No</td>
</tr>
<tr>
<td>If No, please explain:</td>
<td></td>
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<tr>
<td>Completed by</td>
<td>Date</td>
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STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY

SELECTION OF TEAMSTER EMPLOYEE OF THE QUARTER

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</table>

ORIGINATED BY: __Original signature on file in Doc. Control__
Cindy Jennings, Project Coordinator III

DATE: __________________

REVIEWED BY: __Original signature on file in Doc. Control__
Keith Sanders, Director of Bus Transportation

DATE: __________________

REVIEWED BY: __Original signature on file in Doc. Control__
Steven C. Taylor, Director of Maintenance

DATE: __________________

APPROVED BY: __Original signature on file in Doc. Control__
Ruthie Reyes Burckard, Interim Chief Operating Officer

DATE: __________________
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<table>
<thead>
<tr>
<th>SECTION</th>
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<tr>
<td>2.0 PURPOSE</td>
<td>3</td>
</tr>
<tr>
<td>3.0 DEFINITIONS / ABBREVIATIONS</td>
<td>3</td>
</tr>
<tr>
<td>4.0 REFERENCES</td>
<td>3</td>
</tr>
<tr>
<td>5.0 FORMS</td>
<td>3</td>
</tr>
<tr>
<td>6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS</td>
<td>3</td>
</tr>
<tr>
<td>7.0 PROCEDURE</td>
<td>3</td>
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</tbody>
</table>
1.0 SCOPE

This SOP applies to all Operations Dispatchers, Transit Supervisors and Maintenance Supervisors (Teamsters). All Teamsters are bound by the CBA between HART and International Brotherhood of Teamsters, Union Local #79.

2.0 PURPOSE

This SOP provides information for determining a Teamster Employee of the Quarter.

3.0 ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATIONS</th>
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</thead>
<tbody>
<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
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<td>Hillsborough Transit Authority</td>
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<tr>
<td>EOQ</td>
<td>Employee of the Quarter</td>
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<tr>
<td>CBA</td>
<td>Collective Bargaining Agreement</td>
</tr>
</tbody>
</table>

4.0 REFERENCES

HART and Teamster Collective Bargaining Agreement

- Article 3 – Attendance Control Procedures,
- Article 7 – Disciplinary Action and Discharge
- Article 21 – Late Reports
- Appendix A – Performance Code and Work Rules of the CBA.

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

A. Selections for Teamster EOQ will be made based upon the absence of the referenced infractions in the CBA.

1. All Teamsters who have been employed by the Authority as a Teamster a minimum of one full year are eligible for the employee of the quarter award (EOQ).

   a. An employee who has unscheduled absences of more than 29 days will be disqualified from the quarterly award. This
employee will be a candidate for EOQ upon completing a full year of service with no extended time off in excess of 29 days.

2. An employee may not receive the award more than once in a 36 month period.

3. Each Dispatcher, Transit Supervisor and Maintenance Supervisor will begin the month with 10 points in seniority rank. The respective Administrative Assistant will track the status on a monthly basis to determine continued eligibility.

4. For each unscheduled absence or performance code infraction the following points will be deducted within the quarter of the violation.
   a. Absence Occurrences – 1 point. One point will be deducted for each absence occurrence or missout within the quarter being awarded.
   b. AWOL – 2 points. Two points will be deducted for each AWOL within the quarter being awarded.
   c. Performance Code and Work Rules – 3 points. Three points will be deducted for each infraction received within the quarter being awarded.

5. The Teamster with the highest remaining total will be selected as the Teamster Employee of the Quarter.

6. In the case of a tie, the Teamster with the highest seniority will be selected, provided that person has not received the award within the previous 36 month time period.

B. The employee chosen as the Teamster EOQ will receive a day off with pay and recognition of the same.
STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY

GENERAL RULES & RESPONSIBILITIES

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ORIGINATED BY: _Original signature on file in Doc. Control_ Cindy Jennings, Operations Project Coordinator III

REVIEWED BY: _Original signature on file in Doc. Control_ Oscar McDaniel, Bus Transportation Manager

REVIEWED BY: _Original signature on file in Doc. Control_ Tom Ball, Van Transportation Manager

APPROVED BY: _Original signature on file in Doc. Control_ Keith Sanders, Director of Bus Transportation

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<td>3</td>
</tr>
<tr>
<td>7.0 PROCEDURE</td>
<td>3</td>
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</table>
1.0 SCOPE

This SOP applies to all Operations Department ATU bargaining unit employees.

2.0 PURPOSE

This SOP contains rules which are binding on all Operators of the Authority. Each Operator must know, understand, and comply with every one of these rules. Other rules are set forth in specialized rule books, policies, and procedures.

3.0 ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATIONS</th>
<th>DEFINITIONS</th>
</tr>
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<tbody>
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<td>Hillsborough Transit Authority</td>
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<tr>
<td>WI</td>
<td>Work Instruction</td>
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<td>MDT</td>
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</table>

4.0 REFERENCES

None

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

A. Any new SOPs or WIs, or changes, revisions or additions to existing SOPs and WIs will be made available to all Operators in the following ways:

1. A memo will be placed on the Official Bulletin (labeled “Official Bulletin Board” to the west of the Dispatch window).
2. A notice will be placed in the Announcement section on Connect, HART intranet site.
3. A message will be sent out on MDT.
4. Dispatch will have a copy of all documents that can be copied for an Operator upon request.

B. In addition to SOPs and WIs, special orders and instructions will be posted on the Official Bulletin board from time to time. HART policies, rules, and
procedures require strict adherence not to exclude other governmental communications. Failure to comply is cause for disciplinary action.

C. It is important for all Operators to check the Official Bulletin board on a daily basis. Memos, except for critical ones, will not be placed in the Operator’s mail boxes. The Official Bulletin board is the place to keep you current. Memos that demand immediate attention will be placed in the employee’s mail box.

D. Operators should check their assigned mail box daily and keep the mail box empty.
   1. Operator mail boxes are for those important memos and pay checks along with new headway sheets and schedule books prior to a mark-up.

E. Conditions imperiling safety – Employees who discover a condition which poses a danger to the welfare of passengers, employees, and/or equipment of the Authority must correct it if it is possible to do so and, in any case, promptly report the condition to their immediate supervisor and/or Bus Dispatch.

F. If you are unsure of any situation, contact Dispatch and/or ask a Transit Supervisor for help.

G. Training and Instruction
   1. Employees must attend training and instruction sessions as deemed necessary and must pass all quizzes, tests, exams and qualifications that are applicable.

H. Responsibility for property
   1. Loss or damage of any Authority property must be reported immediately to the proper supervisor.
   2. Employees who handle fares, revenue, receipts and property of the Authority will be held fully responsible for the proper collection, registration and accounting of same.

I. Personal Conduct
   1. The following acts are examples of behaviors that will not be tolerated:
      a. Conduct unbecoming an employee
      b. Partaking of intoxicants in any public place while in uniform
      c. Falsifying any written or verbal statement
d. Use of abusive or obscene language in public

e. Fighting

f. Abuse of company time; poor work performance

g. Disrespect to supervisory personnel, co-worker, or the public

h. Use of any unauthorized appliances or devices while on duty

J. Accident assistance and information

1. Employees must promptly notify Dispatch.

2. Employees will render all assistance possible in case of any accident in which employees, property, or equipment of the Authority is involved.

3. Employees on the scene must provide for the safety and comfort of persons involved and for the protection of Authority property and equipment until assistance arrives and they are relieved.

4. Employees as Witnesses - Employees witnessing or having the knowledge of an accident or any incident involving the Authority are required to secure courtesy cards and make out a report whether or not the employee was involved in the occurrence.

5. For any accident or incident that you report to Dispatch a detailed, written report is required to be prepared. The written report form may be obtained from Dispatch.

K. Accident/Incident Reports

1. Complete and accurate written reports must be made for every accident, disturbance, incident, or other unusual occurrence which involved the Authority. These reports must be made on proper forms before completion of the day’s work. Employees must not falsify any report.

2. Employees must notify Dispatch as soon as possible in any case of an accident involving personal injury or serious property damage.

3. Employees injured on duty must submit a complete and accurate report of the injury and how it occurred, as directed.

L. Addresses and telephone numbers must be current.

M. Personal Appearance

1. Personal cleanliness and neatness are required at all times. Hair must be neatly groomed.
2. The Operator’s uniform must be clean and in good condition. Employees must conform to uniform or work clothing regulation when such regulations are applicable.

3. All attire must conform to the safety and health rules of the Authority.

N. Use of best judgment

1. Should a situation arise which is not covered by any written instruction require prompt action, the employees involved must use their best judgment in selecting the best course of action to follow, then report the action taken to the appropriate supervision as soon as possible thereafter.

O. Courtesy

1. Employees must be courteous at all times. Patience and self-control must be used to avoid aggravating controversy. The employee should provide the customer service number to the patron and notify Dispatch if the situation arises to a level of confrontation.

P. The Identification card and valid Driver’s License is to be carried at all times whenever on duty. Operating a HART vehicle at any time while your driver’s license is invalid may lead to termination per HART and ATU collective bargaining agreement.
## STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY

### OPERATING PROCEDURES

<table>
<thead>
<tr>
<th>REV</th>
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**ORIGINATED BY:** __Original signature on file in Doc. Control___
Cindy Jennings, Operations Project Coordinator III

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Tom Ball, Van Transportation Manager

**APPROVED BY:** __Original signature on file in Doc. Control___
Keith Sanders, Director of Transportation

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1.0 SCOPE

This SOP applies to all Operations Department bargaining employees involved in the driving any HART vehicle whether passengers are onboard that vehicle or not.

2.0 PURPOSE

This SOP provides instructions for the correct and proper operation of a HART vehicle and involves schedules, layovers, reliefs, detours and other aspects of an Operators regular work day.

3.0 ABBREVIATIONS / DEFINITIONS

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4.0 REFERENCES

Contract between HART and ATU

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

In the course of an Operator’s daily duties, there are many procedures that must be adhered to. This SOP and other SOPs and WIs should be used to familiarize new Operators and remind veteran Operators of the requirements the Authority has regarding the services offered by HART.

A. Observance of Schedules – Operators are to adhere to the route schedule assigned to them.

1. Going off route without permission from Dispatch or a Transit Supervisor is not allowed.
2. Operators must perform their duties in strict accordance with current schedules and instructions listed on driver paddles, unless special or emergency conditions exist, i.e. unusually heavy ridership, density of traffic, weather, fires, floods, etc. or unless specifically directed by Dispatch or Transit Supervisor.

3. All scheduled trips must be completed unless otherwise instructed.

4. If a route runs late by 10 minutes or more, the GPS system will notify Dispatch of the delay. Operators are instructed to notify Dispatch when they are down more than 10 minutes and Dispatch will determine the appropriate corrective action.

5. It is the Operator’s responsibility to be familiar with all routes; this will prevent lost service and assist you in pacing the line.
   
   a. Pacing the line helps distribute passenger loads and helps passengers plan their trips more efficiently.
   
   b. An experienced Bus Operator will be able to drive the bus to arrive at time points in sufficient time to board/discharge and transfer passengers and depart on time without the necessity of adjusting times in the middle of the route.

6. If an Operator inadvertently goes off route they must notify Dispatch of the situation.

B. Layovers – A layover is scheduled to allow an Operator to stage the bus in order to begin service at the published time. After completing staging responsibilities, the extra time may be used for personal recovery. An Operator is responsible for the following tasks in a layover zone.

1. Operator should pull as far forward in the layover zone as is safely possible.

2. Leave sufficient distance to clear other vehicles.

3. Do not park on pavement that has been striped to indicate a safety zone.

4. Make the bus safe (i.e. neutral, fast idle, ICC brake, kneel).

5. Conduct an interior walk-through of the bus, Dispose of trash, check for lost or unattended items and suspicious packages.

6. Never use the rear door interlock as a brake.

7. While away from the bus, an Operator must keep in mind that he or she is on duty and wearing a HART uniform. While representing HART an Operator must consider Authority policies in all situations.

8. D.O.T. regulations dictate that a bus may not be left unattended for more than fifteen minutes. Operators must notify Dispatch if they need to take a personal or leave the bus unattended for more than 5 minutes.
C. Destination signs – Operators should always verify that the head sign is programmed correctly – displaying the correct route number and destination.

1. Operators should carry a copy of the most current destination sign codes sheet. Should a problem arise in route, call Dispatch for assistance.

2. To program the destination sign:
   a. Press “Dest A”
   b. Enter the correct display code
   c. Press “Enter” – the first destination is programmed
   d. Press “Dest B”
   e. Enter the correct display code
   f. Press “Enter” – the second destination is programmed

D. Operating off Route – An Operator must not operate off route even for short distances unless directed or authorized to do so by a Transit Supervisor, Dispatch or Emergency Response Personnel. In cases of emergency due to fires, floods, blockades or for any other reason, the Operator must immediately notify Dispatch of the circumstances, obtain permission, or follow directions of Police, Fire or other designated authority. See A.4, above.

E. Interior Lighting of Buses – When operating a bus in revenue service, and/or when customers are on board, interior lights will be turned on when it is dark outside.

F. Cutting a Route Short – Operators must not turn short of their scheduled destination without authorization from Dispatch or Transit Supervisor. If a fire, accident or other lockage occurs, which requires a bus to be turned short, an announcement must be made both to customers on board and to those boarding. A route will be completed as scheduled, terminal to terminal, even if there are no customers aboard.

G. Reliefs on the Street or at Terminals – Reliefs scheduled to be made on the street or at a terminal will be made only at designated relief points and will be made promptly at the scheduled time.

1. To preserve the integrity of service, an Operator scheduled to be relieved who does not get relieved at the scheduled time, must notify Dispatch immediately and continue in service until advised by Dispatch.

2. Operators making reliefs at MTC or any other transit/transfer center will report at the designated relief time/location and communicate
with the Operator he or she is relieving in order to exchange information prior to beginning the run.

3. The Operator being relieved may board any waiting customers while waiting to be relieved by the relief Operator.

4. Upon making the relief, the Operator should do a visual pre-trip walk around the vehicle before departing.

H. Authorized Operators – The Operator assigned to a vehicle and route must not permit any other persons to operate the vehicle except in the case of:
   1) a Student Operator during instruction when assigned; 2) another qualified Operator making an authorized relief; 3) a Mechanic or Maintenance Supervisor; 4) a qualified supervisory staff member.

I. Appearance in Operator’s area – Operators must maintain a neat and clean appearance in the Operator’s area of the bus. Newspapers, magazines or other articles should not be placed on the dash or between the instrument panel and the windshield. The dash area must remain clear and clean at all times.

J. Use of Cell Phone and Electronic Devices – In order to obtain a high level of safety, the following procedure is in effect for all HART employees:

   1. The use of all personal, unauthorized electronic communication and entertainment devices is prohibited while operating any Authority vehicle. “Unauthorized electronic device” is defined as a personal cell phone, Bluetooth, scanner, walkie-talkie, tape recorder compact disc (CD) player, MP3 player, IPod, boom box, Gameboy, tablet or any other portable/personal electronic entertainment device or any other electronic device used to transmit or record information.

   2. “Operating any Authority vehicle” is defined as being seated in the driver’s compartment/seat while in service, out of service, deadheading, staging, moving or stationary.

   3. When operating a non-revenue vehicle, an employee may pull over to the side of the road, park and remain in the driver’s seat to make or take a phone call.

   4. Operators may use a cell phone in the bus (out of the driver’s seat/compartment) only at EOL or when the vehicle is stopped and staging at transit/transfer centers or where safe to do so in an emergency situation.

   5. “Authority vehicle” is defined as any vehicle – car, van, truck, small bus, big bus or any other vehicle owned by the Authority used to perform Authority business and operated by Authority employees.
6. The use of bus radios, staff and maintenance vehicle radios to communicate with base is considered essential communication and will remain as authorized communication equipment.

7. Wireless “hands-free” cell phone accessories (Bluetooth, etc.) may be used while the vehicle is in motion only when operating HART staff vehicles (non-revenue).

8. Discipline up to and including termination will result if an employee is found to be using any one of the prohibited devices while operating a HART vehicle.

K. Detours – Most detours due to roadwork or other construction are known well in advance and this information is made available before the route is begun.

1. Check the detour board daily prior to departing base. Temporary stops may be posted along the alternate route. Pick up and discharge customers at designated bus stops (if in place) along the temporary detour portion of the route.

2. If temporary stops are not designated, use flag stop procedures – customers may be picked up and dropped off at any safe locations along the detoured portion of the route.

3. If an alternate route is necessary due to an accident, police barricade or unexpected construction activity, notify Dispatch immediately.
   a. Report the cause of the detour.
   b. If unable to continue the route as scheduled, Dispatch will give direction for alternate routing.
   c. Follow directions from Dispatch, law enforcement on site, or the Transit Supervisor.
   d. If there are no temporary stops posted, it is the Operator’s responsibility to determine where to safely pick up and discharge customers (flag stop procedure).
   e. Advise customers as they board whenever the route is on an emergency detour.

L. Relief Vehicle – If an Operator is performing relief for another Operator, it is the relief Operator’s responsibility to do a pre-trip inspection.

1. If the vehicle is a bus, complete a pre-trip inspection just as you would before leaving base. Note any defects on the pre-trip form that was started by the original Operator of that bus.

2. If the relief vehicle is a non-revenue vehicle, perform a walk-around inspection and note any defects on the vehicle log sheet.
3. When the relief vehicle is a non-revenue vehicle, the most direct/prescribed route must be taken.

4. Park the relief vehicle in a spot that is plainly visible from the layover zone. Do not leave keys in the relief vehicle.

5. If the relief vehicle is a bus, it must be parked in an authorized zone.


7. Smoking, eating, drinking or cell phone use is not permitted in any relief vehicle.

8. Remove all trash from relief vehicle and roll up all windows.

9. Return keys to Window Dispatch.

10. Operation of a relief vehicle is for official use only. Base Management must authorize any stops while in route to relief location.

11. Transportation of any non-HART employee while operating a relief vehicle is strictly forbidden.

12. Leaving base in a relief vehicle (revenue or non-revenue) prior to the assigned departure time without Dispatch authorization is not permitted.

M. Restroom Stops – Information on the availability of restroom facilities along a route and at transit/transfer centers is located in the Operators’ Room.

1. These facilities are provided at the discretion of the property/business owner and any abuse of this privilege may result in losing the use of the facility. Treat such facilities as if they were your own.

2. Whenever possible, rest stops should be made at transit/transfer centers during recovery time.

3. Stops in route are authorized only for restroom purposes and Operators may not conduct any personal business of any kind while making such a stop.

4. Attempt to make any stops at a point where there will be a minimum number of customers on board.

5. If a stop is being made at a designated facility other than HART facilities, radio in to Dispatch for authorization to take a restroom stop.

6. Park in a designated bus/safe zone and follow proper procedures for making the bus safe.

7. If customers are on board, leave the doors open.

8. Do not make a restroom stop in a zone located in a lane of traffic.
N. Returning Buses to Base – When returning a bus to base, please follow these procedures:

1. Park the bus in its assigned parking space unless directed otherwise by Dispatch.
2. Put the bus in neutral and set the ICC brake.
3. Conduct a walk-thru of the bus including closing windows and collecting any trash in the driver’s compartment and checking for patrons who may have fallen asleep.
4. Blank out the destination sign, turn off all interior lights and shut down the engine.
5. Remove any public schedules and return them to the schedule rack.
6. Close the doors as you leave the bus.
7. Go to Dispatch and sign the bus in following Dispatch direction.

O. Transporting of Customers While Not in Revenue Service – At the discretion of the Operator, customers may be picked up or carried on buses that are Not in Revenue Service. The Operator, however, must always seek permission from Dispatch prior to this. In the case of a Not in Revenue Service Operator being asked to alter his or her route to accommodate a stranded customer, the Operator must receive permission from Dispatch.

P. Miscellaneous

1. Do not turn off the passenger signal. It should be on at all times.
2. Once the bus has a fully-seated load, Operators must request that all boarding/standing customers to move toward the rear of the bus to optimize all space available.
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

## OPERATOR RESPONSIBILITIES

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Originated by: Oscar McDaniel, Bus Transportation Manager

Reviewed by: Tom Ball, Van Transportation Manager

Reviewed by: David Kelsey, Manager of Transportation Supervision

Reviewed by: Keith Sanders, Director of Bus Transportation

Approved by: Ruthie Reyes Burckard, Interim Chief Operating-Officer
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1.0 SCOPE

This SOP provides guidance and direction in the performance and conduct of all HART Bus and Van Operators. This SOP is meant to clarify the duties and responsibilities by defining the rules and procedures and will be followed by an Operators Work Instruction that will further explain the duties and responsibilities as put forth in this SOP.

2.0 PURPOSE

This SOP provides instructions for the outline of the duties and responsibilities of all HART Bus and Van Operators. While no document could cover every single situation or intent, this SOP attempts to put forth in easy to understand language and format the duties and responsibilities of a HART Bus or Van Operator.

3.0 ABBREVIATIONS / DEFINITIONS

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<td>Amalgamated Transit Union Local 1593</td>
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<td>Department of Motor Vehicles</td>
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<td>ADA</td>
<td>Americans with Disabilities Act</td>
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4.0 REFERENCES

Contract between Hillsborough Area Regional Transit Authority and Amalgamated Transit Union Local 1593

HART Occupational Safety and Health Program Manual

System Safety Program Plan

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

All Operators must have the following equipment while on duty:

A. Accurate watch
B. Valid CDL with "P" endorsement

C. Employee ID Badge (Prox card and photo ID)

D. IDenti-Pen

E. Ink Pen – blue or black ink only

F. Destination sign code sheet

G. Bus Schedule Book/Pack of Schedules – one for each route

H. Sufficient number of public schedules for the route being run

I. Detour information, as required

J. Rider’s bulletins, as required

K. Pre-trip inspection form

L. Courtesy cards

M. Authorized employee uniform

N. Authorized equipment as determined by HART

7.0 PROCEDURE

Occasional special orders and instructions will be communicated through memos posted on the bulletin boards and/or placed in mail boxes.

Situations may arise that are not covered in this SOP which will rely on the Operator’s good judgment. If such a situation should arise, the Operator shall communicate to Dispatch and/or Transit Supervisors. In the event that an incident on board your bus requires law enforcement intervention, Dispatch must be contacted.

7.1 Reporting for duty

A. An Operator must report for duty location in full uniform compliance, ready to work at or before the scheduled report time to avoid being charged with a disciplinary action (e.g. AWOL, Missout, etc.) as outlined in Article 74 of the current Contract between HART and Amalgamated Transit Union Local 1593.

B. Operators reporting for duty are attesting that they are well and prepared to work their scheduled work assignment upon clocking in. If there is any mental or physical impairment preventing an Operator from working – notify Dispatch immediately.
7.2 Personal safety while on duty

A. An Operator's participation in Authority safety programs is an important factor in providing a healthy workplace that is free from accidents, illnesses, and injuries. All Operators should also be familiar HART policies, rules, and procedures including those which outline safety procedures.

B. Operators shall report any unsafe conditions that could result in injury.

C. Seatbelts must be worn at all times while operating any HART vehicle. If the vehicle is in motion the seatbelt must be secured. Operators must immediately report any seatbelt defects (e.g. knots). Any employee having found to have compromised the integrity of the seatbelt may be exposed to corrective actions.

7.3 Conduct

Operators must maintain control at all times.

A. Operators shall be courteous and treat fellow employees and patrons with respect. Words or acts of hostility will not be tolerated.

B. Operators shall avoid physical confrontations whenever possible.

C. Operators shall conduct themselves in a respectful and civil manner.

D. If a situation with a patron is in danger of escalating, call Dispatch for assistance.

E. No Operator should take it upon themselves to eject, prevent, or deny access or fare payment of any person. Operators must notify Dispatch if there are any concerns. Advise Dispatch if an individual on Trespass violates their term.

7.4 FDOT Rule 14-90

The operation of HART vehicles is governed by FDOT Rule 14-90 and the DMV regulations governing CDL operations.

A. Information regarding Rule 14-90 is contained in our System Safety Program Plan, a copy of which is kept in the Dispatch Office and is also available for review online and should be reviewed by all Operators.

7.5 Accidents/incidents/Emergencies
Operators shall contact Dispatch immediately in the event of any accident/incident involving either injury, property damage, or any interruptive delay of service whether or not HART is directly involved.

A. An Accident/Incident report must be submitted upon completion of the day’s work for any occurrence in which HART might be involved, no matter how trivial it may appear.

B. Failure to report an accident/incident may subject the Operator and HART to criminal and civil action. Additionally, failure to report an accident/incident is a chargeable offense pursuant to the HART and ATU collective bargaining agreement and HART policies, rules, and procedures.

C. In the event of an emergency situation the Bus Operator has several options to reach Dispatch.

1. The RTT button is to be used in normal situations.

2. The PRTT button should be pushed in an emergency. This button puts you at the top of the waiting list for response.

3. The EA button, located on the left side of the Operator’s compartment, should be pressed if covert action is desired.

   a. Use of this button means that the Operator or patrons are in imminent danger.

   b. Be aware that this button should only be pressed once to ensure that Dispatch can hear the dispute.

   c. This button locks the radio and allows the Dispatcher to listen to the activity on the vehicle for approximately 45 seconds. A Dispatcher WILL be listening – do not try to communicate directly with him/her.

   d. The Dispatcher, if the situation warrants it, will contact local law enforcement and a Transit Supervisor.

4. Press the button once and wait for a response. If no response after 5 minutes press the button again or use another method.

7.6 Safe Operation/Defensive Driving

HART has adopted the Smith System® as its standard for defensive driving. Although there are many other helpful techniques for driving defensively, “The Five Keys to Safety” represent a comprehensive and easy to remember approach to driving defensively. The five keys are:

A. Aim High in Steering - Look ahead to where your vehicle will be at least 15 seconds from now. At 30 miles per hour, you should see
nearly a quarter mile ahead. When possible, double your eye-lead time to 30 seconds, looking three blocks ahead on surface streets and one-half mile ahead on highways. Determine the existence of potential road hazards ahead and the status of distant traffic lights. Pace yourself to avoid unnecessary stops and starts; this saves fuel, brakes, tires, transmissions, and often time it reduces rear-end collisions which often occur when stopped at a light. The idea is to keep the vehicle moving.

B. Get The Big Picture – Use your eyes to establish a 360 degree circle of constant awareness. Maintain at least a 15-second eye-lead time while keeping up with your side views and while repeatedly checking your mirrors. Eliminate any vision barriers in front of you by keeping your distance from them. Allow yourself to see beyond them to minimize accident possibilities. To establish proper following distance, use the four (4)-second rule. Count the number of seconds it takes you to reach a fixed object that the vehicle in front of you just passed. If you are there in less than four (4) seconds, you are following too closely. Increase your following distance even more in poor weather.

C. Keep Your Eyes Moving – Move your eyes every two (2) seconds. Observe things in quick glances. Check one or more of your mirrors every three (3) to five (5) seconds. Your choice of mirrors should be relevant to your traffic situation and your position in traffic. Before starting up at an intersection, look left, then right, and then left again. Look left twice because, normally, the first vehicle that could hit you would come from the left.

D. Leave Yourself An Out – Build a space cushion all around your vehicle – to the front, rear and sides. Start by using the features of high-aim steering, where you select a safe path through traffic and establish a 15-second eye-lead time. Also establish a proper following distance of 4 seconds. By now the front quarter of your space cushion is in place. Open up the sides and rear of your cushion by adjusting your speed and choosing the lane where the fewest objects can invade your space.

Sometimes, vehicles and pedestrians leaving the curb can take you by surprise. Avoid tailgaters. In extreme cases, it may become necessary to pull over to let them pass. When stopped behind another vehicle, stay roughly 15 feet back, about one average car length. This way, if someone rear-ends you, you may be able to avoid hitting the vehicle ahead of you. Or, if the vehicle ahead rolls backward, you may avoid being hit in the front. You also have ample room to pull away without backing if the vehicle ahead of you stalls. When stopped first in line at a crosswalk, stop far enough back to fully see limit lines. This will help you avoid being pushed into the
crosswalk or intersection if you are rear-ended, and allow pedestrians in the crosswalk to see around you.

E. Make Sure They See You – There are various warning signals you can use. Use your horn. A light, friendly tap or two on the horn can usually bring eye contact. Use your headlights. Always use your signals to indicate any intentions of movement in traffic. Use your brake lights. Early braking alerts people behind you and can give them more time to respond.

7.7 Special Procedures

As an Operator for HART you could encounter many special problems while operating a HART vehicle. In the case of any unusual activities, weather, traffic, or emergencies, a HART Operator must always remember that his/her first concern is the safety of the patron and his/her personal safety. Communication with Dispatch is required for any of the above situations. Adhere to all safety and security procedures, stay calm and follow the directions of the Dispatcher.

7.8 Procedures required by Americans with Disabilities Act of 1990

It is critical that Operators have a working knowledge of the requirements of the ADA and if there are questions, the Operator should always contact Dispatch.

A. Operators must be familiar with and utilize the procedures for properly securing all mobility devices

B. When necessary, advise passengers in the wheelchair designated seats that the seats are required to board a wheelchair passenger

C. Always ASK wheelchair passengers if they would like the optional restraints. Allow the passenger to decline these restraints

7.9 Fare Collection

All Operators are expected to properly collect/attempt to collect fares in accordance with established policy.

A. Fare boxes recognize only US currency.

B. The $5 bill is the largest denomination that will be recognized.

C. The Fare box does not provide change.

D. Operators are responsible for knowing each of the fare structures and all restrictions of use as well as transfer rules and procedures.
E. No Fare Disputes. Operators are to follow the Fare Collection policy. Operators shall only request the correct fare.

7.10 Bus System Rules

The use of unauthorized electronic device (e.g. personal cell phones, iPod/iPad, radios, etc.) or other computer devices by employees in the driver’s seat of any HART vehicle is strictly prohibited. All such devices must be turned off and placed in a spot not visible while in the driver’s seat.

As an Operator you are responsible for maintaining safety, stability and civility by reinforcing HART’s procedures. Never resort to physical means and do not leave your seat as this could be interpreted as an aggressive action. Contact Dispatch for assistance, should the need arise.

A. No consuming food or smoking on HART vehicles.

B. Non-alcoholic beverages may be consumed provided they are adequately packaged to prevent spills.

C. Breastfeeding of infants is allowed.

D. Panhandling is not permitted.

E. Intoxicated patrons should not be denied service solely for being intoxicated; however, expect reasonable conduct from an inebriated patron for the safety and comfort of other passengers.

F. Patrons may use a radio, CD player, and/or other audio/visual equipment as long as it is amplified strictly through earphones. Volume should be such that it does not disturb either the Operator or any other patron.

G. No weapons or controlled substances are authorized to be carried or used while on HART vehicles.

H. Students on the bus are expected to follow acceptable norms of behavior. If there is a conflict, contact Dispatch, law enforcement and/or Safety and Security, if warranted. In no instance is a student or minor ever to be removed from the bus and abandoned by any HART official or employee.

I. Biological hazards and blood borne pathogens may pose a serious health hazard to any person or persons who may come in contact with them, including Operators. Contact Dispatch and refer to the Blood Borne Pathogens WI.
STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY

OPERATOR CONDUCT

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</table>
1.0 SCOPE

This SOP applies to all HART Operators involved in operating authority revenue and non-revenue vehicles as a part of their normal job duties.

2.0 PURPOSE

This SOP provides instructions for proper conduct when on duty, on any HART property and whenever wearing a HART uniform or form of identification.

3.0 ABBREVIATIONS / DEFINITIONS

<table>
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<tr>
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<tr>
<td>ATU</td>
<td>Amalgamated Transit Union Local 1593</td>
</tr>
</tbody>
</table>

4.0 REFERENCES

CBA between HART and ATU

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

The Authority has expectations that all employees will be courteous and treat fellow employees and customers with respect. As an organization that provides public service, each employee has the obligation to conduct themselves in a manner befitting the public trust. It is HART policy that every customer will be treated with respect even in difficult and adversarial situations.

A. Physical confrontations must be avoided whenever possible. An Operator must never leave the driver’s seat to settle disputes unless it is necessary to protect themselves or customers from physical harm.

1. If an Operator is under direct physical attack and you believe that physical harm, serious injury or death may result, he/she should use only enough force to subdue the attack and restore order.
2. Once any threat ceases, the Operator must not pursue the assailant.

3. If an Operator uses more force than strictly necessary, that person may be personally liable for having acted outside the scope of his/her responsibility.

B. An Operator must always conduct him/herself in a respectful and civil manner. While operating an Authority vehicle or wearing a HART uniform or any other form of identification showing a person as an employee of HART, boisterous actions, profane language and talking negatively about fellow employees, management, the Authority or our customers will be considered offensive. Such things create a negative experience for the agency and for any customers who may observe or overhear it.

C. Customer Service is the number 1 priority of HART and the number 2 priority of any Operator – the first priority being the safety of the customer, themselves and the vehicle they are operating.

1. It is impossible for the Authority to describe every circumstance and situation that will be encountered while operating a bus or van. The following information is meant to assist Operators to maintain safe, courteous and reliable service to our customers.

2. As a professional Bus or Van Operator, your ability to interact with individuals from very diverse backgrounds without displaying any personal prejudices is extremely important.

3. Here in Hillsborough County you will interact and communicate with individuals whose race, color, creed, economic status, accent, appearance, religion and beliefs may be very different from yours. It is critical to your success and to the image of HART, that each of these individuals is treated with courtesy and kindness.

4. There are 3 aspects of communication a HART Operator should be aware of: body language; tone of voice; the words you use.

   a. Unless you are actively driving the vehicle, turn you head and look at the person you are talking with.

   b. If you can, stop what you are doing and give the person your full attention.

   c. Make eye contact, use an adult tone of voice, use a non-threatening posture and be aware of how you are speaking.

   d. Don’t mumble or use slang. Try to avoid using “transit terminology”. Customers don’t know what a head way is nor do they care about time points.

   e. If the person speaks a language you do not understand, ask other passengers if they can help you. Don’t get frustrated –
remember that customer service is a very large part of your duties as a professional Bus or Van Operator.

f. Use good manners. “Please” and “thank you”, “sir” and “ma’am” should be a regular part of an Operator’s vocabulary. You may be the only person to treat that person with respect that day. Make your encounter with each and every passenger a pleasant one.

g. Operators are unable to control the customers’ behavior but should always be in complete control of their own. The Operator’s behavior, body language, tone of voice and choice of words will influence the behavior of customers and will be appreciated by every customer involved.

h. Practice behaviors that show that you care about your customer or fellow employees. Smile, nod or in some way acknowledge each customer who boards your vehicle.

i. Answer questions as completely and accurately as you can. Make yourself aware of any detours or delays. Provide route and schedule information upon request.

j. Remember, even though it may be the thousandth time you have heard a question, it may the customer’s first time asking it.

k. Keep a copy of the Route Schedule Book available and have other route schedules available and know how to read them and explain them clearly to others.

l. If a customer has a cell phone, Bus Operators may suggest the customer uses OneBusAway Tampa to get up-to-the-minute route information.

m. If there are questions the Operator can’t answer, the customer should be given the Customer Service Center phone number (813-254-HART (4278).

5. Operators should keep watch for situations that could lead to a problem or a complaint. Taking action before a situation escalates will reduce unpleasantness and stress. If a situation is escalating and the Operator cannot control it, a call should be made to Dispatch and a Transit Supervisor will be sent to the scene.

6. When receiving a complaint from a customer, it is important to remember that emotions are likely involved. Remain calm and avoid taking the complaint personally.

a. While the complaint may seem trivial to the Operator it may be very important to the customer. Missing their connection could make them late for a job or appointment. Don’t make light of the situation. It is not appropriate for an Operator to tell a customer...
that “it’s your problem” or they “should have taken an earlier bus” or any other comment that could cause negative feelings to intensify.

b. Operators should be careful in such situations to use the right tone of voice and allow the customer to express their frustration. Direct them to Customer Service or a Transit Supervisor if the situation requires more attention.

7. Occasionally, customers will ask for special services. Someone missed their stop and asks that the Operator go off route to take them back to their stop, or a customer gets off the bus at an appropriate stop and asks that the Operator wait 2 minutes while they make a quick pit stop. Such requests, if accommodated, would negatively impact not only the passengers on board that one bus, but the entire system.

   a. If such an accommodation can be made (i.e. the last bus of the night, preparing to deadhead back to the garage) without affecting any other passengers, then Operators can make a judgment call to honor the request.

D. Operators must not consume food or beverages when the vehicle is in motion. Operators are authorized to do so only at EOLs or Transit/Transfer Centers during layover periods.

E. State and Federal law and HART policy prohibits smoking on all HART vehicles or inside an HART facility. This includes e-cigarettes, pipes and cigars. Operators may not smoke or display unlit smoking material or any form of tobacco in a manner that could be perceived as being in use while in or on HART property. Chewing tobacco is also prohibited.

   1. All HART facilities have designated smoking areas. Smoking, including e-cigarettes, is limited to these designated areas which are identified with signage.

F. There shall be no gambling while an Operator is on duty or on any HART property, whether on or off duty.

G. Any employee found to be participating in the destruction or defacement of HART property, in any manner, will be subject to the appropriate disciplinary action.
STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY
OPERATOR CONDUCT

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<td>ORIGINATED BY:</td>
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<td>3/18/15</td>
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<td>Keith Sanders, Director of Transportation</td>
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## HILLSBOROUGH TRANSIT AUTHORITY
### OPERATOR CONDUCT

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**REVIEWED BY:**
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**REVIEWED BY:**
Tom Ball, Van Operation Manager

**APPROVED BY:**
Keith Sanders, Director of Bus Transportation
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This SOP provides instructions for proper conduct when on duty, on any HART property and whenever wearing a HART uniform or form of identification.

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4.0 REFERENCES

HART and ATU collective bargaining agreement

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

It is HART policy that every customer will be treated with respect even in difficult and adversarial situations.

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1. If an Operator is under direct physical attack and you believe that physical harm, serious injury or death may result, he/she should use only enough force to subdue the attack and restore order.

2. Once any threat ceases, the Operator must not pursue the assailant.
3. If an Operator uses more force than strictly necessary, that person may be personally liable for having acted outside the scope of his/her responsibility.

B. An Operator must always conduct him/herself in a respectful and civil manner. While operating an Authority vehicle or wearing a HART uniform or any other form of identification showing a person as an employee of HART, boisterous actions, profane language and talking negatively about fellow employees, management, the Authority or our customers will be considered offensive.

C. Customer Service – As a professional Operator, your ability to interact with individuals from very diverse backgrounds without displaying any personal prejudices is extremely important.

2:1. There are 3 aspects of communication a HART Operator should be aware of: body language; tone of voice; the words you use.

a. Unless you are actively driving the vehicle, turn you head and look at the person you are talking with.

b. If you can, stop what you are doing and give the person your full attention.

c. Make eye contact, use an adult tone of voice, use a non-threatening posture and be aware of how you are speaking.

d. Don’t mumble or use slang. Try to avoid using “transit terminology”. Customers don’t know what a head way is nor do they care about time points.

e. If the person speaks a language you do not understand, ask other passengers if they can help you. Don’t get frustrated – remember that customer service is a very large part of your duties as a professional Bus or Van Operator.

f. Use good manners. “Please” and “thank you”, “sir” and “ma’am” should be a regular part of an Operator’s vocabulary. You may be the only person to treat that person with respect that day. Make your encounter with each and every passenger a pleasant one.

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h. Practice behaviors that show that you care about your customer or fellow employees. Smile, nod or in some way acknowledge each customer who boards your vehicle.

i. Answer questions as completely and accurately as you can. Make yourself aware of any detours or delays. Provide route and schedule information upon request.

j. Keep a copy of the Route Schedule Book available and have other route schedules available and know how to read them and explain them clearly to others.

k. If a customer has a cell phone, Bus Operators may suggest the customer uses OneBusAway Tampa to get up-to-the-minute route information.

l. If there are questions the Operator can't answer, the customer should be given the Customer Service Center phone number (813-254-HART (4278)).

3.2 Operators should keep watch for situations that could lead to a problem or a complaint. If a situation is escalating and the Operator cannot control it, a call should be made to Dispatch and a Transit Supervisor will be sent to the scene.

4.3 When receiving a complaint from a customer, it is important to remember that emotions are likely involved. Remain calm and avoid taking the complaint personally.

a. Operators should be careful in such situations to use the right tone of voice and allow the customer to express their frustration. Call Dispatch if the situation requires more attention.

5.4 Occasionally, customers will ask for special services. Someone missed their stop and asks that the Operator go off route to take them back to their stop, or a customer gets off the bus at an appropriate stop and asks that the Operator wait 2 minutes while they make a quick pit stop. Such requests, if accommodated, would negatively impact not only the passengers on board that one bus, but the entire system.

a. If such an accommodation can be made (i.e. the last bus of the night, preparing to deadhead back to the garage) without affecting any other passengers, then Operators can make a judgment call to honor the request.

D. Operators must not consume food or beverages when the vehicle is in motion. Operators are authorized to do so only at EOLs or Transit/Transfer Centers during layover periods.

E. State and Federal law and HART policy prohibits smoking on all HART vehicles or inside an HART facility. This includes e-cigarettes, pipes and
cigars. Operators may not smoke or display unlit smoking material or any form of tobacco in a manner that could be perceived as being in use while in or on HART property. Chewing tobacco is also prohibited.

1. All HART facilities have designated smoking areas. Smoking, including e-cigarettes, is limited to these designated areas which are identified with signage.

F. There shall be no gambling while an Operator is on duty or on any HART property, whether on or off duty.

G. Destruction, unauthorized modification, and/or defacement of any HART property will be subject to disciplinary action.
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

## REPORTING FOR DUTY

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Cindy Jennings, Project Coordinator III  
**DATE:** 3/18/15

**REVIEWED BY:**  
Oscar McDaniel, Bus Transportation Manager  
**DATE:** 3/18/15

**REVIEWED BY:**  
Tom Ball, Van Operation Manager  
**DATE:**

**APPROVED BY:**  
Keith Sanders, Director of Transportation  
**DATE:**
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</table>
1.0 SCOPE

This SOP applies to all Operations Department employees involved in the operation of HART revenue vehicles.

2.0 PURPOSE

This SOP provides instructions for the responsible operation of any HART revenue vehicle as a part of his/her position.

3.0 ABBREVIATIONS / DEFINITIONS

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<tr>
<td>VDR</td>
<td>Vehicle Defect Report</td>
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<td>CBA</td>
<td>Collective Bargaining Agreement</td>
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<td>DOT</td>
<td>Department of Transportation</td>
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<tr>
<td>ID</td>
<td>Identification</td>
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<tr>
<td>CDL</td>
<td>Commercial Driver’s License</td>
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<td>OTC</td>
<td>Over the counter</td>
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4.0 REFERENCES

HART and ATU Collective Bargaining Agreement

5.0 FORMS

Vehicle Defect Report Pre-trip Inspection form

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

When reporting for duty, all Operators must be in full uniform in a manner authorized by the Authority. Unauthorized articles may be worn while off-duty, on HART property. Operators must have the following items:

- Valid driver’s license (CDL Class A or B with passenger transport endorsement (P) for bus Operators)
- Bus Schedule Book/Pack of Schedules – one for each route
- Sufficient number of public schedules for the route being driven
- VDR Pre-trip Inspection form
- Detour information (as required)
- Riders’ bulletins (as required)
7.0 PROCEDURE

An Operator's Physical Standards Performance Test and DOT physical will be given to all Operators as they are deemed to be "safety sensitive" personnel and are required to possess and maintain a CDL.

A. Operators must immediately notify their appropriate manager and the Safety and Security Department, in writing, should their driver's license be revoked or suspended or restricted in any way.

1. Employees shall immediately notify their appropriate Department Head and the Safety Department, in writing, should their driver's license be revoked or suspended or should any restriction be placed on an employee's license. An employee who promptly and voluntarily discloses this information shall not be disciplined and shall be allowed up to thirty-five (35) calendar days to have his/her driving privileges restored. Earned annual leave time may be applied to time used upon presentation to the Authority of proof that driving privileges have been reinstated.

2. Any Operator who is involved in an accident while operating an Authority vehicle with a suspended or revoked license shall be terminated automatically, regardless of who is at fault in the accident.

3. Several times during the calendar year, the Authority will check DMV records on all Operators. If, during one of these routine checks, it is discovered that an employee has operated an Authority vehicle at any time with a suspended or revoked license, that employee shall be suspended until he/she presents proof that driving privileges have been restored. If, within 10 working days, the Operator fails to provide such proof, he/she shall be charged with job abandonment and considered to have resigned without notice. His/her employment with HART will be terminated immediately. Any employee suspended under this reason will be placed on 12 month probation. If, during that 12 month period, it is discovered that the employee's driving privileges have been suspended or revoked again, that employee shall have his/her position terminated, regardless of the reason for such suspension or revocation.

B. All Operators must report for duty at the designated report location at or before the scheduled report time to avoid being charged with a Missout.
1. For penalties associated with Missouts, reference Article #74, Section III of the current CBA.

C. Operators must report to work in full uniform compliance. See OWI-0006R1 (available on Connect or in Dispatch).

   1. Failure to comply with HART uniform policy when on HART property could result in disciplinary measures being taken in compliance with the current CBA.

D. No Operator should operate a HART revenue vehicle if she/he is not able to do so safely for any reason.

E. Operators should monitor their health and avoid driving whenever an adverse condition exists. For the safety of the Operator and that of HART patrons, an Operator should immediately inform management of any physical or mental condition that may impair your driving ability.

F. If you do not report a problem and an Authority representative feels that you cannot safely perform your duties due to fatigue, illness or any other cause, you may be removed from duty and required to report for a fitness for duty examination.

G. Medications, whether OTC or prescription, should be taken only after the Operator has read and understands all warning labels.

   1. OTC medications that indicate they may affect mental functioning, motor skills or judgment should not be used while on duty.

   2. It is the employee's responsibility to refrain from using any OTC medication that causes performance altering side effects, whether or not the label warns of them.

   3. Prescription medications are acceptable as long as they do not impair or negatively affect the Operator's ability to safely perform his/her job duties and responsibilities.

      a. Operators should advise their physician of their job duties and responsibilities whenever prescription medication is suggested.

H. According to Article 74 of the CBA between HART and the ATU, Operators must contact Dispatch at least one hour prior to the scheduled report time when calling out ill. Failure to call one hour or more before will result in a Missout.

   1. Unless an Operator is hospitalized and/or unable to make a call on his/her own behalf, the Operator is the only person from whom a call out will be accepted.
2. If an Operator reports for duty on or before his/her scheduled time and then becomes ill, he/she will not receive a Missout, but, in accordance with Article 74, Section IV, A, will receive an Absence Occurrence.

I. All HART Operators are required to have an in-service home or cellular telephone number on file with HART Dispatch and HR Department so they may be contacted in the event of an emergency.

J. It is the Operators duty and responsibility to immediately notify HART HR Department of any changes in address, telephone number, next of kin and license plate number(s). Forms for personal information are available in Operations Administration office.

K. All HART property issued to an Operator must be returned upon separation from the Authority. These items include but may not be limited to HART ID, Pròx card, Parking Permit, mail box and locker keys.
## VEHICLE DEFECT REPORT
PRETRIP & IN-SERVICE BUS INSPECTION

**HART**
Hillbrough Area Regional Transit Authority

**DATE:** #1 Driver Name________________________ Payroll #_________ BUS OKAY [ ] Run ________ BL ________
#2 Driver Name________________________ Payroll #_________ BUS OKAY [ ] Run ________ BL ________
#3 Driver Name________________________ Payroll #_________ BUS OKAY [ ] Run ________ BL ________

**LAW REQUIRES LEGIBLE SIGNATURE (No Initials)**

**PRETRIP** – Before departing garage, review previous users maintenance copy. Review bus, wheelchair lift/kneeler. Contact radio dispatch if any noted defects from previous user have not been repaired. Upon relieving another driver, contact radio dispatch to resolve any outstanding or newly found C.D.L. or shaded block defects.

### ALL SECTIONS BELOW TO BE COMPLETED AT/ON THE BUS

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<td>LICENSE PLATE</td>
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<td>SAFETY EQUIPMENT</td>
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<td>FIRE EXTINGUISHER</td>
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<td>HAZARD TRIANGLES</td>
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<tr>
<td>BODY DAMAGE COMMENTS</td>
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(Mark Damage to Bus Body)

Be Specific – Do Not Circle the Entire Bus. Place an “X” at area of damage.

![Front & Driver's Side](image)

![Back & Passenger Exit Side](image)

**FURTHER DEFINE PROBLEM/COMMENTS:**

---

7
# STANDARD OPERATING PROCEDURE

**HILLSBOROUGH TRANSIT AUTHORITY**

**REPORTING FOR DUTY**

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<th>REV</th>
<th>DATE</th>
<th>DESCRIPTION</th>
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**ORIGINATED BY:** _Original signature on file in Doc. Control_____
Cindy Jennings, Project Coordinator III

**DATE:**

**REVIEWED BY:** _Original signature on file in Doc. Control_____
Oscar McDaniel, Bus Transportation Manager

**DATE:**

**REVIEWED BY:** _Original signature on file in Doc. Control_____
Tom Ball, Van Operation Manager

**DATE:**

**APPROVED BY:** _Original signature on file in Doc. Control_____
Keith Sanders, Director of Transportation

**DATE:**
<table>
<thead>
<tr>
<th>SECTION</th>
<th>PAGE</th>
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<tbody>
<tr>
<td>1.0  SCOPE</td>
<td>3</td>
</tr>
<tr>
<td>2.0  PURPOSE</td>
<td>3</td>
</tr>
<tr>
<td>3.0  DEFINITIONS / ABBREVIATIONS</td>
<td>3</td>
</tr>
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<td>4.0  REFERENCES</td>
<td>3</td>
</tr>
<tr>
<td>5.0  FORMS</td>
<td>3</td>
</tr>
<tr>
<td>6.0  REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS</td>
<td>3</td>
</tr>
<tr>
<td>7.0  PROCEDURE</td>
<td>3</td>
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</table>
1.0 SCOPE

This SOP applies to all Operations Department employees involved in the operation of HART revenue vehicles.

2.0 PURPOSE

This SOP provides instructions for the responsible operation of any HART revenue vehicle as a part of his/her position.

3.0 ABBREVIATIONS / DEFINITIONS

<table>
<thead>
<tr>
<th>ABBREVIATIONS</th>
<th>DEFINITIONS</th>
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<tbody>
<tr>
<td>HART/Authority</td>
<td>Hillsborough Transit Authority</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
</tr>
<tr>
<td>ATU</td>
<td>Amalgamated Transit Union Local 1593</td>
</tr>
<tr>
<td>VDR</td>
<td>Vehicle Defect Report</td>
</tr>
<tr>
<td>CBA</td>
<td>Collective Bargaining Agreement</td>
</tr>
<tr>
<td>DOT</td>
<td>Department of Transportation</td>
</tr>
<tr>
<td>ID</td>
<td>Identification</td>
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<tr>
<td>CDL</td>
<td>Commercial Driver’s License</td>
</tr>
<tr>
<td>OTC</td>
<td>Over the counter</td>
</tr>
</tbody>
</table>

4.0 REFERENCES

CBA between ATU and HART

5.0 FORMS

Vehicle Defect Report Pre-trip Inspection form

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

When reporting for duty, all Operators must have the following items:

- Valid driver’s license (CDL Class A or B with passenger transport endorsement (P) for bus Operators)
- Bus Schedule Book/Pack of Schedules – one for each route
- Sufficient number of public schedules for the route being driven
- VDR Pre-trip Inspection form
- Detour information (as required)
- Riders’ bulletins (as required)
-Courtesy Cards
- Accurate timepiece
- Employee ID Badge
- IDenti-pen
- Ink pen
- Destination sign code sheet

7.0 PROCEDURE

An Operator’s Physical Standards Performance Test and DOT physical will be given to all Operators as they are deemed to be “safety sensitive” personnel and are required to possess and maintain a CDL. The performance test and physical ensure that Operators meet the basic Authority and State requirements for safe operation of an Authority vehicle.

A. Operators must immediately notify their appropriate manager and the Safety and Security Department, in writing, should their driver’s license be revoked or suspended or restricted in any way.

1. Properly reporting any issues with your CDL will exempt you from any discipline and will give you 20 working days to remedy the situation.

2. Upon proof that driving privileges have been restored, the Operator may apply earned annual leave time to the time required to complete the reinstatement.

3. Any Operator who is involved in an accident while operating an Authority vehicle with a suspended or revoked license shall be terminated automatically, regardless of who is at fault in the accident.

4. Several times during the calendar year, the Authority will check DMV records on all Operators. If, during one of these routine checks, it is discovered that an employee has operated an Authority vehicle at any time with a suspended or revoked license, that employee shall be suspended until he/she presents proof that driving privileges have been restored. If, within 10 working days, the Operator fails to provide such proof, he/she shall be charged with job abandonment and considered to have resigned without notice. His/her employment with HART will be terminated immediately.

5. Any employee suspended for Item #4, above, will be placed on 12 month probation. If, during that 12 month period, it is discovered that the employee’s driving privileges have been suspended or revoked again, that employee shall have his/her position terminated, regardless of the reason for such suspension or revocation.

B. All Operators must report for duty at the designated report location at or before the scheduled report time to avoid being charged with a Missout.
1. For penalties associated with Missouts, reference Article #74, Section III of the current CBA.

C. Operators must report to work in full uniform compliance. See OWI-0006R1 (available on Connect or in Dispatch).

   1. Failure to comply with HART uniform policy when on HART property could result in disciplinary measures being taken in compliance with the current CBA.

D. No Operator should operate a HART revenue vehicle if she/he is not able to do so safely for any reason.

E. Operators should monitor their health and avoid driving whenever an adverse condition exists. For the safety of the Operator and that of HART patrons, an Operator should immediately inform management of any physical or mental condition that may impair your driving ability.

F. If you do not report a problem and an Authority representative feels that you cannot safely perform your duties due to fatigue, illness or any other cause, you may be removed from duty and required to report for a fitness for duty examination.

G. Medications, whether OTC or prescription, should be taken only after the Operator has read and understands all warning labels.

   1. OTC medications that indicate they may affect mental functioning, motor skills or judgment should not be used while on duty.

   2. It is the employee’s responsibility to refrain from using any OTC medication that causes performance altering side effects, whether or not the label warns of them.

   3. Prescription medications are acceptable as long as they do not impair or negatively affect the Operator’s ability to safely perform his/her job duties and responsibilities.

      a. Operators should advise their physician of their job duties and responsibilities whenever prescription medication is suggested.

H. According to Article 74 of the CBA between HART and the ATU, Operators must contact Dispatch at least one hour prior to the scheduled report time when calling out ill. Failure to call one hour or more before will result in a Missout.

   1. Unless an Operator is hospitalized and unable to make a call on his/her own behalf, the Operator is the only person from whom a call out will be accepted.
2. If an Operator reports for duty on or before his/her scheduled time and then becomes ill, he/she will not receive a Missout, but, in accordance with Article 74, Section IV, A, will receive an Absence Occurrence.

I. All HART Operators are required to have an in-service home or cellular telephone number on file with HART Dispatch and HR Department so they may be contacted in the event of an emergency.

J. It is the Operators duty and responsibility to immediately notify HART HR Department of any changes in address, telephone number, next of kin and license plate number(s). Forms for personal information are available in Operations Administration office.

K. All HART property issued to an Operator must be returned upon separation from the Authority. These items include but may not be limited to HART ID, Prox card, Parking Permit, mail box and locker keys.
## VEHICLE DEFECT REPORT

### PRETRIP & IN-SERVICE BUS INSPECTION

**DATE:**

**#1 Driver Name:** Payroll # _______ BUS OKAY [ ] Run ______ Bl _______

**#2 Driver Name:** Payroll # _______ BUS OKAY [ ] Run ______ Bl _______

**UNIT #:**

**#3 Driver Name:** Payroll # _______ BUS OKAY [ ] Run ______ Bl _______

**LAW REQUIRES LEGIBLE SIGNATURE (No Initials)**

**PRETRIP** — Before departing garage, review previous users maintenance copy found on bus. Cycle wheelchair lift/kneeler. Contact radio dispatch if any noted defects from previous user have not been repaired. Upon relieving another driver, contact radio dispatch to resolve any outstanding or newly found C.D.L. or shaded block defects.

### ALL SECTIONS BELOW TO BE COMPLETED AT/ON THE BUS

**C.D.L. DEFECTS**

<table>
<thead>
<tr>
<th>DEFECT</th>
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<th>3</th>
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<td>AIR SYSTEM LEAKS</td>
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<tr>
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<tr>
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<td>HORNS</td>
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<td>LIGHTS — EXTERIOR</td>
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**A/C & HEATING**

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**BODY**

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**DOORS**

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**FL ECITRONIC**

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<td>REAR GATE SENSOR</td>
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**FURTHER DEFINE PROBLEM/COMMENTS:**

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# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

OPERATIONS

ACCIDENTS/INCIDENTS/EMERGENCIES

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**ORIGINATED BY:** ___Original signature on file in MDC_________

Cindy Jennings, Operations Project Coordinator III

**DATE:**

**REVIEWED BY:** ___Original signature on file in MDC_________

Oscar McDaniel, Bus Transportation Manager

**DATE:**

**REVIEWED BY:** ___Original signature on file in MDC_________

Tom Ball, Van Transportation Manager

**DATE:**

**APPROVED BY:** ___Original signature on file in MDC_________

Keith Sanders, Director of Transportation

**DATE:**
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<td>2.0 PURPOSE</td>
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<tr>
<td>3.0 DEFINITIONS / ABBREVIATIONS</td>
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<td>4.0 REFERENCES</td>
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<td>5.0 FORMS</td>
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<td>6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS</td>
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</table>
1.0 SCOPE

This SOP applies to all Operations Department employees responsible for the reporting of accidents, incidents or emergencies within the course of their working hours.

2.0 PURPOSE

This SOP provides instructions for the correct reporting of any accidents, incidents or emergencies to HART Dispatch, Risk and Safety and Security departments.

3.0 ABBREVIATIONS / DEFINITIONS

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4.0 REFERENCES

None

5.0 FORMS

None

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

None

7.0 PROCEDURE

A. A written report must be completed by the Operator for any situation that occurs outside of normal/standard operating procedures. This would include any accident/incident or emergency situation encountered in the bus or near the bus.

B. Operators must submit the written report upon completion of the day’s work for any accident/incident or emergency in which HART may be involved, no matter how trivial it may appear at the time of the occurrence.

C. Operators are to contact Dispatch immediately at the time of the event for accidents/incidents involving either personal injury, property damage or any interruption in service whether or not HART is directly involved.

   1. If an Operator has any doubt at all whether the incident should be called in to Dispatch, it should be called in to Dispatch.
D. To comply with the Florida Vehicle and Traffic Law, Operators must observe the following procedures in all cases of any personal or property damage:

1. In any accident situation, stop the bus immediately as safely as possible.
2. Do not leave the area or move the bus after stopping unless directed to do so by a supervisor or emergency personnel (police, fire or paramedics).
   a. The penalty for an Operator leaving the scene of an accident is revocation of their CDL for at least one year for a first offense upon conviction.
   b. In accordance with the CBA between HART and ATU, leaving the scene of an accident is a basis for discharge.
3. Remain calm. Take control of the situation. Secure the vehicle and distribute courtesy cards. Be watchful of people entering and exiting the bus.
4. Immediately contact Dispatch (either when involved in an accident or if an accident has occurred within 100 feet of the bus). Expedite emergency assistance by immediately notifying Dispatch of the accident and its location.
5. Follow all instructions given by Dispatch and/or Transit Supervisor as those instructions should not conflict with those given by law enforcement.
   a. Law enforcement takes precedence over Dispatch or Transit Supervisor, always.
6. Complete a written report before going home at the end of your shift, unless otherwise directed. Operators will be paid for the time it takes to legibly and thoroughly complete the report.
   a. A report must be completed for any situation that occurs outside of normal/standard operating procedures including:
      i. Collisions with private vehicles
      ii. Collisions with fixed objects
      iii. Collisions with other Authority vehicles
      iv. Vehicle accidents involving pedestrians
      v. Customer falls boarding and/or alighting
      vi. Any on-board accident/incident
      vii. Ill patron
      viii. Disturbances
ix. Eyewitness accounts not directly involving HART may also require a report

   b. Reports must include all information gathered at the scene concerning other parties, other vehicles, injured parties and witnesses.

   c. When completing the written report, be thorough and describe the incident exactly as you experienced it.

   d. Do not include opinions, speculations, information or details learned after the incident.

   e. Do not guess about speeds and distances.

7. Distribute as many courtesy cards as possible following an incident including persons in the immediate vicinity.

8. Make sure to record the seat numbers of any patrons involved if the incident occurs on the vehicle.

9. If the incident is a collision with a privately owned vehicle, obtain the name and contact information of the driver, the owner of the vehicle (if different than the driver) and any occupants of the private vehicle.

10. Obtain a tag number, make and model of the vehicle, the driver’s license number and insurance company information.

11. Do not discuss the accident with anyone except a Transit Supervisor, Dispatch or law enforcement.

12. Withhold comments until out of hearing range of bystanders and customers.

13. Answer requests for information by stating that the accident is still under investigation.

14. Refer all questions, especially those asked by media representatives, to your Manager who will contact the HART Public Information Officer.

E. If an incident arises that a patron is ill or injured while riding a HART vehicle and may be in need of medical or other attention:

   1. Stop the vehicle in the safest possible location.

   2. Check the patron to see what the problem is.

   3. Contact Dispatch if assistance is necessary.

   4. Describe the situation in a clear concise manner to allow Dispatch to efficiently communicate with emergency personnel.

   5. Inform the patron that assistance is on the way. Keep the person in a comfortable position as much as is possible. DO NOT move any injured person.
6. Do not administer any medication to an injured or ill person.

F. Immediately report any situations involving body fluids to Dispatch and they will determine if a vehicle swap is required.

   1. In no situation should the Operator attempt to clean any biological fluids, and he/she should keep all others away from the area as much as possible.

G. In the event that an assault occurs on a HART vehicle involving any HART patron or employee, immediately notify Dispatch and request law enforcement assistance.

   1. Stop the vehicle in the safest possible location and open both doors.
   2. If the assault involves the Operator where the Operator or passenger is in immediate danger, the Operator should press the covert alarm which will contact Dispatch and allow them to hear what is happening on the vehicle.
   3. Do not attempt to apprehend any assailant
   4. When the assailant is apprehended, the victim, whether a HART employee or patron, must make a private person’s arrest and complete the required form provided by the arresting officer(s).
   5. Assault on a public transit Operator, Motormen, Transit Supervisor, Transit Agent or any other Transit employee is a violation of Florida Statute 784.07 and is considered a felony offence.

H. The following offenses are considered transit violations and are actionable by HART and/or law enforcement:

   1. Fare evasion – Florida Statute 812.015
   2. Trespass – Florida Statute 810.08/810.09
   3. Pass misuse
   4. Playing audio devices with or without headphones at a loud volume
   5. Smoking, eating or drinking on the vehicle
   6. Expectorating – spitting on transit vehicle
   7. Willfully disrupting others with unruly behavior
   8. Carrying hazardous materials or weapons
   9. Urinating or defecating on a transit vehicle
# STANDARD OPERATING PROCEDURE

HILLSBOROUGH TRANSIT AUTHORITY

# OPERATIONS
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**ORIGINATED BY:**
Cindy Jennings, Operations Project Coordinator III  
**DATE:** 7/20/15

**REVIEWED BY:**
Oscar McDaniel, Bus Transportation Manager  
**DATE:** 7-20-15

**REVIEWED BY:**
Tom Ball, Van Transportation Manager  
**DATE:** 7/20/15

**REVIEWED BY:**
Alan Tuchman, Manager of Transit Supervision  
**DATE:** 7-21-15

**APPROVED BY:**
Keith Sanders, Director of Transportation  
**DATE:** 7/24/15
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   8. Carrying hazardous materials or weapons
   9. Urinating or defecating on a transit vehicle
STANDARD OPERATING PROCEDURE
HILLSBOROUGH TRANSIT AUTHORITY

HART BUS/VAN/MECHANIC ROADEO

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ORIGINATED BY:  _Original signature on file in Doc. Control____  DATE:
Cindy Jennings, Project Coordinator III – Operations

REVIEWED BY:  _Original signature on file in Doc. Control____  DATE:
Keith Sanders, Director of Transportation

REVIEWED BY:  _Original signature on file in Doc. Control____  DATE:
James Fetzer, Director of Maintenance

APPROVED BY:  _Original signature on file in Doc. Control____  DATE:
Ruthie Reyes Burckard, Chief Operating Officer
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<td>4</td>
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1.0 SCOPE

This SOP applies to all HART employees involved in the annual HART Bus/Van/Maintenance Roadeo.

2.0 PURPOSE

This SOP provides direction for coordinating and presenting a successful Roadeo.

3.0 ABBREVIATIONS / DEFINITIONS

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<td>AWOL</td>
<td>Absent without Leave</td>
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<td>CDL</td>
<td>Commercial Driver’s License</td>
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<td>ADA</td>
<td>Americans with Disabilities Act</td>
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4.0 REFERENCES

None

5.0 FORMS

Attachments – Score Sheets
Timeline

6.0 REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS

Safety vests for judges and course marshals
Clipboards
Pencils
Yardsticks
Safety cones – 125-28” - and one 18”
Caution tape
Bull horns
Stop watches
Sound system
Microphones
Whistles
55 gal drums – 14
4 X 4 – 16 ten foot lengths
Chairs for judges and spectators
Tennis balls
Radar gun
American and State of Florida flags
Tents – 3 at least
Tables – folding 8’ tables (approx. 6)
Calculators (3)

7.0 PROCEDURE

The HART Roadeo is a combination of common knowledge questions, an obstacle course and mechanical modules with pre-set defects.

In order to participate in the Roadeo, participants will be required to meet these State Roadeo guidelines:

- Minimum of 1 year as a full-time or part-time bus, van or maintenance employee with HART prior to the Roadeo.
- No more than 4 absence occurrences totaling no more than 10 lost days or no more than one absence occurrence involving 35 consecutive lost days within the past 12 months prior to the Roadeo (Workers Compensation and FMLA excluded).
- No more than 3 incidents of missouts and/or AWOL within the past 12 months prior to the Roadeo (Workers Compensation and FMLA excluded).
- No suspensions for any infractions during the past 12 months prior to the Roadeo.
- No validate complaints during the past 12 months prior to the Roadeo.
- Bus Operators must possess a valid CDL license.

A. By October 31 of each year, the Roadeo Committee will begin holding monthly meetings to begin pulling all the information together. Meetings will increase in occurrence the nearer the event is.

1. Training, Transportation and Maintenance will identify leads and primary points of contact in heading up the committee(s). Other
members and committee participants will consist of HART employees.

2. Facilities Maintenance will stamp/mark the course by the 2nd week of December in preparation for Operators to begin their instruction and practice sessions.

3. HART Training Department will develop dates for Roadeo training. Operators will be paid to attend the training sessions; Roadeo practice will be unpaid.

4. The Maintenance Administrative Assistant will work with the Director of Maintenance to generate the letters sent to all active vendors inviting them to participate in the Roadeo.

5. The Project Coordinator III will maintain a timeline, manage the budget, schedule the volunteer training sessions with input from the Trainers, assign volunteers to the different Roadeo stations and stay in contact with vendors to keep them informed.

6. An IT representative will run a report in EPS to provide a list of those Operators who meet all qualifications listed above.

7. The Director of Transportation will prepare a memo to all qualified Operators inviting them to participate.

8. The Maintenance Administrative Assistant II will run a report of all Mechanics to verify qualifications and will use this report to invite all those who qualify to form teams to participate in the Mechanic portion of the Roadeo.

9. The Managers of Bus and Van Transportation will encourage Operators to participate/attend. Duties include, but are not limited to, assisting with course set-up, conducting pop-up briefings, attending meetings, and other duties as assigned.

10. Other committee members will manage the equipment needs, the catering, set up and take down of the training rooms, the course and all equipment used throughout the Roadeo.

11. On the day of the event, all committee members will help with the signing in of volunteers and participants, handing out shirts, hats, swag bags and equipment.

12. The afternoon of the day before the event, the wall between the training rooms will be opened and tables will be set up on the east side of Room 144A for the caterer. Snacks served to volunteers and participants in the morning will be set up in the back of Room 144A. Two large coffee pots will be set up the night before and Dispatch will be tasked with turning these pots on at 4AM. Coffee supplies will be set up with the breakfast snacks.
B. Letters will be sent out to all active vendors by Maintenance requesting their help in judging, setting up or providing an in-kind donation.

1. Vendors who participate should be asked to provide a black & white .eps or .pdf format copy of their company logo.

2. Send all logos to the Marketing department. They will use the logos to create a vendor banner.

3. We will have Vendor Sponsorships available as follows:
   a. Silver Sponsor = $250
      i. Prominent logo location on banner
   b. Gold Sponsor = $500
      i. Prominent logo location on banner
      ii. Ad in event program
   c. Platinum Sponsor = $1000
      i. Prominent logo location on banner
      ii. Ad in event program
      iii. Prominent name recognition in all press releases related to the event

4. Checks should be sent to the Ybor office to Accounts Receivable and should have a notation of “HART Roadeo Sponsorship”.
   a. Send an email to Accounting to advise them that a check will be mailed and should be placed in the Roadeo account line. Copy the Chief Financial Officer on the email.

5. The vendor letter should also suggest some areas where the vendors can help in judging or setting up events. Maintenance vendors should be encouraged to judge Maintenance events.

6. Manufacturers such as Gillig, Cummins, Thermo King, etc. should be asked to send a representative who can help set up the modules used in the Mechanic portion of the Roadeo with pre-set defects.

7. The letter to Vendors should have a deadline of not less than 2 weeks before the event for response in order to give Marketing time to create the sponsor banner.

C. Committee members will make a decision on what promotional items will be ordered.

1. The logo used in 2015 will be reused if all committee members are in agreement.
2. Marketing will change the year and provide a copy of the Roadeo logo and the approved HART logo for printing purposes in the format requested by the vendor.

D. All committee members should review the event information, obstacle descriptions and score sheets prior to them being printed to ensure that all are correct.

E. For the Bus, Van and Mechanics portions of the Roadeo, the following events may take place on the Friday before the event:

   1. Pre-trip inspection – Bus and Van
   2. Written test – Van and Mechanics

F. The following events will take place during the Bus portion of the Roadeo. Volunteers may select which event they choose to judge on a first-come, first-served basis. The coordinators will try to accommodate all requests. Requests that come in after the deadline will be assigned where needed.

   1. Uniform inspection – All Operators must be in complete uniform compliance; however, only Bus Operators will be officially scored. Any badges, patches or pins on display must comport with the uniform regulations. Identification badges must be displayed.

   2. Bus and Van Managers will develop the uniform requirement for the day, detailing what uniform pieces will need to be worn for the Operator to be determined in full compliance.

   3. Obstacle course:

      a. First Passenger Stop – simulate a passenger stop using four 10’ sections of 4X4. Simulate a bus bay using three 28” cones at entrance and exit. Operator must stop the bus as close to the 4X4s as possible without hitting either the cones or the “curb”.

         i. Once stopped, the Operator must set the brake and tap the horn to let the judges know it is safe to approach the vehicle to measure.

         ii. Measurements are done from the 4X4 to the center of the wheel. Measurements are rounded up (8 ¾” is scored as 9”).

         iii. Any cones touched should be laid down by the judges to allow the score keeper of the event to mark the score sheet properly and calculate the final score for the Operator on that obstacle.

         iv. Reset cones on the yellow marks.
v. After the contestant has cleared the course, a runner will come by all the obstacles to get that contestants score sheets and take them to the Score Room.

vi. Turn signal should be used on entrance and exit.

vii. ADA announcement must be made verbally when the bus enters the “stop”.

b. Left turn – Make a tight left turn without touching any cones. The pivot cone is a high scoring cone.

i. One judge should be standing on the course side of the pivot cone and one should be standing on the outside of the left turn cones. Any cone that is touched should be laid down once the bus completes the event so the score keeper can mark and score the obstacle.

ii. Watch the two entry cones as they are the most likely to be hit and have the highest value.

iii. Turn signal must be used or scored as not being used.

c. Offset Street – This obstacle simulates a bus moving from one lane to another using their turn signals and without touching any of the “lane” cones.

i. Onboard scorers are looking for abrupt turns and lack of turn signal usage.

ii. Any cone that is touched should be laid down once the bus completes the event to allow the score keeper to mark and score the obstacle.

d. Rear Dual Clearance

i. The objective of this obstacle is to guide the right rear dual tires through a lane of tennis balls just slightly wider than the width of the dual tires without hitting a tennis ball.

ii. Tennis balls are set in large washers sunk into the surface of the parking lot.

iii. Judges may have to crouch down to get a clear view of the tennis balls.

iv. Any tennis ball touched must be retrieved by the judges after the obstacle is completed but not replaced until the score keeper has marked and scored the obstacle.

e. Second Passenger Stop – identical to the First Passenger Stop and scored in the same manner.
i. ADA announcement must be made verbally when entering the “stop”.

ii. Turn signals must be used on entrance and exit.

f. Right turn – Like the left turn obstacle, this is a tight turn where the pivot cone is very likely to be hit. The rear of the bus is most likely to hit the driver’s side entry cone.

   i. Turn signal must be used.

   ii. The pivot cone will be marked in 6” increments. A judge must be on the inside of the pivot cone to determine how close to the pivot cone the Operator gets without touching the cone. If any portion of the 45 degree line is visible as the tire crosses it, penalty points are earned.

   iii. Watch the driver’s side entry cone, the pivot cone and the exit cones as they are the most likely to be hit. Lay any cone touched on its side once the bus has cleared the obstacle to allow the score keeper to mark the score sheet and calculate the score.

g. Left hand reverse

   i. On this obstacle, the Operator must pull forward on an angle to allow backing into a lane of cones and stop as close to the rear marker cone as possible without touching any cones.

   ii. Turn signal is not required for this obstacle.

   iii. Operator must tap horn while backing even if the reverse beeper is working.

   iv. Operator must set brake and tap the horn to signal the judge to measure the distance between the back bumper and the marker cone.

   v. Lay any cone touched on its side once the bus has cleared the obstacle to allow the score keeper to mark the score sheet and calculate the score.

   vi. Watch for any cone that gets stuck under the bus and be prepared to stop the bus in order to extricate a cone.

   vii. If a judge or course marshal stops a bus to remove a cone or for another safety related issue, the onboard and course time keepers should stop the time until the bus has restarted the course.

h. Right Hand Reverse – Scored exactly like the Left Hand Reverse.
i. Operator is allowed to back up after exiting the Left Hand Reverse. This backing will not be counted as a penalty.

j. Diminishing Clearance
   i. This obstacle requires the Operator to maneuver between two rows of barrels while reaching a speed of at least 20 mph upon entrance. The barrels are set parallel to each other, diminishing in distance.

   ii. The barrels WILL be hit and they will fly – the most important thing to remember on this obstacle is to stay safe. Judges should stand at the south end of the obstacle a few feet to the side. When the barrels are hit, they will go forward and to the side.

   iii. A judge will be measuring the speed of the bus with a radar gun while standing in front of the obstacle, but far enough away to avoid the flying barrels.
securely anchored inside the bus. The stop should be smooth but may be abrupt.

iii. Measurements are taken with a yardstick from the top of the cone to the front bumper (front of the bike rack). The distance is measured where the yardstick crosses the outside of the cone and should be rounded up to the nearest inch.

iv. Time keeper on-board and on-course should stop the time when the bus comes to a complete stop.

v. The Operator will stop after clearing the final cones are cleared and the two timekeepers will compare the times to verify that the time is correct within 1-2 seconds.

4. To enhance the time management aspect of the course, there will be 2 vehicles, each with their own scoring team. As soon as the first vehicle completes the Judgment Stop, the second vehicle will enter the course.

5. On-board Judging

There should be two teams of on-board judges. These teams will alternate in order to have one vehicle on the course at all times.

a. Smoothness of Operation

i. This judge will determine if the contestants make any sudden starts, sudden stops or abrupt turns and will indicate whether the contestants wear their seat belts/shoulder harness while driving the course. The judging should be consistent through all contestants.

ii. There should be two judges for this position on each vehicle – one to keep score and one to observe.

b. Time Keeper

ii. Starts the clock when the vehicle starts in motion before the first obstacle. The clock is stopped when the vehicle stops after the Serpentine obstacle, is restarted at the beginning of the Diminishing Clearance and then stopped at the end of Judgment Stop.

ii. One point is deducted for every second over the 7 minute allowance.

iii. The on-board Time Keeper should notify the Operator when they have reached the 7 minute mark and inform them that they have one more minute to complete the course. If they are still on the course after 8 minutes, the Time Keeper should make a note of the last
completed obstacle and no further obstacle points will be accrued.

**NOTE:**

After the 7 minute mark, no time points will be announced and contestants will be permitted to complete the course. Total elapsed time should be noted on the score sheet.

G. Once the bus portion of the road course has been completed, there will be an intermission to allow the 2nd passenger stop cones to be removed and that portion of the course to be remarked as well as moving all cones on the course to the appropriate positions for the van competition.

H. Van Operators will take a written test of 25 questions on the Friday before the Saturday event. The Operators have a half-hour to complete the test. Two staff members will oversee the testing process and grade the tests outside of the presence of the Operators. Those scores will be given to the scorers on Roadeo day to be included in the overall competition scores.

I. The following events will take place during the Van portion of the Roadeo:

1. Pre-trip inspection – find 4 pre-set defects within a 7 minute time frame.

2. Uniform inspection – while this is not a scored event for Van Operators, it is done at the same time as the Bus Operator inspection.

3. The obstacle course contains the same elements as the Bus competition with a few exceptions. The 2nd Passenger Stop is removed from the course. All cones and other course markers are moved from the yellow marks to the green marks.

4. To assist in keeping the competition moving forward, a paratransit vehicle will be parked at the Wheelchair Deployment stop. The Operator will stop the coursed vehicle on the southwest entrance area and will go to the parked vehicle to complete that stop.

5. A Wheelchair Deployment stop is added to the course and will take place after the Serpentine and before Diminishing Clearance. There is an additional 7 minute time limit for this obstacle.

   a. The Wheelchair Deployment and Securement event is worth 200 points.

   b. The Operator is expected to board and secure a wheelchair with a person sitting in it exactly as they would do it daily. They are expected to verbalize all actions before performing the action and will be scored on doing so.
c. Once the wheelchair and occupant are secured, the Operator will tell the on-board timer that they are finished and the clock will stop.

d. It is not necessary to stow the lift after the wheelchair is inside the vehicle but it is important that the Operator tell the judges that he/she would do so at the appropriate time. At this point the Operator may not touch the wheelchair or the occupant and must depart the vehicle.

e. The judge will check the wheelchair for movement; the wheelchair should not roll or slide in any direction.

f. After the Wheelchair Deployment stop has been scored, the Operator will return to the course vehicle and complete the final two obstacles - Diminishing Clearance and Judgment Stop.

g. Volunteers will remove the wheelchair and the "patron" from the vehicle and stand by for the next vehicle on the course.

h. To enhance the time management aspect of the course, there will be 2 vehicles, each with their own scoring team. As soon as the first vehicle completes the Judgment Stop, the second vehicle will enter the course.

i. See the individual obstacle score sheets for more information about each obstacle.

J. There will be 3-4 volunteers assigned to each driving course obstacle. These persons will be responsible for watching for driving errors, such as:

1. Cones touched – once the vehicle has left the obstacle, the volunteers will lay any cone that was touched on its side. The person responsible for scoring the obstacle will mark the score sheet and the cones will be reset for the next participant.

2. On the obstacles that require measurements, the volunteers will wait for the vehicle to come to a full stop, engage the parking brake and tap the horn. Then measurements will be taken as directed in the obstacle description. Once the measurement has been taken and called out to the score keeper of that obstacle, the volunteer will bang on the side of the vehicle to notify the Operator that they may leave that obstacle.

3. Once the score sheet has been marked properly, the volunteers will reset the cones in their correct places and prepare for the next contestant.

K. The Maintenance events will run concurrently with the Bus and Van Obstacle course events and will include Vehicle Inspection, Air Brake
Board, Florida Detroit Diesel/Allison Engine module, Cummings ISL/ZF engine module, Thermo King A/C Module, IntelligAIRE T series module, and I/O Control troubleshooting (on bus).

1. In addition to the diagnostic test, each maintenance team will take a written test consisting of 50 questions. Each question is worth two points with a maximum score of 100. This score will be included in the overall tabulation. The team will work together on the test. Teams will have 30 minutes to complete the test.

L. As part of their regular duties, mechanics are required to diagnose and repair complaints. Complaints could be low power, excessive smoke, harsh shifting, and/or other performance related problems. Proper diagnostic and troubleshooting techniques then become essential to ensure that buses meet the required levels of performance for daily revenue service. This becomes another means of testing and measuring a team of mechanic's knowledge, skills, and abilities.

M. Vehicle Inspections: Equipment is the same as listed for the Operator's Event.

1. Defects:
   a. Fifteen equipment related defects are planted on or in a bus that would make a bus operationally unready.
   b. Defects are of a type that a mechanic might find during a minor maintenance inspection, including items listed in F.A.C. 14-90.
   c. Defects will be those that do not require the bus to be started or require the contestants to crawl under the bus.

2. Teams will not be allowed to have a checklist of defects to refer to during the competition.

3. Eligible defects will include broken, loose, bad, missing, or incorrect: seats, all type of lights, all windows, stanchions, flooring, destination sign, door engine, fire extinguisher, windshield, wipers, run block numbers, mirrors, license plate, bell chord and/or dipsticks.

4. Ineligible defects include defects under the bus, exterior body damage, paint problems, fluid leaks such as oil, water, fuel, etc., will not be considered as defects.

5. Equipment where multiple defects are possible will be counted only once (i.e., seats, windows, and lights).

6. A general location must be given and must identify multiple equipment defects (i.e., left side #1 window, right-front-side directional light).
7. Front and rear windows, headlight, taillights, brake lights, mirror, and turn signals, will each count as separate defects.

8. The team will be provided with the necessary clipboards, paper, pencils, tools, and test equipment.

9. Time:
   a. The team will be allotted seven minutes to inspect, locate, identify and legibly record any defects found.
   b. Abbreviations used in the shop are allowed as long as they are understandable to the judges.
   c. Time warning will be given to the team at the two-minute, one-minute, and 30-second time marks.
   d. Recording defects and securing doors will not be allowed after time has elapsed.

10. Scoring:
   a. Points will be given for only the recorded defects that were planted by the judges. Defects that are found that have not been planted will have no value. There is no limit to the number of defects the Maintenance Team may submit. The judges will review the list of defects with each team for clarification upon completion of the event.
   b. Twenty-five points will be awarded for each planted defect found with a maximum of 375 points plus any bonus earned.
   c. If a team correctly identifies all 15 defects within the seven minute time limit, a 50-point bonus will be awarded.
   d. Penalty points will be assessed if the bus is not returned to its original condition.
   e. Each item not returned to its original condition will constitute a loss of ten points each. Some examples of these items would include, but are not limited to; the entrance door, exit door or compartment doors left in the wrong position and/or lights, switches, levers left in the on position. The total score attained in any case cannot be less than zero.
   f. Starting the bus constitutes a safety violation and will result in the team being disqualified from this portion of the competition. The inspection bus will be supplied with the necessary electrical power and air pressure required to operate all of the systems being inspected.
   g. If a tie breaker is needed within this event, the judges will decide prior to the event which three defects demonstrate a team’s attention to detail. The number of tie breaking defects found
will be recorded on each team’s score sheet.

N. **Engine Modules**

Maintenance teams will compete on both Detroit Diesel and Cummins engine modules. These are scored as separate events. The scores are not combined.

The instructions listed below will pertain to both Cummins and Detroit Diesel.

1. **Detroit Diesel/Allison Power Train Equipment:**
   - Engine: Detroit Diesel Series 50
   - Transmission: Allison B-400 with Retarder

2. **Cummins/Voith Power Train Equipment:**
   - Engine: Cummins 2007 ISL
   - Transmission: ZF Ecomat 4-HP-594C

3. **Defects:**
   - Seven defects or problems related to the engine and transmission are planted. One defect will render the engine inoperable. For the purpose of the Roadeo, inoperable will mean that the engine will not start, or when started will not maintain an idle of 700 rpm.
   - A team may attempt to start the engine at any time to check for defects.
   - Types of defects could include but are not limited to:
     - Defective sensors, wires, and/or connectors
     - Defective injector (mechanically or electronically)
     - Obstruction with the flow of air, water, exhaust, fuel, or oil
     - Improper fluid levels
     - Missing assemblies or parts thereof
   - Fluid leaks such as oil, water, fuel, etc., will not be considered as defects.
   - The judges will review the list of defects with each team upon the completion of the event to clarify their list of defects.
   - Any defect where the engine must be running for the defect to be normally found will not be scored if the engine is not started.
The team will be provided with the necessary clipboards, paper, pencils, tools, and test equipment.

4. Time:

   a. The team will be allotted ten minutes to inspect, troubleshoot, diagnose, correct and record the planted defects on paper. Only seven defects are to be listed. If more than seven defects are listed, only the first seven listed will be scored.

   b. The team will only have to correct that defect which prevents the engine from starting and/or maintaining an idle speed of 700 rpm.

   c. Time warning will be given to the team at the two-minute, one-minute, and thirty-second time marks.

5. Scoring:

   a. Points will be awarded for each defect correctly identified, recorded, and in the case of the defect which renders the power train inoperable, corrected. Only those defects planted by the judges will be considered for scoring.

   b. Fifty points are awarded for each planted defect found. A maximum of 350 points plus a bonus can be earned in this event.

   c. If the team identifies all of the defects, corrects the one defect that caused the power train to be inoperable, and the engine maintains an idle speed of 700 rpm, a bonus of 100 points will be added to the team score.

   d. Once the final start has been made, a team may not go back and make additional corrections to the power train or list more defects.

   e. A team will be penalized 50 points for revving the engine with the valve cover off or for not having the power train in operational condition before the final engine start is attempted, (i.e., valve covers, wires, connectors, dipstick, etc.) in place and secure. The team will be penalized ten points for misuse of any diagnostic or test equipment.

   f. If a tie breaker is needed within this event, it will be the fastest time for correcting the defect that causes the engine to be inoperable and maintain the engine speed of 700 rpm. Judges will record this time on all score sheets.

O. Air Brake Board Equipment:

   1. Gillig Air Brake Board
a. The team will be asked to identify the six planted defects on the Air Brake Board System.

b. The competition will be conducted using a functional Gillig Air Brake Board System.

c. The components of the system may be downsized, but all will be functional with the exception of the air compressor.

d. The team will proceed directly to the Air Brake Board and begin working on identifying the planted defects. Seven minutes will be allotted for this event.

2. Defects:

a. Part One - Air Brake System Electrical/Pneumatics Diagnostics
   i. The team will be required to use a Digital Volt Ohm Meter (DVOM) to diagnose an electrical component. The electrical component may include, but is not limited to: electrical relays, sensors, wiring harness, etc.
   ii. Part I will be timed and will be used as a tie breaker for the event.

b. Part Two - Air Brake system Troubleshooting

c. The team will be asked to inspect, locate, identify and record, in a legible written list, the six planted defects they have found, including the location of each defect.

d. The team has a total of seven minutes to complete the overall event.

e. Defects will be mechanical or electrical in nature, but will not be airline or connection leaks.

f. Defects will be such that do not require the system to be repaired, taken apart or disconnected.

g. Only the first six defects listed will be counted.

h. Abbreviations used in the shop or industry will be allowed as long as they are understood by the judges. Upon completion of the time, the judges will review the list of defects with each team to clarify their list of defects.

i. Time warnings will be given to the team at the two-minute, one-minute, and thirty-second time marks.

3. Scoring:

a. Points will be given only for those recorded defects that were planted by the judges. No consideration will be given for listed defects not planted. Fifty points will be awarded for each planted defect found.
b. A 50 point bonus will be awarded to each team that correctly identifies all six defects.

c. Before time has expired, the team must return the Air Brake Board to its original condition and all tools must be returned to their original location. The team will receive a ten point penalty for not complying with each of these requirements.

d. Each team will be supplied with a clipboard, paper and miscellaneous tools. If a tie breaker is needed within this event: 1st tie breaker will be the fastest time on Part Two. 2nd tie breaker will be the team that has the best results and fastest time (in that order) on Part One.

P. I/O Control Module:

This module WILL be included in the overall score for 2016.

1. Defects:

   a. One defect will render the engine inoperable. For purposes of the Roadeo, inoperable will mean that the engine will turn over with the starting motor, but will not continue to run after the starting circuit is disengaged.

   b. Defects will be mechanical or electrical in nature. Leakage of any fluid will not be considered a defect.

   c. Defects will be such that they do not require the coach to be repaired or taken apart.

   d. Only the first six defects listed will be counted.

   e. Abbreviations used in the shop or industry will be allowed as long as they are understood by the judges. Upon completion of the time, the judges will review the list of defects with each team to clarify their list of defects.

   f. A total of six defects will be inserted into the coach electrical system.

   Note: The total number of defects may be reduced if it is determined the number specified is unrealistic. Mechanics will be notified of the total number of actual defects.

   g. The team will be asked to inspect, locate, identify and record, in a legible written list, the six planted defects they have found, including the location of each defect. The team has a total of ten minutes to complete the overall event.

   h. The team will only have to correct the defect that prevents the
engine from starting.

i. Time warnings will be given to the team at the two minute, one minute and 30-second time marks.

2. Scoring:
   a. Possible points for this event total 350.
   b. Fifty points are awarded for each of the six planted defects found and 50 points for recording and defining the cause and symptom of the defect.
   c. Points will be given only for those six defects that were planted by the judges. No consideration will be given for listed defects not planted.
   d. Points will be awarded for each defect correctly identified, recorded, and in case of a defect which renders the engine inoperable, corrected.
   e. The team will notify the judges when they are finished. Once notice is given, the team may not list additional defects or make additional corrections to the coach.
   f. The team will be penalized ten points for misuse of any diagnostic or test equipment.
   g. The team will be penalized 20 points for improper use of safety equipment.
   h. In the event of a tie, the fastest time to complete the event will determine the winner.
   i. Each team will be supplied with a clipboard, paper and miscellaneous tools.

Q. A/C Module- Thermo King IntelligAIRE T Series Equipment:

1. T-1M82 Thermo King operating with R-22 refrigerant. Thermo King X-426 compressor.
2. IntelligAIRE II electronic control system.
   a. The unit is a functional system with the exception of the heating portion of the unit. The unit will not be connected to a hot water source for the competition.
   b. One team member will be identified as the person who will control the unit's power switch. Each time the unit is started that person must announce the start of the unit.
   c. There will be a ten-minute time limit for this event and it will consist of two parts.
i. Part One
   a. Correctly identify and define the planted code in the IntelligAIRE system.
   b. A bonus of 50 points will be awarded for the accurate retrieval and definition of the IntelligAIRE code.

ii. Part Two
   a. Inspect, locate, identify and record a legible list of the six planted defects found and include the location.
   b. Defects will be mechanical in nature, but leakage of refrigerant or oil will not be considered a defect.
   c. Defects will be such that they do not require the system to be repaired or taken apart.
   d. Only the first six defects will be counted.
   e. Points will be given only for those defects that were planted by the judges. No consideration will be given for listed defects that were not planted. Fifty points will be awarded for each planted defect found.
   f. Abbreviations used in the shop or industry will be allowed as long as they are understandable by the judges. The judges will review the defect list with each for clarification only. This is done after the time limit.
   g. Time warnings will be given to the team at two-minutes, one-minute and the thirty-second time mark.
   h. Each team will be supplied with a clipboard, paper and miscellaneous tools.

3. Penalties
   a. Tools not returned prior to crossing finish line - ten points.
   b. System not returned to original status - ten points.
   c. Safety: operating system in an unsafe manner - ten points.

4. Scoring:

<table>
<thead>
<tr>
<th>Maintenance Events</th>
<th>Highest Possible Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Inspection</td>
<td>375 + 50 Bonus = 425</td>
</tr>
<tr>
<td>Florida Detroit Diesel/Allison</td>
<td>350 + 100 Bonus = 450</td>
</tr>
<tr>
<td>Cummins ISL</td>
<td>350 + 100 Bonus = 450</td>
</tr>
<tr>
<td>Air Brake Board</td>
<td>300 + 50 Bonus = 350</td>
</tr>
<tr>
<td>Thermo King</td>
<td>300 + 50 Bonus = 350</td>
</tr>
</tbody>
</table>
I/O Controls 300 + 50 Bonus = 350
Written Test 100
Total Possible Score 2,475

<table>
<thead>
<tr>
<th>Maintenance Overall Competition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Tie Breaker</td>
</tr>
<tr>
<td>Highest combined Power Train Defect score</td>
</tr>
<tr>
<td>2nd Tie Breaker</td>
</tr>
<tr>
<td>Highest Vehicle Inspection Score</td>
</tr>
<tr>
<td>3rd Tie Breaker</td>
</tr>
<tr>
<td>Time required on the combined Power Train Event</td>
</tr>
<tr>
<td>Written Test - Tie Breaker</td>
</tr>
<tr>
<td>Previously identified top ten most difficult questions</td>
</tr>
<tr>
<td>Pre-Trip - Tie Breaker</td>
</tr>
<tr>
<td>15 pre-planted defects; One previously identified defect</td>
</tr>
<tr>
<td>I/O – Tie Breaker</td>
</tr>
<tr>
<td>In the event of a tie, the fastest time to complete the event</td>
</tr>
</tbody>
</table>

ALL DECISIONS MADE BY THE JUDGES ARE FINAL

5. General Rules
   
a. Contestants must be in consistent team uniform of their own Transit System for the competition.

b. Contestants are not permitted to talk with the judges at any time during the competition.

c. Contestants are not permitted to receive pay time for practice after winning the local contest and prior to the Florida State Fixed Route Mega Bus Roadeo competition.

d. On competition day, contestants cannot watch or be in the competition area of the Vehicle Inspection event, Power Train events, Air Brake Board, or I/O Control event either before or after competing.

H. Scorekeeping is extremely important and there are a couple different levels. One is at the event level and involves those volunteers charged with entering the event score on the individual contestant’s event score sheet.

1. The scorekeeper should review the score sheet for their assigned event prior to the first round. The sheet will show the maximum and minimum score values as well as explain how the event should proceed and what deductions should be prepared for.

2. Before the clock begins for the first event the scorekeeper should verify that the name (or team name) on the top of the score sheet is correct. The scorekeeper can then signal the starter to start the clock.

3. Once the vehicle or mechanic has left that event, time should be taken by the event scorekeeper to ensure that all deductions are correctly noted and that the final score is accurate.
4. A runner will drive around the course following each vehicle collecting the score sheets from each event.
   
a. In the Maintenance competition, the runner will pick the score sheets up for each event instead of each contestant. These sheets will be separated into the teams in the score room.

5. The final score keeping will be completed out of the arena. Three volunteers will be in a separate room with the door closed. They will be tasked with:
   
a. Verifying the scores on the individual score sheets.

b. Separating the Maintenance event score sheets into the individual teams and verifying those scores.

c. Organizing score sheets for each event into stacks for each individual Operator and Maintenance Team. This will ensure that a final tally can be easily accomplished.

d. Completing the Score Summary sheet for each individual Operator and Maintenance Team using the packet of score sheets for each to obtain the final overall score.

6. Each of the 3 score keepers should verify the final overall scores for each contestant and team. The Score Summary sheet with the individual or team name should be on top with each event sheet behind and an adding machine tape showing the final tally should be stapled to the left corner of each packet.
   
a. Once each individual score packet, containing one score sheet for each event, has been verified by all three score keepers, the names of the 1st, 2nd, and 3rd place finishers in Bus, Van and Maintenance should be given to the person presenting the trophies.

7. The score keeper’s room is off limits to everyone except those designated as score keepers.
   
a. In the case of a tie, for Operators, the shortest time to complete the course will determine the winner.

b. In the case of a tie for the Maintenance teams, see Section 7.G.4, above.

c. The score keeper’s tally is the final word.
ATTACHMENT A – SCORE SHEETS

Van Operator Score Sheets
PERSONAL APPEARANCE

Operator Number: ____________

A. Total Points Possible
   A: ___50___

B. Deductions:

Deduct 10 points for each instance of poor personal appearance
(Ex.: wrinkled uniform, unkempt personal appearance, unpolished or dirty shoes)

Number of Deductions Noted: ____ X 10 = B: _______
Note: Maximum of 5 deductions

Explanation of Deductions Noted:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

TOTAL POINTS AWARDED (A – B)

Maximum 50 points

Judge’s Signature: _______________________________
PRE-TRIP INSPECTION

Operator Number: ____________     Van Number: ____________

A. Points Earned
Identify and record eight (8) planted defects (5 points each).
Identify and record one (1) security problem (10 points).

1. Number of planted defects found
   ____ X 5 = ____

2. Security problem found (enter 0 or 10)
   ____

   Total Points Earned
   A. ____

B. Penalty
Deduct 1 point for each item not returned to original condition.
(Examples: compartment doors, lights, windows, etc.)

1. Number of items not returned to original condition
   ____ X 1
   Total Points Deducted
   B. ____

TOTAL POINTS EARNED (A – B)
(Maximum possible – 50 points)

Judge’s signature: ______________________________

Judge’s signature: ______________________________
LEFT HAND TURN

Left Hand Turn
This obstacle tests an Operator’s ability to make a tight left turn in a close situation. The driver is required to steer the bus into a 90 degree turn and not hit any of the cones outlining the obstacle.

Operator Number: ____________  Van Number: ____________

Penalties
1. 10 points off for each cone touched.
2. 10 points off for each transmission shift into reverse.
3. 25 points off for touching entrance cone.
4. 50 points off for not completing test as designed.

Score
1. Cones touched
   ______ X 10 = ______
2. Shifted into reverse
   ______ X 10 = ______
3. Entrance code touched
   ______ X 25 = ______
4. Not completing test as designed
   ______ X 50 = ______

Judge’s Signature: _____________________________  Total Points Possible  50
                           Total Points Off     ______
Judge’s Signature: _____________________________

POINTS EARNED
OFFSET STREET

Offset Street
In this obstacle, the Operator is required to drive through two separate narrow lanes that are offset to the right one full lane’s width from each other.
Operator Number: ______________ Van Number: ______________

Penalties
1. 10 points off for each cone touched.
2. 10 points off for each transmission shift into reverse.
3. 50 points off for not completing the test as designed.

Score
1. Cones touched _____ X 10 = _____
2. Shifted into reverse _____ X 10 = _____
3. Not completing test as designed _____ X 50 = _____

Total Points off (add 1 thru 3)
Note: Maximum Penalty Points = 50

Judges signature: _________________________ Total Points Possible ___50___
Total Points Off _____
Judges Signature: _________________________

POINTS EARNED
RIGHT TIRE CLEARANCE

Right Tire Clearance
This is a judgment obstacle in which the Operator must drive through a line with their right tires. The lane is only slightly wider than the total outside width of the tires and is marked out with large flat washers and tennis balls. It is wider at the entrance and narrower at the exit.

Operator Number: ____________  Van Number: ____________

Penalties
1. 20 points off for each “A” ball touched.
2. 16 points off for each “B” ball touched.
3. 8 points off for each “C” ball touched.
4. 4 points off for each “D” ball touched.
5. 2 points off for each “E” ball touched.
6. 10 points off for each transmission shift into reverse.
7. 50 points off for not completing the test as designed.

Score
1. “A” ball touched
2. “B” ball touched
3. “C” ball touched
4. “D” ball touched
5. “E” ball touched
6. Shifted into reverse
7. Not completing test as designed

Total Points off (add 1 thru 7)
Note: Maximum Penalty Points = 50

Judge’s Signature: ____________________________  Total Points Possible __50__
Judge’s Signature: ____________________________  Total Points Off ______

POINTS EARNED

PASSENGER STOP

Passenger Stop
In this obstacle the Operator is required to stop the bus with the front wheels within 6 inches of the curb and the rear wheels within 15 inches of the curb.

Operator Number: ____________     Van Number: ____________

Penalties
1. 25 points off for touching cones at either end of passenger stop.
2. 25 points for touching curb with tires.
3. 1 point off per inch beyond 6” segment from curb (Front tire).
4. 1 point off per inch beyond 15” segment from curb (Rear tire).
5. 10 points off for each transmission shift into reverse.
6. 50 points off for not completing test as designed.

Score
1. Entrance cones touched _______ X 25 = _______
2. Touched curb _______ X 25 = _______
3. Front tire actual measurement _______ ”- 6” = _______
4. Rear tire actual measurement _______ ”-15” = _______
5. Exit cones touched _______ X 25 = _______
6. Shifted into reverse _______ X 10 = _______
7. Not completing test as designed _______ X 50 = _______

Total Points Off (add 1 thru 7) _______

Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________ Total Points Possible __50__

Judge’s Signature: ___________________________ Total Points Off _______

POINTS EARNED
RIGHT HAND TURN

This obstacle tests an Operator’s ability to negotiate a right 90 degree turn. The corner is marked with cones and the rear tire of the bus is to pass within 6 inches of the corner pivot cone.

To measure this, a line should be marked 45 degrees out from the corner and divided into 6 inch segments. The judge has only to see which segment the outside of the tire passes over in order to judge the driver.

Operator Number: ____________     Van Number: ___________

Penalties
1. 10 points off for each cone touched.
2. 5 points off for each 6” segment beyond the first 6” of the pivot cone
3. 10 points off for each transmission shift into reverse.
4. 25 points off for touching pivot cone.
5. 50 points off for not completing test as designed.

Score
1. Cones touched   _____ X 10 = _____
2. Excessive rear clearance  _____ X 5 = _____
3. Shifted into reverse   _____ X 10 = _____
4. Pivot cone touched   _____ X 25 = _____
5. Not completing test as designed   _____ X 50 = _____

Total Points Off (add 1 thru 5)
Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________  Total Points Possible  ______

Judge’s Signature: ___________________________  Total Points Off        ______

POINTS EARNED
LEFT HAND REVERSE

Left- and Right-Hand Reverse
This obstacle requires the Operator to reverse the bus to the right or left between a set of cones stopping with the rear bumper within 36 inches of the cone in the rear without touching any of the cones.

Operator Number: ____________    Van Number: ____________

Penalties
1. 10 points off for pivot cone touched.
2. 5 points off for each cone touched.
3. 5 points off for each 12” segment beyond 36” limit from rear cone.
4. 10 points off for each transmission shift into reverse after initial shift into reverse.
5. 25 points off for touching rear cone.
6. 50 points off for not completing test as designed.

Score
1. Pivot cone touched ______ X 10 = _____
2. Cones touched ______ X 5 = _____
3. Rear clearance beyond 36” ______ X 5 = _____
4. Shifted into reverse ______ X 10 = _____
5. Rear cone touched ______ X 25 = _____
6. Not completing test as designed ______ X 50 = _____

Total Points Off (add 1 thru 6)
Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________  Total Points Possible ___50___
Judge’s Signature: ___________________________  Total Points Off _____

POINTS EARNED
RIGHT HAND REVERSE

Operator Number: ____________  Van Number: ____________

Penalties
7. 10 points off for pivot cone touched.
8. 5 points off for each cone touched.
9. 5 points off for each 12” segment beyond 36” limit from rear cone.
10. 10 points off for each transmission shift into reverse after initial shift into reverse.
11. 25 points off for touching rear cone.
12. 50 points off for not completing test as designed.

Score
7. Pivot cone touched ___ X 10 = ___
8. Cones touched ___ X 5 = ___
9. Rear clearance beyond 36” ___ X 5 = ___
10. Shifted into reverse ___ X 10 = ___
11. Rear cone touched ___ X 25 = ___
12. Not completing test as designed ___ X 50 = ___

Total Points Off (add 1 thru 6)
*Note: Maximum Penalty Points = 50*

Judge’s Signature: _____________________________
Total Points Possible _50_
Total Points Off _____

Judge’s Signature: _____________________________

POINTS EARNED
Serpentine

In this obstacle, the Operator is required to drive through two separate narrow lanes that are offset to the right one full lane’s width from each other.

Operator Number: ____________    Van Number: ____________

Penalties
4. 10 points off for each cone touched.
5. 10 points off for each transmission shift into reverse.
6. 25 points off for touching pivot cone.
7. 50 points off for not completing the test as designed.

Score
4. Cones touched    _____ X 10 = _____
5. Shifted into reverse    _____ X 10 = _____
6. Pivot cone touched    _____ X 10 = _____
7. Not completing test as designed    _____ X 50 = _____

Total Points off (add 1 thru 4)

Note: Maximum Penalty Points = 50

Judge’s signature: _________________________  Total Points Possible  ___50____
Judge’s Signature: _________________________  Total Points Off      _____

POINTS EARNED
DIMINISHING CLEARANCE

Operator Number: ____________    Van Number: ____________

Penalties
1. 20 points off for each “A” barrel touched.
2. 16 points off for each “B” barrel touched.
3. 8 points off for each “C” barrel touched.
4. 4 points off for each “D” barrel touched.
5. 2 points for each “E” barrel touched.
6. 25 points off for insufficient speed (25 mph).
7. 50 points off for not completing test as designed.

Score
1. “A” barrel touched  ___ X 20 = ___
2. “B” barrel touched  ___ X 16 = ___
3. “C” barrel touched  ___ X  8 = ___
4. “D” barrel touched  ___ X  4 = ___
5. “E” barrel touched  ___ X  2 = ___
6. Insufficient speed  ___ X 25 = ___
7. Not completing test as designed ___ X 50 = ___

Total Points off (add 1 thru 7)
Note: Maximum Penalty Points = 50

Judge’s Signature: ____________________________  Total Points Possible  _50_
Judge’s Signature: ____________________________  Total Points Off  ____

POINTS EARNED  _______
JUDGEMENT STOP

Operator Number: ____________    Van Number: ____________

Penalties
1. 50 points off for the 18” marker being touched.
2. 1 point off for each 1” beyond the initial 6”.
3. 25 points off for making more than one full stop.
4. 50 points off for not completing the test as designed.

Score
1. 18” marker touched ___ Yes ___ No = ___
2. Beyond initial 6”-actual measurement ___ - 6 = ___
3. Excessive total stops ___ X 25 = ___
4. Not completing test as designed ___ X 50 = ___

Total Points off (add 1 thru 4)
Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________ Total Points Possible ___
Judge’s Signature: ___________________________ Total Points Off ___

POINTS EARNED
WHEELCHAIR LOADING & SECUREMENT

Operator Number: ____________    Van Number: ____________

Deduct points as indicated. Each occurrence is 5 points with those listed as “performed” worth 10 points. Total maximum points is 80.

Sensitivity & Awareness (order is not critical):

<table>
<thead>
<tr>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Greets and introduces self to passenger in positive manner - 1 point</td>
</tr>
<tr>
<td>2. Asks passenger if they need assistance boarding - 1 point</td>
</tr>
<tr>
<td>3. Asks passenger if they have all of their belongings - 1 point</td>
</tr>
<tr>
<td>4. Checks hand grips on the wheelchair are secure - 1 point verbal, 2 pts if not performed</td>
</tr>
<tr>
<td>5. Asks passenger to place hands in lap - 2 points</td>
</tr>
</tbody>
</table>

Loading onto Platform:

<table>
<thead>
<tr>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Checks rear safety plate - 1 point verbal, 3 pts performed</td>
</tr>
<tr>
<td>2. Checks hand grips on the wheelchair are secure - 1 point verbal, 1 pt if not performed</td>
</tr>
<tr>
<td>3. Securers life safety strap - 1 point verbal, 2 pts if not performed</td>
</tr>
</tbody>
</table>

Total Points off (add 1 thru 4)

Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________  Total Points Possible __80__

Judge’s Signature: ___________________________  Total Points Off _____

POINTS EARNED
SAFETY HABITS

Operator Number: ____________  Bus Number: ____________

A. Total Points Possible

A. ___25___

B. Deductions

1. Deduct 1 point for each instance of failing to use proper turn signals
   _____ X 1 = _____

2. Deduct 3 points for each instance of failing to sound the horn before backing up
   _____ X 3 = _____

3. Deduct 3 points for each instance of failing to use flashers while backing up
   _____ X 3 = _____

4. Deduct 3 points for each instance of moving bus with door opened
   _____ X 3 = _____

5. Deduct 5 points for failing to use seat belt
   _____ X 5 = _____

6. Deduct 2 points if the Operator exhibits poor:
   a. Posture
      Enter 0 or 2  _____
   b. Use of mirrors
      Enter 0 or 2  _____
   c. Use of hands
      Enter 0 or 2  _____
   d. Use of feet
      Enter 0 or 2  _____

Total points deducted (add 1 thru 6)  B. _________

Note: Maximum Penalty Points = 25

TOTAL POINTS AWARDED (A – B)
(Maximum 25 points)

Judge’s Signature: _____________________________

Judge’s Signature: _____________________________
SMOOTHNESS OF OPERATION

Operator Number: ____________    Bus Number: ____________

Evaluate each contestant on his/her ability to deliver a smooth ride. The following criterion is to be employed in making each evaluation:

A. **Total Points Possible**

   A: __25__

B. **Penalties:**

   1. Deduct 10 points for each ADA announcement not made
   2. Deduct one point for each occurrence of:
      a. Sudden stop
      b. Sudden start
      c. Abrupt turn

   **Score**

   1. 10 points for each ADA announcement not made        ____ X 10 = ____
   2. 1 point for each sudden stop                        ____ X 1 = ____
   3. 1 point for each sudden start                       ____ X 1 = ____
   4. 1 point for each abrupt turn                        ____ X 1 = ____

   **Total points deducted (add 1 thru 4)**

   B: _________

   *Note: Maximum Penalty Points = 25 points*

**TOTAL POINTS EARNED (A – B)**

*Maximum 25 points*

Judge’s Signature: __________________________________________

Judge’s Signature: __________________________________________
TIMEKEEPER’S RECORD

Operator Number: ____________    Bus Number: ____________

NOTE: Time stops for mechanical trouble and at each course problem where measurements are taken. Time stops at the completion of the Judgment Stop.

A. Elapsed Time (front of course): _______ minutes _______ seconds

B. Elapsed Time (back of course): _______ minutes _______ seconds

C. Total elapsed time: _______ minutes _______ seconds

D. Penalty of 1 point per second over seven minutes.
   Maximum penalty of 180 Points

   POINTS PENALIZED   _______

Timekeeper’s Signature: ________________________________
**SCORE SHEET SUMMARY**

Operator Number: ____________    Bus Number: ____________

<table>
<thead>
<tr>
<th>Event</th>
<th>Points Possible</th>
<th>Points Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pre-trip Inspection</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>2. Serpentine</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>3. Offset Street</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>4. Rear Duals Clearance</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>5. Right Hand Turn</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>6. 1st Customer Stop</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>7. Left Hand Reverse</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>8. Left Hand Turn</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>9. 2nd Customer Stop</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>10. Right Hand Reverse</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>11. Diminishing Clearance</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>12. Judgment Stop</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>13. Safety Habits</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>15. Personal Appearance</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>700</strong></td>
<td></td>
</tr>
</tbody>
</table>

**OPERATOR’S SUB TOTAL**

16. Timekeeper’s Record

A. Total Elapsed Time: _____ Minutes _____ Seconds
B. Overtime Penalty
   (Deduct 1 point for each second over 7 minutes, not to exceed maximum penalty of 180 points)

**OPERATOR GRAND TOTAL**

Recorder’s Signature: 1st Tally _______ Recheck _______ Date: ____/____/_____

Recorder’s Signature: 1st Tally _______ Recheck _______ Date: ____/____/_____

Recorder’s Signature: 1st Tally _______ Recheck _______ Date: ____/____/_____

Recorder’s Signature: 1st Tally _______ Recheck _______ Date: ____/____/_____

Recorder’s Signature: 1st Tally _______ Recheck _______ Date: ____/____/_____

Recorder’s Signature: 1st Tally _______ Recheck _______ Date: ____/____/_____
Bus Operator Score Sheets
PERSONAL APPEARANCE

Operator Number: _____________ Bus Number: _____________

A. Total Points Possible

A: ___50___

B. Deductions:

Deduct 10 points for each instance of poor personal appearance
(Ex.: wrinkled uniform, unkempt personal appearance, unpolished or dirty shoes)

Number of Deductions Noted: ____ X 10 = B: _______

Note: Maximum of 5 deductions

Explanation of Deductions Noted:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

TOTAL POINTS AWARDED (A – B)

Maximum 50 points

Judge’s Signature: _______________________________
PRE-TRIP INSPECTION

Operator Number: ___________  Bus Number: ___________

A. Points Earned

Identify and record eight (8) planted defects (5 points each).
Identify and record one (1) security problem (10 points).

1. Number of planted defects found _________ x 5 = _________

2. Security problem found (enter 0 or 10) _________

Total Points Earned A. _________

B. Penalty

Deduct 1 point for each item not returned to original condition.
(Examples: compartment doors, lights, windows, etc.)

1. Number of items not returned to original condition
   _________ x 1

Total Points Deducted B. _________

TOTAL POINTS EARNED (A-B) (Maximum Possible 50 points)

Judge’s Signature: _______________________

Judge’s Signature: _______________________
FIRST CUSTOMER STOP

First Customer Stop
In this obstacle the Operator is required to stop the bus with the front wheels within 6 inches of the curb and the rear wheels within 15 inches of the curb.

Operator Number: _____________ Bus Number: _____________

Penalties
7. 25 points off for touching cones at either end of passenger stop.
8. 25 points for touching curb with tires.
9. 1 point off per inch beyond 6” segment from curb (Front tire).
10. 1 point off per inch beyond 15” segment from curb (Rear tire).
11. 10 points off for each transmission shift into reverse.
12. 50 points off for not completing test as designed.

Score
8. Entrance cones touched X 25 = ____
9. Touched curb X 25 = ____
10. Front tire actual measurement – 6” = ____
11. Rear tire actual measurement – 15” = ____
12. Exit cones touched X 25 = ____
13. Shifted into reverse X 10 = ____
14. Not completing test as designed X 50 = ____

Total Points Off (add 1 thru 7) ____

Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________ Total Points Possible 50
Judge’s Signature: ___________________________ Total Points Off ____

POINTS EARNED
LEFT HAND TURN

Left Hand Turn
This obstacle tests an Operator’s ability to make a tight left turn in a close situation. The driver is required to steer the bus into a 90 degree turn and not hit any of the cones outlining the obstacle.

Operator Number: ____________  Bus Number: ____________

Penalties
5. 10 points off for each cone touched.
6. 10 points off for each transmission shift into reverse.
7. 25 points off for touching entrance cone.
8. 50 points off for not completing test as designed.

Score
5. Cones touched  _______ X 10 = _______
6. Shifted into reverse _______ X 10 = _______
7. Entrance code touched _______ X 25 = _______
8. Not completing test as designed _______ X 50 = _______

Judge’s Signature: _____________________________  Total Points Possible 50
Judge’s Signature: _____________________________  Total Points Off ______

POINTS EARNED
OFFSET STREET

Offset Street
In this obstacle, the Operator is required to drive through two separate narrow lanes that are offset to the right one full lane’s width from each other.
Operator Number: ____________ Bus Number: ____________

Penalties
8. 10 points off for each cone touched.
9. 10 points off for each transmission shift into reverse.
10. 50 points off for not completing the test as designed.

Score
8. Cones touched
9. Shifted into reverse
10. Not completing test as designed

Total Points off (add 1 thru 3)
Note: Maximum Penalty Points = 50

Judges signature: ________________________
Total Points Possible __50__
Total Points Off ______

Judges Signature: ________________________

POINTS Earned
REAR DUALS CLEARANCE

Rear Duals Clearance
This is a judgment obstacle in which the Operator must drive through a line with their right dual tires. The lane is only slightly wider than the total outside width of a pair of rear duals and is marked out with large flat washers and tennis balls. It is wider at the entrance and narrower at the exit.

Operator Number: ____________ Bus Number: ____________

Penalties
8. 20 points off for each “A” ball touched.
9. 16 points off for each “B” ball touched.
10. 8 points off for each “C” ball touched.
11. 4 points off for each “D” ball touched.
12. 2 points off for each “E” ball touched.
13. 10 points off for each transmission shift into reverse.
14. 50 points off for not completing the test as designed.

Score
8. “A” ball touched X 20 = _____
9. “B” ball touched X 16 = _____
10. “C” ball touched X 8 = _____
11. “D” ball touched X 4 = _____
12. “E” ball touched X 2 = _____
13. Shifted into reverse X 10 = _____
14. Not completing test as designed X 50 = _____

Total Points off (add 1 thru 7)
Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________ Total Points Possible __50_
Judge’s Signature: ___________________________ Total Points Off _____

POINTS EARNED
SECOND CUSTOMER STOP

Operator Number: ____________    Bus Number: ____________

Penalties
1. 25 points off for touching cones at either end of passenger stop.
2. 25 points for touching curb with tires.
3. 1 point off per inch beyond 6” segment from curb (Front tire).
4. 1 point off per inch beyond 15” segment from curb (Rear tire).
5. 10 points off for each transmission shift into reverse.
6. 50 points off for not completing test as designed.

Score
1. Entrance cones touched ______ X 25 = ______
2. Touched curb ______ X 25 = ______
3. Front tire actual measurement ______”- 6” = ______
4. Rear tire actual measurement ______”-15”= ______
5. Exit cones touched ______ X 25 = ______
6. Shifted into reverse ______ X 10 = ______
7. Not completing test as designed ______ X 50 = ______

Total Points Off (add 1 thru 7) ______

Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________  Total Points Possible __50__
Judge’s Signature: ___________________________  Total Points Off ______

POINTS EARNED
RIGHT HAND TURN

Right Hand Turn
This obstacle tests an Operator’s ability to negotiate a right 90 degree turn. The corner is marked with cones and the rear tire of the bus is to pass within 6 inches of the corner pivot cone.

To measure this, a line should be marked 45 degrees out from the corner and divided into 6 inch segments. The judge has only to see which segment the outside of the tire passes over in order to judge the driver.

Operator Number: ____________     Bus Number: ____________

Penalties
6. 10 points off for each cone touched.
7. 5 points off for each 6” segment beyond the first 6” of the pivot cone
8. 10 points off for each transmission shift into reverse.
9. 25 points off for touching pivot cone.
10. 50 points off for not completing test as designed.

Score
6. Cones touched  _____  X 10 = _____
7. Excessive rear clearance  _____  X 5 = _____
8. Shifted into reverse  _____  X 10 = _____
9. Pivot cone touched  _____  X 25 = _____
10. Not completing test as designed  _____  X 50 = _____

Total Points Off (add 1 thru 5)
Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________  Total Points Possible  ____50___
Total Points Off  ____

Judge’s Signature: ___________________________

POINTS EARNED
LEFT HAND REVERSE

Left- and Right-Hand Reverse
This obstacle requires the Operator to reverse the bus to the right or left between a set of cones stopping with the rear bumper within 36 inches of the cone in the rear without touching any of the cones.

Operator Number: ____________    Bus Number: ____________

Penalties
13. 10 points off for pivot cone touched.
14. 5 points off for each cone touched.
15. 5 points off for each 12” segment beyond 36” limit from rear cone.
16. 10 points off for each transmission shift into reverse after initial shift into reverse.
17. 25 points off for touching rear cone.
18. 50 points off for not completing test as designed.

Score
13. Pivot cone touched
   ___ X 10 = ____________
14. Cones touched
   ___ x 5 = ____________
15. Rear clearance beyond 36”
   ___ x 5 = ____________
16. Shifted into reverse
   ___ x 10 = ____________
17. Rear cone touched
   ___ x 25 = ____________
18. Not completing test as designed
   ___ x 50 = ____________

Total Points Off (add 1 thru 6)
Note: Maximum Penalty Points = 50

Judge’s Signature: ____________________________  Total Points Possible __50__
Judge’s Signature: ____________________________  Total Points Off _____

POINTS EARNED
RIGHT HAND REVERSE

Operator Number: ____________    Bus Number: ____________

Penalties
19. 10 points off for pivot cone touched.
20. 5 points off for each cone touched.
21. 5 points off for each 12” segment beyond 36” limit from rear cone.
22. 10 points off for each transmission shift into reverse after initial shift into reverse.
23. 25 points off for touching rear cone.
24. 50 points off for not completing test as designed.

Score
19. Pivot cone touched  _______ X 10 = _______
20. Cones touched _______ X 5 = _______
21. Rear clearance beyond 36” _______ X 5 = _______
22. Shifted into reverse _______ X 10 = _______
23. Rear cone touched _______ X 25 = _______
24. Not completing test as designed _______ X 50 = _______

Total Points Off (add 1 thru 6)

Note: Maximum Penalty Points = 50

Judge’s Signature: _____________________________  Total Points Possible ___50___

Judge’s Signature: _____________________________  Total Points Off ______

POINTS EARNED
Serpentine

In this obstacle, the Operator is required to drive through two separate narrow lanes that are offset to the right one full lane’s width from each other.

Penalties
11. 10 points off for each cone touched.
12. 10 points off for each transmission shift into reverse.
13. 25 points off for touching pivot cone.
14. 50 points off for not completing the test as designed.

Score
11. Cones touched: ______ X 10 = ______
12. Shifted into reverse: ______ X 10 = ______
13. Pivot cone touched: ______ X 10 = ______
14. Not completing test as designed: ______ X 50 = ______

Total Points off (add 1 thru 4)
Note: Maximum Penalty Points = 50

Judge’s signature: ___________________________ Total Points Possible 50
Judge’s Signature: ___________________________ Total Points Off ______

POINTS EARNED
DIMINISHING CLEARANCE

Operator Number: ____________    Bus Number: ____________

Penalties
8.  20 points off for each “A” barrel touched.
9.  16 points off for each “B” barrel touched.
10. 8 points off for each “C” barrel touched.
11. 4 points off for each “D” barrel touched.
12. 2 points for each “E” barrel touched.
13. 25 points off for insufficient speed (25 mph).
14. 50 points off for not completing test as designed.

Score
8. “A” barrel touched  ____ X 20 = ____
9. “B” barrel touched  ____ X 16 = ____
10. “C” barrel touched ____ X  8 = ____
11. “D” barrel touched ____ X  4 = ____
12. “E” barrel touched ____ X  2 = ____
13. Insufficient speed  ____ X 25 = ____
14. Not completing test as designed  ____ X 50 = ____

Total Points off (add 1 thru 7)
Note: Maximum Penalty Points = 50

Judge’s Signature: ____________________________  Total Points Possible  __50__
Judge’s Signature: ____________________________  Total Points Off  ____

POINTS EARNED
JUDGEMENT STOP

Operator Number: ____________    Bus Number: ____________

Penalties
5. 50 points off for the 18” marker being touched.
6. 1 point off for each 1” beyond the initial 6”.
7. 25 points off for making more than one full stop.
8. 50 points off for not completing the test as designed.

Score
5. 18” marker touched   ___ Yes   ___ No = _____
6. Beyond initial 6”-actual measurement   _____ - 6 = _____
7. Excessive total stops   _____ X 25 = _____
8. Not completing test as designed   _____ X 50 = _____

Total Points off (add 1 thru 4)
Note: Maximum Penalty Points = 50

Judge’s Signature: ___________________________  Total Points Possible _____
Judge’s Signature: ___________________________  Total Points Off _____

POI NTS EARNED
SAFETY HABITS

Operator Number: ____________    Bus Number: ____________

C. Total Points Possible
   A. ____25____

D. Deductions

7. Deduct 1 point for each instance of failing to use proper turn signals
   _____ X 1 = _____

8. Deduct 3 points for each instance of failing to sound the horn before backing up
   _____ X 3 = _____

9. Deduct 3 points for each instance of failing to use flashers while backing up
   _____ X 3 = _____

10. Deduct 3 points for each instance of moving bus with door opened
    _____ X 3 = _____

11. Deduct 5 points for failing to use seat belt
    _____ X 5 = _____

12. Deduct 2 points if the Operator exhibits poor:
    a. Posture     Enter 0 or 2    _____
    b. Use of mirrors     Enter 0 or 2    _____
    c. Use of hands     Enter 0 or 2    _____
    d. Use of feet     Enter 0 or 2    _____

   Total points deducted (add 1 thru 6)    B. __________

   Note: Maximum Penalty Points = 25

TOTAL POINTS AWARDED (A – B)
(Maximum 25 points)

Judge’s Signature: _____________________________

Judge’s Signature: _____________________________
SMOOTHNESS OF OPERATION

Operator Number: ____________  Bus Number: ____________

Evaluate each contestant on his/her ability to deliver a smooth ride. The following criterion is to be employed in making each evaluation:

C. Total Points Possible

A: __25__

D. Penalties:

3. Deduct 10 points for each ADA announcement not made
4. Deduct one point for each occurrence of:
   a. Sudden stop
   b. Sudden start
   c. Abrupt turn

Score

5. 10 points for each ADA announcement not made  X 10 = ___
6. 1 point for each sudden stop  X 1 = ___
7. 1 point for each sudden start  X 1 = ___
8. 1 point for each abrupt turn  X 1 = ___

Total points deducted (add 1 thru 4)  B: _______

Note: Maximum Penalty Points = 25 points

TOTAL POINTS EARNED (A – B)
Maximum 25 points

Judge’s Signature: ______________________________________

Judge’s Signature: ______________________________________
TIMEKEEPER’S RECORD

Operator Number: ____________  Bus Number: ____________

NOTE: Time stops for mechanical trouble and at each course problem where measurements are taken. Time stops at the completion of the Judgment Stop.

A. Elapsed Time (front of course): _______ minutes _______ seconds
B. Elapsed Time (back of course): _______ minutes _______ seconds
C. Total elapsed time: _______ minutes _______ seconds
D. Penalty of 1 point per second over seven minutes.
   Maximum penalty of 180 Points

POINTS PENALIZED

Timekeeper’s Signature: ________________________________
SCORE SHEET SUMMARY

Operator Number: ____________    Bus Number: ____________

<table>
<thead>
<tr>
<th>Event</th>
<th>Points Possible</th>
<th>Points Earned</th>
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</thead>
<tbody>
<tr>
<td>3. Pre-trip Inspection</td>
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<td>4. Serpentine</td>
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<tr>
<td>5. Offset Street</td>
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<td></td>
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<tr>
<td>6. Rear Duals Clearance</td>
<td>50</td>
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<tr>
<td>7. Right Hand Turn</td>
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<tr>
<td>8. 1st Customer Stop</td>
<td>50</td>
<td></td>
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<tr>
<td>9. Left Hand Reverse</td>
<td>50</td>
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<tr>
<td>10. Left Hand Turn</td>
<td>50</td>
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<td>11. Diminishing Clearance</td>
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<tr>
<td>12. Judgment Stop</td>
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<tr>
<td>13. Safety Habits</td>
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<tr>
<td>15. Personal Appearance</td>
<td>50</td>
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</tr>
</tbody>
</table>

**TOTAL** 700

**OPERATOR’S SUB TOTAL**

16. Timekeeper’s Record

C. Elapsed Time: ______ Minutes _______ Seconds

D. Overtime Penalty

(Deduct 1 point for each second over 7 minutes, not to exceed maximum penalty of 180 points)

**OPERATOR GRAND TOTAL**

Recorder’s Signature: 1st Tally ______ Recheck ______ Date: ___/___/_____

Recorder’s Signature: 1st Tally ______ Recheck ______ Date: ___/___/_____

Recorder’s Signature: 1st Tally ______ Recheck ______ Date: ___/___/_____
Mechanic Score Sheets
VEHICLE INSPECTION

Team ID

A. Points Earned

Identify and record 14 Planted defects worth 25 points each.

1. Number of planted defects found \( \times 25 = \) \[\text{TOTAL POINT EARNED} \quad \text{A. } \]

B. Penalties

Deduct 10 points for each item not returned to original condition.
(examples: compartment door, lights, windows, etc.)

Deduct 10 points for unsafe inspection practices.
(examples: crawling under the bus)

1. Number of items not returned to original condition \( \times 10 = \)

2. Unsafe practices during inspection \( \times 10 = \)

\[\text{TOTAL PENALTY POINTS B. } \]

\[\text{TOTAL POINTS EARNED} \ (A - B) \] (maximum 350 points)

ATTEMPT TO START THE VEHICLE- DISQUALIFIED
(check if applicable)

Judge’s Signature

Judge’s Signature
ALLISON/CUMMINS POWER TRAIN EVENT

Team ID

A. Points Earned

Identify and record 6 planted defects (50 points each).
Identify, record, and correct defect which renders the power train inoperable (50 points).

1. Number of planted defects found ______ x 50 each = __________

2. Disabling defect found and corrected (enter 0 or 50) __________

   Total Points Earned A. ______

B. Penalties

1. Engine not returned to original status (enter 0 or 50) = ______
   (excluding disabling defect)

2. Improper use of tools/test equipment (enter 0 or 10) = ______

3. Safety violation(s) (ten points each) _____ x 10 = ______

   Total Penalty Points B. ________

TOTAL POINTS EARNED (A - B) (maximum 350 points)

C. Tie Breaker

1. Time to Correct Disabling Defect ____ : ____
   (min:sec)

Judge’s Signature ____________________________

Judge’s Signature ____________________________
CUMMINS/VOITH POWER TRAIN EVENT

Team ID

A. Points Earned

Identify and record 6 planted defects (50 points each).
Identify, record, and correct defect which renders the power train inoperable (50 points).

1. Number of planted defects found ______ x 50 each = __________

2. Disabling defect found and corrected (enter 0 or 50) __________

Total Points Earned A. ______

B. Penalties

2. Engine not left in proper working order (enter 0 or 50) = ______
   (excluding planted defects) (or returned to original status)

3. Improper use of tools/test equipment (enter 0 or 10) = ______

4. Safety violation(s) (ten points each) _____ x 10 = ______

Total Penalty Points B. __________

TOTAL POINTS EARNED (A - B) (maximum 350 points)

C. Tie Breaker

1. Time to Correct Disabling Defect: ______:______ (min:sec)

Judge’s Signature ________________________________

Judge’s Signature ________________________________
AIR BRAKE BOARD EVENT

Team ID

A. Points Earned

Diagnosis planted electrical defect (50 points)
Identify and record 6 planted Air Brake System defects (50 points each)

1. Correct diagnosis of electrical planted defect
(enter 0 or 50 points)

2. Number of Air Brake System defects found

   _______ X 50 each =

   Total Points Earned A. _______

B. Penalty

1. Air Brake System not returned to original status
   (excluding planted defects)
   (enter 0 or 10) =

2. Improper use of tools/test equipment (enter 0 or 10) =

3. Safety Violation(s)(ten points each) _______ x 10 =

   Total Penalty Points B. _______

TOTAL POINTS EARNED (A-B) (Maximum 350 Points)

C. Tie Breaker

1. Elapsed Time for ABS Defect Portion ______:_____
   (min:sec)

Judge’s Signature ______________________________

Judge’s Signature ______________________________
THERMO KING HVAC INTELLIGAIRE EVENT

Team ID

A. Points Earned

Identify, record and correct one disabling defect (50 points)
Identify and record five (5) other defects (50 points each)
Record and identify all logged alarm code(s) (50 points)

1. Disabling defect found and corrected (enter 0 or 50) = 

2. Number of planted defects found x 50 each = 

3. Record and identify all logged alarm code(s) (enter 0 or 50) = 

Total Points Earned A. 

B. Penalty

1. A/C unit & simulator not returned to original status
   (excluding planted defects) (enter 0 or 10) = 

2. Improper use of tools/test equipment (enter 0 or 10) = 

3. Safety violation(s) (ten points each) x 10) = 

Total Penalty Points B. 

TOTAL POINTS EARNED (A - B) (maximum 350 points)

C. Tie Breaker

1. Elapsed Time for HVAC event: 
   (min:sec) 

Judge’s Signature

Judge’s Signature
MCI MULTIPLEX EVENT

Team ID

A. Points Earned

Identify and record seven (7) planted multiplex defects (50 points each).

1. Number of planted defects found \[ \text{________} \times 50 \text{ each} \]

   Total Defect Points A \[ \text{________} \]

B. Penalty

1. Multiplex board not returned to original status (excluding planted defects) \( \text{(enter 0 or 10)} \) \[ = \text{________} \]

2. Improper use of tools/test equipment \( \text{(enter 0 or 10)} \) \[ = \text{________} \]

3. Safety violation(s) (ten points each) \( \text{_____} \times 10 \) \[ = \text{________} \]

   Total Penalty Points B. \[ \text{________} \]

TOTAL POINTS EARNED \( (A - B) \)

C. Tie Breaker

1. Elapsed Time for Complete Event: __________________________

Judge’s Signature __________________________

Judge’s Signature __________________________
VAPOER DOOR EVENT

Team ID

A. Points Earned
   Identify and record seven (7) planted Door defects (50 points each).

   1. Number of planted defects found x 50 each

Total Defect Points A. 

B. Penalty

   1. Improper use of tools/test equipment (enter 0 or 10) = 
   2. Safety violation(s) (ten points each) x 10) = 

Total Penalty Points B. 

TOTAL POINTS EARNED (A – B) 

C. Tie Breaker:

   1. Elapsed Time for Complete Event: _______ : _______
      (min:sec)

Judge’s Signature __________________________

Judge’s Signature __________________________
MECHANICS SCORE SHEET SUMMARY

Team ID

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<tr>
<th>Maintenance Tests</th>
<th>Base Score</th>
<th>Points Earned</th>
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<tr>
<td>1. Written Test</td>
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<tr>
<td>2. Fraser Gauge Vehicle Inspection</td>
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<tr>
<td>3. Cummins/Allison Power Train Event</td>
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<td>4. Cummins/Voith Power Train Event</td>
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<td>5. AxleTech/Bendix Air Brake System (ABS) Event</td>
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<td>6. Thermo King HVAC Event</td>
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<td>7. MCI Multiplex Event</td>
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<td>8. Vapor Door Event</td>
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TOTAL POINTS POSSIBLE 2,575

Mechanic Grand Total

Recorder’s Signature: 1st Tally ________ Recheck ________ Date ________ / ________ / ________
Recorder’s Signature: 1st Tally ________ Recheck ________ Date ________ / ________ / ________
Recorder’s Signature: 1st Tally ________ Recheck ________ Date ________ / ________ / ________
Recorder’s Signature: 1st Tally ________ Recheck ________ Date ________ / ________ / ________
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<td>MetroRapid Operation (signed Cover Only)</td>
<td>4-5-2013</td>
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