

TriMet Bus Operator Standard Operating Procedures

Reference Copy – October 16, 2014 Version

All Bus Operator SOPs may be found on TriNet. As always, TriMet expects operators to read and follow all policies and procedures that apply to them. This includes agency-wide policies and requirements contained in the Working and Wage Agreement (WWA) and all posted notices, memos, and other announcements regarding permanent or temporary policy and procedure changes.

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Bus Operator Procedures	
Title: Expectations of Every Operator	SOP B101
Date: 11/8/2010	Page 1 of 3

1.0 Purpose:

This procedure outlines the primary duties, responsibilities, and expectations of every operator. More detailed information on how to complete specific duties and tasks may be found in other standard operating procedures.

If you have a problem or concern regarding work expectations, TriMet encourages you to talk with your supervisor or to use any of the following avenues to find a solution:

- **Station Management:** Station management, training supervisors, station agents, or road supervisors are available to listen, counsel or provide the appropriate referrals.
- **Director of Employee Services:** Offers a private, informal setting to meet with someone who will listen and offer options. The office also provides referrals to mediation, facilitation and specialized training.
- **Union Representative:** You may talk with a Union Representative to receive assistance solving a problem.
- **Employee Assistance Program:** TriMet's Employee Assistance Program (EAP) provides a free, confidential hotline offering professional assistance with a wide range of issues. Contact your station manager for information on EAP.

Violations of agency or department policies and procedures may result in a work improvement plan or disciplinary action up to and including termination of employment. A serious violation may warrant immediate consequences, including termination.

2.0 Procedures:

Operators are the face of TriMet. Every day your attitude, how you respond to customers, timeliness, appearance, and your good judgment define the public's image of the agency. TriMet operators make it possible to provide vital public transportation services to the Portland metropolitan area. As an operator, you are expected to:

1. **Operate safety:** Your first responsibility is safety. Place the safety of your customers and the safe operation of your vehicle ahead of all other considerations.
2. **Follow all written TriMet policies and procedures:** TriMet expects operators to read and follow all policies, SOPs, rules, notices, and bulletins that apply to them. This includes agency-wide policies and requirements contained in the Working and Wage Agreement (WWA) and all posted notices, memos, and other announcements regarding permanent or temporary policy and procedure changes. All Bus Operator SOPs can be found on TriNet.
3. **Follow verbal instructions and directives from supervisors:** TriMet expects operators to follow all verbal instructions given by supervisors, dispatchers, trainers and Managers, this includes written and verbal instructions sent via the bus dispatch system. If an operator believes an assignment or order is unclear or has reasonable cause to believe that carrying out the instruction or order would risk the health and safety of any person, the operator may request that carrying out the order be delayed until the situation has been reviewed by a manager or lead supervisor. The manager or lead supervisor will confirm or clarify the order.

4. Provide exemplary customer service: Every day you meet with people from diverse backgrounds, including vulnerable populations such as the elderly, disabled, youth and the mentally challenged. Some customers will require additional time, effort, assistance and patience. TriMet expects operators to be polite and courteous to all customers. Respond to questions in a polite, respectful way.
5. Act in a professional manner: As a professional transit operator, TriMet requires you to use your best judgment, your communication and customer relations skills along with your technical expertise, to provide your customers and the community at large with transit service that exemplifies the highest levels of professionalism.
6. Attend work on time: Report to work regularly, at the correct location, on time and in uniform. If you oversleep, you lose your guaranteed pay hours for that day. You must notify the station agent as soon as you realize an oversleep has occurred and be available for an alternate work assignment. Failure to accept an alternate work assignment will be considered a refusal to work.
7. Follow all conduct requirements: Below is a list of prohibited operator behavior. This is not intended to be a complete list of prohibited conduct.
 - Use, sell, distribute, possess or be under the influence of alcohol, a controlled or illegal substance, a drug not medically authorized, or any other substance that impairs job performance, while on duty, in uniform, or on TriMet property.
 - Take medication of any kind that will impair safety or job performance. If you must use a prescribed medication, you must notify your station manager, and complete an Employee Notification of Prescription form.
 - Pose an immediate or potential danger to public safety.
 - Be insubordinate or disrespectful to a supervisor or manager.
 - Mishandle district cash revenues.
 - Deliberately misuse, alter, destroy or remove any TriMet property or the property of another employee.
 - Commit any crime while on duty, in uniform, or on TriMet property.
 - Possess a weapon while on duty, in uniform, or on TriMet property. This prohibition applies even if you have a gun permit.
 - Verbally or physically assault, mistreat, or harass through speech, gesture, or bodily contact, customers, TriMet employees, District contractors and vendors, and/or the general public while on duty, in uniform, or on TriMet property.
 - Restrain by physical action or command, pursue, or stalk members of the public, TriMet employees, or TriMet customers while on duty, in uniform, or on TriMet property.
 - Falsify illness or injury.
 - Falsify, misrepresent, or omit pertinent information on a record, statement, or report pertaining to one's activities, responsibilities, observations, or employment at TriMet.
 - Refuse to participate in, withhold information, or make false or misleading statements while a party to an official investigation of an accident, incident, rule violation or complaint.
 - Misuse, alter, or destroy electronically collected data or media including VCH Memory Cards.
 - Fail to return a VCH Memory Card to the pouch at the end of your run.
 - Discuss with unauthorized persons, including the principals involved, any matters that have been or are under investigation, or that interfere with or compromise an ongoing investigation. Matters of investigation are confidential and may not be discussed outside the investigative process.

- Engage in sexual or bias harassment.
- Discriminate against anyone or deny normal privileges to individuals because of their membership in a legally protected class, such as race, sex, disability, religion, sexual preference, or personal characteristics.
- Be convicted of a criminal act while on duty, in TriMet uniform, or on District property.
- Interfere with another employee's performance.
- Lead fellow employees in a wildcat strike or slowdown, attempt to cause such a job action, or participate in such an action.
- Gamble while on duty, on TriMet property, or in uniform.
- Take friends, family members, or animals on board your bus during your run for any non-transportation related purpose.
- Use any TriMet telephone to place long distance or toll calls or use any TriMet fax machine for any business not directly related to TriMet service without authorization from a supervisor.
- No person shall smoke tobacco or any other substance, or shall carry any lighted or smoldering substance, in any form aboard a District Vehicle, in any elevator or underground area of a District Station, or within any space where posted signage prohibits smoking.
- Participate in political campaigning, including wearing buttons, or soliciting for charitable causes or other events while on duty or in uniform. As representatives of a public agency, operators are to remain neutral. These are valuable personal activities, but must be done off duty and out of uniform.
- Solicit, canvass, circulate petitions or collect money while on duty, on TriMet property or in uniform without written permission from the General Manager, except Union activities as permitted under Oregon law.

Bus Operator Procedures	
Title: Sign Ups	SOP B102
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines how operators can schedule their work to participate in sign-ups.

All bus sign-ups are conducted at Center Street Garage. Every year there are four regular sign-ups and multiple special sign-ups.

Sign-up notices are posted at least two weeks in advance in the report area at each garage. Times and dates for sign-up are assigned according to seniority number.

2.0 Procedures:

1. If your work schedule interferes with your sign-up time, request time off in the Regular Request Book. The station agent will make sure that you are relieved to make your sign-up time.
2. Time required for sign-up is unpaid but will not count as time loss.
3. If your request is in the Regular Request Book and you are unable to get to Center Street on time, the sign-up will be delayed until you are able to arrive.
4. Immediately contact your station agent if you are not relieved as scheduled for sign-up. When you are relieved, get to Center Street as quickly as possible.
5. If you do not attend sign-up you may give a sign-up request slip to the station agent at your garage, or a union representative will sign-up for you and you must accept that run assignment.

Bus Operator Procedures	
Title: Using Request Books	SOP B103
Date: APPROVED 7/17/2008	Page 1 of 3

1.0 Purpose:

This procedure outlines how operators use the request books at the station agent's window to request time off.

Request books are often referred to as "red books". There are three different request books:

- Leave Hours Book: Used to request paid time off from the 'Leave Hours' time bank, which consists of floating holidays, birthday (or alternate birthday) and one day at a time vacation.
- Regular Request Book: Used to request unpaid time off, trading of work or days off, to work on your regular day off, or to request time off for sign-up.
- Holiday Book: Used only for requests to work one of the seven national holidays during a holiday sign up.

Instructions for using the request books are also attached to each book's front cover.

2.0 Procedures:

General Requirements for All Requests:

1. Use following codes to identify the types of time off or work time request being made in a request books:
 - ABD - Alternate Birthday
 - FH - Floating Holiday
 - NBD - No Birthday
 - PB - Pay Back
 - RDO - Regular Day Off
 - TDO - Trade Day Off
 - TRW - Trade Work
 - VAC – Vacation
 - MT - Mandatory Training
2. All requests are on a first come, first served basis, not seniority. Requests not guaranteed by the Working and Wage Agreement may be denied.
3. Sign the book at the garage where you will be working on the day requested.
4. Entries must be made by 10:00am the day before you want to take the leave, trade or time off. If the page is CLOSED before 10:00am, see the station agent on duty to add your entry.
5. The on-duty station agent must initial any changes to previous entries.
6. Operators must contact the station agent to determine the status of their time off or work time request. Do not assume that a request has been granted.
7. Operators are responsible for keeping track of their available leave hours. Contact station agent or station management for more information.

Using the Leave Hours Book:

1. This book is only used to request paid time off from the 'Leave Hours' time bank. To request this leave operators must enter the following information:
 - Mini-run operators - Badge number, last name, and leave category being used (VAC, FH, or ABD).
 - Full-time operators: Badge number and last name. All leave hours are treated the same so no leave category is needed.
2. Entries may be made up to 30 days in advance, or two months in advance for national holidays in the Leave Hours Book.
3. Full-time operators with two or more accrued weeks of vacation at Vacation Sign-up or mini-run operators with three or more weeks of accrued vacation, may declare that one of those weeks will be taken one day at a time. To request a single vacation day:
 - Request one-day-at-a-time vacation in the Leave Hours Book (VAC).
 - The on-duty station agent must initial changes.
 - As always, operators are responsible for keeping track of their available vacation days.
4. Operators may use birthday leave in one of three ways:
 - a. If your birthday falls on a workday, you may take your birthday off. No entry in the Leave Hours Book is needed.
 - b. If your birthday falls on your regular day off, you may take it as extra pay. No entry in the leave hours book is needed.
 - c. If your birthday falls on a workday, you can elect to take a different day off by using it as an Alternate Birthday (ABD). To request this, you must enter your badge number, last name and NBD (no birthday) on your actual birth date in the Leave Hours book. If you do not make a NBD entry in the Leave Hours Book and show up for work on your birthday, you will be sent home with pay.

Using the Regular Request Book:

1. This book is only used to request unpaid time off, trading of work (TRW) or days off, or to request work on your regular day off (RDO).
2. To make a request, both full-time and mini-run operators must enter the following information:
 - Badge number
 - Last name
 - Specifics of the request
3. All trades must be within the same employee category and garage (e.g. a Merlo full-time operator can only trade with another Merlo full-time operator; not with any mini-run operators or any full-time operators at other garages).
4. Trading work on a holiday is permitted, trading days off is not.
5. All entries for trades between two operators must be initialed by both operators and include the following information:
 - Traded day off (TDO) entries must show a pay back (PB) date.
 - Pay back (PB) must be made within the same signup period within 30 days.
6. Once entered and approved, the trade will be allowed even if one of the operators is marked off for that day.

Working on a National Holiday:

1. General Information About Working Holidays:
 - All runs and work assignments come out of the Center Street facility.
 - Relief points may be different than on regular days. Check paddles and route descriptions carefully.
 - Call the Center Street station agent at 503-962-4856 on a holiday if you are unable to work.
 - Marking off sick one or two days before a holiday requires a doctor's letter before returning to work.
2. A notice will be posted alerting operators that a holiday sign-up is pending. TriMet honors seven national holidays: New Years Day, Martin Luther King Jr. Birthday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.
3. If you wish to work a holiday, put your name in the Holiday Book
4. To volunteer for work on a national holiday, both full-time and mini-run operators must enter the following information in the Holiday Book on the holiday requested:
 - Badge number
 - Last name

Bus Operator Procedures	
Title: License, Permits and Certification Requirements	SOP B104
Date: APPROVED 7/15/2010	Page 1 of 1

1.0 Purpose:

This procedure outlines license, permit, and certification requirements for operators. Operators are also required to follow all applicable procedures outlined in SOP015 CDL/DOT Requirements and Expiration Tracking.

2.0 Procedures:

1. Only active, licensed, TriMet employees who have successfully completed the required TriMet operator training programs may operate a bus on the open road.
2. Operators may not allow an unauthorized or unqualified person to operate TriMet vehicles or carry out the duties of a bus operator.
3. Operators and operators-in-training must maintain and carry the following licenses, permits and certification while on duty:
 - Current Commercial Drivers' License (CDL) or CDL permit. Permit holders must be accompanied by a licensed operator or trainer when operating the bus.
 - Department of Transportation (DOT) medical card.
 - TriMet photo identification card.
4. Operators must renew their CDL and DOT medical card before expiration and show proof of the renewal to a station manager. Failure to obtain a valid DOT card or CDL within five days after the expiration date will result in discipline up to termination.
5. Operators must notify station management within one business day if their license is suspended, revoked, or canceled, or if they are disqualified from driving or medical card is suspended, revoked, or pending suspension.
6. Operators must notify the station manager within 30 days of conviction for any traffic violation, except parking, no matter what type of vehicle was being driven.
7. Operators who have not operated in service for 30 days or more for any reason must complete refresher training prior to returning to service.

Bus Operator Procedures	
Title: Documents and Records	SOP B105
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines time slip and record requirements for operators.

2.0 Procedures:

Time Slips:

1. Fill out your own time slip.
2. Submit only one time slip per day.
3. Fill out a time slip for any work assignment that is performed in lieu of, or in addition to, normally assigned work.
4. If working more than one piece, have the station agent initial and return the time slip to you after the first piece. Return the completed time slip to the station agent at the end of the day.
5. If your time slip is not turned in on the day of work, you must have it signed by station management.

Information That Must Be Kept Current:

- Telephone Number and Address: Submit a completed change of address form to the station agent if there are any changes to home address, telephone number, or emergency phone number.
- Family Status: Provide updated information to Human Resources within 30 days of all changes in family status such as: marriage, divorce, births, deaths, and children who reach 19 and are not enrolled in college.

Bus Operator Procedures	
Title: Uniforms	SOP B106
Date: APPROVED 7/15/2010	Page 1 of 2

1.0 Purpose:

This procedure outlines the uniform requirements for all operators. TriMet monitors and enforces its uniform policy.

Operators receive an annual allowance that is good for two years that is used for purchasing the current uniform of the day through TriMet's authorized vendor(s). Operators may purchase boots/shoes using their uniform allowance from TriMet's boot/shoe supplier or supply their own footwear that complies with TriMet's uniform requirements. Any unused portion of the annual uniform allowance is lost after two years. Operators are allowed to purchase uniform items only for their own use.

2.0 Procedures:

1. All operators must wear a complete current uniform of the day when reporting for duty and at all times while on duty. In addition to required clothing items, the uniform of the day requires possession of an accurate watch or timepiece, ID badge, punch, and facility key.
2. Operators are to maintain a high standard of personal cleanliness and neatness. The uniform of the day must be clean, wrinkle-free, provide a professional appearance and be in good repair. Tears, stains, missing buttons and other defects on uniform clothing are not allowed.
3. A uniform shirt with a collar must be worn. Only the top two buttons of a uniform shirt may be left unbuttoned.
4. Uniform shirts may be worn under any authorized pullover or sweater.
5. Only a solid white or solid blue t-shirt may be worn under a collared uniform shirt.
6. Uniform pants should not be cropped or cut-off. Authorized uniform shorts may be worn during warm weather. The length of shorts may not be less than two (2) inches above the knees.
7. Boots/shoes must be clean and in good condition and must be solid black, brown, or navy blue.
8. Boots/shoes must be made of a material that can be polished.
9. Boot/shoe heel height must not interfere with operation of equipment or operator mobility. The height of any heel should not exceed two (2) inches.
10. Open toed shoes, open heels, tennis shoes or sandals are not acceptable.
11. Uniform coats and jackets may be worn when needed. Operators cannot wear non-uniform coats and jackets any time they are operating a TriMet vehicle.
12. Only hats provided by TriMet's current authorized vendor(s) may be worn.
13. The following authorized uniform items are required and are supplied by the operator:
 - An accurate watch or timepiece must be worn at all times while on duty. Set the timepiece to the clock at the sign-in area so that it is accurate to the hour, minute and second.
 - Navy blue, black, or white socks.
 - Solid black or brown belt when wearing pants with belt loops.
 - Undergarments. Undergarments should not display writing or pictures that show through your outer uniform.

14. No insignias, emblems, buttons, embroideries, lapel pins, or other items may be worn on the uniform unless issued by TriMet or authorized by a station manager.
15. Hair must not obscure vision or interfere with operation of the bus.
16. Jewelry items must not interfere with bus operation.
17. Sunglasses are not permitted during hours of darkness.
18. For security reasons, uniform items with TriMet's logo must not be donated or sold to individuals or organizations. Operators who want to dispose of old uniforms, must remove the patches or return them to their manager/the District.
19. Operators who are unable to comply with a uniform requirement due to medical or religious reasons, may request a Uniform Exemption Card from an assistant manager or station manager. These requests will require supporting documentation such as medical note or a letter from an official religious organization. No Uniform Exemption Card shall be issued that allows or excludes any item or requirement that may compromise safety. The operator must carry the Uniform Exemption Card at all times while on duty.
20. Operators who are not in proper uniform may be relieved of duty and charged with an unexcused absence. Repeat violations of uniform requirements will be managed through the progressive discipline process and can lead to suspension and termination.

Training – Bus Transportation	
Title: Bus Operator Certification / Recertification	SOP B107
Date: Approved 7/17/2014	Page 1 of 3

1.0 Purpose:

- To define the certification criteria for new bus operators.
- To define the recertification criteria for current bus operators.

2.0 Statement of Principles:

- Safety is a value that guides all levels of TriMet activities including the initial training of new bus operators and recertification training of existing operators.
- TriMet conducts two bus operator certification programs:
 - **Initial Bus Operator Certification Training** for the initial training and certification of new bus operators, and
 - **Bus Operator Recertification Training** for the recertification of existing bus operators.
- Only active, licensed, TriMet employees who have successfully completed the applicable TriMet Certification Training program may independently operate a bus on a public street, road or highway.
- All existing bus operators are required to attend and successfully complete Bus Operator Recertification Training during each training period offered.
- Operators who fail to successfully complete the Bus Operator Recertification Training will receive additional in-service and/or out-of-service training as needed.
- All bus operator trainees must successfully complete the TriMet Initial Bus Operator Certification Training program prior to independently operating a TriMet bus in-service.
- New bus operators who have successfully completed the TriMet Initial Bus Operator Certification Training Program but who have not completed their six-month probationary period, are not required to attend the current Bus Operator Recertification Training program.
- Operators who have not operated in-service for 30 days or more for any reason must complete refresher training.

3.0 Duties and Responsibilities:

Bus Transportation Training:

- Promote TriMet's Safety value to all bus operators emphasizing safety and exceptional customer service at all times.
 - Be professional at all times and provide any and all reasonable assistance needed to assist any trainee through a training process.
 - Ensure that all operators are treated equally and fairly during training sessions, without regard to gender, race, religion, ethnic origin, or sexual orientation.
 - Keep accurate attendance records of all Initial Bus Operator Certification Training programs and Bus Operator Recertification Training programs.
 - Keep all training materials for the Initial Bus Operator Certification Training program and Bus Operator Recertification Training program up-to-date.
 - Incorporate changes to Standard Operating Procedures (SOPs) into both Initial Bus Operator Certification Training and Bus Operator Recertification Training programs as appropriate.
 - Ensure the integrity of the training program by keeping secure all tests and test keys.
 - Ensure the safety of the public by strictly following training guidelines and testing procedures.
 - Develop and maintain current Bus Operator Recertification Training program content and schedules which fulfill TriMet's training requirements. The content and schedules must be submitted to the Executive Director, Transportation for approval prior to implementation.
-

Managers, Operations Training:

- Training managers are responsible for the development of key concepts and content that promotes safety and exceptional customer service for both Initial Bus Operator Certification and Bus Operator Recertification Training programs.
- Review current safety and customer service information to determine appropriate content for recertification training and to modify and update initial certification training.
- Ensure that the training staff is well-informed and trained to deliver effective training in both initial certification and recertification training programs.
- Provide training reports as needed.
- Meet with the Training Department at the end of each fiscal and/or calendar year to analyze the status and effectiveness of the past year's training plan.

New Bus Operators:

- Adhere to TriMet's Safety Value at all times.
- Never operate in an unsafe manner. Certified operators are fully responsible at all times for the safe operation of their bus and its associated equipment.
- Unless previously arranged with a trainer or manager, all trainees must attend all days of initial training to be considered for Initial Bus Operator certification.
- Maintain the ability to perform all physical activities associated with the job of a bus operator.
- Wear appropriate clothing and footwear for a professional training environment and for the safe operations of a transit bus. Open-toed shoes, high heels and sneakers are not allowed.
- Follow all instructions issued by a Training Supervisor.
- Perform all tasks as described in the Bus Operator Training Manual.
- Follow all bus operations rules and procedures as described in the SOP Manual.
- Trainees are expected to complete homework each night to keep up with the coursework.
- Trainees must take and successfully pass quizzes and tests (written and skills tests) at appropriate intervals during initial training to gain certification.
- Attend all "Probationary Classes" as scheduled through the Training Department.

Current Bus Operators:

- Adhere to TriMet's Safety Value at all times.
- Never operate in an unsafe manner. Operators are fully responsible at all times for the safe operation of their bus and its associated equipment.
- All bus operators must attend Bus Operator Recertification Training.
- All bus operators must pass recertification testing consisting of written and hands-on skills assessments.

4.0 Procedures:

Training Department:

- The primary responsibility of the Training Department is the safety of our customers, employees and the general public. This pertains to the actual training process and to the initial certification of trainees and recertification of operators to independently operate a bus in revenue service.
- Initial Bus Operator Certification Training:
 - Conduct classroom and on-the-road training covering all aspects of bus operation with an emphasis on safety and exceptional customer service.
 - Document class attendance and test performance in both paper and digital formats.

- Review quizzes after grading is completed and provide documented feedback to each trainee covering all missed questions.
- Document all behaviors that raise concern about the trainee's ability to safely operate a transit bus and/or provide exceptional customer service.
- Conduct a final written test at the end of the classroom portion of the training.
- Review the final test after the grading is completed with each trainee.
- Conduct individual on-the-road coaching drives and skills assessments for each trainee.
- Skills assessments (drive tests) must be based on Oregon Department of Motor Vehicles (DMV) Commercial Drivers' License (CDL) skills test standards.
- The passing score for all quizzes and tests is 85%.
- Trainees who successfully complete their certification training are issued a wallet-sized Certification Card listing the year and completion date of the training. Trainees who fail Initial Bus Operator Certification Training will be subject to disqualification from initial training.
- Maintain the confidentiality of all testing documents and the self-respect of all trainees.
- Bus Operator Recertification Training:
 - Conduct an eight-hour classroom and on-the-road recertification training for all TriMet bus operators, dispatchers, bus supervisors, station agents and bus operations managers during each training period prescribed by the District.
 - Develop each recertification training program to improve overall system safety as well as develop individual operator skills, knowledge and abilities.
 - The focus and content of Bus Operator Recertification Training will be based on current relevant operational issues as well as relevant safety and customer service concerns from the past year.
 - Develop presentations, videos and other classroom activities that highlight current relevant operational issues.
 - Use Bus Operator Recertification Training as an opportunity to gather operator feedback regarding safety, customer service and operational issues.
 - Document class attendance and test performance in both paper and digital formats.
 - Review all bus SOP changes from the previous year as part of each recertification training program.
 - Document all behaviors that raise concern about the trainee's ability to safely operate a transit bus and/or provide exceptional customer service.
 - Conduct a recertification written/simulation test at the end of the training.
 - The passing score for all recertification tests is 85%.
 - Conduct individual on-the-road coaching drives and skills assessments for each operator. The skills assessment (drive test) must be based on Oregon DMV CDL skills test standards.
 - Operators who successfully complete their recertification training are issued a wallet-sized Recertification Card listing the year and completion date of the training.
 - Operators who do not satisfactorily complete both the skills and written assessments will be provided with additional out-of-service and in-service follow-up training as needed.
 - Operators who fail to satisfactorily complete recertification follow-up training will be referred to their garage manager.
 - Maintain the confidentiality of all testing documents and the self-respect of all trainees.

Bus Operator Procedures	
Title: Starting and Ending Your Run at the Garage	SOP B201
Date: Approved 9/15/2011	Page 1 of 5

1.0 Purpose:

This procedure outlines the processes for beginning and ending your run at the garage. Procedures for road reliefs as well as addressing mechanical issues before pullout at the garage are addressed in other SOPs.

2.0 Procedures:

Starting Your Run at the Garage:

Complete the following steps prior to leaving the garage:

- STEP 1 - Sign in
- STEP 2 - Find your bus
- STEP 3 - Start Your Bus
- STEP 4 – LOGON to BDS system
- STEP 5 – Perform Pre-Trip Inspection
- STEP 6 – Test Seat Alarm

IMPORTANT NOTE: If you experience any mechanical problems while at the garage, immediately contact dispatch and follow all procedures outlined in SOP B203 Mechanical Problems at Garage.

Step 1 - Sign In

1. Report to your assigned garage.
2. Write in your name and badge number on the sign-in sheet.
3. Note the bus number and track location in the yard.
4. Check bus maintenance log to see if your bus has any reported problems.
5. Get your pouch at the station agent window.
6. Check for mail every day. Review all posted notices, memos, and announcements related to policies and procedures.
7. Check that you have the correct pouch for your run. Your pouch should contain the following:
 - ☐ Accident packet
 - ☐ Bus Defects Card (white)
 - ☐ BDS Memory Card
 - ☐ Emergency information
 - ☐ Lost Article Tag
 - ☐ Operating Condition Report (yellow card)
 - ☐ Paddle
 - ☐ Public Timetables (schedules)
 - ☐ Radio/VCH Defect Card (green)
 - ☐ Reroute Sheet
 - ☐ Route description and map
 - ☐ Transfers
 - ☐ Trip Sheet
 - ☐ ASA Problem Report Card
 - ☐ H.O.T kit
8. Review the re-route sheet.

9. Review all current special instructions. These may be posted near the sign-in sheet, at the station agent's window, and/or in the front of the pouch.

Step 2 - Find Your Bus

1. Note track and bus number at sign-in.
2. Find your bus as quickly as possible.
3. If you cannot locate your bus, use the VCH in the closest available bus to notify dispatch: Press MECH, 2 – Tied-Up, and SEND. Follow dispatch instructions.
4. Check for potential hazards or persons around the vehicle. Special attention should be paid to the front and rear of the vehicle.
5. Board the bus via the front door.
6. Conduct a walk-through security sweep of the bus. (see B901 Operator Security Responsibilities)
7. If there is a steering wheel lockout cover on the steering wheel, do not start or move the bus. Notify dispatch: Press MECH, 2 – Tied-Up, and SEND. Follow dispatch instructions.

Step 3 – Start Your Bus:

1. Make sure parking brake is on.
2. Make sure transmission is in neutral.
3. Place right foot on brake.
4. Check low air warning system. Turn master run switch to DAY-RUN position. Warning lights and audible alarm should come on.
5. Press and hold the start button down firmly. Do not press the accelerator to start. When engine runs on its own, release the start button.
6. After the bus is started, the warning lights and audible alarm should go off. If the low oil light and/or alarm stays on, contact dispatch or a spotter for a replacement bus.
7. Apply the fast idle switch if your bus is equipped with one; otherwise apply one-third throttle to build air pressure while the engine is cold. Low floor buses automatically shift to fast idle after running in neutral for two minutes.
8. Turn master run switch to NIGHT-RUN position.
9. Set door control to front door open position and turn on door air valve (butterfly valve).

Step 4 - LOGON to VCH

1. Logon during pre-trip preparation. Do not delay pullout while waiting for logon validation.
2. Insert the memory card. If memory card won't go completely into the slot, turn card over and reinsert. Do not force card into slot. If card still will not go into the slot, continue to log on without the memory card and fill out BDS and Radio Reception Problem Report (green card) - this is found in the pouch.
3. Key in your operator (badge) number when prompted by the VCH.
4. When prompted by the VCH, verify that correct train number is listed by pressing YES. If train number is incorrect, press NO.
5. When prompted by the VCH, indicate whether you wish to test the silent alarm. If you do not want to test the alarm, press NO and skip to Step 5. If you wish to test the silent alarm:
 - Press YES.
 - When the display says "Press Silent Alarm Button Now," press the silent alarm button within the next 10 seconds. Press the button only once; the

alarm will be transmitted to Dispatch if you press the silent alarm more than once.

- When the display indicates that the Silent Alarm test has been successful, press ENTER.
6. The VCH will ask you to confirm that the correct operator name has been logged in. Press YES to validate the LOGON, press NO if the operator name is incorrect.
 7. The VCH will display a final confirmation message. Press CANCEL to clear the screen and press InMSG to review any text messages.

Step 5 - Pre-Trip Inspection

Use the following checklist as a guide for pre-trip inspection. If a defect is found, the checklist indicates appropriate response as follows:

XXX =Replacement bus needed

XX = Go to Pullout Repair

X =Complete defect card and continue in service

Exterior Inspection Checklist

Lights and Reflectors:

☐ Clearance/Reflectors (2000 series, except 2400 series - depress left and right turn signal simultaneously then check lights)_____XX

☐ Front Lights_____XX

☐ Rear Brake Lights_____XX

Wheels:

☐ Hub/Axle Seals_____XX

☐ Lug Nuts_____XX

☐ Mud Flaps_____X

☐ Rims_____XX

☐ Tires (flat)_____XXX

Other:

☐ Lift or ramp_____XX

☐ Fuel Tank (there should be no leaks)_____XXX

☐ Mirrors_____XX

☐ Outside panel cover secure_____XX

Interior Inspection Checklist

Emergency and Passenger Items:

☐ Doors Secure_____XXX

☐ Emergency roof exit sealed_____XX

☐ Emergency window exits sealed_____XX

☐ Passenger Entry Clear/doors work_____XX

☐ Check Seats_____XX

☐ Securement devices_____XX

Engine:

☐ Ammeter/Voltmeter_____XXX

☐ Oil Pressure warning light_____XXX

Other:

☐ Horn(s)_____XX

☐ Operator's Seat_____XX

☐ Parking Brake_____XX

☐ Safety/Emergency Equipment_____XX

<input type="checkbox"/> Seat Belt	XX
<input type="checkbox"/> Steering Play	X
<input type="checkbox"/> Windshield	XX
<input type="checkbox"/> Wipers	XX
<input type="checkbox"/> Reflective Triangle	XX
<input type="checkbox"/> Wheel Chock	XX

Step 6 – Test Seat Alarm

1. Perform the Seat Alarm Test on flat, level ground.
2. Sit in operator's seat and cover the brake pedal.
3. Start bus with parking brake on.
4. Make sure bus in neutral.
5. Open front and rear bus doors.
6. Grasp the steering wheel and rise off of the seat cushion or stand up.
7. Release the parking brake.
8. Seat alarm should sound after a few seconds.
9. Sit down and reset the parking brake.
10. If there are any problems with the seat alarm, proceed to Pullout Repair. On the way to pullout repair, notify dispatch: Press PRE-TRIP, 1 – Pullout Repair, and SEND.

Ending Your Run at the Garage:

1. Conduct a walk-through security sweep of the bus. (see B901 Operator Security Responsibilities) before leaving the end of the line for the garage. During the security sweep:
 - Check the bus for sleeping passengers (see SOP B501)
 - Check your bus for lost or unattended items (see SOP B402)
 - Check for potential blood borne pathogens, such as vomit. If you discover potential blood borne pathogens on your bus, notify dispatch and confirm with the spotter when arriving back at the garage or, if on a weekend, the station agent. Leave a note on the cutter bar to alert the maintenance staff and leave a Biohazard Notice Card near the biohazard. (see SOPB907)
2. Park your bus in the yard:
 - Check with spotter for parking instructions or follow posted instructions when no spotter is on-duty.
 - Proceed to the assigned track or location in the bus yard:
 - Watch for people exiting other buses and vehicles.
 - Stop at end of track or behind other buses parked on the track.
 - Leave sufficient room between buses when parking so rear engine panel can be opened.
 - Do not block a driveway or door.
 - Set parking brake.
 - Put bus in neutral.
 - Open the doors.
 - Release door air pressure (butterfly valve).
 - Turn off all switches.
 - Turn engine off.
 - Close all windows and roof vents.
3. LOGOFF VCH:
 - Step 1: Press LOGON.

- Step 2: When prompted by the VCH, indicate whether or not you want to LOGOFF. Press YES to continue LOGOFF procedure.
 - Step 3: After you confirm your LOGOFF, unlatch and open the card slot.
 - Step 4: Press the eject button and remove the VCH memory card when prompted by the VCH.
 - Step 5: Place card in pouch.
 - Step 6: Confirm that the LOGOFF has been recorded. The VCH should display a "LOGOFF Sent" message.
4. Collect all schedules from the information racks on the bus. Place schedules for your line and train in the pouch. Return schedules for other routes to the station agent.
 5. Exit bus and manually close door.
 6. Use designated walkways and extreme caution when crossing the yard.
 7. Take memory card, pouch, schedules, and any lost and found items to the station agent. Insert Accident Packet in front of pouch if any items have been used so that station agent knows to replace used items.

Bus Operator Procedures	
Title: Road Reliefs	SOP B202
Date: APPROVED 7/15/2010	Page 1 of 2

1.0 Purpose:

This procedure outlines the steps for beginning and ending your run on the road. Procedures for starting and ending your run at the garages are addressed in another SOP.

2.0 Procedures:

Starting Your Run on the Road

1. Report to the relief point at the assigned time.
2. LOGON to VCH. When you LOGON during a Road Relief, the VCH Memory Card should already be inserted in the VCH and the operator being relieved should be logged off:
 - Step 1: If the VCH is not displaying a message requesting your operator number, press LOGON.
 - Step 2: Key in your operator (badge) number when prompted by the VCH.
 - Step 3: When prompted by the VCH, verify that correct train number is listed by pressing YES. If train number is incorrect, press NO.
 - Step 4: When prompted by the VCH, indicate whether you wish to test the silent alarm. If you do not want to test the alarm, press NO and skip to Step 5. If you wish to test the silent alarm:
 - i. Press YES.
 - ii. When the display says "Press Silent Alarm Button Now," press the silent alarm button within the next 10 seconds. Press the button only once; the alarm will be transmitted to Dispatch if you press the silent alarm more than once.
 - iii. When the display indicates that the silent alarm test has been successful, press ENTER.
 - Step 5: The VCH will ask you to confirm that the correct operator name has been logged in. Press YES to validate the LOGON, press NO if the operator name is incorrect.
 - Step 6: The VCH will display a final confirmation message.
3. Press CANCEL to clear the screen and press InMSG to review any text messages.
4. Add your information to the Trip Sheet.
5. Adjust operator seat and mirrors.
6. Check all gauges and dials to ensure systems are operating properly.
7. Perform a bus inspection and walk-through security sweep of the bus. (see B901 Operator Security Responsibilities) at the end of the line or, if doing so will not delay service, sooner.

Ending Your Run on the Road

1. Allow customers to board the bus before operator change is made.
2. Inform the relief operator of:
 - Any verbal or written special instructions or reroute information.
 - Any issues affecting operation of the bus.
 - Any customer service or security issues.
 - Have pouch in order and transfers ready.
3. LOGOFF on VCH:
 - Step 1: Press LOGON.
 - Step 2: After VCH displays "LOGOFF Sent" message, press ENTER. DO NOT remove the memory card. Leave it in place for the next operator.
 - Step 3: VCH should display a LOGON message for the next operator.
4. If relief operator does not show up:
 - Do not leave the bus or log off.
 - Do not wait beyond the relief time unless otherwise instructed by Dispatch, a supervisor, or a station agent.
 - Continue in service and notify station agent: press OutMSG, 5 - No Relief Oper, ENTER, and SEND.
 - Check your VCH display for a response. The station agent will contact you via text message with instructions.
5. If more than one relief operator arrives:
 - Do not log off.
 - Tie up the bus.
 - Call the station agent directly via phone or notify dispatch: press SERVICE, 3 - Service/Route info, and SEND.
 - Do not move bus until the station agent determines who will operate the bus.

Bus Operator Procedures	
Title: Mechanical Problems at Garage	SOP B203
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines the processes for addressing mechanical problems before pullout at the garage.

Mechanical problems identified during the pre-trip inspection at the garage need to be addressed as soon as possible (See SOP B201 Starting and Ending Your Run at the Garage for guidance on pre-trip inspections). Procedures for responding to mechanical problems while in-service are outlined in other SOPs.

2.0 Procedures:

If Your Bus Needs a Minor Repair:

1. Go to pullout repair as soon as you identify a problem.
2. On the way to pullout repair, notify dispatch: Press PRE-TRIP, 1 – Pullout Repair, and SEND.
3. When bus is ready for service, notify dispatch: Press SERVICE, 1 – Ready for Service, and SEND.
4. Start your run.
5. Dispatch will only contact you if the pullout delay requires an adjustment to your schedule.

If Bus Cannot be Driven to Pullout Repair:

1. Notify dispatch and await instructions: Press MECH, 2 – Tied-Up, and SEND. If you cannot use the VCH, use the VCH on the closest available bus.
2. When you have a bus that is ready for service, notify dispatch: Press SERVICE, 1- Ready for Service, and SEND.
3. Start your run.
4. Dispatch will only contact you if the pullout delay requires an adjustment to your schedule.

If You Get a Replacement Bus:

1. Repeat Bus Preparation and Bus Start-Up Steps with the replacement bus as outlined in SOP B 201 Starting and Ending Your Run at the Garage.
2. When bus is ready for service, notify dispatch: Press SERVICE, 1- Ready for Service, and SEND.
3. Start your run.
4. Dispatch will only contact you if the pullout delay requires an adjustment to your schedule.

Bus Operator Procedures	
Title: Yard Operating Rules	SOP B204
Date: 11/8/2010	Page 1 of 2

1.0 Purpose:

This procedure outlines how to operate the bus in the yard. Any time the operator is in the operator's seat, they are responsible for the safe movement of the bus under all conditions. These operating rules are in addition to all other operating requirements.

2.0 Procedures:

Driving in the Yard:

1. Do not exceed 15 MPH anywhere in the yard.
2. Do not exceed 5 MPH when operating in any track.
3. Obey all signs; come to a complete stop at all stop signs.
4. When traveling down a track, come to a complete stop at the end of the track and check for traffic and pedestrians before proceeding.
5. Yield to any vehicle that is backing up. Watch for and yield right-of-way to buses backing out of maintenance buildings.
6. Yield to pedestrians in the yard. Check mirrors on both sides. Remember to bob and weave or rock and roll (lean) in your seat as you scan to increase what you see in your mirrors, and to see around visual barriers.
7. Before backing up a bus, get out of the bus and check for potential hazards around the vehicle. You are responsible if an accident occurs when backing the bus, even if you use a spotter.
8. Sound horn and turn on four-way flashers when backing up your vehicle.

Parking in the Yard:

1. Close all windows and roof vents.
2. Check with spotter for parking instructions.
3. Watch for people exiting other buses and vehicles.
4. Stop at end of tracks.
5. Leave sufficient room between buses when parking so rear engine panel can be opened.
6. Do not block a driveway or door.
7. Turn off all switches.
8. Set parking brake.
9. Put bus in neutral, turn engine off.
10. Check bus for unattended items and potential blood borne pathogens, such as vomit. If you discover potential blood borne pathogens on your bus, alert the spotter or, if on a weekend, the station agent. Also, leave a note on the cutter bar to alert the helpers.
11. Release door air pressure and manually close door.

Walking in the Yard:

1. Use extreme caution when walking in the yard.
2. Use designated walkways.
3. Walk to the head or the rear of trackways to access walkways. Do not cross between buses.

Yard Security:

1. Identify and report unusual or potentially dangerous situations immediately to dispatch. This includes suspicious activities, any dangerous or threatening conduct, and any criminal acts you may witness.
2. Follow H-O-T Card guidelines any time unattended items are found. See SOP B902 H-O-T Item Procedure and H-O-T Card for more information.

Bus Maintenance Employee	
Title: Personal Work/Personal Use of District Property	SOP B205
Date: Approved 10/17/2013	Page 1 of 1

Purpose:

To prohibit the removal or use of District property, facilities, tools, or materials for any purpose other than the maintenance of District vehicles or its facilities.

Scope:

This policy applies to all TriMet Maintenance employees and to any TriMet employee who seeks to use District Maintenance facilities, tools, and equipment.

Policy:

- Employees shall not transport personal items onto District property for repair, restoration, disposal, or any other related purpose.
- Employees shall not use any District equipment or tools for repair, fabrication, or restoration of personal items.
- With the exception of transporting tools, equipment or materials for purposes of cleaning, repairing and/or maintaining outlying District buildings, structures or grounds, or for otherwise essential work-related purposes; employees shall not remove from District property any District tools, equipment, or materials (new, used, or recycled).
- Employees shall not remove boxes or other scrap without prior approval from a maintenance manager.
- Employees shall not bring boxes onto TriMet property without prior approval. Boxes brought onto TriMet property will be subject to search.

Employees who violate this policy will be subject to disciplinary action up to and including termination from employment with the District.

Note: This SOP also applies to employees in other Operations divisions (e.g., Facilities, Maintenance-of-Way, Rail Equipment Maintenance) (also see SOP 016).

Bus Operator Procedures	
Title: Communicating with Dispatch	SOP B301
Date: APPROVED 7/17/2008	Page 1 of 7

1.0 Purpose:

This procedure outlines how to communicate with dispatch. The procedure provides detailed information on how to use the Bus Dispatch System (BDS) and how to communicate while the BDS is in fallback mode. The uses of specific BDS messages are referenced in other SOPs as appropriate. Use of the Silent Alarm is fully detailed in a separate SOP.

The BDS is a computer-controlled system that allows you to communicate with dispatch. The BDS also provides dispatch with information on the location and status of each bus. The primary components used on-board the bus are:

- The Vehicle Control Head (VCH), which allows operators to send messages and receive text messages.
- The Handset, which allows you to talk with dispatch when the voice channel is opened.

The VCH memory card which records key operational data and provides the BDS with schedule, route, and service information. If the VCH Memory Card is not inserted in the VCH, you will still be able to send messages and receive some text messages. However a number of systems and tools will be affected when the VCH Memory Card is not installed:

- The VCH's early/late clock will not function.
- Route specific messages, including reroute information, cannot be received.
- Automatic Stop Announcements will not work.
- Transit Signal Priority will not function.
- Transit Tracker won't be able to inform the public of your location and expected time of arrival.
- Passenger counts will not be recorded.

2.0 Procedures:

General Communication Expectations:

1. Operators are expected to understand and comply with all guidelines for communicating with TriMet dispatch using the Bus Dispatch System (BDS).
2. Promptly respond to any communication from Dispatch.
3. Confirm the receipt of instructions and information from Dispatch.
4. Request additional information, clarification, or repetition of instructions when needed.
5. Communicate in a clear and concise manner.
6. Use language that is courteous and respectful.
7. Only transmit information that supports TriMet operations.

IMPORTANT NOTE: If the BDS isn't working or you and your passenger have evacuated the bus, you may phone dispatch to report an emergency situation, accident, or any other event that results in the bus being tied-up. Never use a cell phone while operating a vehicle in motion.

8. Operators should expect the following when they contact dispatch:
 - Calls will be responded to in order of priority.
 - Communication will be clear and concise.
 - Operators will be treated with courtesy and respect.
 - Based on available information, dispatchers will make the best possible judgments to protect customers, the public, TriMet colleagues, and TriMet property.
 - Based on available information, dispatchers will make the best possible judgments to maintain efficient and on-time bus service.

Sending Messages With the VCH:

Depending on the type of message you need to send, use the VCH Menu Keys or an OutMSG text message.

Table 1: VCH Menu Keys outlines the purpose of each VCH Menu Key. Please note that many VCH Menu Keys provide more than one message option.

Table 2: OutMSG Text Messages outlines each of OutMSG text messages. The use of specific BDS messages is often intuitive but other SOPs reference how and when to use these messages.

To send a message using the VCH Menu Keys:

1. Press the appropriate VCH Menu Key.
2. If more than one message is displayed, choose the most appropriate message.
3. Press SEND Key.

There are two options for sending OutMSG Text Messages. Option 1:

1. Press OutMSG.
2. Enter the number of the OutMSG Text Message you want to send.
3. Confirm your entry by pressing ENTER.
4. Once the message is visible, press SEND.

OutMSG Text Messages Option 2:

1. Press OutMSG.
2. Scroll through the Text Message list by using the NxtMSG or PrvMSG buttons until the message you want to send is on the VCH display.
3. Once the message is visible, press SEND.

Receiving Messages on the VCH:

1. Operators should check the VCH display regularly to see if the MSG light is lit. When the light is on, press InMSG to view the new text message.
2. If a message requests a Yes or No response – sometimes displayed as “Y/N?” – you must respond to the message by pressing either the YES key or NO key and then pressing SEND. Until you respond, you will not be able to view any other text messages.
3. If a message requests acknowledgement – sometimes displayed as “ACK” – you must press AckMSG and SEND to indicate that you received and understood the message. You will not be able to view any additional text messages until you acknowledge the message.

4. If you receive a message that that you do not understand, respond to the message as needed to clear the screen, and notify dispatch. Press SERVICE, 3 – Service/Route Info, and SEND.
5. If you receive a text message that is illegible, notify dispatch by pressing OutMSG, 7 - Msg Rec'd Garbled, and SEND.
6. The MSG light may not always indicate when a message is waiting to be viewed. Operators should press the InMSG button during their shift whenever possible to review any messages that may have been received.

Using the Handset:

1. The handset allows you to access a direct voice channel to dispatch.
2. The VCH will beep, and the screen will display "Pickup Handset".
3. Pick up the handset and hold the transmit button in.
4. Wait for two seconds and state your block number, location, and direction of travel.
5. Release the transmit button and listen for dispatch's response.
6. Provide dispatch with clear and concise information. Try to limit each transmission to no more than 15 seconds. For each transmission you must hold the button in and wait two seconds before speaking. If the dispatcher transmits any specific instructions to you, you must confirm that you understand the instructions. Ask the dispatcher to restate any instructions that you do not immediately understand.
7. If the dispatcher outlines any follow-up action to expect – including a text message from dispatch, confirm that you understand what to expect. Ask the dispatcher to repeat any information that you do not immediately understand.
8. If you cannot hear a response from dispatch for some reason, assume that dispatch is still able to hear your transmission. Continue to transmit all vital information in a clear and concise manner. If the radio cuts out for any reason, you will need to reopen the voice channel by first releasing the transmit button and then holding the transmit button in. Then you may repeat steps 4, 5 and 6.

Communicating During Fallback Mode:

The VCH will display "fallback" when your bus cannot communicate on the data channel. VCH messages cannot be transmitted but you may be able to communicate with dispatch via the handset's voice channel.

1. Only communicate with dispatch while you are in fallback mode if you need to report an emergency situation, accident, or other event that results in the bus being tied-up.
2. Pick-up the handset, listen for any radio traffic and ensure that the air is clear before making a transmission.
3. Press the handset transmit button. Wait two seconds and state your block number, location and direction of travel. Release the transmit button and wait for acknowledgement. If you do not receive acknowledgement within 10 seconds, send another transmission.
4. If you need to communicate information about a life-threatening situation, state "Emergency!" and your block number on the air and wait for acknowledgement.
5. Once a dispatcher acknowledges your call, clearly and concisely respond to all questions from the dispatcher. Transmitting clear and relevant information is especially critical in this case because you may lose contact with dispatch.
6. Follow dispatch instructions. Request additional information, clarification, or repetition of instructions as needed.
7. If you cannot hear a response from dispatch for some reason, assume that dispatch is still able to hear your transmission. Continue to transmit all vital information in a clear and concise manner.

Contacting Dispatch by Phone:

1. If the BDS isn't working or you and your passengers have evacuated the bus, you may phone dispatch to report an emergency situation, accident, or any other event that results in the bus being tied-up.
2. Never use a cell phone while operating a vehicle for any reason.
3. When dispatch answers the phone, state your route, block number, location and direction of travel and wait for acknowledgement.
4. Once a dispatch acknowledges your call, outline the situation. Clearly and concisely respond to all questions.
5. Follow dispatch instructions. Request additional information, clarification, or repetition of instructions as needed.

Table 1: VCH Menu Keys

Operators use the VCH Menu Keys to send to and respond to messages from dispatch. Many VCH Menu Keys provide more than one message option. VCH Menu Key Messages and uses are listed below:

EMERG Key:

1. Police – notifies dispatch that you have a police emergency
2. Medical - notifies dispatch that you have a medical emergency
3. Fire - notifies dispatch that you have a fire emergency

PRTT Key:

1. Downgrade Alarm – downgrades a Silent Alarm and indicates that it is safe for you to openly talk with dispatch
2. No-Injury Accident – there has been contact between any part of your bus and any vehicle, object, or person and you are certain there has been no injuries
3. Mall Call – notifies dispatch of any non-emergency situation on the Portland Mall that is disrupting or has the potential to disrupt bus or rail service. If the situation is an emergency, send the appropriate message using the EMERG key.

Alert Key:

1. Verbal Passenger – notifies dispatch that you have a non-emergency passenger problem
2. Sleeper Check – notifies dispatch that you have a customer asleep on the bus at the end of the line, at the garage, or at a bus stop
3. Operator ILL – notifies dispatch that you are ill

Mech Key:

1. Rolling – notifies dispatch that you have a mechanical problem and are continuing in-service
2. Tied Up – notifies dispatch that you have a mechanical problem and are tied-up
3. Blocking/Danger – notifies dispatch that you have a mechanical problem and are tied-up in an unsafe location

Delay Key:

1. Block Bridge/Train – notifies dispatch that your route is blocked by a bridge lifting or a train
2. Route Blocked - notifies dispatch that your route is blocked
3. Hold Meet/Transfer - notifies dispatch that you will be late for a meet or you need a bus held for a customer transferring to an infrequent line or making a late-night transfer

Service Key:

1. Ready For Service – notifies dispatch that you are ready for service following a mechanical problem, incident, accident or other event
2. Pass-Up/Overload – notifies dispatch that you are passing up intending customers because your bus is loaded to capacity
3. Service/Route Info – notifies dispatch that you require information on your route or other operating information

Fare Key:

1. Fare Evasion – logs a fare evasion at the stop where you send the message
2. Bill Jam – notifies dispatch that you are having a problem with the bill/ticket side of the farebox
3. Coin Jam – notifies dispatch that either the coin side of the farebox is jammed or the farebox isn't counting change

Lift Key:

1. Rolling/Pass Up – notifies dispatch that either you have a problem with your lift/ramp and are still able to operate or that you are passing-up a disabled customer
2. Tied Up – notifies dispatch that you have a problem with your lift/ramp and are unable to move or cannot board a disabled customer and need to make transport arrangements for the customer
3. Securement Refused – logs a securement refusal or partial securement of a mobility device

PRETRIP Key: Use this key to notify dispatch that you are going to Pullout Repair

RTT: Please Call Me. Requests a call from dispatch. Only used in a situation where no other message applies

CRTT: Used to Cancel a RTT message

LOGON Key: Press this key to begin the logoff process or to begin the logon process at a road relief

SETUP Key: Used to setup VCH preferences or to manually enter an overhead sign code

YES/Enter Key: Used to respond to text messages requiring a yes/no response or confirm entered data where needed

NO Key: Used to respond to text messages requiring a yes/no response

Cancel Key: Clears the screen of a text message. The VCH will not allow you to clear certain text messages

AckMSG: Used to respond to text messages requiring an ACK response. The ACK light should flash with an ACK response is needed

Table 2: OutMSG Text Messages

1. Cancel Prev Msg – notifies dispatch that the last message sent should be ignored
2. Lost and Found – notifies dispatch that a priority lost and found item has been located on the bus
3. Thank You
4. Restroom Delay – notifies dispatch that a restroom break may result in a delay in service
5. No Relief Oper – notifies station agent that your relief operator has not arrived
6. Will Work Extra – notifies dispatch and station agent that you are available for additional work
7. Msg Rec'd Garbled – requests that dispatch resend a message
8. Skip Stopping – notifies dispatch that you are passing up customers because you are running behind schedule and a follower serving the same route and destination is within sight of you
9. Report Hazard – notifies dispatch that there is a hazardous condition at the bus stop you are presently at or just passed
10. Shelt Glass Broke - notifies facilities that the shelter glass at the bus stop you are at or just past is broken or cracked
11. Sign/Pole Problem - notifies facilities that sign or pole is missing or damaged at the bus stop you are at or just passed
12. Shelter Graffiti - notifies facilities that there is graffiti on a bus shelter at the bus stop you are at or just passed
13. Litter Problem – notifies facilities that there is litter at the bus stop you are at or just passed
14. Stuck Snow/Ice – notifies dispatch that you are stuck in snow/ice and are unable to move the bus
15. Chains – Rolling – notifies dispatch that your chains/cables have a loose or broken cross-link but you are still able to operate without damaging the bus
16. Chains – Tied-Up – notifies dispatch that you have a broken chain slapping against the bus that cannot be tied down

Bus Operator Procedures	
Title: Silent Alarm Procedures	SOP B302
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines how to activate and downgrade a silent alarm.

A silent alarm button is on the wall of the operator's compartment, just below the level of the driver's left knee. The silent alarm button is in the same location on all buses. The silent alarm is not the fastest way to get assistance during an emergency. If you need immediate police, fire, or medical help and are able to talk with dispatch, use the EMERG key.

2.0 Procedures:

Activating the Silent Alarm:

Use the silent alarm only if it is not safe to openly talk to dispatch and a person is threatening you or your passengers:

1. Press silent alarm button once. Pressing the silent alarm more than once may slow the response.
2. Look for indications that the silent alarm has been received by dispatch and the VCH is in silent alarm mode. The VCH will let you know that the silent alarm has been sent by lighting the red light at the bottom left of the VCH, replacing the early/late clock with a series of asterisks (*****) and making a sent message beep.
3. When the VCH is in silent alarm mode a hidden microphone under the VCH will allow dispatch to hear what is happening on the bus. Try to provide dispatch with information on the situation if it is safe to do so.
4. Speak in the direction of the VCH and try to indicate what emergency situation is occurring on-board the bus. Turn off any noise-generating devices (fans, defroster, windshield wipers) if possible to provide dispatch with a clearer transmission. Dispatch will be tracking the location of your bus and sending assistance.
5. If it becomes safe to talk with dispatch directly, press PRTT, 1 – Downgrade Alarm, and SEND.
6. Stop and secure the bus and open all doors to allow easy access by any responding police.
7. Shortly after you send a "downgrade alarm" message you will be contacted by dispatch. Look for a PICKUP HANDSET message on the VCH.
8. Be prepared to provide dispatch with a detailed description of the suspect and location of the suspect and/or direction of travel.

Canceling A Silent Alarm:

The VCH will indicate that you are in silent alarm mode by lighting the red light at the bottom left of the VCH, replacing the early/late clock with a series of asterisks (****), and making a sent message beep. If you accidentally send a silent alarm or if you notice that your bus has gone into silent alarm mode for no apparent reason:

1. Immediately notify dispatch. Press PRTT, 1 – Downgrade Alarm, and SEND.
2. Respond to the PICKUP HANDSET message from dispatch and follow dispatch instructions.

Bus Operator Procedures	
Title: Transporting Bicycles	SOP B401
Date: Approved 8/21/2008; Revised 8/15/2013, 5/15/2014	Page 1 of 2

1.0 Purpose:

This procedure outlines TriMet rules for the transporting of bicycles on buses.

2.0 Procedures:

Policy on Transport of Bicycles:

1. Every TriMet bus is equipped with a rack that can hold two bicycles.
2. Only conventional single-seat two-wheeled bicycles and recumbent and electric bicycles of a standard size are allowed on bike racks. Bicycles with oversized wheels, tandems, three or more wheels and/or trailers are not allowed. Internal-combustion engine-powered bicycles are also not allowed.
3. Bicycles are not allowed inside buses unless they are collapsible and fold to the size of a standard piece of luggage. Folding bicycles with a tire size greater than 20 inches are too large to accommodate on-board the bus, and must be placed on the bike rack.
4. Passengers are responsible for loading, securing, and removing their bicycles from the rack. Passengers may not attempt to load a bicycle onto a rack that is already full; they must wait for the next bus.
5. An adult must accompany any child under the age of 12 who transports a bicycle on a bus bike rack.
6. Prior to loading a bicycle onto the rack, passengers must remove accessories and items that may obstruct the bus's headlights or the Operator's field of vision. If items cannot be removed from the bicycle, the bicycle cannot be loaded onto the rack. Example items include pannier bags, handlebar baskets and child seats. Refer to Figure 1 (below) and the bicycle pamphlet for guidance (pamphlets will be provided in Operator pouches, and are also available from Station Agents).
7. If both rack spaces are available, the passenger should load his/her bicycle onto the inner rack (closest to the bus).
8. The bus bike racks are intended for customer use, and for off-duty TriMet employees traveling to/from work. Employees may not transport their own personal bicycles on the racks while operating in-revenue service on their runs.

Figure 1: Prohibited Bicycle Accessory Examples



Operating Procedures:

1. Secure the bus prior to a bicycle being loaded. Put the bus in neutral; turn on four-way flashers, and set the parking brake.
2. Observe the passenger loading the bicycle to ensure that the bicycle has been properly loaded and secured onto the rack. Operators may get out of their seat and assist passengers who need help securing the bike onto the rack.
3. If the passenger appears unclear or confused with regard to bicycle loading/unloading procedures and/or items allowed to remain on the bicycle in-transit, Operators may give a bicycle pamphlet to the passenger upon boarding the bus. Pamphlets will be provided in Operator pouches, and are also available from Station Agents.
4. When a passenger boards the bus (after loading his/her bicycle), request that he/she, upon the end of his/her trip, exit the bus through the front door, and notify you when he/she is ready to remove the bicycle.
5. As a passenger prepares to exit the bus to remove his/her bicycle, instruct him/her to fold up the rack after unloading his/her bicycle (if the rack is not also occupied by another bicycle).
6. Secure the bus prior to a bicycle being removed from the rack. Put the bus in neutral; turn on four-way flashers, and set the parking brake.
7. If a passenger fails to fold up the rack after unloading his/her bicycle (and if the rack is unoccupied by any other bicycle), ensure that the bus remains in a secure position (see procedure immediately above). Exit the bus and fold up the rack.
8. After a passenger removes a bicycle, confirm that the passenger and bicycle are safely away from the bus before moving.

Bus Operator Procedures	
Title: Lost and Found	SOP B402
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines how to secure, report and turn-in lost and found items left on the bus.

2.0 Procedures:

1. Inspect buses regularly for valuables left by customers.
2. Do not reach into bags or containers left on the bus where potentially hazardous items may be concealed.
3. If you find a lost and found item, complete and attach a Lost Article Tag to the item. Tags are located in the pouch.
4. If you find any of the following items: camera, jewelry, bicycle, purse, wallet, briefcase, computer, medication, illegal drugs, any weapon, or \$100 or more in cash, notify dispatch: press OutMSG, 2 – Lost and Found, ENTER, and SEND.
5. Secure lost and found items on the bus. If an item cannot be secured, notify dispatch: press OutMSG, 2 – Lost and Found, ENTER, and SEND.
6. A customer may retrieve his/her lost item directly from you while it is in your control. To issue the item to the customer:
 - Have the customer complete the appropriate information on the Lost Article Tag and retain the tag.
 - Notify Dispatch that the item has been retrieved: press OutMSG, 2 – Lost and Found, ENTER, and SEND.
 - Turn in the complete Lost Article Tag to the station agent at the end of the day.
7. If a customer asks about a lost item that is not in your control, tell the customer to contact lost and found anytime during business hours Monday through Friday. Do not tell the customer if their item has or has not been found.
8. At the end of the day, submit all unclaimed lost and found items to the station agent.

Bus Operator Procedures	
Title: Bus Stop Problems	SOP B403
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines how operators should report problems with bus stop facilities.

2.0 Procedures:

1. Report any bus stop problem you encounter. Do not assume that a problem has already been reported.
2. If you see a hazardous condition at a bus stop requiring immediate response, notify dispatch: press OutMSG, 9 – Report Hazard, ENTER, and SEND.
3. If you see other damage, graffiti, or litter at a bus stop, send the appropriate VCH message when your bus is at or passing the stop needing maintenance. The message you send should reflect the situation:
 - Send OutMSG 10 – Shelt Glass Broke when shelter glass is broken or cracked.
 - Send OutMSG 11 – Sign/Pole Problem when a bus stop sign or pole is missing or damaged.
 - Send OutMSG, 12 – Shelter Graffiti when you see graffiti on a bus shelter.
 - Send OutMSG, 13 – Litter Problem when you see litter at a bus stop.

Note: It is important that you send the message from the stop needing service so the repair/clean-up crew can easily locate it. You will not receive a call back on these facility messages.

4. If you believe that the location of a bus stop is not operationally suitable, complete and submit a Yellow Card with information about the bus stop and the nature of the problem.

Bus Operator Procedures	
Title: Transporting Grocery Carts and Baby Strollers	SOP B404
Date: Approved 1/20/2011	Page 1 of 1

1.0 Purpose:

This procedure outlines policies for transporting customers with grocery carts and baby strollers.

2.0 Procedures:

Customers with Grocery Carts:

1. Only non-commercial, individual sized, two-wheeled grocery carts are allowed on the bus. Four-wheeled supermarket carts are not allowed on the bus.
2. Customers with two-wheeled grocery carts may use the lift or ramp to board.
3. The customer is responsible for not creating an obstacle for other passengers. Grocery carts must not block aisles, stairways or doorways.
4. If possible the customer must fold grocery cart and store it out of the aisle.
5. If a customer refuses to comply with these rules, continue in service and notify dispatch: press ALERT, 1 - Verbal Passenger, and SEND.

Customers with Baby Strollers:

1. Baby strollers are allowed on the bus.
2. Customers may board the bus with a baby in a stroller and may use the lift or ramp to board the bus. The baby must be removed from the stroller after boarding.
3. Collapsible strollers must be folded and stored by the customer after boarding. All strollers must be positioned in a manner that does not create an obstacle for other passengers.
4. If a customer refuses to comply with these rules, continue in service and notify dispatch: press ALERT, 1- Verbal Passenger, and SEND.

Bus Operator Procedures	
Title: Waiting for Customers	SOP B405
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines when an operator may wait for a customer or request that a bus be held for a customer.

2.0 Procedures:

1. Give customers a reasonable chance to catch the bus – especially at transfer points.
2. Wait for customers if you are the last bus or last meet for the MAX or another bus.
Check the Rider's Guide for last bus and last meet information.
3. If you are running late and a customer is transferring to an infrequent line or making a late night transfer. Notify dispatch to hold the bus for the customer: press DELAY, 3 - Hold Meet/Transfer, and SEND.
4. If you will be late for a meet for any reason, notify dispatch: press DELAY, 3 - Hold Meet/Transfer, and SEND.

Bus Operator Procedures	
Title: Passing Up Customers	SOP B406
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines the limited situations when customers may be passed-up and the steps for managing a customer pass-up.

Special procedures are required for passing up any customers with disabilities. These are outlined in SOP B705 Passing Up Customers with Disabilities.

2.0 Procedures:

1. You may pass another bus serving a stop if there are no intending customers.
2. You may pass up customers at a stop when your bus is loaded to capacity. This means people are standing from the yellow line at the front of the bus to the rear of the bus. You must notify dispatch in this case: press SERVICE, 2 - Pass-Up/Overload, and SEND.
3. You may pass a stop if you are running behind schedule and a follower serving the same route and destination is within sight of you. You must notify dispatch in case: press OutMSG, 8 – Skip Stopping, ENTER, and SEND.
4. You may pass up customers when instructed by dispatch or a supervisor.

Bus Operator Procedures	
Title: Care of Customers During a Delay	SOP B407
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines requirements for informing and caring for your customers during any delay. Only the operator can provide assistance to those who need it and deal with varied personalities and preferences. Always place the safety of your customers ahead of all other considerations.

2.0 Procedures:

1. Customers will be concerned if there is a delay in service. Tell customers the cause of any delay.
2. Tell customers approximate length of delay time, if known.
3. Tell customers if they must transfer to another bus.
4. Transfer passengers to your 'follower' or a replacement bus if needed.
5. If you believe a passenger might become disoriented or lost during the transfer, notify dispatch and stay with the customer until relieved by a field supervisor. Press RTT and SEND.
6. If you encounter a disabled bus, you must stop and pick up its customers.

Bus Operator Procedures	
Title: Customer Conduct	SOP B501
Date: APPROVED 8/21/2008	Page 1 of 3

1.0 Purpose:

This procedure outlines how to respond to customer conduct issues. Operator procedures for managing conduct requiring an emergency response and other conduct violations are addressed in this SOP. Other SOPs outline how to respond to fare evasion and specific emergency situations.

The TriMet Code, as well as state and federal law, governs customer conduct. Prohibited customer conduct includes, but is not limited to:

- Failing to vacate priority seating (only if the person in the priority seating is not disabled).
- Smoking aboard a District vehicle.
- Consuming food or drink in open containers.
- Using radio or audio equipment without headphones.
- Coming aboard a vehicle with an animal in violation of the rules.
- Carrying a noxious or foul-smelling substance or material aboard a District vehicle.
- Carrying aboard a package that blocks the aisle.
- Littering.
- Extending a limb outside the bus while the bus is in motion.
- Attempting to board or deboard the bus while it is moving.
- Lying down on the floor of the bus.
- Hitting a bus for the purpose of stopping the bus to gain passage after it has concluded boarding.
- Possessing an open container of alcohol.
- Damaging the bus.
- Making excessive or unnecessary noise on the bus with the intent to cause inconvenience or annoyance to the public or District personnel.
- Engaging in disorderly conduct.
- Threatening to harm a District vehicle or employee.
- Interfering with emergency response.
- Interfering with enforcement of TriMet rules.
- Bringing weapons (except as provided by law) or dangerous or toxic substances onto the bus.
- Discharging or detonating a weapon.

2.0 Procedures:

Customer Conduct requiring an emergency response:

Any behavior that is threatening, interferes with the safe operation of the bus, or risks the safety of the operator or customers requires an emergency response. If you have an emergency situation:

1. Immediately notify dispatch: press EMERG, 1 - Police, and SEND. If you or your passengers are being threatened and it is not safe to talk, use the silent alarm (See SOP B302 Silent Alarm Procedures for guidance on using the silent alarm).
2. When dealing with people overtly threatening or carrying a weapon attempt to defuse the situation by:
 - Being firm, assertive and respectful.
 - Explaining the consequences of the person's actions.
 - Not reacting to bad words or bluster.
 - Not touching the person or attempting to confiscate their property.

IMPORTANT NOTE: Do not respond physically when confronted with threatening, violent behavior or unstable customers unless it is absolutely necessary to defend yourself or a passenger and the degree of physical force is only that which is minimally necessary.

3. If it is safe to do so, secure the bus and open the doors. The customer may be asked to leave the bus.
4. Protect yourself and your customers, evacuate the bus if necessary.
5. Follow dispatch instructions and assist emergency response personnel as requested.

Conduct Violations Not Requiring an Emergency Response:

It is the operator's responsibility to respond to any behavior that is a violation of the TriMet Code. Conduct that is not a violation of TriMet Code cannot be prohibited. Take the following actions for code violations that do not require an emergency response:

1. Inform the customer that their behavior is a violation of the TriMet Code. Be firm, assertive, and respectful.
2. Do not touch the customer.
3. Do not threaten the customer or confiscate any property, tickets, passes, or transfers.
4. If the behavior continues or is repeated by the same person:
 - Notify dispatch: press ALERT, 1 - Verbal Passenger, and SEND. Be prepared to define the problem and offender in detail. You may also report chronic offenders to an assistant transportation manager at your garage.
 - You may also ask a person to exit the bus when they violate the TriMet Code but you may not physically remove the person. If a customer violates the TriMet Code and will not leave the bus when asked, notify dispatch: press ALERT, 1 - Verbal Passenger, and SEND. Although operators may ask a person in violation of TriMet Code to exit the bus, operators cannot issue Customer Exclusions.

IMPORTANT NOTE: Do not ask customers who may be unable to take care of themselves such as minors traveling alone, the elderly, persons with disabilities or mental illness, to leave the bus. Request assistance from dispatch, a field supervisor or police.

Other Customer Conduct Issues:

Behaviors that are not a violation of TriMet Code and do not pose a safety concern may still be offensive to other customers or to you:

- **Intoxicated persons:** intoxicated persons who are not offensive or unruly may ride buses.
- **Signature Gathering:** Signature gathering is permitted on TriMet property as long as it is not conducted in a way that creates a risk to safety, impedes or blocks the free movement of passengers in and out of vehicles, or interferes with transit operations. Individuals gathering signatures must stay clear of doors. If a signature-gatherer inside the bus creates a safety risk, you can request that the activity be stopped. If you have questions about signature gatherers contact a supervisor.
- **Sleepers:** Sleeping on the bus is allowed while the bus is in service. If you find a customer asleep on the bus when the bus is out of service or at the garage:
 1. Standing 4 feet away but in sight of customer, wake customer with loud voice or clap hands.
 2. If customer fails to awaken, notify dispatch: press ALERT, 2 -Sleeper Check, and SEND.
 3. Remain with the bus and the customer until help arrives.
 4. If you see someone sleeping at a transit center or in a bus shelter, notify dispatch: press ALERT, 2 - Sleeper Check, and SEND.

Bus Operator Procedures	
Title: Fare Collection Procedures	SOP B502
Date: EFFECTIVE 01/03/2010	Page 1 of 2

1.0 Purpose:

This procedure outlines how to collect fare and respond to fare evasion. Operators are responsible for knowing TriMet's current zone boundaries, fare policy, and all acceptable fare payment methods. Review the Fare Board in report area lists as well as the Fare Card is found in the pouch for the most up-to-date information on TriMet fare policy.

2.0 Procedures:

Collecting Fares:

1. Operators are responsible for inspecting the fare of every passenger who boards their bus and informing passengers of TriMet's fare policies. It is unlawful for a person to ride a TriMet vehicle without a valid fare. Fare instruments currently accepted on TriMet are posted in every report area.
2. Be consistent: Ask customers to show their fares everyday.
3. Be firm and respectful: Your safety and the safety of your passengers are most important. Respectfully and firmly remind passengers of TriMet's fare policy, but avoid confrontations that put you or your passengers at risk.
4. Partial payment: Use your professional judgment on whether or not to issue a transfer to a customer who has made an effort to pay the fare but only makes a partial payment.
5. Fare collection when leaving a layover: If customers are on-board your bus following a layover, make an announcement inviting customers to pay their fare or show proof of payment: "If you have not shown me a valid fare or paid for your fare, please come to the front of bus and do so at this time. Riders without proof of payment are subject to citation."
6. Issue a transfer to every customer who pays for a fare with cash or an unvalidated ticket. The transfer is proof of payment for these customers. Unvalidated tickets need to be placed in the farebox. To issue a transfer:
 - Tear within the same color band.
 - Weekdays - tear transfers for 1 hour from the end of the line or from downtown.
 - Weekends and holidays – tear transfers for 2 hours from downtown or end of the line.
 - Round up to the next half hour mark when tearing transfers for time.
 - Punch no more than three holes in each transfer – one book with just the day code pre-punched should be available to issue infrequently used transfers like (day tickets).
 - Punch and tear transfers carefully for ease of inspection.
 - Transfers cannot be upgraded.
7. Instruct passengers to retain validated tickets as proof of payment. Transfers are not issued for validated tickets. Passengers retain Portland Streetcar tickets as proof of payment.

Responding to Fare Evasion:

1. If a customer does not pay the fare, inform the customer of TriMet's Fare Policy: "I'm sorry, under TriMet's code it is unlawful for any person to ride without proof of fare."
2. Operators may deny boarding to a fare evader if it will not pose a threat to the operator's safety or the safety of his/her passengers.

IMPORTANT NOTE: Do not ask customers who may be unable to take care of themselves such as minors traveling alone, the elderly, persons with disabilities or mental illness, to leave the bus.

3. After the fare-evader has taken a seat, notify dispatch: press FARE, 1 - Fare Evasion, and SEND.
4. Report any chronic fare evasion at a particular bus stop to an assistant transportation manager at your garage.

Fare Overpayment-Customer Puts a Large Bill in the Fare Box:

1. If a large bill is put in the fare box, notify dispatch: Press SERVICE, 3 - Service/Route Info, and SEND.
2. Instruct the Customer to contact Customer Service regarding the incident and provide day, time, and route number to initiate an investigation.
3. Do not tell customer that they will or will not receive a refund of their overpayment.

Bus Operator Procedures	
Title: Route and Schedule Rules	SOP B601
Date: Revised 12/3/2008, 10/16/2014	Page 1 of 2

1.0 Purpose:

This procedure outlines the requirements for maintaining adherence to assigned routes and schedules. This procedure also addresses how to operate on reroutes.

For procedures regarding reporting and responding to service disruptions on the Portland Mall, see **SOP B604 Service Disruptions on the Portland Mall**.

2.0 Procedures:

Route Adherence Rules:

1. Operators must know their assigned route. Follow the route map or route instructions provided in the pouch. If you become lost or miss a turn, contact Dispatch for instructions: Press SERVICE, 3 – Service/Route Info, and SEND.
2. You may briefly depart from the planned route to use the restroom when it is necessary and a designated restroom is not readily available along the planned route. Notify Dispatch anytime a restroom break may result in a delay in service: Press OutMSG, 4 - Restroom Delay, and SEND.
3. Stop and use four-way flashers at all safety stops. Safety stops have been created on specific routes where bus vibration may cause damage to private property or utilities.
4. During Night Stop Service hours (8:00 p.m. to 5:00 a.m.), you may let a customer off at a location without a posted stop as long as the bus is still on route and the stop is a safe location for the bus and the customer.
5. Anytime you take a detour or reroute, make any passenger announcements needed to keep customers informed of the route change.

Reroute Procedures:

1. Always check your Reroute Sheet. Follow any reroute instructions provided.
2. Check all messages on the MDT to see if any reroute information has been transmitted. Check the MDT when you log-on and throughout your run for reroute text messages.
3. Operate on any assigned reroutes until you are directed by Dispatch or a Supervisor to resume your regular route.
4. If you become lost or miss a turn, contact Dispatch for instructions: Press SERVICE, 3 – Service/Route Info, and SEND.
5. If your route is blocked or you are directed by emergency responders to detour, find the most expedient route around the obstacle that misses as few stops as possible and notify Dispatch: Press DELAY, 2-Route Blocked, and SEND.
6. Whenever you take a detour or reroute, you must make passenger announcements so that customers are informed of the route change.
7. Change your overhead sign as needed to support any reroute.

Schedule Adherence Rules:

1. Operators must carry a watch that displays hours, minutes and seconds and verify its accuracy each day with the report area clock.
2. Always leave the garage on schedule.
3. Never leave a time point or transit center early.

4. Never arrive at a time point more than 59 seconds early unless it is at a transit center or line terminus. You may arrive at a transit center or line terminus up to three minutes early as long as you did not leave the previous time point early.
5. Do not leave a meet early. A meet is a scheduled layover that allows passengers to make transfers when service is infrequent.
6. If you will be late for a meet for any reason, immediately notify Dispatch: Press DELAY, 3 – Hold Meet/Transfer, and SEND.
7. If you are running late and have a customer that is transferring to an infrequent line or making a late-night transfer, notify Dispatch to hold the bus for the customer: Press DELAY, 3 - Hold Meet/Transfer, and SEND.
8. If a bridge is being lifted or a train crossing blocks your route, notify Dispatch: Press DELAY, 1 – Block Bridge/Train, and SEND.
9. Report all chronic schedule problems. Complete a Schedule Issue Report via the Bus Operator Gateway (located on TriNET).

Bus Operator Procedures	
Title: Serving Non-Posted Bus Stops	SOP B602
Date: 5/25/2010	Page 1 of 1

1.0 Purpose:

This procedure outlines the situations where customers may board or disembark at non-posted bus stops.

2.0 Procedures:

1. In all situations, only allow customers to board or disembark at non-posted stops if it is safe to do so.
2. Do not make a courtesy stop prior to a left hand turn unless there is enough clearance to safely move into position for the turn:
 - Do not make a courtesy stop in the block in which you make a left-hand turn.
 - In areas without standard city blocks, a minimum of 100 feet between the stop and the intersection is required for each lane change preceding the left turn.
3. Obey all safety precautions outlined in B804 Serving Bus Stops when entering and exiting a courtesy stop.
4. Board customers flagging your bus at non-posted stops in any rural area where the stops are far apart.
5. Board customers flagging a bus anytime you are on a temporary reroute.
6. Board customers at any location where the bus stop signage is missing.
7. During Night Stop Service hours (8 p.m.-5 a.m.) you may let a customer off at a location without a posted stop as long as the bus is still on route and subject to the guidelines stated above.

Bus Operator Procedures	
Title: Carrying Customers on a Deadhead	SOP B603
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines when a customer may be transported on a deadhead trip.

2.0 Procedures:

Operators may pick up or carry passengers on a deadhead trip under any of the following conditions:

- A notation on the paddle identifies a specific customer(s) or stop(s).
- A customer boards while in revenue service and wants to continue to a destination on the deadhead route.
- Instructions to load a passenger are given by station management, dispatch or a supervisor.
- You see a customer flagging the bus and believe it is appropriate and safe to pick them up.

NOTE: Display the 'GARAGE' overhead whenever deadheading to and from the garage.

Bus Operator Procedures	
Title: Service Disruptions on the Portland Mall	SOP B604
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines the how operators report and respond to unexpected service disruptions encountered on the Portland Mall.

Communication with Dispatch regarding non-emergency service disruptions on the Portland Mall are made by using the "Mall Call" message on the VCH: PRTT, 3 – Mall Call.

2.0 Procedures:

1. Always check your Reroute Sheet. Follow any reroute instructions provided. While operating in service, check all messages on the VCH on a regular basis to see if any reroute information has been transmitted.
2. Immediately notify Dispatch of any situation on the Portland Mall that is disrupting, or has the potential disrupt bus or rail service. Do not assume that the incident has been reported. If the situation is an emergency, send the appropriate message using the EMERG key. For all non-emergency service disruptions, send Dispatch a "Mall Call": Press PRTT, 3 – Mall Call, and SEND.
3. If your route is blocked or you are directed by emergency responders to detour off the Portland Mall:
 - Notify Dispatch by sending a "Mall Call".
 - Travel the most expedient route around the blockage. Attempt to miss as few stops as possible.
 - Inform your passengers of your route change by making a passenger announcement.
4. If you are unable to serve a bus stop on the Portland Mall due to an incident or blockage:
 - Notify Dispatch by sending a "Mall Call".
 - Provide service to the next service stop even if it is not on your route. Continue to serve all other stops on your route.
 - Inform your passengers of the stop change by making a passenger announcement.
5. If you are traveling on the Portland Mall and have a situation that requires securing your bus:
 - Immediately notify Dispatch. If the situation is an emergency, send the appropriate message using the EMERG key. For all non-emergency service disruptions, send Dispatch a "Mall Call".
 - If it is safe to do so, exit at the nearest intersection and secure your vehicle at a safe location off the Portland Mall.
 - If you cannot exit the mall, try to secure your bus in location that doesn't block any part of the transitway, intersections, or crosswalks, and doesn't cross over the striping marking MAX station areas. The ideal location to secure your bus on the mall is at the rear of the nearest service lane. This location will provide a safe exit for your passengers and won't affect bus or rail service.

Schedule Writing Procedures	
Title: Major Schedule Rewrites to Improve Schedule Reliability	SOP B605
Date: Approved 3/20/2014	Page 1 of 2

1.0 Purpose:

This procedure outlines the process for major schedule rewrites to address bus route running and layover times. The number of schedules that can be rewritten each year depends on available budget and staff. The goal is to complete a major rewrite of all bus route schedules every four years.

2.0 Procedures:

Scheduling Staff:

1. For each signup in a fiscal year (Fall, Winter and Spring), scheduling staff ranks each bus route by day-of-week based on the percentage of late trips, and the number of trips needing three or more minutes of additional running time beyond what is stated in the published schedule. For each route, scheduling staff estimates the costs needed to address running time and layover issues.
2. Scheduling staff develops a prioritized list to pursue to the extent that budget and staff are available. The Amalgamated Transit Union (ATU) will be invited to review this list prior to its finalization.
3. Scheduling staff prepares a draft revised schedule for the route(s) under focus.
4. Scheduling staff meets with Operators in the field to:
 - Obtain Operators' assessment of present conditions on the route;
 - Obtain Operators' assessment of the extent to which the draft revised schedule could address current and anticipated issues;
 - Solicit Operators' suggestions for other potential improvements to the operation of the route.
5. Utilizing Operator input, scheduling staff prepares a final revised schedule, and forwards other suggestions to appropriate departments for response.
6. Based on actual operation of the final revised schedule, scheduling staff makes adjustments as needed to reflect conditions in the field.

Transportation Communications Staff:

1. Prior to signup, Transportation Communications staff informs Operators of any proposed improvements or schedule changes on the affected route(s).
2. Transportation Communications staff assembles the results of other departments' responses to proposed route improvements, and prepares a comprehensive summary for review by ATU and scheduling staff.
3. Transportation Communications staff sends the results summary to Operators who were signed on the line for previous signups, and who have signed the line for the upcoming signup.

Transportation Analysis Staff:

1. Prior to the conclusion of Operator signup with the final revised schedule, Transportation Analysis staff prepares a summary of CAD/AVL data to determine the extent that performance has improved. Transportation Analysis staff also surveys Operators to determine if they agree that the draft revised schedule is adequate and to solicit other suggestions for fine-tuning.

2. Transportation Analysis staff continues to monitor the route for the next four years to evaluate changes in running time and performance, and to determine when the next major rewrite is needed.

Field Operations and Training Staff:

Field Operations and Training staffs communicate with Operators in the field to make observations on route and Operator performance, and to coach Operators who would benefit from such coaching.

Bus Operator Procedures	
Title: Serving Customers with Disabilities	SOP B701
Date: 1/21/2010	Page 1 of 2

1.0 Purpose:

This procedure outlines how to serve customers with disabilities. Specific instructions for boarding and debarking customers in mobility devices using a lift or ramp are outlined.

2.0 Procedures:

1. Greet the customer and make them feel welcome.
2. Ask the customer if they need assistance and if necessary, leave your seat to help them.
3. Help the customer with fare deposit if needed.
4. If priority seating is occupied, address customers occupying priority seating: "Priority seating is intended for use by persons who are disabled or elderly. If you are not disabled or elderly, please move to another seat." Only non-disabled persons may be required to vacate a seat for a person with a disability. If a person does not vacate priority seating when requested, assume they have a disability.
5. Operate the low-floor ramp, lift or kneeling feature for any customer who requests it, unless it is not safe. Board and deboard customers in mobility devices as outlined below.
6. Do not rush disabled customers. Always provide the time needed to allow persons with disabilities to board or deboard from a bus.

Lift Boarding Procedures:

1. The customer may board facing forward or backward. An attendant may ride the lift with the customer.
2. Ask customer to set brakes and turn off power to mobility device while on the lift.
3. Customers in mobility devices must ride facing forward in one of the securement positions. See SOP B702 for Securement Procedures.

Ramp Deployment and Boarding Procedures:

1. To provide room for the ramp to properly deploy onto a raised curb, sidewalk, or concrete pad, place the bus approximately six to twelve inches from curb. If you cannot get close enough to the curb, place the bus far enough away the curb that the ramp may deploy completely in the street (approximately six feet of clearance).
2. Kneel the bus before deploying ramp.
3. Lower the ramp onto a raised curb, sidewalk or concrete pad.
4. If the ramp incline is too steep, try to assist the customer. Push, do not lift, the mobility device. If you are physically unable to assist the customer up the incline, move the ramp to a location where there will be no incline or contact dispatch for assistance.
5. Passengers using Two- Wheeled Mobility Devices must walk their device onto the bus. Riding a two-wheeled device onto the bus is not permitted.
6. Help guide the customer onto ramp if necessary. The customer may board forward or backward as needed for comfort.
7. Customers in mobility devices must ride facing forward in one of the securement positions. See SOP B702 for Securement Procedures.

Deboarding Customers in Mobility Devices:

1. Stop and align the front door to allow room to properly deploy the ramp or lift.
2. Open the doors and board/de-board other customers.
3. Secure the bus and activate the 4-way flashers/hazard lights (on newer buses these activate automatically) and deploy the ramp or lift.
4. Assist customer with release of securement straps.
5. If lift is to be used, ask customer to set brakes and turn off power to mobility device while on the lift.
6. Monitor customer and others as customer exits using the ramp or maneuvers onto the lift. Help guide the customer onto ramp or lift if necessary.
7. Once customer and others are clear of the ramp/lift, stow the device.
8. Return seats in the securement position to the down position.
9. Continue in service.

Bus Operator Procedures	
Title: Securement Procedures	SOP B702
Date: 01/21/2010	Page 1 of 9

1.0 Purpose:

This procedure outlines TriMet's securement policies and procedures for mobility devices. TriMet allows all three and four-wheeled mobility devices, such as wheelchairs and electric scooters, used by disabled passengers on board its buses. An electric powered two-wheeled vehicle, such as a Segway, may also be used as a mobility device and may occupy a securement position.

If all securement positions on a bus are occupied, see SOP B705 on how to proceed when a customer with a disability must be passed-up.

2.0 Procedures:

Securement Procedures for Two-Wheeled Mobility Devices:

1. All two-wheeled mobility devices must be secured or stored underneath a seat to ensure the safety of all passengers. The passenger should sit in the priority seating section. Gas powered scooters are not allowed on TriMet vehicles.
2. When a customer using a two-wheeled mobility device boards the bus, the operator should assist the passenger in securing or storing the device.
3. To secure a Segway mobility device:
 - Raise all seats in the securement area.
 - Lay the Segway down in a prone position, with the kickstand in the raised position.
 - Attach securement straps to the upright post (one from the front of the bus, and one from the rear). See Photo A.
 - Attach the straps to each other.
 - The owner should sit in an adjacent priority seat.

Securement Procedures for Other Mobility Devices:

1. Mobility devices must be placed in one of the securement positions of the bus. The customer must ride on the bus facing forward.
2. When a customer using a mobility device boards the bus the operator will leave his/her seat and prepare to secure the device.
3. The operator must tell the customer: "TriMet encourages the securement of mobility devices on all buses. May I secure your mobility device for this trip?"
4. If the customer declines securement, respect that decision without question or comment and notify Dispatch: Press LIFT, 3-Securement Refused, and SEND.
5. Help guide mobility device into the securement position if requested. Do not attempt to lift the mobility device. Avoid standing in the path of the mobility device.
6. Ask customer to turn off power and secure the mobility device's brakes.
7. When securement is requested, secure the device as outlined below. Do not attach any strap to a wheel or any movable/removable part of the mobility device.
8. Assist the customer with the lap/shoulder belt if they request it. Never use the lap/shoulder belt to secure a mobility device.
9. To request additional training on securement of mobility devices, contact station management.

Using Securement Systems on Series 2000, 2100, 2200, 2300, 2500 Buses:

1. The securement systems on these buses have three securement points, two belts in the front and one belt in the back.
2. To secure a Four-Wheeled Mobility Device:
 - Attach a belt to each side of the front. See Photos B1 & B2
 - Attach one belt to the rear. See Photos C1 & C2
3. To secure a Three-Wheeled Mobility Device:
 - Attach two belts to one point on the front. See Photos D1A & D1B, D2A & D2B
 - Attach belt(s) to rear. See Photos C3 & C4

Using Securement Systems on All Other Buses:

1. All other buses have four point securement systems: two belts in the front and two belts in the rear.
2. To secure a four wheeled mobility device at three points:
 - Attach a belt to each side of the rear. See Photo E1
 - Attach a belt to the side of the front that is away from the aisle. See Photo F
3. To secure a four wheeled mobility device at four points:
 - Attach a belt to each side of the rear. See Photo E1
 - Attach a belt to each side of the front. See Photos B1 & B2
4. To secure a three wheeled mobility device at four points:
 - Attach two belts to one point in front. See Photo D1A & D1B, D2A & D2B
 - Attach a belt to each side of the rear. See Photo E2

Declined or Partial Securement Procedures:

1. If the customer does not want their mobility device secured or requests partial securement, respect that decision without question and secure them only as requested.
2. Use VCH to log declined or partial securement. Press LIFT, 3 – Securement Refused, and SEND. Always log declined or partial securement.
3. Proceed with caution, increase following distance and control speed of the bus when turning to avoid tipping the unsecured mobility device.
4. Operators may recommend that a customer using an unsecured scooter or three-wheeled mobility device transfer to a regular seat, but the customer is not required to do so.



PHOTO A



PHOTO B1

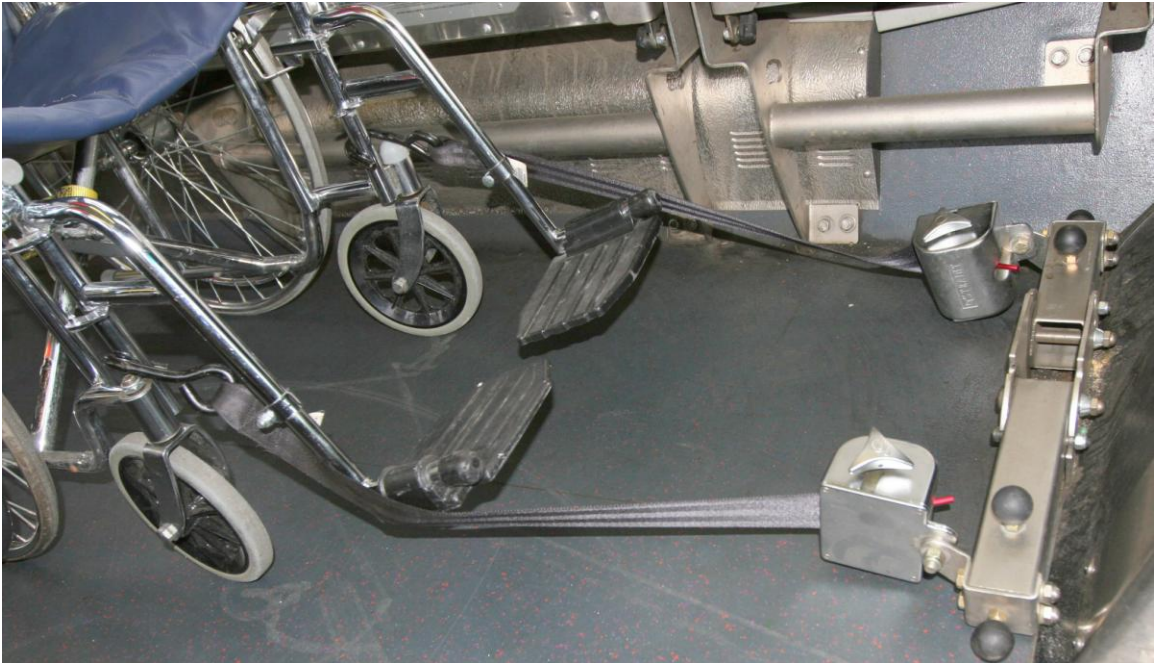


PHOTO B2



PHOTO C1



PHOTO C2

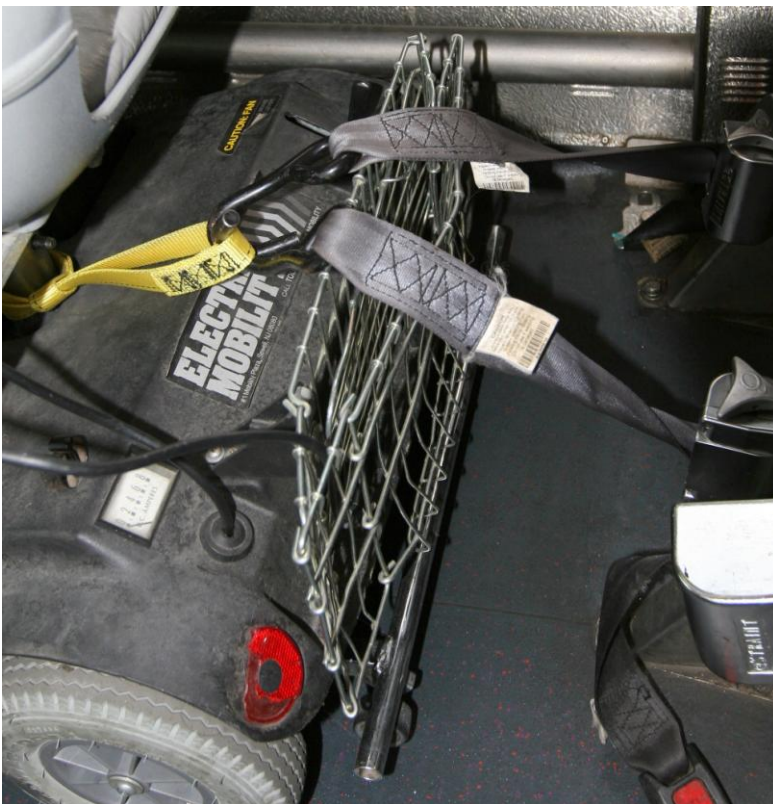


PHOTO C3



PHOTO C4



PHOTO D1A



PHOTO D1B



PHOTO D2A



PHOTO D2B



PHOTO E1



PHOTO E2



PHOTO F

Bus Operator Procedures	
Title: Animals on the Bus	SOP B703
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines the guidelines for allowing animals on the bus. Service animals, including companion animals, are always welcome on buses.

2.0 Procedures:

- Domestic animals that are pets are permitted on buses but must be kept in a secure, appropriate container constructed for transporting the animal without risk of injury to the animal or inconvenience to other passengers. Operators may refuse to allow a passenger to board with any animal that is:
 - Aggressive to people or other animals.
 - Contained in a makeshift or improper container (such as a cardboard box).
- Service animals, including companion animals, are always welcome on buses. The animal is considered a service animal or companion animal if the customer says it is; there is no documentation required to board a service animal. Different types of animals provide different types of service or companion support functions; therefore any type of animal can be a service animal.
- Customers traveling with service animals are responsible for the care and supervision of the animal and must comply with the following guidelines:
 - The animal must be on a leash or in an enclosed container. Birds, reptiles, amphibians, and rodents must be kept in an enclosed carrier or container. Dogs, monkeys, cats and rabbits are the only animals that can be on a leash.
 - The animal must remain under control and not distress other customers.
 - The animal must remain at the customer's feet or on owner's lap.
 - The animal is not allowed on the vehicle seat.
 - The animal must not be aggressive toward people or other animals.
- You may refuse at boarding or during the trip if the above criteria are not met. Notify dispatch for assistance before refusing service or asking a customer to exit the bus.

IMPORTANT NOTE: Do not ask customers who may be unable to take care of themselves such as minors traveling alone, the elderly, persons with disabilities or mental illness, to leave the bus. Request assistance from dispatch, a field supervisor or police.

- The customer is responsible for any damage or soiling caused by the animal. Notify dispatch immediately if an animal defecates or urinates on the bus.
- If animal causes damage to another passenger's personal property, refer the customer to claims phone number on your trip sheet.

Bus Operator Procedures	
Title: Required Announcements	SOP B704
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines the requirements for making internal and external passenger announcements.

Passenger announcements provide customers with information on the route, destination, and location of the bus. When passenger announcements are not made, customers could become confused and miss a bus, board the incorrect bus, or miss their stop. Many TriMet buses are equipped with automatic stop announcement systems (ASA) but operators remain responsible for ensuring that all required announcements are made.

2.0 Procedures:

1. Operators must ensure that all required internal announcements are made. This includes the following:
 - Announce every transfer point. The stop name as well as the transfer information needs to be announced.
 - Announce fare zone boundaries.
 - Announce the name of the street each time you turn onto a new street.
 - Announce stops that are specifically requested by customers.
 - Any reroute information.
2. Operators must ensure that an external announcement of the route number and destination is made at any stop served by more than one route. If your external PA is not operating, open your door and announce your route and destination. See SOP B805 Shard Bus Stop Procedure for additional guidance on making announcements at stops served by multiple routes.
3. If you have an ASA-equipped bus, you must listen and verify that the ASA is properly making any and all required announcements. If the ASA is not operating properly:
 - Continue to operate in-service and notify dispatch: Press MECH, 1 - Rolling, and SEND.
 - Make any required announcements that are not made by the ASA system.
 - Correct any announcement errors made by the ASA.
 - Complete and submit an "ASA Problem Report." This is the beige card located in the pouch.
4. If you need additional training on calling stops, contact station management.

Bus Operator Procedures	
Title: Passing Up Customers with Disabilities	SOP B705
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines the required process to accommodating a disabled passenger who must be passed-up for any reason. Alternative service must be provided to any disabled passengers who may be stranded for more than 30 minutes due to lift, ramp, or other equipment failures.

2.0 Procedures:

1. Stop and explain the situation to the customer.
2. If your follower is less than 30 minutes behind you, tell the customer when the next bus will arrive and notify dispatch: Press LIFT, 1 – Rolling/Pass Up, and SEND, and resume service.
3. If it is more than 30 minutes before the next bus arrives:
 - a. Collect all information needed to arrange for transport:
 - Get the customer's name
 - Get the customer's destination
 - Ask the customer "Can you use a regular cab or do you require a vehicle with lift equipment?"
 - b. Notify dispatch: Press LIFT, 2-Tied Up, and SEND.
 - c. When dispatch responds via the handset, state your block number, location, and direction of travel. Respond to questions from the dispatcher as clearly and concisely as possible. Follow dispatch instructions. Request additional information, clarification, or repetition of instructions when needed.
 - d. Inform waiting customer of transportation arrangements and schedule.
 - e. Resume service.

Bus Operator Procedures	
Title: Bus Operating Rules	SOP B801
Date: APPROVED 11/8/2010	Page 1 of 1

1.0 Purpose:

This procedure outlines a number of critical rules for safe operation of the bus. As always, operators are required to follow all TriMet policies and procedures that apply to them.

2.0 Procedures:

General Operating Rules:

1. Only active, licensed, TriMet employees who have successfully completed the required TriMet operator training programs may operate a bus on the open road. Operators may not allow an unauthorized or unqualified person to operate TriMet vehicles or carry out the duties of a bus operator.
2. Any time the operator is in the operator's seat, they are responsible for the safe movement of the bus under all conditions.
3. You must wear a seatbelt whenever you are operating a vehicle.
4. Obey all speed limits.
5. Turns are maneuvers that require extra caution and awareness. Make turns at 5 MPH or less to provide time to scan for and react to hazards. Scan before turning, during a turn and after completion of a turn.
6. Obey all slow orders. Slow Orders are directives that restrict speed due to special circumstances including construction/repair of a street, mitigating operating issues such as vibrations caused by buses on a particular street, and traffic/pedestrian conditions.
7. Obey all traffic laws. Operators who receive traffic citations are responsible for paying them.
8. Avoid activities that will distract from operating the vehicle in a safe, defensive manner (see B812 Controlling Operator Driving Distractions).

Bus Operator Procedures	
Title: On-Board Equipment Rules	SOP B802
Date: APPROVED 7/17/2008	Page 1 of 2

1.0 Purpose:

This procedure outlines a number of critical rules for on-board bus equipment. As always, operators are required to follow all TriMet policies and procedures that apply to them.

2.0 Procedures:

On-Board Equipment Rules:

1. Make sure front and rear doors are cleared of customers and mirrors are visible before moving. Do not move bus with doors open.
2. Turn headlights on during all hours of operation.
3. Turn interior lights on during darkness. You may only turn off interior lights during darkness if it is an inter-line deadhead or garage route or anytime the interior lights are adversely affecting visibility. Notify customers when you are turning off interior lights.
4. Check your overhead sign regularly to ensure that the display is correct. If you need to manually change your overhead sign or return your sign from manual mode to automatic, use the SETUP key on the VCH: Press SETUP, 9 – Destination Sign, and ENTER. To manually change the sign on a 1400 or 1600 series bus, you also need to set the toggle switch on the destination sign to the manual or key in the correct destination code on the sign's keypad.
5. All bus windows should be maintained in a clean condition, free from any adhesive film, glaze application, paper material, or adhesive cover that if fitted could prohibit or impair the ability to see into or out of the vehicles windows. Only TriMet specified and manufacturer installed window shades and blinds are exempt from this policy. The following windows and surfaces shall remain free from any cover:
 - Front windshield
 - Side windows of the operating cab area
 - Side windows on either side forward or adjacent to the operators seat
 - Passenger entry and exit door windows
 - BDS
 - Dashboard
6. Operators should not place any adhesive film, glaze application, paper material, or adhesive cover over any dial or instruments.

7. Four-Way Flashers are a safety device used as an alert or distress signal. Use them in the following situations:
- During emergencies and breakdowns, whether stopped in a traffic lane or parked on the shoulder.
 - At railroad crossings where stopping is required.
 - When making a road relief.
 - When laying over on the Transit Mall.
 - Whenever there is an extended delay at a stop.
 - When backing a bus.
 - When using the lift.
 - When driving very slowly in a traffic lane because of vehicle problems.
 - To warn other vehicle operators of a traffic accident or hazard requiring care in approaching, overtaking or passing.

Bus Operator Procedures	
Title: Operating in Inclement Weather	SOP B803
Date: APPROVED 8/19/2010	Page 1 of 3

1.0 Purpose:

This procedure outlines how to operate the bus in inclement weather. TriMet never closes. During inclement weather, customers depend on TriMet to get where they need to go. TriMet's inclement weather policy calls for all employees to report to work unless the general manager calls for a closure.

2.0 Procedures:

General Operating Requirements:

1. Be prepared for ice and snow events. Take the following steps so that you can get to work during an ice and snow event:
 - Allow at least twice the usual time to get to work
 - Put traction devices on your vehicle
 - Dress warmly and carry survival items in your car
 - If you live in an area that is difficult to drive during weather events, plan ahead. Stay with family or friends; make arrangements to carpool or park away from steep hills or driveways.
 - Call the Service Emergency Information Line when a TriMet Service Emergency is declared to hear recorded information.
2. Watch for weather-related reroutes and updates posted near the station agent's office.
3. Work your run if sign-out sheet is available and you have been assigned to a bus; otherwise wait in the report area for instructions.
4. Be prepared to clear ice from the bus windshield and mirrors.
5. Expect and follow verbal instructions from supervisory personnel during ice and snow events.
6. Frequently check text messages on the VCH for route information and other messages.
7. Follow the Snow Route Map when directed. If you have not been placed on a Snow Route, continue to operate on your regular route. Under extreme circumstances, the operator may place the bus on snow route without authorization. Notify dispatch: Press DELAY, 2 – Route Blocked, and SEND.
8. Limit your calls to dispatch during inclement weather.
9. Reduce your operating speed and allow extra distance between bus and the vehicle ahead of you.
10. Take extra care driving on bridges and in shaded areas. These areas will freeze first.
11. Stay clear of snowplows, sanding trucks, and snowdrifts.
12. Notify dispatch of drooping or downed trees or power lines: Press DELAY, 2 - Route Blocked, and SEND.
13. Do not continue on the regular route if conditions worsen to a point where they may result in the bus getting stuck. Notify dispatch: DELAY, 2 – Route Blocked, and SEND. Follow dispatch instructions.

Driving with Traction Devices:

1. Drive buses equipped with cables/chains no faster than 25 mph.
2. Where possible, stay on the crown of the road or in existing ruts.
3. Stay as far from curbs as possible to prevent damage to cables/chains.
4. Use a light foot on the throttle and don't spin your wheels.
5. Inspect your chains frequently. If you have any loose or broken cross-links, tie them down and notify dispatch: Press OutMSG, 15 – Chains Rolling, and SEND.
6. If a broken chain is slapping against the bus and it cannot be tied down:
 - Stop the bus, turn on 4-way flashers, set parking brake and put bus in neutral.
 - Do not turn the bus off. Keep the heater operating and keep doors closed.
 - Notify dispatch: Press OutMSG, 16 – Chains – Tied-Up, and SEND.
 - Follow dispatch instructions.
 - Keep customers advised of the situation. Allow customers to deboard the bus if the bus is at a safe location.

Using the Automatic Traction Control (ATC) System:

1. The ATC System activates automatically on series 2500, 2600, and 2700 buses. The system prevents spinning wheels when accelerating or starting the vehicle.
2. The indicator light will illuminate when the system is working.
3. Normal mode: activates automatically to reduce wheel spin when drive traction is reduced.
4. Deep Snow/Mud mode can be manually activated to provide more wheel spin. More wheel spin may be beneficial when traveling or stuck in deep snow or mud.

Operating Deep Snow/Mud mode:

- To activate the Deep Snow/Mud mode, move the Deep Snow/Mud toggle switch to the "on" position and release.
- To return the ATC to Normal mode, move the Deep Snow/Mud toggle switch to the "on" position and release.
- Shutting down and restarting the vehicle will also return the ATC to Normal mode.

Anti-Lock Braking System (ABS):

1. The ABS system senses wheel lock-up and engages automatically to increase vehicle stability and control.
2. For emergency braking, apply firm and constant pressure on brakes. Do not pump brakes.
3. The ABS system will activate automatically producing a pulsing sensation and a hissing sound.
4. If the ABS malfunctions, the bus will retain its normal braking system. The ABS "fail indicator" light will illuminate if a malfunction occurs.
5. Driving more than 4 mph will turn off the "fail indicator" light. If the indicator remains illuminated, fill out a Bus Defect Card.

Winter Lift Tips:

1. Use fast idle on all buses when operating the lift.
2. Upon initial deployment, raise the lift to the bus floor position before lowering it to the ground level.
3. If lift does not deploy, see if the power light is on. If not, apply the service brake, release the parking brake, then reapply the parking brake sharply. The power light should come on and the lift should work.
4. When stowing the lift, stow it from the bus floor position, not the ground position.
5. Keep the surface of the platform clear of ice and other debris.
6. Do not use salt, gravel or deicer on the lift to keep it clear of ice.
7. If the lift still has problems, raise and lower it a minimum of three times before stowing it.

Driving Through Water:

1. It is difficult to determine the depth of standing water. When possible, observe how other traffic behaves as they pass through any standing water before you proceed.
2. Do not drive through standing water that is deep enough to cover the curb, or deep enough to obscure the edge of the roadway.
3. If the water is too deep to drive through, find the most expedient safe route around the flooded area and notify dispatch: Press DELAY, 2- Route Blocked, and SEND.
4. If you are uncertain of the depth of the water, and uncertain of an alternate route around the water, secure the bus and notify dispatch: Press DELAY, 2- Route blocked, and SEND.
5. When driving through standing water, do not exceed 5 mph. Try to avoid soaking pedestrians and blinding other drivers.
6. Once you are out of the water, drive at a reduced speed and apply brakes lightly to dry brake linings.
7. Test the brakes. If brakes are not acting normally, attempt to dry out brakes again by applying brakes lightly.
8. Repeat brake drying and testing until brakes operate normally.

If Your Bus Gets Stuck:

1. If your bus gets stuck, turn on 4-way flashers, set parking brake and put bus in neutral.
2. Do not turn the bus off. Keep the heater operating and keep doors closed.
3. Notify dispatch: Press OutMSG, 14 – Stuck Snow/ Ice, and SEND.
4. Follow instructions from dispatch or responding personnel.
5. Keep customers advised of the situation. Allow customers to disembark the bus if the bus is at a safe location.

Bus Operator Procedures	
Title: Serving Bus Stops	SOP B804
Date: APPROVED 11/18/2010	Page 1 of 2

1.0 Purpose:

This procedure outlines how to enter and leave bus stops and serve customers at bus stops. Additional requirements for serving customers at shared bus stops are outlined in SOP B805 Shared Bus Stop Procedure and information for operating in service lanes on the transit mall are outlined in SOP B807 Portland Mall Operating Procedures. Also see SOP B701 Serving Customers with Disabilities for information on serving disabled customers.

2.0 Procedures:

Entering a bus stop and serving customers:

1. Use right turn signal to indicate your planned move into the bus stop.
2. Keep turn signal on while pulling into the bus stop and while serving the stop.
3. If the stop has more than one bus position, pull up to the first open position. Be sure the boarding location for customers is safe and easily accessible.
4. Open doors to service the stop and make all required announcements.
5. Keep brake pedal covered with your foot or set parking brake while doors are open.
6. Board any customers. Greet or acknowledge customers as they board. Respond to any customer questions in a polite, respectful way.
7. Once all customers are aboard, close your doors, turn on your left turn signal and yield signal. Do not use the Yield signal on the Transit Mall.
8. If a customer appears at the door after the doors are closed, use your discretion in deciding whether or not to board the customer:
 - Will boarding the customer jeopardize the safety of the customer or the bus?
 - Will the customer be waiting in inclement weather?
 - Will the bus impede traffic movement if the customer is boarded?
 - Is your follower coming soon?
 - TriMet does not encourage customers to walk into traffic to board a bus.

However, if it is safe, allow the customer to board.

Leaving a bus stop:

1. Scan the doors for clearance and then close them keeping your left hand on the door control and your head and eyes turned towards the doors until they are completely shut. Do not move the bus with the doors open.
2. Make sure the front and rear doors are cleared of customers and your mirrors are visible. Passengers may not block mirrors, stand in the stairwells, or stand ahead of the yellow line at the front of the bus.
3. Release the right turn signal and turn on the left turn and yield signals. Remember that the Yield signal may only be used to exit a service stop at a curb to reenter a travel lane. The Yield signal may not be used on the transit mall, or for turns or lane changes.
4. Turn your head left to scan the left side and mirrors.
5. Turn your head back to the right, sweeping your vision across the front of the bus and scanning for all potential hazards. Scan the right side and mirror, and remember to rock and roll (lean) in the seat to see around right side vision barriers.

6. Turn your head left for a second scan of the left side and mirror. Scan the interior center mirror as you sweep your vision back to the left to check that your customers appear ready for the bus to move. Look over your left shoulder and rock and roll (lean) in your seat as you scan left to increase what you see in the mirrors, and to see around vision barriers.
7. Enter traffic only when there is a sufficient gap. Do not assume other vehicles will yield.
8. If traffic conditions delay your movement, completely rescan left, right and left before moving.

Bus Operator Procedures	
Title: Shared Bus Stop Procedure	SOP B805
Date: APPROVED 7/17/2008	Page 1 of 2

1.0 Purpose:

This procedure outlines the steps required for serving any bus stop within the TriMet system that is serviced or shared by more than one bus route. This procedure is required to comply with the American's with Disabilities Act, and meets our responsibilities to our customers.

Following this procedure promotes good customer service by providing the correct route and destination information to customers. Pulling forward to the first position and making external announcements are essential to ensuring that customers, especially those with visual impairments or other disabilities, board the correct bus.

2.0 Procedures:

Serving the stop from the First Bus Position:

1. Stop in the first bus position. Keep your right turn signal on.
2. Open doors to service the stop.
3. Announce your route and destination:
 - a. Make an external announcement of your route and destination using the PA system.
 - b. If the PA system is not working properly, make an external announcement in a loud voice that can be clearly understood by customers at the bus stop.
 - c. If the bus is equipped with a working Automatic Stop Announcement system (ASA), opening the door will trigger the external stop announcement.
4. Board any customers.
5. Turn on your left turn signal and re-enter the travel lane. Use your yield signal as appropriate.

Serving the stop from the Second Bus Position:

1. Stop in the second position behind the first bus. Keep your right turn signal on.
2. If there are intending customers at the second position, open doors to service the stop and announce your route and destination.
3. When the first bus leaves, slowly pull all the way forward to the stop.
4. Check the shelter and surrounding area for intending customers.
5. If there are intending customers, stop at the first position and follow the steps above for *Serving the stop from the First Bus Position*.

NOTE: Remember to make an external announcement of your route and destination.

6. If there are no customers, turn on your left turn signal and re-enter the travel lane. Use your yield signal as appropriate.

Serving the stop from the Second Bus Position when the First Position is Tied-Up:

If the bus in the first position has visual indications of a mechanical break down (a safety triangle and/or an open engine compartment) or appears to be tied-up for any other reason:

1. Serve the second position as outlined above.
2. Ensure that you serve any intending customers at the first position or on-board the tied-up bus:
 - a. Secure your bus.
 - b. Exit the bus and clearly announce your route and destination to any customers at the first position.
 - c. Facilitate the safe boarding of any customers onto your bus.
 - d. Turn on your left turn signal and re-enter the travel lane. Use your yield signal as appropriate.
3. If the operator in the first position clearly indicates to you that there are no intending customers at the first position or on-board the tied-up bus (for example if the operator tells you “no customers” and/or provides an obvious non-verbal signal), you may re-enter the travel lane from the second position when it is safe to do so. Use your yield signal as appropriate.

Bus Operator Procedures	
Title: Portland Mall Definitions	SOP B806
Date: 12/3/2008	Page 1 of 2

1.0 Purpose:

This procedure defines the terms used to designate elements of the Portland Mall. All TriMet personnel use these terms and definitions when referring to Portland Mall elements and operations.

2.0 Procedures:

Portland Mall: A multi-modal travel corridor in downtown Portland. Northbound traffic travels on 6th Avenue and southbound traffic travels on 5th Avenue. The corridor extends from SW Jackson Street to NW Irving Street. The fifty-six block Portland Mall is divided into three sections: North Mall, Central Mall, and South Mall.

North Mall: W Burnside Street to NW Irving Street. The North Mall has a transitway and an auto lane. MAX stations are served from the transitway and service lanes are defined pullouts in the North Mall.

Central Mall: SW Madison Street to W Burnside Street. The Central Mall has a transitway, an auto lane, service lanes and MAX stations.

South Mall: SW Jackson Street to SW Madison. The South Mall varies from three to four lanes. In addition to elements found in other sections of the Portland Mall, the South Mall has bike lanes, streetcar tracks, and on street parking in some locations.

Transitway: Travel lane exclusively used by TriMet buses or trains.

Auto Lane: Travel lane primarily used by non-TriMet vehicles.

Service Lane: Travel lane used exclusively by TriMet buses for the purpose of accessing service stops.

Bus-Only Lane: Travel lanes that may only be used by TriMet buses.

Train-Only Lanes: Travel lane that may only be used by trains.

Bike Lane: Travel lane that may only be used by bicycles. The only bike lanes on the Portland Mall are only located on SW 5th Avenue between SW Jefferson and SW Jackson. Please note that bicyclists may use the auto lane anywhere on the Portland Mall.

Service Stop: The place where passengers can board and/or alight from a bus. All service stops on the Portland Mall are accessed via service lanes.

Stop Line: A painted line at the front of a service lane that indicates where a bus stops to serve the first bus position.

LIFT Stop Marker: A painted line at the rear of designated service lanes that indicate where a LIFT vehicle stops to serve its customers.

Bus Position: Each spot in the service lane that holds a bus. Bus positions are numbered from the front of the service lane to the rear. The bus position at the very front of the service lane is the first bus position; the bus position behind the first position is the second bus position and so on.

Service Stop Groups: Service stops on the Portland Mall receive letter designations that indicate which group of routes will serve the stop. The designations are W, X, Y and Z for service stops on 6th Avenue; A, B, C, and D for service stops on 5th Avenue. Signs indicating the route groups assigned to a specific service stop are posted at the head of the block and at the first bus position in the service lane.

MAX Station: Places where passengers can board and/or alight from a MAX train. There are fourteen MAX stations on the Portland Mall.

Dynamic Envelope: The safety zone around any vehicle that should be kept clear whenever the vehicle is in motion. Striping on the transit way and at MAX stations marks the edges of the dynamic envelope for MAX trains operating on the Portland Mall.

Service Lane Signal: The signal located at the front of every service lane. This signal is only observed and obeyed by bus operators in the service lane.

Train Signals: Signals that manage train travel.

Part-time Warning Signs (PTWs): Electronic signs that warn of an approaching train.

Bus Operating Procedures	
Title: Portland Mall Operating Procedures	SOP B807
Date: APROVED 1/20/2011	Page 1 of 6

1.0 Purpose:

This procedure outlines the general rules for operating on the Portland Mall, general rules for using service lanes on the mall, specific rules for entering and exiting the mall, and other location specific rules.

2.0 Procedures:

2.1 Portland Mall Travel Rules:

1. Observe the following right of way rules when traveling on the Portland Mall:
 - Always yield to trains.
 - Buses in the service lane yield to all vehicles in the transitway and bus only lanes.
 - Buses in the auto lane yield to vehicles in all other lanes.
2. Use the transitway or bus only lane when traveling on the mall under most conditions. Use of the auto lane may be required in a variety of situations:
 - In areas of the mall without a transitway or bus only lane.
 - When directed to do so by procedure. Temporary travel in the auto lane is often required to safely and effectively enter or exit the mall.
 - When directed by supervisory personnel.
 - When a disabled vehicle or other incident is blocking the transitway and/or bus only lane.
 - To move around trains stopped at stations in the North Mall only.
3. Do not turn on to the mall on a red light.

IMPORTANT NOTE: The only exception to this rule is turning onto SW 6th Avenue at SW Main.

4. Do not exceed 20 MPH on the mall. Service lane speed limit is 10 MPH.
5. Maintain a following distance of at least one bus length when following a train.
6. Do not use the 'Yield' signal on the mall.
7. Observe all posted traffic signs and traffic signals. Observe and obey the service lane signal when operating in a service lane.
8. Do not stop the bus in a manner that blocks any part of the transitway, intersections, crosswalks, or crosses over the striping marking MAX station areas (the striping defines the boundaries of the train's dynamic envelope).
9. Immediately notify Dispatch if you are tied-up on the mall for any reason or encounter any situation on the mall that is disrupting or has the potential to disrupt any TriMet service. If the situation is an emergency, send the appropriate message using the EMERG key. For all non-emergency service disruptions, send Dispatch a "Mall Call": Press PRTT, 3 – Mall Call, and SEND.

2.2 Portland Mall Service Lane Rules:

1. If the service lane is full, wait in the transitway or bus only lane in the previous block until the closest bus position is available. Do not block any intersection or crosswalk.
2. Enter the service lane from the beginning of the block and pull the bus fully into the first open bus position. Entering the service lane mid-block is allowed:
 - When a LIFT vehicle is parked at the LIFT stop marker with four-way flashers on. Enter the service lane in front of the LIFT vehicle in this case. You will be able to service the stop without having any part of the bus over the striping on the transitway (the striping marks the limits of the MAX train's dynamic envelope).
 - If a bus is tied up in the service lane due to a mechanical problem or other incident, enter the service lane in front of the tied-up vehicle only if you are certain that you can serve the stop without blocking any part of the transitway.
3. Do not exceed 10 MPH when traveling in the service lane.
4. Continue to move forward in the service lane through each bus position. Follow any buses or LIFT vehicles moving through the lane.
5. Load and unload intending passengers from the first and second bus positions. Make internal and external stop announcements when serving the first and second bus positions.
6. Passengers may be unloaded in other bus positions but should be discouraged from boarding at any position other than the first and second bus positions.
7. Only exit the service lane from the first bus position. Exiting the service lane from another bus position is allowed:
 - When directed by supervisory personnel.
 - When access into or out of the first bus position is blocked.
8. Observe and obey the service lane signal. This signal indicates when a bus may attempt to exit the service lane.

IMPORTANT NOTE: The only exception to this rule is when turning right onto W Burnside from the service lane on SW 6th Avenue.

9. Yield to traffic in the transitway at all times. Do not use the 'Yield' signal on the mall.
10. If your bus needs to be tied-up in a service lane for any reason, secure your bus as far back in the service lane as possible. Try to secure your vehicle in a manner that does not block access to the first and second bus positions.

2.3 Location Specific Mall Operating Rules

Location specific operating rules for the mall are outlined below from North to South on 5th Avenue (southbound mall corridor) and then South to North on 6th Avenue (northbound mall corridor).

North Terminal Layover Area:

The North Terminal is divided into two distinct layover areas: North Terminal 5th, accessed from NW 5th, and North Terminal Hoyt accessed from NW Hoyt:

- Unload all customers prior to entering the layover area.
- Do not board customers in the North Terminal layover area.
- Do not exceed 5 MPH in the North Terminal layover area.
- Only park in marked layover areas. Do not park in a manner that blocks travel through the layover area.
- Use North Terminal Hoyt only when the North Terminal 5th area is full.
- When exiting North Terminal:
 1. Turn into the auto lane on NW 5th.
 2. Merge into the transitway after passing NW Glisan.

Laying over in service lane on NW 5th at Hoyt:

- Up to two buses may layover in the service lane on NW 5th at Hoyt.
- Customers may board at this location.
- When exiting this service lane:
 1. Merge into the auto lane on NW 5th.
 2. Merge into the transitway after passing NW Glisan.

Entering NW 5th from NW Irving - Route 77 Only:

1. Turn into the auto lane on NW 5th.
2. Stay in the auto lane until Everett.
3. Exit the mall by turning onto NW Everett from the auto lane.

Entering NW 5th from NW Glisan:

1. Turn into the transitway on NW 5th unless a train is stopped at the NW Glisan station.
2. If a train is stopped at the NW Glisan station, turn into the auto lane and merge into the transitway at NW Everett or after the train passes.

Entering NW 5th from NW Everett:

1. Turn into the auto lane on NW 5th.
2. Merge into the transitway between NW Couch and W Burnside.
3. If a train is stopped at NW Couch station, wait for the train to pass before merging into the transitway.

Exiting NW 5th at NW Everett:

Turn left onto NW Everett from auto lane.

Passing a train at NW Couch:

1. If a train is stopped at NW Couch station, pass the train by merging into the auto lane before NW Davis.
2. Merge back into the transitway in the block between NW Couch and W. Burnside.

Passing from North Mall to Central Mall:

1. Do not travel through the intersection of NW 5th and W Burnside in the auto lane; always travel in the transitway through the intersection.
2. If you will be entering the service lane to serve the stop at SW Pine, merge from the transitway into the service lane.

Entering SW 5th from W Burnside Westbound:

- Turn onto SW 5th on a green arrow only.
- If you will be serving or stopping in the service lane at SW Pine, confirm that there is room in the service lane prior to turning. If service lane is full, wait in the left turn lane on W Burnside until a bus position is available. Turn into the service lane when it is available.
- If you are not serving or stopping in the service lane at SW Pine, turn into the auto lane on SW 5th and merge into the transitway after SW Pine.

Entering SW 5th from W. Burnside Eastbound:

Unless you are serving or stopping in the service lane at SW Pine, turn into the auto lane on SW 5th and merge into the transitway after SW Pine. If you will be serving the stop at SW Pine or need to be in the service lane for another appropriate reason, turn into service lane.

Exiting SW 5th at SW Madison:

1. Merge into the auto lane after SW Salmon.
2. If Multnomah County Sheriff Deputies occupy the auto lane between SW Salmon and SW Main, merge into the auto lane after SW Main.
3. Turn left onto SW Madison from the auto lane.

Exiting SW 5th at SW Market:

1. Merge into the auto lane after SW Clay.
2. Turn left onto SW Market from the auto lane. Do not turn left from the transitway.

Exiting SW 5th at SW Harrison:

1. Merge into the auto lane after SW Montgomery.
2. Stay alert to traffic in the adjacent bike lane. The bike lane re-enters SW 5th after the streetcar platform.
3. Turn left onto SW Harrison from the auto lane. Do not turn left from the transitway.

Exiting the Portland Mall onto SW Lincoln:

1. Merge left into the auto lane after SW Hall.
2. Turn left onto SW Lincoln. Stay alert to traffic in the bike lane on SW 5th.

Exiting the Portland Mall via SW 5th:

1. Travel in the transitway until it ends at SW College.
2. Continue straight on SW 5th in any auto lane. Be aware of auto traffic merging from the "Right Turn Only" lane at SW Jackson.
3. Buses in the right turn only lane at SW Jackson may proceed straight.

Entering SW 6th from SW Broadway Drive:

1. Merge into an auto lane on SW 6th.
2. Prepare to merge into the bus only lane at SW Harrison after SW Jackson.

Entering SW 6th from SW Harrison:

Turn into the bus only lane on SW 6th.

Entering SW 6th from SW Jefferson:

Turn into the bus only lane on SW 6th.

Exiting SW 6th at SW Jefferson:

1. Merge into the auto lane after SW Columbia.
2. Turn left from the auto lane onto SW Jefferson. Do not turn left from the transitway.

Entering SW 6th from SW Main:

SW Main is the only location where a right turn on red onto the mall is allowed.

1. Stay alert to train traffic, do not turn onto SW 6th on a red light when a train is approaching.
2. Turn into the transitway on SW 6th.

Exiting SW 6th at SW Pine:

1. Merge left into the auto lane after SW Oak.
2. Turn left from the auto lane onto SW Pine. Do not turn left from the transitway.

Exiting SW 6th at W Burnside:

After serving the stop at SW 6th and Burnside, turn right onto W Burnside from the service lane. Right turn on a red service lane signal is permitted.

IMPORTANT NOTE: This is the only location where a right turn on a red service lane signal is allowed.

Passing from Central Mall to North Mall:

1. Travel in the transitway.
2. If you are in the auto lane for any reason, do not travel through the intersection of SW 6th and W Burnside at the same time that a MAX train is passing through the intersection. Reduced clearance makes this move hazardous.
3. If you are passing from the Central Mall to North Mall after serving the SW 6th and Burnside service lane, exit the service lane on a green light and cross W Burnside in the transitway.

Exiting NW 6th at NW Everett:

Turn right from the transitway onto NW Everett. Right turns on red are permitted at this location.

Entering NW 6th from NW Glisan:

1. Turn into the auto lane on SW 6th.
2. Stay in the auto lane and merge onto NW Station Way.

Exiting NW 6th at NW Glisan:

1. Merge into the auto lane after NW Flanders.
2. Turn left from the auto lane onto NW Glisan.

Exiting NW 6th at NW Irving:

1. Merge into the auto lane at NW Hoyt.
2. Turn onto NW Irving. Stay in the auto lane. Be alert and yield to any trains.

Exiting the Portland Mall onto NW Station Way:

1. Merge into the auto lane no later than NW Hoyt.
2. Continue straight and merge onto NW Station Way.

Bus Operator Procedures	
Title: Layovers and Parking the Bus	SOP B808
Date: Approved 9/15/2011	Page 1 of 1

1.0 Purpose:

This procedure outlines how to park the bus and the requirements for doing so at layovers.

2.0 Procedures:

1. Make layovers only in authorized locations.
2. If your layover is at a bus stop, your doors must remain open to allow customer to board the bus. The only exceptions to the open door policy are as follows:
 - North Terminal: Keep bus doors closed and do not allow customers to board at any time when laying over at North Terminal.
 - Any security or safety concern at a layover, close your doors and notify dispatch: Press RTT – Please Call me and SEND.
3. Set parking brake. When the bus doors are open, an interlock that secures the bus wheels is activated. For your safety and the safety of others, you must always use the parking brake to secure the bus. The interlock system is not a parking or emergency brake.
4. Shift to neutral.
5. Check that switches and controls are off.
6. On 2100 buses or older, turn off door air valve (butterfly).
7. Turn master control to engine stop position at layovers except at night. During darkness you may place the master control in the park position for up to 30 minutes.
8. Turn engine off if layover is longer than two minutes and temperature is above 32 degrees. If the temperature is below 32 degrees, leave engine on.
9. If parked on an incline, either curb wheels or chock your wheels once your bus is secure.
10. Either lock pouch, lost articles, transfers, and personal articles in the driver's compartment or take these items with you. Leave memory card in VCH.
11. If you are closing your doors, do so manually from the curb. It is not safe to close the doors from outside the bus through the operator window. Open your doors one minute prior to departure so customers may board.
12. When you return to a bus that has been parked:
 - Check for potential hazards or persons around the vehicle. Special attention should be paid to the front and rear of the vehicle.
 - Board the bus via the front door.
 - If there is a steering wheel lockout cover on the steering wheel, do not start or move the bus. Make contact the mechanic working on the bus. If there is no mechanic present, notify dispatch: Press MECH, 2 – Tied-Up, and SEND. Follow dispatch instructions.
 - Conduct a walk-through security sweep of the bus each time you board (See B901 Operator Security Responsibilities).

Bus Operator Procedures	
Title: Sharing the Road with Cyclists	SOP B809
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines how to operate your bus near persons on bicycles.

Many people ride bicycles to get to work, to run errands, to exercise, or just to have fun. People of all walks of life, age, and experience ride bicycles. Because of the great difference in bulk between a bus and a bicyclist, it is critical that TriMet operators use extreme caution when operating around cyclists.

2.0 Procedures:

1. Provide a wide berth for bicyclists. Allow for at least four feet of clearance when you pass a cyclist. The draft created by a moving bus can destabilize the rider if the bus passes too close.
2. Travel at a safe distance at all times. Always allow enough clearance that, if the bicyclist fell over, the bus is far enough away to avoid injury to the rider.
3. Bike lanes are for the exclusive use of cyclists. Travel in the vehicle lane when operating on a road with a bike lane or bike path.
4. If you need to cross a bike lane to service a stop, give cyclists the right of way. Wait for any cyclists to ride through and out of your path of travel before signaling and moving over to the stop. When preparing to pull back into the vehicle lane, yield right of way to cyclists merging from bike lanes.
5. Operating near bike boxes:
 - When approaching an intersection with a bike box, be prepared to stop behind the box. Buses stop behind the box when the traffic light is red or yellow. Do not stop on the bike box.
 - When the light turns green, move through the intersection as normal, with cyclists going first.
 - If you are turning right at the intersection, signal and watch for cyclists on the right. Remember to bob and weave or rock and roll (lean) in your seat as you scan to increase what you see in your mirrors, and to see around visual barriers.

Bus Operator Procedures	
Title: Backing Up the Bus	SOP B810
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines how to back up the bus.

2.0 Procedures:

1. Get out of the bus and check for potential hazards around the vehicle.
2. Turn on emergency flashers and sound horn.
3. Check mirrors on both sides continually while backing the bus. Remember to bob and weave or rock and roll (lean) in your seat as you scan to increase what you see in your mirrors, and to see around visual barriers.

IMPORTANT NOTE: You are responsible if an accident occurs when backing the bus, even if you use a spotter.

Bus Operator Procedures	
Title: Crossing Railroad/MAX Tracks	SOP B811
Date: 02/18/2010	Page 1 of 1

1.0 Purpose:

This procedure outlines how to operate at railroad and MAX crossings.

2.0 Procedures:

1. Observe and obey all automatic crossing gates and warning signals. Do not proceed over railroad tracks anytime a crossing gate is down and/or warning lights are flashing.
2. Stop and use four-way flashers at railroad and light rail crossings not controlled by automatic crossing gates or traffic signals.
3. Stop no less than 15 feet from first rail. Never stop on the tracks.
4. Never proceed in front of a MAX train at Gateway or any crossing not controlled by automatic crossing gates or traffic signals unless the MAX train is stationary and its headlights and Cyclops are off. Do not proceed in front of a MAX train with its headlights and/or Cyclops on even if the train is not moving.
5. Check for trains before proceeding across any tracks, even tracks that are controlled by gates or other warning device. If a train is parked in a manner that blocks your view of movement on other tracks, proceed slowly and remember to rock and roll (lean) in your seat as you scan to increase what you see in your mirrors, and to see around visual barriers.
6. Be sure the entire bus will clear the tracks by 15 feet before crossing tracks.

Bus Operator Procedures	
Title: Controlling Operator Driving Distractions	SOP B812
Date: APPROVED 8/19/2010	Page 1 of 1

1.0 Purpose:

This procedure outlines a number of critical rules for minimizing distractions to the safe operation of the bus. Any time the operator is in the operator's seat, they are responsible for the safe movement of the bus under all conditions.

2.0 Procedures:

Operators should avoid activities that will distract from operating the vehicle in a safe, defensive manner:

- Personal electronic devices including but not limited to cell phones, pagers, MP3 players, headsets, earpieces, audio or video recording devices and video games must be turned off and out of sight any time the operator is in the driver's seat whether or not the vehicle is in motion or in use. These devices may only be used when the operator is out of the driver's seat at a layover.
- Communications using agency authorized devices – VCH, handset, etc. – must be business-related only.
- Avoid talking on the handset while the vehicle is in motion as much as possible.
- Do not operate the VCH or program overhead signs while the vehicle is in motion.
- Providing customers with operation-related information such as fare, route and service information is a business requirement; however, conversations with passengers should be short in duration and limited to customer service information whenever possible to minimize distraction.
- Refrain from being photographed, recorded, or videotaped onboard while operating a vehicle. The media must ask permission to interview. Refer the request to the Communications Department (see HR-304 News Media Guidelines). Report media requests and onboard videoing or photography to Dispatch.
- Do not eat or drink while operating a vehicle in motion.
- Do not allow friends or family members to ride your bus for any non-transportation related purpose (see B101 Expectations of Every Operator).
- Do not punch, tear, or adjust transfers while the vehicle is in motion.
- Personal reading materials of any kind should only be read when parked at a layover.
- Do not engage in any personal grooming activities while operating a vehicle in motion.
- Do not attempt to complete paperwork of any kind while operating a vehicle in motion.

Bus Operator Procedures	
Title: Operator Security Responsibilities	SOP B901
Date: REVISED 10/20/2011	Page 1 of 1

1.0 Purpose:

This procedure outlines the primary duties, responsibilities, and expectations of every operator related to maintaining security on the TriMet system. More detailed information on how to complete specific duties and tasks may be found in other standard operating procedures.

2.0 Procedures:

1. Read and follow all TriMet security policies and procedures. This includes procedures in the bus operator SOP manual and safety and security department procedures.
2. Be aware of and follow all directives related to threat advisory levels issued by the federal Office of Homeland Security.
3. Identifying and reporting unusual or potentially dangerous situations immediately to dispatch. This includes suspicious activities, any dangerous or threatening customer conduct, and any criminal acts to you may witness.
4. Wear your ID badge at all times and report any strangers in the workplace. See H-O-T Card for more information.
5. Conduct a walk-through security sweep of the bus each time you board and at every layover. This sweep consists of walking the length of the aisle and checking each seating area for unattended items.
6. Follow H-O-T Card guidelines any time unattended items are found. See SOP B902 H-O-T Item Procedure and H-O-T Card for more information.
7. Immediately report any fare evasion to dispatch.
8. Respond to violations of the customer conduct code in an appropriate manner. See SOP B501 Customer Conduct.

Bus Operator Procedures	
Title: H-O-T Item Procedure	SOP B902
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines the standard protocol for any operator who finds a H-O-T item on a TriMet vehicle or property. It is vital that all TriMet personnel respond to the discovery of H-O-T items in a manner that minimizes potential danger to health, life and property.

2.0 Procedures:

1. Inspect your bus regularly for unattended items.
2. Do not blindly reach into bags or containers left on the bus where potentially hazardous items may be concealed.
3. Follow standard procedures for any lost and found items discovered on a bus or TriMet property.
4. If it is not immediately clear what an unattended item may be, assess the object by considering the H-O-T Card principles. Is the Item Hidden, Obviously suspicious, and not Typical (i.e. H-O-T)?
5. If you find a H-O-T item on your bus:
 - Stop, secure, and evacuate the bus as needed at the nearest safe location.
 - After the bus has been completely evacuated, secure bus door by threading the yellow caution tape from the H-O-T kit through the door handles and tying it.
 - Do not board or move the bus without permission from dispatch or a supervisor.
 - Instruct passengers to not use, turn on or turn off cell phones or other communication devices within 100 feet of the bus.
 - Notify dispatch by phone of the situation.
 - Follow dispatch instructions.
 - Be prepared to provide emergency responders with relevant information and other assistance.

Bus Operator Procedures	
Title: Collision and Incident Procedures	SOP B903
Date: Approved 1/20/2011; Revised 11/21/2013; 7/17/2014	Page 1 of 2

1.0 Purpose:

This procedure outlines Operator response steps when involved in a collision or incident.

Any collision or incident - no matter how minor - involving contact between any part of your bus and any vehicle, object, or person, must be immediately reported to Dispatch. Operators play a key role in managing these situations, gathering information and accurately reporting what happened.

2.0 Procedures:

Response Steps:

1. Turn on 4-way flashers, set parking brake, put bus in neutral and turn off engine. Do not move the bus or leave the scene of any collision unless cleared by a Dispatcher or a Supervisor on the scene.
2. Report the situation to Dispatch. Any collision or incident - no matter how minor - involving contact between any part of your bus and any vehicle, object, or person, must be immediately reported to Dispatch. This includes passenger injuries that occur on-board your bus or while boarding your bus:
 - EMERG: Medical – when any person is injured or may have been injured in the collision or incident
 - EMERG: Fire – when smoke or fire is visible
 - EMERG: Police – if streets or intersections are blocked (NOTE: See SOP 051 in the event that police response is needed for events other than a blocked intersection)
 - PRTT: No-Injury Incident – when you are certain there are no injuries resulting from the collision or incident

IMPORTANT NOTE: Failure to report a collision or incident as soon as possible after it occurs, attempting to withhold or conceal information, or failing to complete and submit requested reports within 24 hours of the occurrence (or on the next work day) is cause for appropriate discipline.

3. When Dispatch responds, state your block number, location, and direction of travel. Respond to questions from the Dispatcher as clearly and concisely as possible.
4. Follow Dispatch instructions. Request additional information, clarification, or repetition of instructions when needed.
5. Assist injured person(s) to the extent that you are able and/or trained.
6. Place emergency triangles.
7. Keep customers advised of the situation.
8. Distribute and collect witness information cards. Witness information cards are located in the pouch and are used to gather information from customers or witnesses at collisions and incidents involving a TriMet vehicle:
 - White card - Courtesy card to witnesses; requests contact information and information about the incident
 - Orange card - To other driver; requests follow-up contact information

- Yellow card – To anyone involved; requests signature exonerating TriMet of all responsibility
 - Green card – To non-drivers; requests information and indicates no injury
9. Follow instructions from emergency responders.
 10. If you are cleared to continue in-service by the Incident Commander, notify Dispatch: press the Message button, then the 4 Service button, and then 41 Ready for Service (or manually enter 41, and press Send).
 11. Call Dispatch by phone at the end of your shift to determine what reports may be required.
 12. If any item in the incident packet is used, place the incident packet in the front of the pouch.

Drug/Alcohol Testing:

1. The “DOT Post-Accident Decision Model” will be used by the Incident Commander and Dispatch to determine whether the Operator requires a “post-accident” drug/alcohol test. Testing is required anytime there is a fatality, disabling damage to any vehicle, or any medical transport of injured persons. If a test is not required based on DOT criteria, Dispatch and/or the Incident Commander may still determine that a test is required due to reasonable suspicion. A fitness for duty check will also be conducted to determine whether the Operator may continue in-service.
2. Operators requiring a drug test must refrain from alcohol use for eight hours following the collision/incident or until an alcohol test is administered.
3. Operators who leave the scene without permission (except when transported by emergency responders) making them unavailable for drug or alcohol testing, will be considered to have refused the test and will be subject to discipline up to and including termination.
4. Contact the Station Agent for return-to-work instructions following a drug test.

If you Witness a Collision:

1. Immediately report the incident to Dispatch:
 - EMERG: Medical – when any person is injured or may have been injured in the collision or incident
 - EMERG: Fire – when smoke or fire is visible
 - EMERG: Police – if streets or intersections are blocked (NOTE: See SOP 051 in the event that police response is needed for events other than a blocked intersection)
 - PRTT: No-Injury Incident – when you are certain there are no injuries resulting from the collision or incident
2. If the collision is a hit-and-run, obtain the license plate number, description, and direction of travel of the hit-and-run vehicle.
3. When Dispatch responds, state your block number, location, and direction of travel. Respond to questions from the Dispatcher as clearly and concisely as possible.
4. Follow Dispatch instructions. Request additional information, clarification, or repetition of instructions when needed.
5. Have any other witnesses fill out a white information card. These are located in the pouch.
6. Call Dispatch by phone at the end of your shift to determine what reports may be required.

Bus Operator Procedures	
Title: Emergency Procedures	SOP B904
Date: 12/3/2008	Page 1 of 3

1.0 Purpose:

This procedure outlines general procedures for responding to emergencies as well as some specific requirements for certain types of incidents.

Operators play a key role in dealing with emergencies. Your first responsibility is safety – the safe operation of your vehicle and the protection of your customers and yourself. It is impossible to anticipate and provide guidelines for every type of emergency. When responding to emergencies, use good judgment and gauge your limitations.

2.0 Procedures:

General Emergency Response Procedures:

1. Immediately report any emergency incident to dispatch. Notify dispatch: Press EMERG, press 1- Police, 2 - Medical, or 3 – Fire based on the nature of the emergency, and SEND. If you are unable to use the VCH to communicate with dispatch, due to equipment malfunction or immediate evacuation of the bus, contact dispatch by phone as soon as possible.
2. Assess the situation. Protect yourself and your customers, immediately stop, secure and evacuate the bus if necessary. Anytime you evacuate a bus, move passengers to an area that is safe from traffic and other obvious hazards and attempt to keep passengers together until emergency responders, incident commander, dispatch, or a supervisor clears you.
3. When dispatch responds, state your block number, location, and direction of travel. Respond to questions from the dispatcher as clearly and concisely as possible.
4. Follow dispatch instructions. Request additional information, clarification, or repetition of instructions when needed.
5. Keep customers advised of the situation.
6. Follow instructions from emergency responders.
7. When you are able to continue in service following the emergency response, notify dispatch: Press SERVICE, 1 – Ready for Service, and SEND.

Release or Spill of Unknown Substance on the Bus:

1. Assess the situation.
2. Consider the HOT Card principles:
 - Is the Item: Hidden, Obviously suspicious, and not Typical. (i.e. H-O-T)?
 - Is there an immediate risk to human life or health?
 - Is anybody experiencing an adverse reaction to the unknown substance?
3. If you determine there is no reasonable explanation for the substance but it does NOT appear to pose an immediate danger:
 - Notify dispatch, Press: EMERG, 3 - Fire, and SEND.
 - Follow dispatch instructions. Be prepared to evacuate bus if necessary.
 - If the unknown substance poses an immediate threat to human life or health:
 - a. Notify dispatch, Press: EMERG, 3 - Fire, and SEND.
 - b. Pull over and secure the bus.
 - c. Make appropriate announcements to passengers.
 - d. Facilitate evacuation of passengers.

- e. Close bus doors.
- f. Move passengers away from the bus to an area that is safe from traffic and exposure to the substance.
- g. Attempt to keep passengers together until cleared by the emergency responder Incident Commander.

Hazardous Spill on the Route:

- 1. Avoid all contact with the spill.
- 2. Do not drive across or near the spill.
- 3. Reroute your bus as needed to avoid the hazardous spill.
- 4. Notify dispatch: Press EMERG, 3 - Fire, and SEND.

Fire or Smoke on the Bus:

- 1. Notify Dispatch: Press EMERG, 3 - Fire, and SEND. If you are unable to use the VCH to communicate with dispatch, due to equipment malfunction or immediate evacuation of the bus, contact dispatch by phone as soon as possible.
- 2. Stop, secure, and evacuate the bus at the nearest safe location. Once the bus is stopped, do not move it without permission from emergency responders, incident commander, dispatch or a supervisor. Anytime you evacuate a bus, move passengers to an area that is safe from traffic and other obvious hazards and attempt to keep passengers together until you are cleared by emergency responders, incident commander, dispatch, or a supervisor.
- 3. Use the on-board fire extinguisher only if it is safe to remain on the bus. Notify dispatch if an onboard extinguisher is used and complete a work card for replacement.
- 4. Follow dispatch instructions.
- 5. Keep customers advised of the situation.

Strong Smell of Sulfur – Possible Hot Battery:

- 1. A strong sulfur smell could indicate a hot battery and is considered an emergency situation.
- 2. Notify dispatch: Press EMERG, 3 - Fire, and SEND. If you are unable to use the VCH to communicate with dispatch, due to equipment malfunction or immediate evacuation of the bus, contact dispatch on the incident report hotline as soon as possible.
- 3. Stop, secure, and evacuate the bus at the nearest safe location. Once the bus is stopped, do not move it without permission from emergency responders, incident commander, dispatch or a supervisor. Anytime you evacuate a bus, move passengers to an area that is safe from traffic and other obvious hazards and attempt to keep passengers together until emergency responders, incident commander, dispatch, or a supervisor clears you.
- 4. Follow dispatch instructions.
- 5. Keep customers advised of the situation.

Downed Power Line:

- 1. Any downed power line is considered a danger. Treat all downed power lines as “live” and do not touch power lines with any object or any part of your person.
- 2. Do not drive across a power line. Reroute your bus as needed to avoid the downed power line.

3. If there are sparks or fire coming from the line, notify dispatch of a “Fire Emergency”: Press EMERG, 3 - Fire, and SEND.
4. If there are no sparks or fire present, notify dispatch that your route is blocked: Press DELAY, 2 – Route Blocked, and SEND.
5. If a power line falls on or is in contact with your bus in any manner:
 - Notify dispatch: Press EMERG, 3 - Fire, and SEND.
 - Keep your bus stopped.
 - Keep all doors closed and all customers on the bus. Inform customers of the situation and instruct them to remain seated.
 - Follow dispatch instructions.
 - Keep customers advised of the situation.
 - Do not move the bus or allow customers to leave the bus until cleared to do so by emergency responders, Incident Commander, dispatch, or a supervisor.

Earthquake:

1. Secure your bus at the nearest safe location. Do not stop or travel on or under any overpass, bridge, ramp structure or trestle. Keep intersections and driveways clear.
2. Remain on the bus with all doors closed. Inform customers of the situation and instruct them to remain seated.
3. Notify dispatch of any observed damage and emergency situations.
4. Be prepared for aftershocks following an earthquake. Follow instructions from Dispatch.

Witnessing Criminal Acts/ Suspicious Activities:

1. Get a detailed description of the suspect and specific activity.
2. If the suspect flees in a vehicle, get a license plate number and vehicle description.
3. Note the direction of travel of the suspect.
4. Notify dispatch: Press EMERG, 1-Police, and SEND.
5. Follow dispatch instructions.
6. Do not pursue a fleeing suspect. If you are on-board a bus, remain on the bus and in-service unless otherwise directed by dispatch or a supervisor.

Declared Emergency Guidelines:

1. When the TriMet general manager declares a TriMet Service Emergency, TriMet plays a critical role in the community and must continue to deliver reliable service.
2. Call the Service Emergency Information Line at 503-962-6222 when a TriMet Service Emergency is declared to hear recorded information for all employees.
3. Certain rules, policies and contractual obligations may be amended during declared emergencies such as:
 - Routes may be altered or canceled, therefore, operators may be asked to drive a different line or extend their workday.
 - While returning to the garage after a run, your bus may need to remain in service and pick up all intending passengers.
 - Verbal instructions of supervisory staff, dispatch and other designated personnel should be expected and followed.
 - Weather may alter drive time so a higher priority may be placed on maintaining headways than staying on schedule.
 - During an emergency, dispatch or supervision may schedule or modify break time, layover time and scheduled departure times based on conditions.
 - Operators may be required to work regular days off.

Bus Operator Procedures	
Title: In-Service Mechanical Problems	SOPB905
Date: APPROVED 8/21/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines the basic steps for responding to a mechanical problem with your bus when you are away from the garage. Other procedures provide troubleshooting and action steps related to specific types of mechanical problems as well as mechanical problems at the garage.

If you encounter a mechanical problem with your vehicle, your first responsibility is the safe operation of your vehicle and the safety and protection of your customers and yourself. Do not continue driving a vehicle that is unsafe.

2.0 Procedures:

1. Immediately report all mechanical problems to dispatch. If you are on the Portland Mall, send a "Mall Call": Press PRTT, 3- Mall Call, and SEND. Anywhere else in the system, use the MECH key on the VCH to send the appropriate MECH message:
 - **1 - Rolling:** the bus is experiencing a mechanical problem but may remain in service.
 - **2 - Tied-Up:** the bus is unable to continue due to a mechanical problem.
 - **3 - Blocking/Danger:** the bus is unable to move and is creating an immediate hazard such as blocking traffic or an intersection, or is in some other unsafe location.
2. If your bus must be tied-up:
 - a. Stop at the first safe location. If you are on the Portland Mall, try to tie your bus up in a location that won't block bus or rail service.
 - b. Set the parking brake, shift to neutral, and turn on your 4-way flashers.
 - c. Inform your customers of a delay due to a mechanical problem.
 - d. Exit the bus and raise the engine compartment door.
 - e. Place a safety triangle at the right rear corner of the bus where it will be visible to approaching buses.
 - f. Ensure that customers are directed to the proper bus:
 1. Announce the line number and destination of all approaching buses to customers on your bus and at the stop.
 2. Facilitate the safe boarding of customers on to other buses.
 3. If there are no intending customers for a bus in the second position, you may clearly indicate this to the operator of the second bus.
3. Follow instructions from Dispatch. Depending on the nature of the problem, dispatch may send a replacement bus, mechanical assistance, or troubleshooting instructions via the VCH.

Bus Operator Procedures	
Title: Mechanical Troubleshooting in the Field	SOP B906
Date: APPROVED 7/17/2008	Page 1 of 4

1.0 Purpose:

This procedure outlines some common mechanical problems and operator responses. If you encounter a mechanical problem with your vehicle, your first responsibility is the safe operation of your vehicle and the safety and protection of your customers and yourself. Do not continue driving a vehicle that is unsafe.

2.0 Procedures:

Mechanical Failure – Warning Lights and Buzzer Come On:

1. Immediately stop and secure the bus at the nearest safe location. You may only have 20-30 seconds before engine dies.
2. Notify dispatch: Press MECH, 2 – Tied-Up, and SEND.
3. Follow dispatch instructions.
4. Keep customers advised of the situation.
5. Do not move the bus until cleared to do so by dispatch or a supervisor.

Low Air Warning:

1. Stop at the nearest safe location, turn on 4-way flashers, set parking brake and put bus in neutral. Do not turn bus off.
2. Notify dispatch: Press MECH, 2 – Tied-Up, and SEND.
3. Follow dispatch instructions.
4. Keep customers advised of the situation.
5. Do not move the bus until cleared to do so by dispatch or a supervisor.

Fluids Leaking from the Bus:

1. Stop and secure the bus at the nearest safe location.
2. Notify dispatch: Press MECH, 2 – Tied-Up, and SEND.
3. Follow dispatch instructions.
4. Keep customers advised of the situation.
5. Do not move the bus until cleared to do so by dispatch or a supervisor.

Bus Won't Start:

1. If bus is completely dead and you are at the garage, make sure the battery disconnect switch is in 'on' position.

Note: 1400 and 1600 series have two battery disconnect switches, a small knob and a large knife switch.

2. Check starter air gauge if your bus is equipped with one. A normal reading for the starter air is at least 110 psi.
3. Confirm that bus is in neutral.
4. If all systems check out as normal, attempt start-up again.
5. If bus still will not start, notify dispatch: Press MECH, 2 – Tied Up, and SEND
6. If directed by dispatch, attempt to 'rear start' the bus.

“Check Engine” Light On:

1. Continue to operate in-service.
2. Notify dispatch: Press MECH, 1 - Rolling, and SEND.
3. Follow dispatch instructions.

“GEN “ Light On:

1. Immediately check voltmeter reading.
2. If your 24-Volt Meter is reading 23 volts or lower:
 - Stop and secure the bus at the nearest safe location.
 - Do not shut down bus unless instructed by dispatch.
 - Turn off interior lights unless doing so will create an unsafe condition for customers on-board.
 - Notify dispatch: Press MECH, 2 – Tied Up, and SEND.
 - Follow dispatch instructions.
 - Keep customers advised of the situation.
 - Do not move the bus until cleared to do so by dispatch or a supervisor.
3. If your 24-Volt meter is reading above 23 volts:
 - Continue in service.
 - Notify dispatch: Press MECH, 1 – Rolling, and SEND.
 - Follow dispatch instructions.

Low Power -Slipping Transmission or Rough Engine:

1. Note any warning lights.
2. Note the color and amount of exhaust, if possible.
3. If transmission is slipping, try to determine which of gear is slipping.
4. Stop and secure the bus at the nearest safe location and check for fluid leaks under the bus. Note the color of any leaking fluid.
5. If there are any visible leaks, keep bus tied-up and notify dispatch: Press MECH, 2 – Tied Up, and SEND.
6. If there are no visible leaks, continue in service and notify dispatch: Press MECH, 1 – Rolling, and SEND.
7. Follow dispatch instructions.

Door Problem:

1. If you are experiencing a problem with a door such as a door not closing, not opening, or not staying close:
 - Make sure the butterfly valve is in the correct position.
 - Make sure the red emergency “STOP” button is unlit or “OFF”.
 - Cycle the lift.
 - Check alignment of sensitive-edges on doors.
 - Turn off bus, close door handle, and restart the bus.
2. If the door problem isn’t corrected:
 - If a door will not close or stay closed, secure the bus and notify dispatch: Press MECH, 2 – Tied Up, and SEND.
 - If a door won’t open, continue in service and inform customers of which door to use. Notify dispatch: Press MECH, 1 – Rolling, and SEND.

“Stop Requested” Light Remains On:

1. Pull on bell cords to release stuck mechanism – especially where cord enters housing.
2. Open door completely and close a couple of times.
3. If the light problem doesn't clear, continue in service and request that customers notify you verbally of their stops. Notify dispatch: Press MECH, 1 – Rolling, and SEND.
4. Follow dispatch instructions.

Fare Box Won't Count Change:

1. Continue in-service.
2. Push fare box buttons in this sequence:
 - a. Push the Green Button.
 - b. Push the # Button.
 - c. The farebox display should read: “FI***”. If not, start again at Step (a).
 - d. Push the 1 Button Twice.
 - e. Push the # Button.
 - f. Push the Green Button.
3. If fare box still not counting, continue to collect fares and notify dispatch: Press FARE, 3 – Coin Jammed, and SEND.
4. Follow dispatch instructions.

Coin Side Jammed:

1. Continue in-service.
2. Press zero (0) at bottom of keypad once and press the black button on front of fare box several times.
3. If coin side remains jammed, press bypass lever.
4. If bypass works, continue to accept fares, but coins will not be counted.
5. Notify dispatch: Press FARE, 3 – Coin Jammed, and SEND.
6. Follow dispatch instructions.

Bill/Ticket Side Jammed:

1. Continue in-service.
2. Stop collecting fares and notify dispatch: Press FARE, 2 – Bill Jammed, and SEND.
3. Put 'No Fares' sign in fare box.
4. Follow dispatch instructions.

Lift Won't Function:

1. Make sure bus is in neutral.
2. Check doors to ensure they are completely open.
3. Use fast idle switch.
4. If lift will still not operate, send appropriate LIFT message to dispatch: Press LIFT, select 1 or 2, and SEND.
5. Continue in service or wait for dispatch instructions as needed.

Lift Won't Slide or Stow, or slides under track:

1. Run the lift up and down several times, then try to stow from the raised position.
2. Make sure the lift is not jammed against the curb.
3. If lift still will not function, send appropriate LIFT message to dispatch: Press LIFT, select 1 or 2, and SEND.
4. Continue in service or wait for dispatch instructions as needed.

Ramp Won't Deploy:

Only low-floor buses are equipped with ramps:

1. Confirm that the eccentric cam below the front right corner of the bus is not jammed against the sidewalk or curb. If the cam is jammed, reposition the bus.
2. If the wheelchair ramp power unit fails:
 - Hand operate the ramp by using the pull-up strap located on the ramp's corner.
 - Continue in service and notify dispatch: Press LIFT, 1 – Rolling/Pass Up, and SEND.
 - Follow dispatch instructions.

VCH Troubleshooting:

If you encounter a VCH problem, continue in service and attempt to troubleshoot the problem as outlined below:

- Continuous beeping when leaving the garage - Insert memory card and follow LOGON steps.
- 'Can't Delete' text message - Review message, press AckMSG or – if requested - YES or NO to respond. Message should clear.
- 'Door Open' message - Eject memory card, re-insert firmly, and latch card door.
- 'Cold Reset Detected' message - Press LOGON and follow screen instructions.
- 'WARNING: Memory Card Inserted is not a Bus Operator Card' message - If you are in the yard, get a replacement card from the station agent and retry your LOGON. If you are away from the garage, LOGON without a card and notify dispatch that you have an invalid card: Press MECH, 1 – Rolling, and SEND.
- 'Failed to Download Vehicle Table from Memory Card' message - Try wiggling the VCH card or eject card and re-insert firmly. If the message does not go away and you are at the garage, get new card from station agent and retry your LOGON. If you are away from the garage, LOGON without a card and notify dispatch: Press MECH, 1 – Rolling, and SEND.
- 'Fallback Mode' message - Continue in-service and do not attempt to send any VCH messages until "Fallback Terminated" message appears. Use the green card in the pouch to report any chronic fallback condition. See SOP B301 Communicating with Dispatch.

Bus Operator Procedures	
Title: Bloodborne Pathogen/Biohazard Procedures	SOP B907
Date: Approved 9/27/2011, Revised 6/20/2013	Page 1 of 3

1.0 Purpose:

This procedure outlines guidelines for responding to bloodborne pathogens.

During a collision or emergency, an operator may be exposed to human bodily fluids (e.g., blood, vomit, urine or feces) that can contain bloodborne diseases. TriMet requires all employees to use universal precautions (e.g., handle all bodily fluids as if they contain bloodborne pathogens). An example of a universal precaution is the use of non-latex gloves to decrease the likelihood of exposure to blood borne diseases.

TriMet's Bloodborne Pathogens Exposure Control Plan, which is administered by the Safety, Security & Environmental Services Division, also provides guidance to TriMet personnel on limiting exposure to bloodborne pathogens.

2.0 Procedures:

Bus Operators:

- During a collision or emergency, you may be exposed to human bodily fluids (e.g., blood, vomit, urine or feces). If bodily fluids touch bus surfaces, notify Dispatch via the Mobile Data Terminal (MDT) – On home screen, press “Emergency”, then “Medical.”
- If the bus is in service, stop and secure the bus in a safe location, notify Dispatch, and if needed, evacuate all passengers from the bus. Anytime you evacuate a bus, move passengers to an area that is safe from traffic and any other hazards and keep passengers together until emergency responders, Incident Commander, Dispatch, or a supervisor clears you.
- Once cleared:
 - a. Place a disposable Biohazard Notice Card directly in the biohazard to alert service workers to the specific location of the biohazard. (Caution: Do not touch hazardous material without using non-latex gloves).
 - b. Tie caution tape provided on the bus to the front-most station bars so that it forms a barrier blocking the entrance to the rear of the bus.
 - c. Write up the biohazard on the appropriate maintenance card.
- If you are entering the yard with a potential bloodborne pathogen on your bus, or discover one on your bus when parked in the yard:
 - a. Alert the Spotter, or if on a weekend, the Station Agent, and obtain a Biohazard Barrier (available at the Spotter's shack). If a Biohazard Barrier is not available, utilize the yellow caution tape provided in the bus or at the Spotter's shack.
 - b. Place the Biohazard Notice card directly in the biohazard to alert service workers to the specific location of the biohazard. (Caution: Do not touch the hazardous material without using non-latex gloves).
 - c. Clamp the Bio-Barrier to each of the front-most stanchion bars so that the barrier is blocking the entrance to the rear of the bus. If Bio-Barrier is not available, utilize the yellow caution tape in the same manner.
 - d. Park the bus where the Spotter indicates.

- e. If the Spotter is not available, park the bus in the work line. Be certain the Bio-Barrier or caution tape is in place and clearly visible. Notify Station Agent and/or Dispatch.
 - f. Write up the biohazard on the appropriate maintenance card.
- Do not attempt to clean up any bodily fluids.
- Avoid contact with any object such as syringes or drug-related paraphernalia that could potentially be infectious. Notify Dispatch if any of these objects are found.
- Do not operate the bus if it increases your risk of contact with bodily fluids. Contact Dispatch.
- Wear non-latex gloves if there is a possibility of contact with fluids. If skin contacts bodily fluids, wash area with soap and water as soon as possible. Non-latex gloves are located in the pouch.
- Place soiled items/gloves near the biohazard.

Spotters:

- Ensure that an adequate supply of caution tape and Biohazard Barriers are on hand at the Spotter's shack.
- When a bus comes in with a biohazard, contact the on-duty Maintenance Supervisor. Instruct the operator where to park the bus so that it can be accessed for cleaning the biohazard.

Dispatchers:

- When notified of a biohazard on a bus, coordinate with the operator any evacuation that may need to take place.
- Once the operator is cleared to return the bus to the garage:
 - a. Instruct the operator to place the disposable Biohazard Notice card in the biohazard.
 - b. Instruct the operator to tie caution tape provided on the bus to the front-most station bars so that it forms a barrier blocking the entrance to the rear of the bus.
 - c. Instruct the operator to write up the biohazard on the appropriate maintenance card.
- Arrange for a fill and replacement for the contaminated bus.
- If the operator reports any objects such as syringes or drug-related paraphernalia that could potentially be infectious, instruct him/her not to touch the object and send a supervisor to dispose of the object.
- If the bus cannot be operated back to the yard without increasing the risk of exposure to the operator, consult with Maintenance to determine if the vehicle should be towed back to the yard or cleaned by authorized personnel in the field.
- If an operator or Station Agent notifies you that a bus has been parked at a garage with no maintenance staff on duty, make a note and contact the Maintenance Supervisor when they next come on shift.

Station Agents:

- If an operator notifies you that a bus has been parked with a biohazard, notify the on-duty Maintenance Supervisor (if Spotter is unavailable). If the Maintenance Supervisor is not on duty, notify Dispatch.
- Ensure that pouches have a current supply of disposable Bio-Hazard Notice Cards.

Road Supervisors:

- If dispatched to meet the bus for a biohazard:
 - a. If required, assist operator by placing disposable card in the biohazard.
 - b. If required, assist operator with evacuation of the bus and placing caution tape across the front stanchion bars to keep people out of the passenger compartment.
 - c. If required, wear non-latex gloves if there is a possibility of contact with fluids. If skin contacts bodily fluids, wash area with soap and water as soon as possible.
 - d. If required, place soiled items/gloves near biohazard.
 - e. Assist as possible with fill and/or replacement bus.
- If dispatched to meet the bus for objects such as syringes:
 - a) Use tongs to handle any sharps.
 - b) Place sharps in the sharps container.
 - c) Once full, dispose of sharps container by taking it to the shop supervisor's office.
 - d) Pick up a new sharps container from Stores.

References:

- TriMet's Bloodborne Pathogens Exposure Control Plan

Bus Operator Procedures	
Title: Public Statements	SOP B908
Date: APPROVED 7/17/2008	Page 1 of 1

1.0 Purpose:

This procedure outlines how operators should communicate with the media, insurance agents, attorneys, and others.

During emergency situations, a field supervisor or someone from the TriMet Communications Department is sent to the scene to communicate with the media, insurance agents, attorneys, or others. TriMet prefers to channel public statements through these trained agents to protect employees from the difficulty of communicating accurately in the midst of an emergency.

2.0 Procedures:

1. If media arrives on the scene, notify dispatch: Press PRTT, 2 – No-Injury Accident, and SEND. Dispatch will alert TriMet's Communications Department/Public Information Officer.
2. Exchange all information away from media or bystanders.
3. Be precise in any and all statements made to any members of the public. Assume that everything you say will be quoted in the press even if you have indicated that something is "off the record."
4. Direct all media inquiries at the scene to the TriMet spokesperson.

Bus Operator Procedures	
Title: Bus Evacuation Procedures	SOP B909
Date: 12/16/2008	Page 1 of 2

1.0 Purpose:

This procedure outlines how to safely evacuate a bus.

Many emergency events do not require evacuating the bus. However, certain circumstances may require an organized evacuation until help arrives to prevent serious injury or loss of life. These procedures complement other bus emergency procedures.

2.0 Procedures:

1. Immediately report any emergency incident to dispatch. Notify dispatch: Press EMERG, press 1- Police, 2 - Medical, or 3 – Fire based on the nature of the emergency, and SEND. Report all relevant information including the following:
 - Bus location and direction of travel.
 - Circumstance requiring an evacuation and hazards present.
 - Location of injured persons (passengers and others).
 - Location of passengers requiring additional assistance (e.g. disabled passengers, seniors, children, etc.).

If you are unable to use the VCH to communicate with dispatch, due to equipment malfunction or the need to immediately evacuate the bus, contact dispatch by phone as soon as possible.
 2. Assess the situation. If possible, delay evacuation until the bus can be secured at a location that allows passengers to exit directly onto a sidewalk, shoulder, or other area that is safe from other traffic and hazards. If the bus is secured in an unsafe location, wait for assistance to facilitate passenger evacuation if possible; however, do not delay an evacuation if there is an immediate threat to passengers on board the bus.
 3. Plan the evacuation:
 - Identify the method of exiting the bus. If the evacuation will be into a lane of traffic or other hazardous area, have the evacuation happen through a single door (front preferred) to ensure that you can effectively guide passengers off the bus and to an area that is safe from traffic and other obvious hazards.
 - Identify the evacuation route off the bus and planned safe haven.
 4. Make a passenger announcement. The passenger announcement should be clear and concise to help maintain order. The announcement should contain the following information:
 - Inform passengers of the situation and request that passengers remain calm.
 - Outline how to exit the bus, the evacuation route and location of the safe haven. Warn passengers of any known hazards to avoid.
 - Ask for assistance. Request assistance from any TriMet employees on board and any able bodied passengers to help with evacuating the elderly and disabled.
 5. Manage the evacuation:
 - If evacuation route is into an area of traffic, exit the bus and use hand signals with traffic to secure a route a safe route for passengers off the roadway.
 - Have any TriMet employees and able-bodied passengers position themselves to assist those who need help (e.g., persons with disabilities, the very young, and
-

- the elderly).
 - Guide passengers off the bus and to the safe haven verbally and with appropriate hand signals
6. Ensure that passengers meet at the safe haven but be prepared to move passengers if the situation requires it.
 7. Attempt to keep passengers together until emergency responders, incident commander, dispatch, or a supervisor clears you.
 8. If safe to do so, perform a sweep of the bus to ensure that all passengers have left the bus.

Incident Management	
Title: Bus By-Pass Switches	SOP B910
Date: APPROVED 6/17/2010	Page 1 of 1

1.0 Purpose:

This procedure outlines restrictions on the use of by-pass switches on buses. Changes in the position of a by-pass switch may disable critical safety features on a bus.

2.0 Procedures:

1. Operators will not open the overhead compartment to access by-pass switches or change the position of any by-pass switch.
2. Any bus in revenue service must have the door interlock switch in the on position.
3. Operators shall report all defects related to door operation, the overhead compartment, and/or by-pass switches to Dispatch. Dispatch will document any report of a by-pass switch defect in the incident-reporting database (ACID) and to Maintenance.
4. In response to a bus malfunction or emergency situation, Dispatch, Maintenance, a supervisor or a manager may instruct an operator to activate a by-pass switch. However, no bus with the door interlock switch in the off position shall carry passengers under any circumstance. Dispatch will document any incident of a by-pass switch being turned off in ACID. Generally this will be noted within the report of the incident that required use of a by-pass switch.