



CY-RIDE
DRIVER MANUAL
JUNE 1990

DRIVER'S NAME

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THE HIGHEST DEGREE OF CARE

EVERY PERSON WHO OPERATES A MOTOR VEHICLE IS SUBJECT TO DIFFERENT LEVELS OF PROFICIENCY. AN AUTOMOBILE DRIVER MUST USE ORDINARY CARE WHEN OPERATING THEIR VEHICLE. YOU, AS A CY-RIDE DRIVER, MUST OPERATE WITH THE HIGHEST DEGREE OF CARE. THE HIGHEST DEGREE OF CARE MEANS THAT YOU MUST DO EVERYTHING REASONABLE TO OPERATE A MOTOR VEHICLE SAFELY. THIS MEANS THAT YOU MUST ALWAYS TRY TO PREVENT ACCIDENTS. ONE OF THE CONDITIONS OF YOUR EMPLOYMENT IS THAT YOU MUST NOT ONLY TRY TO AVOID ACCIDENTS, BUT YOU MUST TRY TO PREVENT THEM.

June, 1990

Ames Transit Agency

UMTA's Administrator's Award. In November 1989, CY-RIDE was awarded the prestigious Urban Mass Transportation Administration (UMTA) Administrator's Award for excellence in public transportation. This is an award given to three bus systems nationwide every two years by the UMTA administrator on behalf of the United States Department of Transportation. The award recognized CY-RIDE's innovative funding program as well as the quality of service that is provided by our employees. Our on time performance record, our complaint record, and our accident record are all among the best in the country. The Transit Board thanks everyone for their efforts over the last nine years to establish these enviable performance records.

Transit Board. Policy decisions concerning transit service in Ames are made by the Ames Transit Agency Board of Trustees. Its purpose is to undertake the establishment, acquisition, operation, management, control, and governance of transit services in and for the City of Ames.

There are six members of the Transit Board:

1. City Manager of the City of Ames
2. Vice President for Iowa State University
3. A member of the Ames City Council
4. A person appointed by the Mayor of Ames
5. A GSB Senator
6. A person appointed by the President of the GSB

Funding. Funding for CY-RIDE continues to come from a variety of sources. For fiscal year 1990-91 the City of Ames will contribute \$401,254. The Iowa State University Administration will contribute \$170,952. The GSB will contribute \$619,949 for basic operations. Additional funds may be available for Night Ride service and 25 cent Dial-A-Ride fare for students. The GSB contribution comes from a mandatory student fee of \$10.95 per student per semester. Decisions will be made during the summer on continuation of Night Ride service funded completely by the GSB.

The U. S. Department of Transportation has reduced federal

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CY-RIDE will also implement its first increase ever of student fares. The student fare will increase from \$.25 to \$.30 and the semester pass will increase from \$40.00 to \$48.00. Additionally, adult fares will increase from \$.60 to \$.70 and Dial-A-Ride from \$1.50 to \$2.00.

We are confident that the excellent service that everyone has worked so hard to establish over the past nine years will result in added revenues with a minimal decrease in ridership.

Capital Improvements: Capital improvements for next year will be minimal. The garage should be completed during the summer of 1990 and the final three Gillig buses should also be received during the summer. We have made a grant application for two additional buses, but the likelihood of grant approval is much less than in past years.

We have also made a grant application for a new computer system and new telephone system to replace the systems that we currently have. We have also applied for several tools necessary to allow CY-RIDE to become more environmentally conscious. We hope to recycle the Freon from our airconditioning systems as well as old antifreeze from the cooling systems of the buses. No additional bus shelters or benches are planned this year. The concrete pad program will focus on the Yellow Route as well as extending some of the existing two pad bus stops due to the longer distance between the front and rear doors of the Gillig buses.

Service Changes. One of the major service changes that our passengers will not notice is the addition of one full time mechanic. This will allow the shop to continue to repair buses in an efficient manner as well as perform major overhauls on some of our Orion buses which now have more than 300,000 miles on them. Our "new" Orions have been here for several years and are in need of major overhaul. The addition of the mechanic will allow us to be timely in our overhauls without sacrificing the day to day repairs that are necessary to keep the high level of mechanical reliability that CY-RIDE has.

One service change that will be apparent will be the implementation of a 20 minute interval on the Brown Route from approximately 11:00 am to 2:00 pm. This will allow 40 minutes for a round trip on the route as well as providing a 20 minute interval for passengers who are using the service. The more

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We are also experimenting with a new format for timetables to reduce the confusion caused by the 20 minute interval on Saturdays and Sundays during the school year. We also will try to eliminate some of the confusion over the Christmas break schedule.

Robert T. Bourne
Director of Transportation

CY-RIDE DRIVER'S MANUAL

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SECTION I

DRIVING SKILLS

NORMAL OPERATIONS

The operator should operate his/her bus in a safe, friendly, courteous and timely manner at all times. The operator should be constantly on the lookout for potential hazards.

1. Interior lights should be on from one hour before dusk to one hour after dawn every day, and on overcast days they should be left on all day.
2. The bus ride should be smooth with no jerkiness. Bumps, potholes, and other road irregularities should be taken at a slow rate of speed.
3. Drivers should operate as close to the printed schedule as safely possible without passing timepoints early. CY-RIDE drivers have established a good reputation of maintaining time schedules in the past.
4. Drivers should arrive at transfer points one minute early to facilitate transfers between buses.
5. Operators must be observing the road two to three blocks ahead as well as traffic in the immediate vicinity of the bus.
6. The operator should be checking each exterior mirror two to three times per minute.
7. The driver should adjust his/her driving according to the type of bus and transmission in order to give a smooth ride to the passengers.
8. At the endpoints, buses should be checked every time for lost and found articles and vandalism. The driver should also check the temperature in the back of the bus; heating and air conditioning should be adjusted accordingly.
9. No smoking, eating, or drinking is allowed while operating the bus. Smoking is allowed at endpoints only while outside the bus. Drivers are allowed to have a snack at the endpoints as long as they are finished eating and the bus is cleaned up by their scheduled departure time.
10. Seat belts must be worn by drivers at all times. Iowa state

11. Every driver should strive to give value-added service to his/her passengers whenever possible. Answer all questions completely and correctly. If a driver does not know the answer or he/she cannot look up the answers, he/she must radio base. If CY-RIDE makes a mistake, e.g. missed transfer, radio base so that a mini-bus can be sent out to correct the error.
12. Try to anticipate the lights and stops ahead. Watch the "Don't Walk" signs. If they start flashing, assume the light will change to yellow shortly.

PRE-PULLOUT CHECK

Listed below are the items that must be checked before leaving the garage.

I. Approach the Bus

- a. Check that the bus body is level and wheel housing is clear of the wheels.
- b. Report condition immediately to dispatcher if air pressure is above 90 PSI on the gauge and the bus is leaning to one side.
- c. Check that no one is working behind or under the bus.
- d. Check that front steps have no tripping hazards.
- e. Check that the parking brake is set.
- f. Check that the transmission selector is in neutral.
- g. Turn master control to "lights" on GMC, to "park" on Cruisers and Orions, and to "lights" drawing on Gilligs.
- h. Check that door master switch is on; turn on 4-ways and open rear door.
- i. Pick up clipboard and maintenance card.

II. Walkaround

- a. Check turn signals and 4-way flashers.
- b. Check headlights, marker lights, and clearance lights.
- c. Check brake lights (rear door interlock must be on).
- d. Check that there are no flat tires.
- e. Check for unreported body damage using line drawing in bus. DO NOT MARK ON THE LINE DRAWING.

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- j. Shut front door and check for damage on door. (GM and Gillig buses).
- k. Check for leaks. Note location, color, and drops per 10 seconds or size of puddle.

III. Walkthrough

- a. Start engine.
 - 1. Do not idle at more than 1/3 throttle (GM buses) or use high idle switch.
 - 2. Do not idle for more than 3-4 minutes inside the building.
- b. Check that all interior lights work.
- c. While walking through the bus, check:
 - 1. for tripping hazards on the floor.
 - 2. for dirty or dusty seats, cut seats, and protruding screws.
 - 3. for dirty grab rails and stanchions and protruding screws.
 - 4. for broken windows. Make sure windows are closed in inclement weather.
 - 5. a general cleanliness of the bus.
 - 6. pick up any trash on floor.
- d. Check that rear steps have no tripping hazards.
- e. Check that rear exit doors open and close completely.
- f. Check rear door stepwell light is lit.
- g. Check that passenger's signal is working (both sides).
- h. Check that emergency door is latched (some GM buses).
- i. Check that there is a farebox and that it has a cash vault.
- j. Check that there is a charged fire extinguisher.
- k. Check driver supply box:
 - 1. for accident packets, pencils and paper towels.
 - 2. for Cover-Up.
 - 3. for spare flasher.
 - 4. for first aid kit.
 - 5. for Melt-It.
 - 6. for Windex.
- l. Check for emergency triangles.
- m. Check for ice scraper.
- n. Check for grit.
- o. Check for waste basket.
- p. Check for adequate supply of schedules.

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- d. Check that air conditioning is working if temperature is over 80 degrees (engine must have been idling 5 minutes; must be at low idle; air pressure over 80 psi; oil pressure 15 psi or greater; bus must not be moving when turning A/C on).
- e. Check that farebox light works; depress dump lever to make sure it works.
- f. Check oil pressure (5-20 psi on gauge or red light out and buzzer off).
- g. Check the generator/alternator (red light out; may not go out until you leave the garage).
- h. Check horn.
- i. Check that heaters and defrosters are working if weather warrants it.
- j. Check air pressure (90-120 psi or red light out and buzzer off).
- k. Check windshield wipers and washers if equipped.
- l. Adjust seat and mirrors.
- m. Set destination signs.
- n. Make sure radio is turned on.

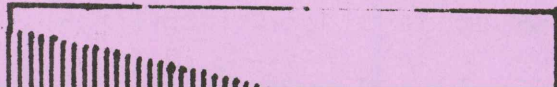
V. On Route

- a. Make a normal test stop in a safe location to determine how brakes are functioning.
- b. When relieving on route at the first endpoint that you have time, perform the Walkaround and the Walkthrough.

MIRROR ADJUSTMENT

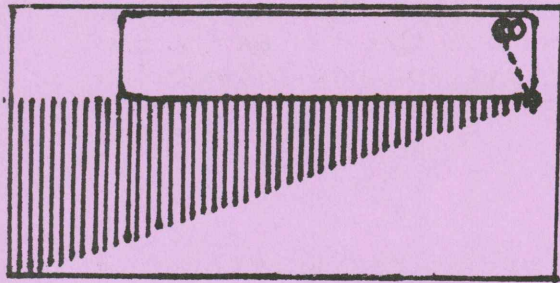
With properly adjusted mirrors, the operator can check on what is happening in his bus with very little movement of his head. This enables the operator to be immediately aware of any situation that requires prompt defensive action. Contained in this section are the standards for adjusting mirrors and diagrams showing area covered by each of the mirrors when they are properly adjusted. The operator must be sure his mirrors are adjusted properly before he moves the bus. Before checking mirrors, the operator must be sure the driver's seat is properly adjusted.

Left Side-View Mirror Adjust this mirror so you can see the lane to the left of your bus and all the way behind the bus. The flasher behind the first passenger seat should be

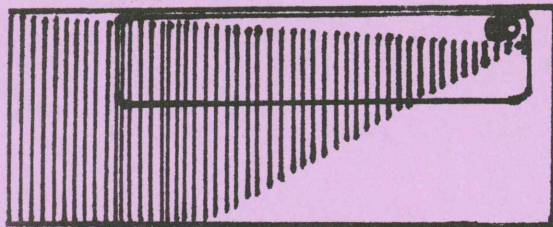


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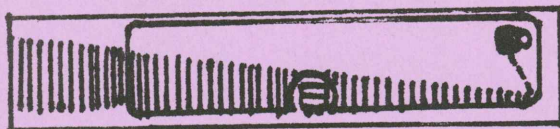


Right Side-View Mirror Adjust the right side-view mirror so that you can see the right side of the bus, including the area outside the front and rear doors and where the rear tire touches the ground. When adjusting the mirror, the mirror arm must not be set straight forward. Set arm so that the end of it is even with the edge of the front doors when the doors are open on Orions and Citycruisers. On GM's and Gilligs set it so the end of the arm is 2 inches to the right of the front doors when the doors are open. Use two hands to adjust mirror to prevent breakage. The lower lefthand corner of the mirror should show the flasher behind the first passenger seat. You should be able to see where the rear tire contacts the road by tilting your head out to the right.



Interior Passenger View Mirror

Adjust this mirror so that the top of the back seat splits the mirror in half. This mirror is primarily for passenger view, but can be used as a rear view occasionally. On Gillig's, the top of the rear seat should be at the top of the mirror.



Exit Door Mirrors

The mirror located above and to the rear of the exit stairwell is used in combination with the mirror located at the right front corner of the bus interior near the ceiling. Adjust the exit door mirrors so that you can see the bottom two steps and all the way up the rear door.

Front Door Mirror Adjust the front door mirror so that you can see the

STARTING AND STOPPING

When the operator starts his bus smoothly and accelerates at an even rate, without interruption, to the desired speed, he has made a perfect start. When the operator slows down at an even rate and makes a smooth stop at the desired point, she has made a perfect stop. Contained in this section are the standards for making starts and stops. In unusual situations not covered in this section, the operator must use his best judgement.

Starting

Prepare to Start

1. If there is a vehicle ahead, wait until it has moved and is at least 2 seconds away before moving bus.
2. Check that other vehicles and pedestrians are clear and will stay clear.
3. Check all mirrors for hazards.

Start

4. On dry pavement, start bus smoothly and accelerate at an even rate. Think about the passengers in back. If passengers are standing, accelerate slower than usual.
5. On slippery pavement, start smoothly and slowly, depressing the accelerator gradually. If rear wheels begin the slightest spin or sideslip, release the pedal immediately. Depress the pedal lightly again, releasing immediately if wheels spin or sideslip.
6. Pick up speed gradually and maintain proper following distance behind traffic ahead.

Stopping

Know the braking capabilities of the bus at all times. Braking distances can vary from bus to bus; therefore, always make a stop as soon as practical after leaving the garage or making a relief. Also, never assume that the bus will brake the same for an entire trip. Depending on such conditions as number of passengers carried and operation on grades, braking will vary. Braking power will be reduced when brakes become wet after driving through puddles or a rain or snow storm.

1. Where to apply brakes depends on existing road conditions.
 - a. On a dry, level street with a light load:

<u>At This Speed</u>	<u>Begin to Brake Within This Distance From the Intended Stop</u>
----------------------	---

- b. On a downgrade or with standing passengers, use good judgment as to where to begin braking, but allow more distance than shown above.
 - c. On a slippery street, allow two or three times the distances shown above.
2. How to apply the brakes depends on conditions of the street.
- a. On a dry street, apply brakes smoothly to the extent required. As speed is slightly reduced, let up on the brake pedal gradually so that the pedal is slightly depressed at the final stop. This will reduce the rebound at the end of the stop.
 - b. On a slippery street, depress the brake pedal lightly. If the front wheels lock up or the rear wheels begin to slide or sideslip, release the pedal immediately to allow the wheels to roll. Depress the pedal lightly again, releasing immediately if front wheels lock up or rear wheels begin to slide or sideslip. Repeat until wheels no longer lockup.
3. When stopped, keep brakes applied. Do not use rear door interlock to hold the bus and do not use it as a brake when slowing down.
4. Always stop at least ten feet behind the vehicle in front. Allow enough room to get around the vehicle in front if it stalls or cannot move.

FOLLOWING MOVING TRAFFIC

When following moving traffic the operator must be able to stop smoothly and safely if the vehicle ahead should slow down or stop suddenly.

Contained below are the standards for maintaining proper distance when following moving traffic. In unusual situations not covered here, the operator must use his/her judgment.

1. The distance that must be maintained behind moving traffic depends on the existing conditions. On a dry, level street with a light load keep a 4-second interval behind the vehicle in front. On a downgrade or with a standing load, use good judgement as to how much distance to maintain. There should be a minimum of 6 seconds. On slippery streets, reduce speed and allow at least 9 or more seconds. The more slippery the

3. If a passing vehicle begins to move into the bus' driving lane, cover the brake pedal or apply brakes so that the bus will have the proper following distance when the passing vehicle is ahead. Slow down when a vehicle forces past the bus.

CHANGING LANES

Buses must be operated in the right hand curb lane at all times, unless otherwise directed. However, there are times when the operator must change lanes to get around parked vehicles or objects, to pass slower moving vehicles, or to move into the proper lane before making a turn.

Contained in this section are standards for changing lanes under normal conditions. In unusual situations not covered in this section, the operator must use his/her best judgment.

1. Be certain that the lane where the bus intends to move is clear. Use mirrors to check alongside and to the rear. Foot must be at the brake pedal while check is being made.
2. When the other lane is clear, give the proper turn indication and move over at a gradual angle.
3. When changing lanes to pass a vehicle or object, begin to angle out about two bus lengths away from the vehicle or object so that the bus will be straight when passing. Tap horn when passing a vehicle that is occupied. Maintain a 3-5 foot clearance while passing on the right side. If clearance is less than 3-5 feet, reduce speed to 3-5 mph.
4. Before returning to the driving lane, give the proper turn indication.
5. When returning to the driving lane after passing a parked vehicle or object, angle in after the rear wheel is past front bumper of the parked vehicle or forward edge of the object.
6. When returning to the driving lane after passing a moving vehicle, make certain that the bus is clear of the entire

INTERSECTION OPERATION
(No Service Stop Required)

Contained in this section are the standards for operation at intersections where no service stop is required. In unusual situations not covered in this section, the operator must use his/her own best judgment.

Approaching Intersection

1. Have bus under full control, prepare to slow down or stop if vehicles or pedestrians should cross into the path of the bus. (See note below for explanation of "bus under full control.")
2. Do not proceed into the intersection unless the intersection can be cleared with the entire bus before an accident occurs.

Moving Through An Intersection

3. Keep both hands on the steering wheel.
4. Proceed with caution while checking traffic and pedestrian movement.
5. Resume speed only after clearing intersection.

NOTE: "Bus under full control" means that the operator is alert, is fully aware of traffic and pedestrians, has both hands on the steering wheel, and lets up on the accelerator pedal and places foot at the brake pedal or applies brake depending on the circumstances. He/she must be aware that passengers may be thrown off balance unless he is prepared to make a smooth, safe stop if traffic or pedestrians cross into his path.

There are two basic types of intersections where you have the legal "right of way".

1. A wide open intersection where you can see at least a block in either direction.
 - a. If there are no cars approaching the intersection, you may proceed through. Be alert to other traffic and all movement in the intersection.
 - b. If there are car(s) approaching the intersection you must "cover" the brake until you are sure the car(s) are going to stop. If the car(s) do not stop, yield to the car(s). You must be aware of all movement in the intersection.
2. A "blind" intersection where you have less than a one block

PASSING AND BEING PASSED

When passing parked vehicles or fixed objects, vehicles moving in the same direction, or vehicles moving in the opposite direction, the operator's main concern is clearance. The operator must check that he has enough clearance before passing. He must maintain that clearance while passing. Before and after passing it may be necessary for the operator to change lanes. When this is necessary, follow standard operating procedures for changing lanes. When being passed, the operator must also be concerned with clearance. The operator must be alert for any indication that the passing vehicle may not allow proper clearance while passing. Contained in this section are the standards for passing and being passed. In unusual situations not covered in this section, the operator must use his/her own best judgment.

CY-RIDE drivers do not pass many moving vehicles. If you are going to pass, make sure there are no bus stops in the immediate vicinity that require a stop to board or discharge passengers. If passing a bicycle or jogger, give them at least 3/4 of a lane. Do not crowd by them.

When deciding whether to pass or not, take into consideration how long you will be behind the vehicle. It may be better to stay behind the vehicle until either the bus or other vehicle turns.

Passing Parked Vehicles or Fixed Objects

Prepare to Pass

1. Check clearance before beginning to pass. If clearance is doubtful, stop bus and get out to check. Start to angle out two bus lengths from the vehicle or object being passed.

Passing

2. Keep bus in straight line.
3. Maintain clearance of 3-5 feet on right side where possible.
4. Where clearance is close, operate at extremely slow speed with foot at the brake pedal. If you are not sure if you can make it through, get out and check. If you cannot, radio base for instructions. **DO NOT PROCEED!**
5. If there are indications that a parked vehicle may pull into the path of the bus (such as a driver in the seat of the car, exhaust smoke, lights on, etc.) tap horn button to warn driver that the bus intends to pass and place foot at the brake pedal or apply the brakes so that the bus can stop safely if the vehicle pulls out.
6. Always tap horn twice when passing another bus or a tall

Passing

2. Maintain a 3-5 foot clearance on the right side while passing.
3. Keep bus in straight line while passing.
4. If vehicle moves toward bus or speeds up, drop back.

Passing Vehicles Moving in the Opposite Direction

1. Be prepared to slow down or stop if approaching vehicle should cross the center line.
2. Watch out for hand signals or other indications that vehicle may turn into the path of the bus.
3. Stay to the right of the center line.

Being Passed

Other Vehicle Overtaking From the Rear

1. Watch for indication that the vehicle wishes to pass. Some clues to this are: driver of approaching vehicle sounds horn or moves into passing lane.
2. Stay to the right of the center line.

Other Vehicle Passing

3. Allow the vehicle to pass safely. Do not increase speed while vehicle is passing.
4. If passing vehicle reduces clearance, slow down or stop if necessary.
5. If passing vehicle enters driving lane after passing bus, place foot at the brake pedal or apply brakes so that the bus will have the proper following distance when the vehicle passing is in front.
6. Do not devote too much of your attention to watching cars passing the bus from behind. Keep your eyes moving.

DRIVING ON SLIPPERY STREETS

Many accidents which occur on slippery streets have happened because operators waited too long to adjust their driving. The moment it begins to snow or rain each Operator must begin to drive as though the street already was slippery. Accept the first few flakes of snow or drops of rain as the signal to drive in the following manner:

1. **REDUCE SPEED** to maintain control of the bus. Safety must come ahead of schedule. The schedule now becomes the

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3. **WHEN APPLYING BRAKES**, begin much sooner than on a dry street. Depress the brake pedal lightly. If wheels begin to lockup, release the pedal immediately to allow the wheels to roll. Depress the pedal lightly again, releasing immediately if wheels again lockup. Repeat "feathering the brakes" until wheels no longer lockup.
4. **INCREASE CLEARANCE** between bus and parked cars and fixed objects to provide a safety factor in case sideslipping occurs. However, do not allow so much clearance that another vehicle could get between the bus and the fixed object or parked vehicle.
5. **INCREASE FOLLOWING DISTANCE** to allow the additional distance that may be required for braking. The more slippery the street the greater the following distance must be. It is your responsibility to stop the bus before hitting the vehicle in front.
6. **AVOID QUICK OR ABRUPT TURNING MOVEMENTS.** Steer slower and more gradually to reduce the possibility of skids. If the bus goes into a skid, let up on the brake or accelerator and turn in the direction of the skid. Do not apply brakes or accelerator until you have the bus back under full control.
7. **PROTECT THE PASSENGERS.** Make warning announcements to boarding passengers and alighting passengers. Avoid any actions to hurry passengers. Such actions may cause passengers to slip and fall. If there are snowbanks at service stops, keep 3-5 foot clearance from snowbanks so that passengers can step into or from the street, not the snowbank. Keep the bus steps clean. Apply sand or grit to the steps and bus aisle when needed. Use the scraper to remove snow and ice from the steps. Drivers may have to remove snow and ice in the middle of your trip as well as the endpoints.
8. Do not proceed into snow drifts unless you are sure you can make it through. Radio base if you are not able to get through.
9. At the top of a steep down grade that is slippery, stop the bus and shift into first gear. This will aid in the braking of the bus down the hill.
10. At endpoints get out and clear off your tail lights and rear

13. During rush hours stay off the radio unless there is an emergency. All transfers are automatic. Call in if you are late, unless otherwise directed by dispatch.

MAKING A RIGHT TURN

When the bus clears the curb at the corner and stays as nearly as possible in its own lane of traffic, the operator has made a perfect right turn. To do this perfect turn, the operator must consider the following factors: where to stop prior to the turn, how far to angle out when leaving the curb, where to begin the turn, the speed of the bus while making the turn, how to straighten out after making the turn, if there is one lane or two after the turn and the radius of the corner.

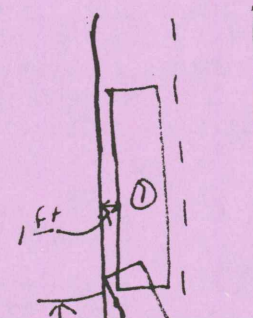
Illustrated in this section are the standards for making a right turn under average conditions. If the corner curb is rounded off very little, the angle of the bus must be greater than that illustrated below. If the corner curb is rounded off a great deal, the angle of the bus may be less than that illustrated below. When there are unusual conditions such as illegally parked cars or temporary obstructions, these standards may not apply and the operator must use his/her own best judgment.

Approach

1. Activate right turn signal indicator 1/4 block from intersection.
2. Follow standard operating procedures for curbing, but prepare to make a service stop 25 feet from the corner. If parked cars prevent curbing (as shown), prepare to make the service stop short of the crosswalk. Reduce speed to 3-5 mph.

Prepare to Turn

3. Stop issuing or receiving transfers; concentrate fully on driving. When bus is at the curb, wait for a gap in traffic and then angle out until the front doors are about 10 feet out and the sidewalk of the street onto which you are turning can be seen out the right door. Start to angle out 20-25 feet from the corner as shown. If bus is alongside parked cars, proceed

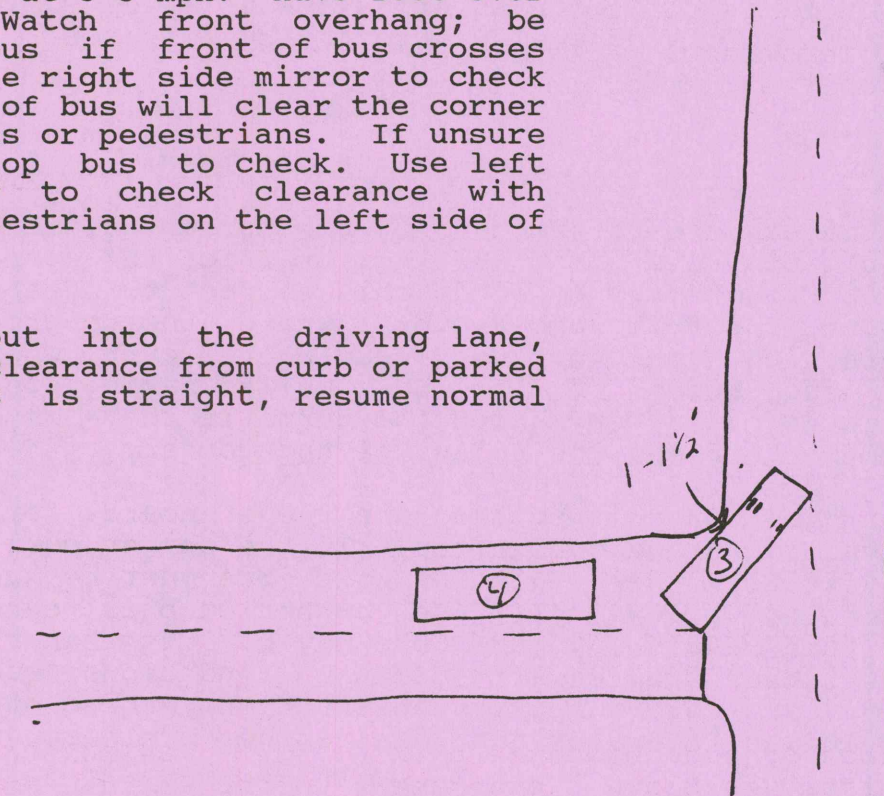


Turn

4. While turning, use steady hand-over-hand movement. Operate at 3-5 mph. Have foot over brake pedal. Watch front overhang; be especially cautious if front of bus crosses center line. Use right side mirror to check that right side of bus will clear the corner curb and vehicles or pedestrians. If unsure of clearance, stop bus to check. Use left side view mirror to check clearance with vehicles and pedestrians on the left side of bus.

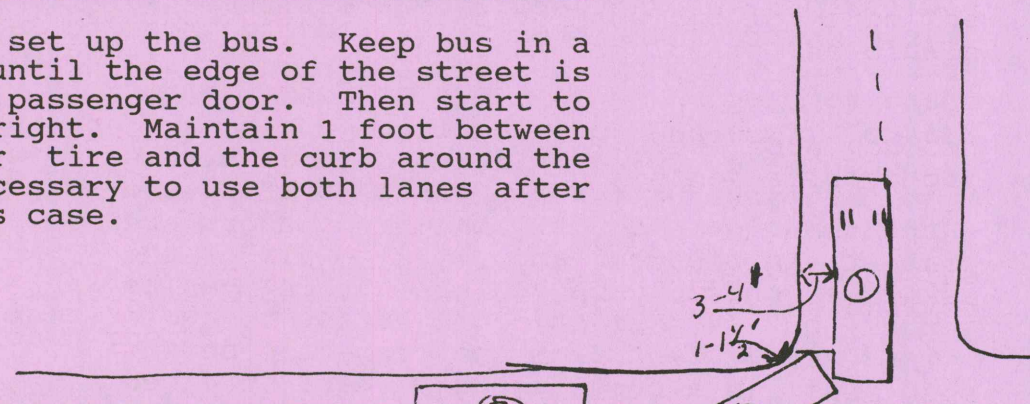
Straighten Out

5. Straighten out into the driving lane, keeping 3-5 foot clearance from curb or parked cars. After bus is straight, resume normal speed.

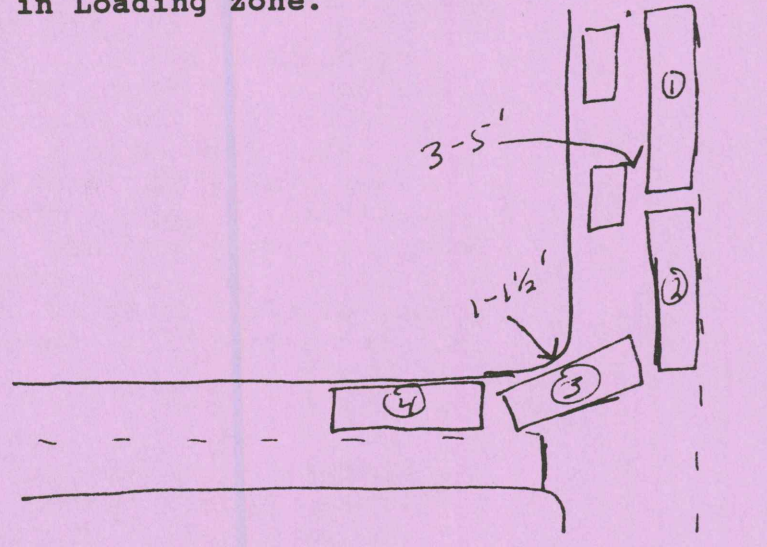


Turning into a 4 Lane Street or when Parked Cars or Obstacles are within 100 feet of the Corner

6. Do not set up the bus. Keep bus in a straight line until the edge of the street is seen out the passenger door. Then start to turn to the right. Maintain 1 foot between the right rear tire and the curb around the turn. It is necessary to use both lanes after the turn in this case.



**Positioning Bus.
Vehicles in Loading Zone.**



**Parked car sets
turn up for bus.**

MAKING A LEFT TURN

Illustrated in this section are the standards for making a left turn under normal traffic conditions. If parked vehicles or other obstructions are in the path of the bus or if the street onto which you are turning is narrow, the turn may have to be started at a different point than that illustrated here. Turning from a one-way street may also affect the start of the turn. In these and other unusual situations, the standards may not apply and the operator must use his/her own best judgment.

When the bus stays as nearly as possible in its own lane of traffic, the operator has made a perfect left turn. To make this perfect left turn, the operator must consider the following factors: where to begin the turn, the speed of the bus while making the turn, and how to straighten out after making the turn.

Approach

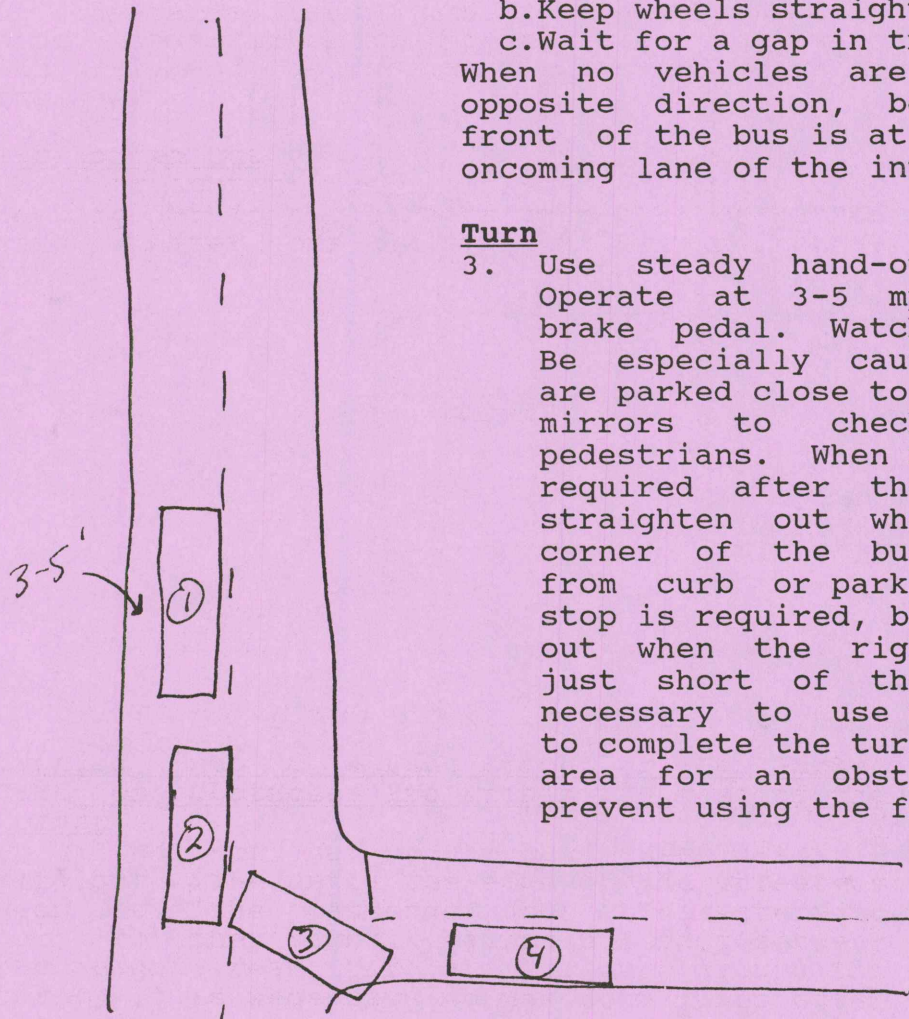
Prepare to Turn

2. When vehicles are approaching from opposite direction:
 - a. Stop with front of the bus at the center of the oncoming lane of the intersecting street.
 - b. Keep wheels straight while waiting.
 - c. Wait for a gap in traffic.

When no vehicles are approaching from opposite direction, begin turn when the front of the bus is at the center of the oncoming lane of the intersecting street.

Turn

3. Use steady hand-over-hand movement. Operate at 3-5 mph with foot over brake pedal. Watch front over-hang. Be especially cautious if vehicles are parked close to corner curb. Use mirrors to check clearances and pedestrians. When no service stop is required after the turn, begin to straighten out when the right front corner of the bus is about 3 feet from curb or parked vehicles. When stop is required, begin to straighten out when the right front corner is just short of the curb. It may be necessary to use the front overhang to complete the turn. Check the curb area for an obstruction that would prevent using the front overhang.



Straighten Out

4. When no stop is required, straighten out into the driving lane, keeping 3-5 feet from curb or parked cars. When stop is required, straighten out so that bus is parallel to and 1 foot from curb (see curbing below).

to the bus and from the bus to the curb. Unfortunately, vehicles often park in or near the loading zone and the ideal stop cannot always be made. Never reduce clearance to less than 1 foot unless you are sure there are no signs, posts or trees that will come in contact with the right mirror.

The standards for curbing illustrated in this section are based on the amount of space available at the curb. They provide a safe place for passengers to board and alight, and keep the driving lane as clear as circumstances permit.

There are times when it isn't possible to meet these standards. If the curbing is broken or blocked, if there is snow banked along the curb, or if the street is icy or obstructed, the operator must use his/her own best judgment in determining the safest place to stop.

Always remember the following safety points:

1. Four-way flashers should be on when loading or discharging passengers.
2. Come to a complete stop before opening the doors.
3. **Always activate the rear doors.**
4. Keep foot on the brake while the doors are open.
5. Close the doors before moving the bus.
6. Do not strike the curb while pulling in or pulling away.
7. Passengers should have a safe place to walk after exiting the bus.
8. Under adverse conditions, discharge passengers in a safe location. Use driveways and/or keep a 3-5 foot clearance between the bus and the snow banks.
9. When a concrete pad is located at the stop, always put your front door on the pad. If there are two pads, put your front door on the second pad.

A normal loading zone in Ames is 55 feet long. In several locations the loading zone has been shortened. Adjustments to the curbing procedure are shown in the following diagrams. There are five types of stops:

1. Far side stop.
2. 100 feet or more available.
3. Full loading zone available.
4. More than a bus length, but less than a full loading zone.

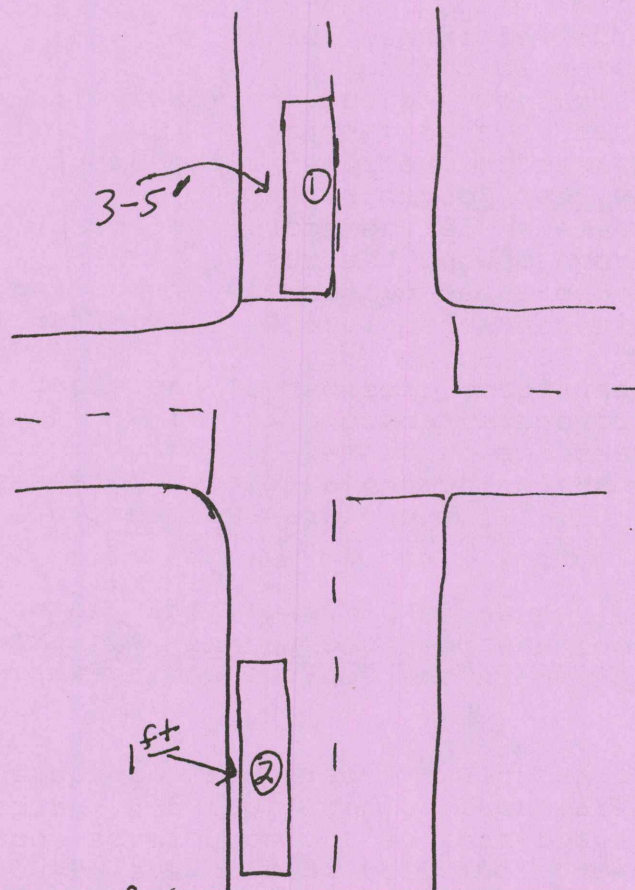
Far Side Stops

How to Pull In:

When entering the intersection, aim for a point just beyond the crosswalk and about 1 foot from the curb. Continue forward parallel to the curb until the rear of the bus is clear of the crosswalk.

Result:

The bus is parallel to the curb. Both doors are close to the curb under normal conditions.



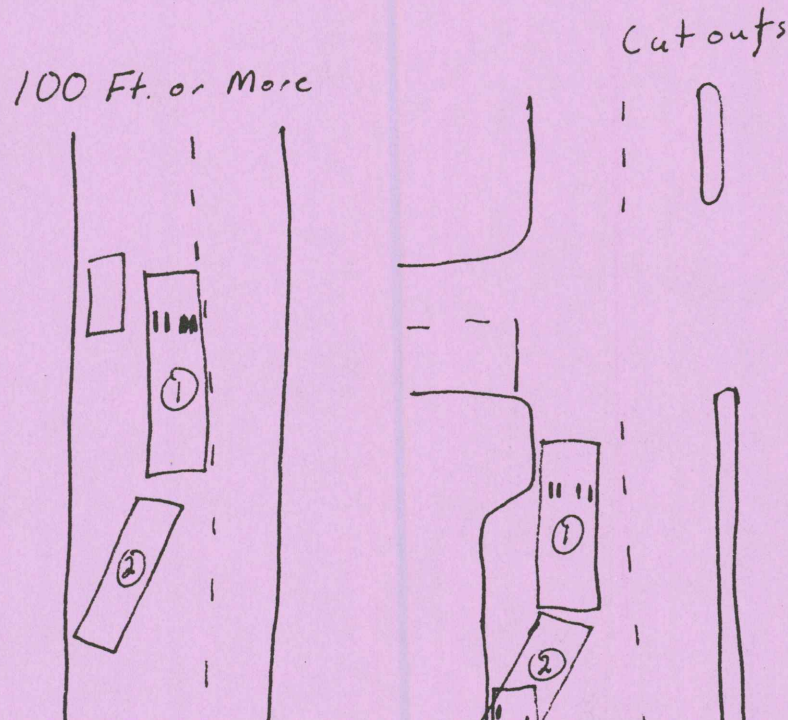
100 Ft. or More Available or Cutouts on
L-Way

How to Pull In:

1. When approaching the stop, maintain 3 ft. clearance from parked cars.
2. When the rear wheels are in line with the front bumper of the last parked car or curb at cutout, turn in and aim for a point midway in the space available.
3. When the right front corner is just short of the curb, begin straightening out and continue forward until the front wheel is about 1 ft. from the curb. Then continue to the stopping point.

Result:

At the stop, the bus is parallel to the curb. Both doors are close to the curb.



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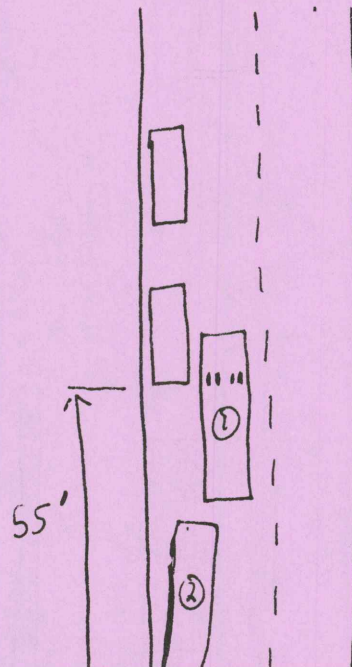
Full Loading Zone Available

How to Pull In:

1. When approaching the stop, maintain 3 ft. clearance from parked cars.
2. When the rear wheels are in line with the front bumper of the last parked car, turn in and aim for a point midway in the space available.
3. When the right front corner is just short of the curb, begin straightening out and continue forward until the front wheel is about 1 ft. from the curb. Then continue to the stopping point.

Result:

At the stop, the bus is not quite parallel to the curb. The front door is close to the curb.



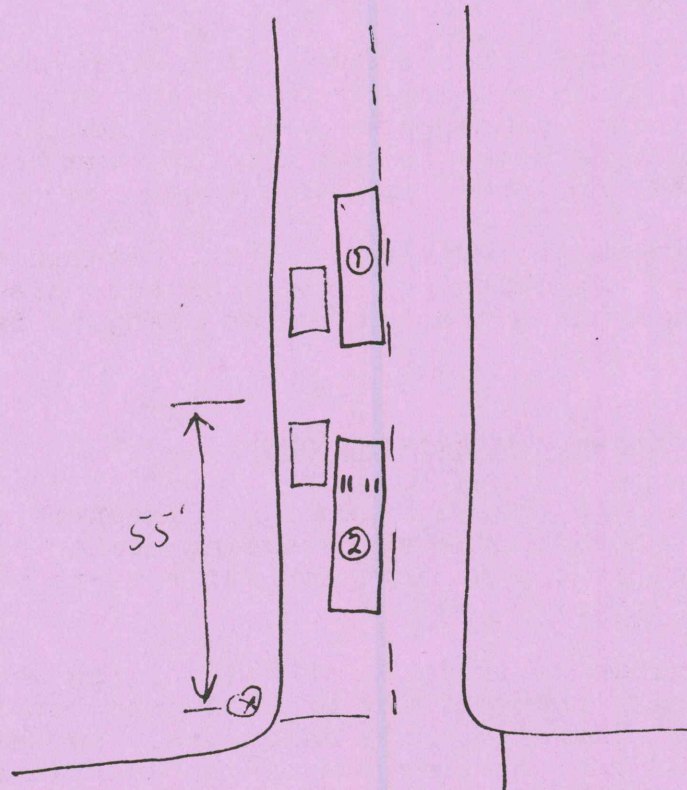
Less than the Loading Zone Available

How to Pull In:

1. When approaching the stop, maintain 3 ft. clearance from parked cars.
2. When the rear wheels are in line with the last parked car stop and pick up or discharge passengers here.

Result:

The bus is in the traveled part of the roadway, parallel to the curb. The parked car is protecting the right side of the bus. Caution your passengers to watch for the parked car to start moving.



LEAVING A SERVICE STOP

Contained in this section are the standards for leaving a service stop. In unusual situations not covered in this section, the operator must use his/her own best judgment.

Prepare to Move

1. Look in all directions and use mirrors to check that boarding and alighting passengers are clear of the doors.
2. Close doors. Do not take hand off door control until doors are completely closed.
3. Check that all vehicles and pedestrians are clear and that traffic signal (if any) is green.
4. Take foot off brake.
5. Activate left turn signal and turn off 4-ways if movement involves a lane change, otherwise, do not use left turn signal. Turn off 4-ways when the bus gets up to about 10 mph.

Move

6. Follow standard operating procedures for starting. If passengers are standing or moving to a seat, accelerate in a manner so that the passengers will not fall. Special consideration must be given to the elderly, the handicapped, people with small children, pregnant women, and people with their hands full.
7. Move forward gradually gaining 3-5 ft. clearance from the curb. If parked vehicles or fixed objects prevent this, follow standard operating procedures for changing lanes.

DEFENSIVE DRIVING GUIDE

Traffic accidents are a serious problem. The problem becomes more serious daily because of the increasing number of vehicles on the street and because the majority of drivers are not trained in safe driving principles.

Since it is impossible to train every driver, the reduction of accidents becomes the responsibility of those who receive driver training. They must learn to drive defensively so that they do not cause accidents and so they can prevent untrained drivers

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In public transportation, there is an additional problem of passenger accidents. Such accidents are not only costly, but they cause much pain and suffering to people who have put their trust in the transit driver. This type of accident can be reduced through the practice of defensive driving.

In Ames, the transit agency will pay directly out of its budget for collision damage caused by one of its drivers. A serious collision could drain the financial resources that are needed to keep the system operating. Defensive driving is a must to keep the claim rate low.

During July through March this past year, CY-RIDE had 36 accidents. This compared with 38 in FY 87/88 and 30 in FY 86/87 for the same period. There were 28 preventable accidents last year compared with 22 so far this year. Preventable dollar damage was \$5,253.47 this year compared with \$2,774.30 last year.

In addition, there were no unreported accidents. Shop and office personnel had 8% of the accidents this past year with \$52.00 of preventable damage or 1% of preventable damage.

This section summarizes defensive driving for the transit driver. It outlines four types of accidents, possible situations that can lead to these accidents, and the defensive actions that the transit driver must take to prevent these situations from developing into accidents.

No attempt is made to include in this section every conceivable situation that could lead to an accident. However, any accident situation can be dealt with safely if the transit driver applies the basic principles of defensive driving as outlined.

Study this section carefully. Know all possible situations and the necessary defensive actions. Recognize these potentially dangerous situations and understand the necessary defensive actions. Concentrate on applying the proper defensive action every minute of the driving time. A professional driver should habitually and automatically react defensively in all situations. This is the mark of a professional driver.

VEHICLE ACCIDENTS

Fixed Object Accidents

If in doubt of clearance, stop bus and get out to check. Get a helper.

Turn and back up slowly and cautiously. Be especially cautious when maneuvering in garage. Get a helper.

Pedestrian Accidents

Possible Action of Pedestrian	Defensive Action of Operator
Standing or walking in front of standing bus.	Look in all directions before moving bus. Watch for cars coming up left side of bus.
Standing or walking in front of moving bus.	Slow down or stop to permit pedestrian to cross. Watch all pedestrians near street.
Standing or walking behind standing bus.	Look in all directions before backing bus. Get out and check behind bus before backing. Use a helper.
Standing or walking behind backing bus.	Slow down or stop to allow pedestrian to get clear. Back slowly or cautiously when certain pedestrian will stay clear of bus. Watch mirrors! Use a helper.
Standing or walking in overhang area of bus.	Warn pedestrian in overhang area. Turn slowly and cautiously. Watch mirrors!

Passenger Accidents

Possible Action of Passenger	Defensive Action of Operator
Approaching or leaving bus without	Stop where it is safe for

Is not clear of closing door.

Be sure that passengers are clear before closing doors. If necessary, hold rear door open with door emergency switch. Watch mirrors while passengers deboard.

Standing or walking without holding on to seats or stanchions.

Start gradually, stop smoothly, turn slowly.

Putting arm or elbow out of open window.

Ask passenger to please bring arm back into bus. Maintain sufficient clearance with fixed objects and other vehicles.

Placing bundles or packages where other passengers may trip over them.

Request passengers to please move bundles or packages.

Vehicle Accidents

Possible Action of Other Driver

Defensive Action of Operator

Slowing down or stop.

Maintain proper following distance. Slow down or stop.

Backing up or rolling back.

Stop proper distance from standing vehicles. Honk horn to alert driver.

Following bus too closely.

Signal traffic behind by flashing brake lights when slowing down or stopping. Make slow, gradual stop. Make authorized stops only. Turn on 4-ways and signals at least 3/4 of a block ahead.

Straddling center line.

Keep to right hand side of lane.

Cutting across or turning in path

Slow down; stop, if necessary. Do not rely

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Backing or pulling out of alley or driveway into path of bus.	Be prepared to stop. Watch sidestreets, alleys, and driveways. Cover brake.
Turning into path of bus while passing.	Slow down or stop to allow vehicle to cut in safely. Cover brake.
Passing illegally on right hand side of bus.	Maintain proper clearance between bus and curb to prevent possibility of passing on right hand side. Cover brake.
Racing with bus as bus is passing.	Slow down to allow vehicle to proceed.
Turning into path of bus while bus is passing.	Do not start to pass unless sure that vehicle will not have to cut in. Warn other driver before starting to pass. Maintain proper distance between bus and vehicle. Slow down or stop to allow vehicle to cut in safely.
Pulling out from curb into path of bus.	Operate cautiously, maintaining proper distance between bus and parked vehicles. Observe parked vehicles for signs of occupancy.
Opening vehicle door on parked car while bus is passing.	Observe parked vehicles for signs of occupancy. Slow down or stop to allow person to get out safely or to allow driver to close vehicle door.
Taking a right turn in front of bus from the left lane.	Check left mirror before starting at an intersection. Be aware of all movement at intersection.
Turning left in front of bus who is proceeding straight at a traffic	Make sure oncoming traffic is

SECTION II

OPERATING PROCEDURES

ACCIDENT PROCEDURE

Accident Procedure

1. Stop the bus (no matter how minor the accident).
2. Check for any injuries at the scene.
3. Radio base.
 - a. use proper 10 codes.
 - b. give location and direction.
 - c. report if an ambulance is needed or not.
4. If injuries skip 5 and 6 and render assistance to injured. Base will send out a supervisor to assist you and perform steps 5 and 6.
5. Hand out courtesy cards to passengers and witnesses (assuming no injuries).
6. Set up triangles (assuming no injuries).
 - a. 100 ft. behind bus on curb line.
 - b. 66 ft. behind bus in middle of lane.
 - c. 33 ft. behind bus on center line.
7. Use accident report in the accident packet on the bus to gather all pertinent information.
8. Radio base when free. If you feel you are unable to drive inform base at this time.
9. Fill out a CY-RIDE accident report at the end of your shift. You must fill it out before you go home.

Accident Report. An accident report must be completed whenever:

1. an employee's bus collides or makes contact with a fixed object.
2. an employee's bus makes contact with another vehicle (even if no apparent damage occurs).
3. a passenger injury occurs on the bus.

When to Report. The driver should report immediately by radio. A written report must be submitted at the end of the shift.

Police. The police must be summoned to all accidents involving another vehicle or a passenger injury.

Pay. The driver will be paid up to 20 minutes for an accident report completed at the end of their shift. There will be no pay for an accident report that is completed before the end of a driver's shift.

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Prevention. Supervisors will periodically ride with drivers to observe driving techniques. Poor habits sometimes develop without the driver being aware of them. Supervisors will offer constructive criticism on any poor habits that they observe.

After the Accident. Do not talk to any insurance agent, lawyer or representative of anyone involved in the accident unless authorized by the Operations Supervisor or Director.

Whenever involved in an accident, no matter how small it may appear, notify the supervisor at once. If no supervisor is on duty, have a laneworker call the police and contact a supervisor.

It is important to gather as much information as possible at the scene of the accident. An accident report must be filled out completely and truthfully, and be turned in at the end of the shift. If no dispatcher is on duty, have the laneworker get an accident report and fill it out.

If involved in a serious accident when no supervisor is on duty, contact the Operations Supervisor or Director at home.

COURTESY CARDS PROCEDURE

To settle insurance claims it is important that witness cards be obtained from as many people as possible. Certain techniques will produce a better response from the passengers.

1. HAVE A GOOD RELATIONSHIP WITH THE PASSENGERS AT ALL TIMES. When their help is needed, friends are better than enemies.
2. KEEP CALM. This will gain the respect of the passengers and the driver will maintain better control of the situation.
3. START HANDING OUT CARDS WHERE IT IS MOST OBVIOUS THAT PERSONS CAN GIVE VALUABLE INFORMATION. Then hand them out to everyone who actually saw the accident.
4. SAY AS FEW WORDS AS POSSIBLE WHEN HANDING OUT CARDS. Hand them out as though everyone is expected to fill out a card.
5. DO NOT WAIT WHILE EACH PERSON FILLS OUT A CARD. Hand out the cards; then, after a short wait, start picking them up.
6. START PICKING UP THE CARDS FROM THE REAR OF THE VEHICLE. Thank the passengers whether there is any information or not on the card. If someone refuses, it is less obvious to the other passengers.

INFORMATION REPORT

Information Report. An information report must be completed whenever:

1. an accident is observed, not involving CY-RIDE.
2. a passenger falls on the bus and does not appear to be injured or states that they are not injured.
3. a passenger's clothing is torn or damaged.
4. anyone is put off the bus for any reason.
5. police or other emergency assistance is requested.
6. a crime is observed being committed.
7. vandalism is observed being committed.
8. the bus is driven off route (describe the streets driven on). Call in at the time it happens.
9. the driver is involved in an altercation with a passenger.
10. the driver is injured while on CY-RIDE property.
11. a moving violation is received on or off duty.
12. the driver is involved in an accident off duty.
13. anything out of the ordinary occurs on the bus (such as an altercation between two passengers or a fire on the bus).
14. the driver confiscates a registration receipt.
15. missed transfers (call in at the time it happens).
16. the driver allows a child to ride free because they have no money.

Pay. The driver will be paid up to 10 minutes for an information report completed at the end of their shift. There will be no pay for an information report that is completed before the end of a driver's shift.

FIRE PROCEDURESAFETY OF PASSENGERS IS THE DRIVER'S PRIMARY CONCERN

In the event of a fire on the bus, the operator must:

1. Stop bus immediately in a safe location if a fire is suspected. Direct the evacuation; speak clearly and calmly.
2. After all the people are out, check interior for small children, injured, or panic-stricken people.

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5. Assist the injured. Do not give food, drink, or medication to anyone in shock. Symptoms of shock include; pale, moist skin; shallow, rapid breathing; overall weakness; dilated eyes.
6. Keep passengers and bystanders away from the bus.
7. Always keep calm and stay in control.

SPECIAL INSTRUCTIONS

STREET DEBRIS

1. The City Manager has requested that any city employee who observes a hazard in the streets should stop their vehicle and remove it whenever it is safe to do so, if your schedule allows.
2. If you see debris in the street, please stop your bus and move the debris to the parkway and then radio base. If it is a small item that can be put in the bus, put it in the bus and it will be thrown away in the evening. Do not leave any object that appears to be heavy or dangerous. Also, make a gradual stop so that you are not involved in an accident when you stop to remove the debris from the street.

TRAFFIC LIGHTS

1. When a traffic light appears to be stuck, radio base, then wait 90 seconds. Sometimes the problem is that the light is skipping a cycle and it will reset itself after one cycle. If it has not cycled in 90 seconds, base will instruct you to proceed when you are sure it is safe to do so. Do not proceed through a red light without permission from base. Base will notify the police. Police will issue tickets if they have not been notified by CY-RIDE.
2. If there is a crosswalk button, push the button to see if that will activate the cycle.
3. When there is no dispatcher, contact the laneworker. Wait 90 seconds, then proceed when you are sure it is safe to do so. The laneworker will contact the police and make an entry in the log book with the time and location of the problem.
4. Always try to turn right and go around the block to proceed through a traffic light will not change.

CHILDREN

1. On your regular run if you have any children, approximately 8 years or younger riding on a regular basis, notify the

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4. All children must be treated with special attention. CY-RIDE wants parents and children to trust the drivers and ride the bus frequently.
5. If a child flags down a bus and says that someone has been bothering him/her, get them on the bus and radio base. The police will contact you.
6. Also, make sure that the child is pulling the exit cord each time he/she wants off the bus. This way a new driver will not pass the drop off point.
7. Children with no money may ride free. Complete information report.
8. Check with children who are still on the bus at the endpoint to see if they are lost. If so, call base.

GENERAL

1. At bus stops that have "CY-RIDE Stops Here" stenciled on the pavement, you must stop with your front door opening on the stencil.

RED ROUTE (1)

1. A complete stop is required in front of Sheldon Munn Hotel, K-Mart, and Beyer Hall/State Gym. Look for passengers waiting inside at these locations.
2. Care should be taken at the intersection of 22nd/Kellogg and 26th/Kellogg when traveling in either direction. These are both blind intersections.
3. At the Depot, the first westbound bus should put the white line under the steering column and pull the front doors up to the "CY-RIDE Stops Here" stencil. The second bus should pull in 10 feet behind the first bus.
4. At Todd and Thackery, pull up with front door next to the "CY-RIDE Stops Here" stencil.

GREEN ROUTE (2)

1. Care should be taken at the intersection of 12th/Roosevelt when traveling in either direction. This is a blind intersection.
2. Complete stop is required at Gilman westbound, the ISU Library eastbound, Beyer Hall/State Gym and Kildee/Bessey.
3. At the Depot, the first westbound bus should put the white line under the steering column and pull the front doors up to the "CY-RIDE Stops Here" stencil. The second bus should pull in 10 feet behind the first bus.

BLUE ROUTE (3)

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3. All buses will use the inside lane on 24th when stopping at the railroad tracks on northbound trips. Use curb lane when stopping southbound.
4. At Welch Avenue Post Office, stop bus with front door on "CY-RIDE Stops Here" stencil.

ORANGE ROUTE/PARKING LOT SHUTTLE (4)

1. Orange Route Passes are valid at any stop along the Orange Route or Parking Lot Shuttle on weekdays except after 6:30pm.
2. A complete stop in front of Beardshear Hall is required with a wait of at least ten seconds. Watch for passengers coming down the steps and from the main door.
3. Orange Route will detour to Scheman only on request.
4. Orange and Parking Lot Shuttle fares have a unique structure. The run sheets for these routes will have the specifics.
5. Kildee Hall is a mandatory stop.
6. On Saturday, detour to Vet Med on request.

YELLOW ROUTE (5)

1. Yellow Route will detour to S. 17th on request. Do not turn around in the Earl May parking lot or make a U-turn in the middle of the intersection of S. 16th & Kellogg. The Racquet Club or S. 17th are the correct locations for turning the bus around.
2. The buses will detour to S. 17th on southbound trips only.
3. Bus should pull into the Depot so that it is as close as possible to the north curb. Put door on stencil.
4. Stop bus on Duff; not on the shoulder.

BROWN ROUTE (6) (Orange/Brown/Yellow Evening)

1. A mandatory stop is required in front of Beardshear, Kildee Hall and Pizza Pit southbound.
2. Care should be taken at the intersection of Lincoln Way/Welch.

MALL OPERATION

1. The front destination sign should be changed before the bus enters the Mall parking lot. Do not sit and do paperwork before entering the Mall.
2. When waiting at North Grand Mall, the Red and Blue Routes should be parked north of Baskin Robbins with the front of the first bus approximately in line with the Brass Buckle loading door. If there is not enough room in the normal parking area, the bus should park farther north, even if it is necessary to stop at Penney's. The driver should pull up

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4. When the Green Route is waiting at the mall, the bus must clear the red painted zone.
5. One driver must always be in one of the buses at the Mall to answer questions and listen for radio calls from base.
6. When leaving the Mall, do not use the east exit onto 24th Street by Kwik Shop. The drive is too steep and buses will bottom out there causing damage to the underside of the bus. If exiting the Mall to deadhead somewhere, use the Green Route exit or the main exit on Grand Avenue.

CAMPUS OPERATION

1. When two or more buses are following each other, the front bus should pull up just past the crosswalk at the bus stop to allow the second bus enough room to pick up and discharge passengers safely and efficiently. The second bus stays behind the crosswalk.
2. Complete stops at Beyer and State Gym are required on Red and Green Route and at Gilman, ISU Library, and Kildee/Bessey Halls on Green and Blue Route.
3. The drivers should allow gates to cycle completely before exiting or entering to prevent damage to the gate motors.
4. The first bus at Kildee should always pull up to the bus stop sign, even if no other bus is following.
5. Never block crosswalks on campus, except Lower Friley on the east side of the road.

NIGHT RIDE

1. The following information should be filled out on Dial-A-Ride sheets:
 - a. Trip date and day of the week
 - b. Vehicle number and driver's name
 - c. Beginning and ending mileage
 - d. Circle "GSB DAR"
2. Night Ride buses record pickup and drop off addresses as they are given by the dispatcher. Record total number of passengers as they board.
3. Before leaving base, make sure all safety equipment is in working condition. Make sure the bus has an ample supply of "Cover-Up" and a wastebasket.
4. If unsure of a location, radio "10-21".
5. OPEN ALCOHOLIC CONTAINERS ARE NOT ALLOWED ON THE BUS. Inform passengers carrying such items that they must dispose of them or they will have to get off the bus. Call base for assistance if necessary. The police have received complaints

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9. Before leaving base, Night Ride drivers should make sure the child restraint seats are removed from their mini buses and all wheelchair straps are secured in the compartments over the driver's head, or in the battery box in the front of the vehicle.
10. Make pickups in the order given by the dispatcher. Dropoffs should be made in the most convenient manner, unless the dispatcher gives a specific order. Radio base for pickups and/or dropoffs each time. Inform base of the next destination. If waiting for more than two or three minutes for a pickup, radio base for instructions. Do not leave without permission from the dispatcher if no one shows up.
11. Night Ride buses do not enter the Friley/Helser parking lots to make pickups or dropoffs. Pickups at RCA are only on Lincoln Way or in front of Maple Hall.

NOT IN SERVICE

1. When returning to the garage after a backup or at the end of a run, the same standards of safety apply for driving. The Ames Police Department and Campus Security have indicated they will write tickets if they observe speeding buses. Please be careful.
2. When you are returning to the garage, you should have "Not In Service", "Returning to Garage", or "All-America City" destination signs on both the front and side destination signs. The wrong sign causes confusion among passengers waiting for regularly scheduled buses and passengers also become confused when two different signs are displayed. Change these signs every time you return to base. Runs that end on campus need not change signs since they finish so close to base.
3. When you are deadheading to a point where you will begin your run, you should always have the "Not In Service" signs up on both front and side signs. The interior lights should be turned off.
4. Several drivers have been observed delivering passengers while returning to the garage at the end of their shift. While we encourage "value added" service, it is necessary to remain on bus routes or 4-lane primary arterial streets. Operating on residential streets with weak rolled stone bases does cause deterioration and results in complaints from Public Works and City Council members.
5. When returning to base after making a relief on Osborn Drive you should turn around in the parking lot behind Bessey Hall. You should not make a U-turn at the intersection west of

GARAGE

1. **THE SPEED LIMIT IN THE GARAGE IS 3 MPH.**
2. Do not walk through the shop area. There may be welding and grinding work going on and it could be dangerous.
3. When walking through the buswash area, walk on the north side of the washer where the tread strips have been placed. The center of the bus washer is sometimes wet and oily and it would be easy to slip and fall. The metal plates down the center of the washer also should be avoided because the floor is open under them and a person could fall if the plates give way.
4. If clearances are tight when maneuvering in the garage, contact dispatcher to guide the bus through the tight places.

CHECKING IN

1. All drivers should be clocked in at the dispatch window ready to be assigned buses and transfers at your clock-in time. Do not check in with the dispatcher after your scheduled report time.
2. Reliefs must be made on time in order for the buses to stay on schedule. When relieving a driver at base after lunch or at the start of a run, be waiting at the front door ready to go out when the bus pulls up. When relieving at any point other than base, leave the garage in enough time to get to the relief point on time. Relieve the driver, get situated in the bus and be ready to leave the time point on schedule. **DISPATCHERS SHOULD NOT HAVE TO REMIND A DRIVER TO LEAVE THE OFFICE TO MAKE A RELIEF.** It is the driver's responsibility to make the relief on time and keep the bus on schedule. Think of the passengers waiting in the cold a few extra minutes because the drivers are late making reliefs.
3. At the end of the shift turn in transfers and maintenance cards to the dispatcher. Hand everything to the dispatcher so the dispatcher knows when everyone leaves.
4. Gate cards will be issued to individual drivers. If you do not have a gate card, you may be sent home.

PARKING BUSES

Returning to Base. Whenever an employee is returning to base in a CY-RIDE vehicle, radio the dispatcher a 10-19 unless previously instructed by the dispatcher where to park. After radioing

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Door #6. When pulling up to door #6, make sure you close door unless there is someone immediately behind you. Open the mandoor next to door #6, and press the "OPEN" button on the controller, pull the bus inside, park it again (in neutral with the parking brake set), get out and close door #6 by pushing the "CLOSE" button on the east side of the door. If there is another bus stopped **immediately behind**. Door #6 may be left open to allow the second bus to pass through. The last bus through the door in a line of buses **must** make sure that the door is closed before parking in the specified lane. Pull in, stop, close door, then park bus.

Make sure the bus will not move while opening or closing door #6.

Parking Diesel Buses Outside. When parking diesel buses, the following must be done:

1. Leave transmission in neutral.
2. Set parking brake. Do not use the rear door interlock as a parking brake. If the bus is found with the parking brake not set or if an accident occurs because the brake interlock fails or the parking brake was not set, disciplinary action will result **including the possibility of discharge**.
3. Perform a walkthrough. Close all windows to keep rain, snow, and dust out of the bus. Check for lost articles and trash.
4. Turn off all lights and fans.
5. Slide the seat all the way to the rear.
6. Close the front door by reaching through the driver's window.
7. Close the driver's window.

When the temperature is above 35 degrees:

1. Turn off the air conditioner at least five minutes before parking the bus.
2. Shut off the engine. (TMC Citycruisers, turbocharged 1408, and Gilligs must idle at low speed for 90 seconds before shutting off the engine.)

When the temperature is below 35 degrees:

1. Leave engine running. Buses must be on high idle if so equipped.
2. Turn on the front heater to keep the driver's window from freezing.

When parking buses inside, always shut off the engine and leave the front doors in the "open" position.

7. Bring keys into the office.

PASSENGER RELATIONS

It is extremely important that drivers maintain a good relationship with passengers at all times. Every year there are many new people moving to Ames and it is necessary that all CY-RIDE employees make them feel comfortable while riding the buses. The drivers have established an excellent reputation in the community for themselves. It is necessary to future operations to maintain this image.

There are seven basic principles of passenger relations:

1. Provide reliable and efficient service.
2. Be courteous and patient at all times.
3. Avoid arguments.
4. Provide value-added service where possible.
5. Don't assume you (CY-RIDE) are right.
6. Everyone deserves the benefit of the doubt two or three times.
7. Never tell anyone they "have to" do something.

Reliable and Efficient Service

By operating the bus in a safe manner and adhering closely to the schedule, CY-RIDE is providing good service. When behind schedule, the driver should radio base and an extra bus will be sent out to help. When late it is not acceptable to drive in a reckless manner to make up time.

Courtesy and Patience

Passengers should be treated the way the drivers themselves would want to be treated. Usually, when there is a discussion or a problem with a passenger, it is because the driver or passenger does not understand and/or fails to communicate fully. Always remember that there is an audience sitting in the bus watching and judging how the public is handled. They can either be allies when treated right or enemies if treated wrong. There are many youngsters and teenagers riding the system. Patience is needed when dealing with them. Often they are not sure of their exact destination or how to get there. Remember, the passenger is always correct.

Value Added Service

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is the basis of Value Added service. That's why CY-RIDE won the UMTA Excellence in Service Award. It's what makes a CY-RIDE driver unique and the best in the nation. CY-RIDE drivers should always strive to be the best. The drivers make the system what it is.

Don't Assume You (CY-RIDE) are (is) Right

Even if you "know" you are right, do not "assume" you are right. This looks like a contradiction in terms. The reality of the situation is that looks make up 90% of a person's perception about a situation. Even if you know you are right and the passenger is wrong, never state, "You are wrong." Always check your facts. Give the passenger the benefit of the doubt. This is not a contest to prove who is right and who is wrong. That type of contest is a losing proposition. The passenger loses the exchange and CY-RIDE loses the passenger. Try to be diplomatic and be graceful if you are right. Promptly admit when you are wrong.

Everyone Deserves the Benefit of the Doubt 2 or 3 Times

People make mistakes, sometimes more than once. Even a batter in baseball gets three strikes before he is out. CY-RIDE passengers deserve at least that much. There are people out there trying to beat the system, but CY-RIDE is not going to penalize 16,000 riders to catch ten who try to beat us. If you have a repeat offender for some rule, fill out an information report and let the office take care of it, otherwise let your passengers be human.

Never Tell Anyone They "Have To Do Something"

No one "has to" do anything. When serving the public, you work for your customers. They do not "have to" do anything you tell them. The words "Please" and "Thank You" are very important when dealing with your passengers. There are times when sterner measures are needed, i.e. disruptive passengers. As a general rule, however, you can ask someone to do something, but not demand it.

Avoid Arguments

When a passenger says something belligerent or provocative, the driver should not respond in a similar manner. Try to determine their problem in order to remedy it. If it is a missed transfer, radio base for instructions. Wait so that the passenger can be informed what action is being taken to help them. It is easy to defuse a situation by apologizing, even for someone else's

Passenger Assistance

CY-RIDE drivers have established a good rapport with passengers by assisting them when help is needed.

Drivers may assist passengers on and off the bus or help passengers who need assistance at any time. If the driver leaves his/her seat, he/she must set the parking brake, put the transmission in neutral, and activate the rear door interlock. It will be to your advantage to assist a mother with a stroller, since it speeds up the boarding process.

Common sense and common courtesy should be used in all situations. Our passengers appreciate the efforts made by the majority of drivers.

First Time Riders

Every year CY-RIDE will have 2,000-3,000 first time riders board a bus. The future of the operation depends on how these people are treated during their first contact with CY-RIDE. Every CY-RIDE driver must treat first time riders with special consideration and courtesy.

If someone acts like he/she is unfamiliar with the system or states that this is the first time that they have ridden, ask them if they need any help. If they ask for a transfer, point out where they are to stand and wait for the connecting bus and tell them what the destination sign of the connecting bus will say. Radio the connecting driver and inform the driver that his/her transfer is a first time rider. Greet first time riders pleasantly when they board and thank them for riding when they deboard. Always ensure that the first time rider (or anyone for that matter) has enough information to get to his/her destination.

If passengers get a good, positive image of CY-RIDE the first time they ride, they will continue to use the buses to get around Ames. This will insure a continued need and growth of the CY-RIDE system.

Disruptive Passengers

Whenever a passenger's behavior becomes disrupting or upsetting to other passengers, the driver should ask the disruptive passenger to change his/her behavior. If asking them to change behavior does not work, radio base for instructions. If a

Transfers

It is important that every driver call their transfers on the radio correctly. Forgetting to either call or wait for a transfer is inexcusable. The passenger is forced to wait 20 to 30 minutes for the next bus when a transfer is missed. However, some transfers are not designed into the schedule. For those unscheduled transfers, inform the passenger how many minutes they will have to wait for their connecting bus. If you do miss a transfer, call base immediately before you let the person off the bus. Then instruct the passenger when, where, and what type of bus will pick them up.

Information

When giving information to passengers, drivers should make sure that the directions are clear, correct and understandable. Example: Someone asks if this is the next bus to the mall. There are two ways to answer. Either say, "No," which is easy but doesn't tell the passenger anything and may make him/her angry; or say "No, I am not; but you can get the next bus at . ." Always give the passenger enough information to help them get where they are going. The initial contact with CY-RIDE is very important for keeping new riders on the system. This is an example of value-added service.

RADIO REGULATIONS PROCEDURE**Radio Notes and Procedures**

When keying the microphone to transmit, wait one second or until the tone stops before talking. If this is not done, the beginning of the transmission will be cut off. The radio has a red light on its front face that will blink until the identification process is completed. The light will then remain on, signaling that the transmission may begin. The transmission will be automatically terminated after 30 seconds.

Radio Controls

The right button on the radio is a channel selector button. This button should always remain in the "out" position (Channel A) on diesel buses since they don't have Channel B capability. Shop vehicles, mini buses, and the base station have Channels A and B. Base must be notified before using Channel B in any of these vehicles for any reason.

The center button is not used by the CY-RIDE system and is only used by the base station.

THE RADIO MAY OCCASIONALLY PRODUCE THE FOLLOWING SIGNALS:

Low Pitched Tone

This signal means that the system is busy and that it cannot transmit at the moment. Release the transmitting button, and try again in a few seconds or continue to keep microphone keyed. When a line frees up the radio will beep twice and then let you in to talk.

Low Pitched Tone followed by Three Rapid, High-Pitched Tones:

If the radio responds with these signals when the key is depressed, it means that the transmitting tower couldn't understand the radio's identification code. By the time the three beeps have sounded, it has figured out that the radio is part of the CY-RIDE fleet, and it is ready for the transmission to begin. At this point go ahead and talk; if the transmitting button is still depressed, it does not need to be released before talking.

High-Pitched Tone Every 10 Seconds

If the transmitting tower's entire system ever "fails" it will throw all of the groups using the system together on the same channel. The system will signal that it is in this mode by giving one high pitched beep every ten seconds. When the radio system is in this mode, transmissions from other groups might be heard; disregard their transmissions. CY-RIDE's transmissions will be held to a minimum.

When to Use the Radio

The following is a list of times it is appropriate to use the radio:

1. Transfer out of sequence.
2. Transfer to own sequence if late.
3. Calling in a late bus. Three minutes late and again six minutes late.
4. Any obstruction that blocks the route and would require a detour.
5. Questions of the driver that the driver does not have the resources on the bus to answer.
6. Emergencies on or off the bus.
7. Sick driver.
8. Restroom breaks.
9. Off route (give streets traveled on, if you need direction)

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17. Pick ups and drops on DAR and NR.
18. Anytime the public asks to call for some emergency assistance.
19. When a passenger gets sick on bus in order to switch bus out.

DURING BAD WEATHER OR EMERGENCIES INVOLVING ANOTHER BUS -- STAY OFF THE RADIO UNLESS YOU HAVE AN EMERGENCY

When not to Use the Radio

1. Stalled cars unless blocking route or citizen requests assistance.
2. Accidents where police are on scene, unless blocking route.
3. Transfers to own sequence unless running late.
4. Close calls.
5. Requests to open or hold open a garage door.
6. Transfers that are designed to work.
7. Requests to set out an information report.

Radio Procedure

1. Be familiar with the 10-codes.
2. Use the 10-codes as much as possible to keep the radio free for other transmissions and emergencies.
3. No unnecessary discussions are permitted on the radio. All transmission must pertain to CY-RIDE business.
4. Keep conversations short and professional.
5. Decide what to say before using the radio. This keeps transmission short and easy to understand. Remember, others need to use radio.
6. Do not use any racial descriptions on the radio.
7. Do not make humorous comments on the radio.
8. Do not call base for questions that you as a driver have the resources on the bus to answer, i.e. what time does the Brown route go by.
9. When describing passengers over the radio, you should note whether they are male or female and the color of their jacket and/or backpack. If they are handicapped, use 10-86.
10. When transmitting, always identify yourself first, then the party you are calling. When transmission is bus to bus, after identifying who you are calling, you can proceed with transmission immediately.
11. If calling base after identifying yourself, release key on microphone and wait 30 seconds. If base does not answer in 30 seconds, try again, etc. If you have an emergency. Hail base by saying "your ID" to base emergency!", wait 15

10-CODES

10-1	Receiving Poorly	10-47	Bad brakes
10-2	Receiving Well	10-50	Accident; CY-RIDE not involved
10-3	Go to Channel B	10-51	Accident; minimal damage; bus can continue in service
10-4	Acknowledgment	10-52	Accident; bus must be taken out of service
10-6	Busy Stand by	10-53	Ambulance needed
10-7	Out of service	10-55	Unreported body damage
10-8	In service	10-56	Minor vehicle problem; bus can continue until end of shift
10-9	Please repeat message	10-57	Major vehicle problem; bus cannot continue in service
10-12	Stand by	10-66	Cancel; disregard
10-18	Anything for me?	10-76	In route to _____
10-19	Return to base; report to office	10-77	Negative
10-20	Location	10-78	Need police assistance
10-21	Unfamiliar with location (need directions)	10-80	Employee
10-23	No show	10-85	Late _____ minutes
10-24	Passenger dropped off	10-86	Handicapped person
10-25	Passenger picked up	10-88	Valuable item
10-26	Flag down	10-91	Unnecessary use of radio
10-27	Have an addition (when you can copy	10-93	RR delay, assistance or detour requested
10-36	Correct time	10-96	Angry or upset passenger
10-37	Off route (give route and location	10-97	Special Request
10-42	Base sign off	10-98	Driver sick, need relief
10-46	Transfer missed at _____ (give route and location)	10-99	Sick passenger; need new bus

SEQUENCE NUMBERS PROCEDURERed - Green - Blue

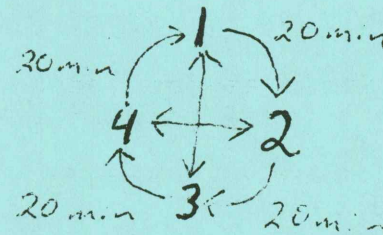
In order to precisely identify a given bus on the Red, Green, or Blue Routes, a system had to be developed. Since there are four buses on each route at any given time (during daytime hours) each of the four buses was given a sequence number. The sequences are numbered 1, 2, 3 and 4. The sequences leave the Mall in order. Sequence 1, followed 20 minutes later by sequence 2, followed 20

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Mall at the same time. They leave the Mall at the same time. Sequence 1 meets at all the transfer points and they get to the far endpoints at the same time. Sequence 1 then heads back to the Mall at the same time and again meets at the transfer points. They arrive back to the Mall at the same time where they switch routes. All the other sequences do the same thing.

The following drawing illustrates the rotation of the sequences. The arrows across the diagram, i.e. between 1 and 3, 2 and 4, illustrates opposite sequences.



How to Call Transfers

There are three different types of transfers. The first two types have to do with transfers between Red, Green, Blue during the daytime on weekdays 6:00 am to 6:00 pm. On Saturday and Sunday this will vary somewhat. At night there are only 2 sequences out. The third type of transfer is a transfer involving Yellow, Orange, Brown or Purple. These four routes have no sequence numbers and are treated separately.

TRANSFERS PROCEDURE

It is the responsibility of both drivers to make sure that they communicate with each other.

Same Direction Transfers

Same direction transfers involve transfers that are going in the same relative direction as the bus the transfer originally got on. All directions are relative to the Mall.

Red, Green and Blue are either headed away from the Mall or towards the Mall.

The rule for Same Direction Transfers is: All same direction transfers are transferred to the same sequence as the initial

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Same direction transfers are not called on the radio unless the initial bus is running late. If the initial bus is running up to three minutes late, the driver should call the connecting bus. In our example this would be: "Red 1 to Green 1 transfer at Depot, 10-85 3." Green would respond: "Green 1, 10-4".

If the initial bus is more than three minutes late then the driver should call base. Base will give instructions as to what to do.

Opposite Direction Transfers or Transfers Out of Sequence

Opposite direction transfers must always be called. Opposite direction transfers occur whenever a passenger has to transfer to a bus headed in the opposite relative direction of the initial bus, e.g., Red 1 headed south picks up a transfer going to 10th and Roosevelt. Red 1 is headed away from the Mall, the transfer needs to catch a Green Route at the Depot headed towards the Mall.

The rules of thumb for opposite direction transfers are as follows:

1. The driver of the initial bus never transfers to the sequence immediately behind his own, i.e., 1 never to 2, 2 never to 3, 3 never to 4, 4 never to 1.
2. If the transfer point is before the 1/2 point, then transfer to the opposite sequence, i.e., 1 to 3, 2 to 4, 3 to 1 and 4 to 2.
3. If the transfer point is after the 1/2 point, then transfer to the opposite plus 1, i.e., 1 to 3 + 1 or 4, 2 to 4 + 1 or 1, 3 to 1 + 1 or 2, and 4 to 2 + 1 or 3. Remember there are only 4 numbers and the rotation is circular so $4 + 1 = 1$.
4. All Green/Blue opposite direction transfers take place at Kildee/Bessey and all are transferred to the opposite sequence, i.e., 1 to 3, 2 to 4, 3 to 1, 4 to 2.

The 1/2 points for the route are as follows: Red is Lincoln Way and Beach, Green Route is at Base, and Blue Route is the corner of Stange Road and Pammel Drive.

DRIVER WITH TRANSFERS (If you're late, communicate!!!)

Make every effort to arrive at transfer points one (1) minute early to allow enough time for your transfers to disembark from your bus and board the other bus.

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If you expect to be late arriving at the transfer point, ask your passengers whether or not there is anyone who would like to transfer (there is no such message as "No Requests"). This will allow any monthly or semester pass passengers that might not have informed you of their intent to transfer another chance. If no passenger expresses interest in transferring at this time, call 10-77 so that the other bus can leave on time. Opposite direction transfers or transfers out of sequence must always be called.

DRIVER WAITING FOR TRANSFERS (Don't go until you know!!)

If you are at a transfer point and it is time for you to depart, call 10-18 to the bus that you are waiting for if (s)he has not already called a transfer to you or called 10-77. DO NOT LEAVE BEFORE YOU KNOW FOR SURE THAT YOU DON'T HAVE A TRANSFER COMING FROM ANOTHER BUS.

Transfers to or from Orange, Yellow, Brown or Purple

When a transfer is being made to Orange, Yellow, Brown or Purple there are no sequence numbers involved. The initial driver simply uses the route when calling these transfers. When calling Orange Route, the initial driver should call place and time that he will drop the transfer along with the direction that the passenger is headed. It is up to the Orange Route drivers to determine which Orange Route bus will receive the transfer. For all other routes, simply calling the route color will be enough. It becomes the receiving driver's responsibility to know if the transfer is for his/her bus.

An example exchange:

Initial Driver: Red 1 to Vet Met Orange, transfers at Lincoln Way and Beach

Receiving Driver: Vet Med Orange, 10-4, ETA 15 minutes.

Initial Driver: Red 1, 10-4.

Steps in Transferring

Following are the seven steps you must go through in order to make a successful transfer. In some cases the transfer will tell you the answer to one or more of the questions. In other cases, you are going to have to figure out every step in order to get the transfer where he/she is going. Remember it is your responsibility to insure the transfer connects with the proper route in order to complete his/her trip. If you are not sure of

Seven Steps to Successful Transfers

1. Where is the transfer going?
2. To what route do they need to transfer?
3. Where is the transfer point?
4. Is the transfer same direction or opposite direction or non-
RGB?
5. If opposite direction, is it before the 1/2 point, after the
1/2 point or Green/Blue?
6. What is the sequence number?
7. Call the transfer if needed.

Issuing Transfers. Under normal conditions, issue transfers in the following manner:

1. The dispatcher will issue several packs of transfers at check in.
2. Transfers should be issued only at the time a passenger pays a fare or deposits a free ride ticket. Use good judgement. If a passenger comes up at a transfer point and asks for a transfer, give them one and remind them to ask when they board. Do not issue transfers to passengers with a monthly, a semester, an Orange Route Pass, or free riders on the Parking Lot Shuttle.
3. Angle the edge of the cutter so that when the transfer is torn, it will tear at the arrival time at the next endpoint rounded up to the nearest quarter hour. Example: When leaving River Birch at 9:23 am, set the hour at 10:00 am and the minutes at "00" because the bus will arrive at the Mall before 10:00 am. (Exception: Yellow Route is rounded up to second 15 minute interval).
4. Set one notch for the route the transfer is issued on. 1-Red, 2-Green, 3-Blue, 4-Orange, 5-Yellow, 6-Brown, 7-Purple and 8-DAR.
5. Tear the transfer so that it makes a clean cut below the time. Check the time shown.
6. Give the transfer to the passenger.
7. Radio the connecting bus to arrange the transfer. Sequences should be used at all times on all routes. The Yellow, Orange, Brown and Purple Routes should use sequence numbers. There will be a table on the back side of the run sheets that will give the sequence numbers of the connecting buses. Red, Green and Blue drivers should be alert to transfers from the Yellow, Orange, Brown, and Purple Routes if the driver does not call the proper sequence.
8. It is not necessary to issue transfers to passengers staying

Receiving Transfers

1. Check letter and color.
2. Check the route notch. Transfers cannot be accepted by the same route on which they were issued. Red Route is allowed to accept a transfer cut on number 1 if the transfer is from the Brown Route. Green Route is allowed to accept a transfer cut on number 2 if it is from Purple. Blue Route can accept a number 3 if it is from Dial-A-Ride.
3. Check the time. Transfers expire at the time shown.
4. If the transfer is acceptable, count the passenger on the counter.
5. Destroy all transfers received by tearing them in half and putting them in the wastebasket.
6. Turn in unused transfers to the dispatcher at the end of the shift.

Double Transfer

Occasionally, it may be necessary for a passenger to ride three buses to complete their trip. The procedure is as follows:

1. First Bus -- Issue the transfer in the normal manner.
2. Second Bus -- Let them keep transfer from first bus. Accept transfer if it is valid.
3. Third Bus -- Accept transfer in normal manner.

Unusual Conditions

1. In bad weather or when delayed by trains or traffic, allow extra time when transfers are issued to show actual travel time. When trapped by a train that will cause the transfers to be missed, take all transfers back and reissue new ones with more time allowed on them.
2. Emergency transfers may be issued only for unusual situations such as: forgetting a package, lost children, wrong bus, etc. Accept them if letter and color are correct.
3. A 3-minute wait is mandatory for scheduled transfers. If a connecting bus is going to be late, radio base. Do not wait until the 3 minutes are up and then leave a few seconds before the bus arrives. Try to anticipate transfer problems before they occur and radio base so that the dispatcher has time to determine what to do.

Missed Transfers

If you are involved in missing a transfer you must:

1. Radio base "10-46". Give location, route the transfer needs and whether it was CY-RIDE's error or not.

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3. Fill out an information report when you return to base, whether you were the bus with the transfer or the bus receiving the transfer.

Disputes

If a transfer is received with incorrect time, letter, or color, radio the other bus to determine validity. Then, if the transfer is invalid, ask the passenger to pay another fare and tell him/her to call the office. Retain the disputed transfer and turn it in at the end of the shift with a brief Information Report giving the time and location of the dispute. If the passenger refuses to pay, radio base for instructions.

BLUE SOUTH TO RED WEST

Blue South to Red West transfers should be put on Green West at Kildee to transfer to Red West at Beyer. This is done so that Red can load passengers at Beyer while waiting for transfers. This procedure is more efficient for all buses. If a passenger boards Blue South on Osborn or Bissell, explain to them that they should catch the Green route to get to Beyer, then drop them at the tennis courts and have them walk to Beyer.

RED EAST TO BLUE NORTH

Red East to Blue North transfers should be put on Green East at State Gym to transfer to Blue at Bessey. This will enable Blue to pickup and drop off on campus instead of waiting at Student Health.

GREEN WEST TO BLUE NORTH & BLUE SOUTH TO GREEN EAST

These transfers should be made at Wallace/Osborn. The Eastbound Green should wait west of the intersection for transfers.

Any difference from the above will be noted on your run sheet. If you have questions, ask a dispatcher.

FARE COLLECTION PROCEDURE

Passengers are to deposit their own fare in the farebox. The only time that a driver can handle money is to help a person who is physically unable to put money in the farebox.

Drivers are prohibited from making change for any passengers. If a passenger does not have the correct fare, they should deposit a

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If a passenger refuses to pay their fare, radio base for instructions. If they have a problem with the service or refuse to pay, they should telephone their complaint to the office.

When a passenger does not have the correct change and tries to pay the fare with \$1.00, you should take the following steps:

1. Ask them to deposit the \$1.00 bill.
2. Ask them to write their name and address on your trip sheet in the lower left hand corner in the appropriate spaces.
3. Note on the trip sheet under their name and address how much they paid and what the fare should have been.
4. Tell them the CY-RIDE office will send them free ride tickets to reimburse them for their overpayment.
5. Also tell them that CY-RIDE only sends refunds the first time this occurs.

Name Jane Doe
Addr 2101 Oakwood, #300
Phone 292-5000
Paid 1.00 for a \$.70

ANY DRIVER WHO TAKES A PASSENGER'S FARE AND APPEARS TO KEEP IT WILL BE TERMINATED.

Orange Route Free Fares. Orange Route has a unique fare structure which is shown below.

NORTHBOUND TRIPS:

Vet Med through Olsen Building
(inclusive)
ISC Parking until L. Way/Beach
L. Way/Beach through RCA
(no exceptions)
Campus Area

COLLECTION POLICY

Pay when boarding,
Don't pay when deboarding
Don't Pay
Pay when boarding,
Don't pay when deboarding
Don't pay

SOUTHBOUND TRIPS:

Campus Area
RCA through L. Way/Beach
(no exceptions)
After L. Way/Beach, through ISC
parking lots (not including L. Way/Beach)
Olsen Building until Vet Med

COLLECTION POLICY

Don't pay
Pay when deboarding,
Don't pay when deboarding
Don't pay
Pay when deboarding

Small Children

Children 5 years old and under may ride free when accompanied by

Ames High School Students

Use common sense. If the student appears to be college age, ask for an ISU registration receipt; otherwise, no identification is necessary to ride for 30 cents.

ISU Students

Only those students who have paid their tuition and fees may ride for 30 cents. \$10.95 of each ISU student's fee goes directly to the transit agency to pay part of the subsidy required to keep CY-RIDE operating. Therefore, spouses, friends, former students and others who do not pay tuition must pay the full adult fare of 70 cents. The only time that verification can be made is when the students pay their fare. If verification was made when they purchased their tickets, they could give them to their spouse, friend or anyone else.

Therefore, ISU students must show their current paid registration receipt to the driver each time they board a bus and pay a cash or ticket fare. Bulletins will be posted stating the effective date that a fall, spring or summer semester registration receipt must be shown. If every driver makes every student show their registration receipt, the students will know that they must show it.

If a student does not show a current registration receipt, the driver should politely inform that passenger that a registration receipt is necessary for him or her to be allowed to ride for 30 cents. However, the driver should let that person ride at that time for 30 cents.

The second time the same student does not have a current, valid registration receipt, the driver should more emphatically state that a registration receipt is required in order for a person to pay 30 cents. The driver should let the person ride for 30 cents but inform that person that next time he or she MUST have a registration receipt or pay the non-student fare of 70 cents. The student should be told that if he or she does not have one or the other next time, he or she will not be allowed to ride the bus. The driver should fill out an information report so that dispatchers are aware of the situation and can support the driver if another incident occurs.

If the student tries to board a third time without a registration receipt, he or she must pay 70 cents. If the student refuses to pay the proper fare, the driver should notify base and the

Lost Pass

When someone gets on your bus and says they have lost their pass, you must:

1. Allow them to ride (if this is the first time) and inform them that the next time they will need to have their pass or they will have to pay the fare.
2. Explain that if they have lost their pass, they should call the CY-RIDE office to report it missing and that CY-RIDE will help look for it.
3. If they ask, inform them that we do not refund for lost or stolen passes.
4. The next time they ride your bus they must have a pass or pay the fare.

Counting Passengers. Each boarding passenger must be accounted for on the tally sheet. The driver must sign his/her name on every trip sheet in every bus they drove on that day.

- Button 1: 30 cent cash or student ticket (red ticket)
- Button 2: Student Semester Pass
- Button 3: Paper transfers received
- Button 4: 70 cent cash fares
- Button 5: Adult fixed route tickets (green)
- Button 6: Adult Monthly pass
- Button 7: Free

These should be recorded in the proper column, 1 through 7, on the tally sheet. Free riders, including children under 5 years of age and Parking Lot Shuttle riders, must be recorded in column 7. Orange Route drivers must record all people using the free Vet Med pass in Column 8.

BUS STOP ZONE PROCEDURES**Bus Stop Zones**

Bus stop zones are located by bus stop signs or at locations shown on the CY-RIDE map. A bus stop zone is approximately 55 feet long and generally extends from the corner or near a bus stop sign. Pick up passengers anywhere in the bus stop zone. It is not necessary to pick them up exactly at the bus stop sign. Bus stops may be added, deleted or moved during the

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Bus Stops at Stop Signs

When you are discharging passengers at a bus stop located near a stop sign, you can pull up to the stop sign to make the drop. It is unnecessary to make two stops, one at the bus stop and one at the stop sign. Making one stop will save time, fuel, and brakes.

It may be necessary to make two stops if you are boarding passengers. You should always try to stop where the passengers are waiting.

Concrete Pads

Whenever there is a concrete pad by the bus stop, put the front door of the bus on the pad. If there are two pads, the front door should be placed at the smaller pad.

"CY-RIDE STOPS HERE" Stencil

Whenever there is a CY-RIDE STOPS HERE stencil at a bus stop, the driver should line up his/her front door so that it opens on to the stencil.

Door Operation

Always pull the door handle back at all bus stops. This activates the rear door interlock which prevents the bus from rolling. Never start moving until all doors are closed. Never open doors until the bus is completely stopped.

Deboarding Passengers (no pickup)

Under normal conditions, passengers should only be discharged in a bus stop zone at a safe location. At stop signs in the bus stop zone, discharge the passenger near the stop sign if it is safe to do so. In this manner only one stop is needed. It's not necessary to discharge them at the bus stop sign and then make another stop at the traffic stop sign.

At traffic lights, discharge passengers only at the proper bus stop zone whether it is nearside or farside. Do not allow passengers to deboard when stopped at a traffic light if the proper zone is a farside stop. This includes stops on Lincoln Way in west Ames as well as other traffic light locations in town.

Never discharge passengers into a moving traffic lane.

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When discharging passengers, try to find a dry spot. It may be necessary to stop by a sidewalk or driveway. If there is not enough room to let them out the back door, do not open it. Politely ask the people to exit through the front door. However, try to stop the bus far enough away from the snow banks to allow people to exit safely through the rear door. When leaving a stop, make sure the bus does not slide sideways and strike the person who just exited the bus. Before starting up, check the right outside mirror to make sure that a passenger has not slipped and fallen under the bus or by the rear wheels.

During the winter, grit should be applied to the steps to prevent passengers from falling on the steps whenever there is a build up of snow and ice. If the container is low on grit, pick up some more from the shelves by the office.

Check for paper towels on the bus. If there are not sufficient paper towels, pick up some from the shelves by the office.

MAKING A RELIEF PROCEDURE

Driver making a relief

A driver making a relief should:

1. be at the relief point one minute before scheduled bus arrival time.
2. let passengers board bus first.
3. check with the other driver for any problems with the bus.
4. check with the other driver for any transfers.
5. check with the other driver for any detours or traffic problems.
6. adjust seat and mirrors quickly. Fine adjustments on mirrors can be made at the first endpoint.
7. maintain the schedule.
8. check the exterior of the bus for body damage and fill out the maintenance card at this time, if at an endpoint. Otherwise, wait until the bus gets to an endpoint.
9. sign name to trip sheet at next endpoint.

Driver being relieved

A driver being relieved should:

1. load passengers, collect fares, etc.

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4. take all personal belongings, transfers, maintenance card and gate card off the bus at the end of the shift.
5. take all lost and found items when returning to base and turn them into the dispatcher. Turn in maintenance card.
6. inform the other driver of any problems with the bus, any transfers, any detours or traffic problems.

NIGHT OPERATION

No Dispatcher on Duty

Mechanical Problems

A driver who experiences mechanical problems with his/her bus, when no dispatcher is on duty, should contact the laneworker by radio. Keep trying until he/she responds, because he may be out of a bus temporarily. If the problem is minor, continue in service until the laneworker can get another bus out. If the problem is serious, stay there until the laneworker can bring another bus. The laneworker will contact a supervisor who will take care of any subsequent problems (missed routes, etc.). If unable to reach a laneworker by radio, call 292-1105 to reach the laneworker on the phone.

Accident

If involved in an accident,

*****DON'T MOVE THE BUS UNTIL THE POLICE ARRIVE*****

Contact the laneworker by radio. If anyone is injured, tell him immediately. Give the laneworker the exact location and extent of damage to the bus. He will then contact the police and a supervisor.

Sick on Route

If a driver is sick on duty and needs to be relieved before the end of his/her shift, call the evening dispatcher at his/her home. The dispatcher will either relieve the sick driver or find another driver to do so.

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guarantee that the coin will be returned but we will make every reasonable effort to retrieve it.

OVERHANGING BRANCH PROCEDURE

When you find trees that need trimming, record them on your maintenance card under the body damage section. Give us a location or address so that we can easily find the correct tree. Please do not call these in on the radio.

CHECK OUT PROCEDURE

When you return to base at the end of your run you should check out with the dispatcher by turning in transfers, etc. and then punch out at the time clock. Make sure you hand all items to the dispatcher.

You are not paid to go to the restroom, watch T.V., visit, etc., at the end of your shift. When your run is finished you should punch out before doing any of these.

If your regular work schedule consists of two or more separate runs, you should punch out between each run so that an accurate time is recorded.

If you fail to punch in or out, you will be paid only for the hours that you are scheduled.

When you clock out for the day you must be sure to turn in transfers and any other materials that were issued to you by the dispatcher.

SCHEDULE ADHERENCE PROCEDURE

Your primary duty as a driver is to operate your bus safely and efficiently at all times. You are responsible to operate the bus as close to the printed schedule as safely as possible without

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When this occurs you will be given specific instructions on what destination signs and what route to follow. Make sure that you understand them.

A mobile dispatcher will be circulating in Ames on all weekdays during the school year rush hours. If you are 3 minutes late, radio the mini bus. The mini bus may pick up transfers and try to keep your sequence on time.

On weekday evenings if you are 3 minutes late, radio base and a small bus will be sent out to assist you.

SAFETY ALWAYS COMES FIRST!!!!

Call base again when running 6 minutes late. At this point, base may have someone cover part of your route to get you back on time.

Base cannot know if you are late or not unless you call. It is your responsibility to run as close to the printed schedule as safely possible without running early.

If you cannot maintain the schedule safely, then the dispatcher has the responsibility of helping you out and keeping the system running on time.

CLASS & AVAILABILITY SCHEDULE PROCEDURE

All full time and part time drivers are required to complete a Class and Availability Schedule. If you are taking classes you need to list the course name and number in the time slot that your class meets. If you have additional jobs other than CY-RIDE, you need to list the hours that you work at these other jobs. Also list the hours you work at CY-RIDE. The schedules are available at the dispatch window. All drivers must complete and return their schedules every change of semester or whenever the driver's schedule changes. If the schedule is not in by the beginning of the second week of semester, you will not be allowed to work until you turn in a schedule. You must update the schedule whenever you have a change in classes or work assignment. Please, to allow for planning, fill in an expected departure date if you are planning on leaving in the future.

SECTION III

OPERATING POLICIES

CY-RIDE POLICIES

Personnel Record

Employees are evaluated in five areas: Accident record, attendance record, complaint record, personal driving record and following policy and procedure. Each employee is evaluated twice per year; generally, once in the summer and once in the winter. Employees who have very good records will be given their old employee record at the evaluation which will delete all complaints or attendance problems or accidents that are more than 12 months old.

Employees with below average or unacceptable performance in any category will have their attendance, complaints and/or accidents retained on their record until their employment record improves.

Bulletins

It is the responsibility of each employee to be aware of any changes in procedures, rules or regulations at CY-RIDE. Therefore each employee will initial each bulletin that has their name on it.

The employee's initials indicate that they have read and understood the bulletin. Ask an Operations Assistant, the Operations Supervisor or the Director any questions pertaining to memos before initialing them.

The bulletins will be posted on the bulletin board by the time clock. Check the board when reporting for work for any changes.

Driver's License

All employees who drive any buses are required to maintain a current, valid Iowa TYPE 2 license or a Commercial Driver's License.

Any employee who receives a ticket, either on duty or off, must complete an Information Report and turn it in before their next work assignment. If stopped by the police while a dispatcher is on duty, radio base immediately. If issued a warning while on duty, the driver must fill out an Information Report before their next shift.

Whenever an employee is involved in an accident while off duty

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valid license with them when they report to work will be sent home to get it. If the employee returns late to work it will be considered an attendance violation.

Any employee driving without a valid license will be subject to disciplinary action including discharge. If involved in an accident or issued a citation without a current license, the employee may be subject to discharge.

Commercial Driver's License

Federal regulations have been issued regarding professional drivers who drive commercially. This applies to all CY-RIDE drivers. Drivers are required under federal law to report any accidents or convictions to their employer. They are also required to maintain only one driver's license issued by the State of Iowa. Failure to follow these requirements will result in termination. You may also lose your commercial driving privileges for convictions of serious traffic offenses. Copies of the Commercial Driving Regulations are available from the Operations Supervisor or an Operations Assistant.

Disciplinary Schedule for Traffic Violations

Our insurance rate is tied directly to the driving records of each individual CY-RIDE driver. We pay a penalty for each traffic accident and traffic conviction that each driver receives whether they are on duty or off duty. We are required to submit the entire driving records of every driver to the insurance company when they develop a premium quotation.

Effective September 1, 1987 the following policy is in place for on duty and off duty preventable accidents/moving violations. The policy listed below is a modified policy from the one that was effective on December 21, 1987. This policy recognizes driver's anxiety concerning the severity of the penalties for one mistake, possibly a minor one. However, it also recognizes CY-RIDE's duty to limit unrestrained insurance penalties caused by irresponsible drivers. The policy provides a three-year limit for disciplinary action from the date of the first preventable accident/moving violation occurring. It provides for discharge for anyone who accumulates four preventable accidents/moving violations. This provision provides CY-RIDE with protection from exorbitant insurance penalties and eliminates reckless or careless drivers from CY-RIDE employment.

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OWI		Automatic Discharge
Failure to Report Ticket/Accident to CY-RIDE (on duty or off duty)		Automatic Discharge
Unreported Accident or Leaving the Scene of an Accident		Automatic Discharge
Commission of Felony with Motor Vehicle		Automatic Discharge
1st Preventable Accident/Moving Violation		Written reprimand
2nd Preventable Accident/Moving Violation		8 hours suspension
3rd Preventable Accident/Moving Violation		24 hours suspension
4th Preventable Accident/Moving Violation		Discharge

PROFESSIONAL DRIVERS ARE EXPECTED TO DRIVE SAFELY WHETHER ON DUTY OR OFF DUTY.

An employee may be suspended or discharged for off-duty, as well on-duty, traffic convictions.

ACCIDENT GRADING POLICY

The Safety Committee, which is composed of two full time drivers, two part time drivers, and the Safety & Training Assistant, determines preventability of accidents for the basis of providing the Safe Driver Awards. The Safety Committee does not determine the disciplinary action. That is determined by the Operations Supervisor or Director. Sometimes they disagree with the ruling of the Safety Committee. When this occurs, the driver will be notified of the difference on the grading of the accident. The driver will be fully aware of his/her own status and the progressive discipline steps if involved in a serious accident or a series of accidents.

Personal Injury. Personal, on-duty injuries are not considered

No-Damage Accidents. No-damage contact accidents will not be considered an accident. However this determination can only be made after an inspection of the bus and the other vehicle or fixed object.

Therefore, complete an Accident Report whenever another vehicle or fixed object is hit or the bus leaves the roadway. After the inspection of the bus and the objects hit, if there is no repairable damage and no claim is filed against CY-RIDE, the Accident Report will then become an Information Report and will not be shown on the driver's record. Any repairable damage will be considered an accident.

Exception. Any accident involving CY-RIDE and another vehicle not owned by CY-RIDE will be considered an accident even if no damage occurs.

SAFETY COMMITTEE BYLAWS POLICY

1. The purpose of the Safety Committee is to make drivers aware of safety and to judge the non-preventability or preventability of the accident based on National Safety Council criteria.
2. Two (2) full time drivers will be on the committee with one (1) changing every six (6) months. The term will be one (1) year.
3. Three (3) part time drivers will be on the committee with one (1) changing every three (3) months. The term will be nine (9) months.
4. The Safety & Training Assistant will chair the committee and will be a permanent, non-voting member.
5. Accidents will be judged primarily on content of the Accident Report. This does not exclude other sources of information. If there is not enough information in the Accident Report, the report will be returned to the driver for completion of additional information.
6. When the committee decides on whether an accident is preventable or non-preventable, the majority will rule. If a majority cannot be arrived at due to an absence from the Safety Committee, the accident will be deferred until the next meeting.

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9. The committee will meet at least once per calendar month. Meetings will be added or rescheduled as necessary.
10. A quorum of four (4) drivers will be necessary to judge an accident. If the Safety & Training Assistant is absent, the committee will select a chair for that day from the available members.
11. When an opening becomes available, a memo will be posted asking for a volunteer. If no driver volunteers, one will be chosen according to the highest seniority. If the driver's run coincides with the meeting times, then his/her run will be filled. Volunteers will be chosen according to seniority and whether or not they have already served on the committee once before, then the highest seniority person will serve.
12. Members of the Safety Committee will receive pay during the scheduled meeting time.
13. Drivers appealing a decision will not receive pay.
14. Candidates for openings on the Safety Committee will have at least 1,560 hours of driving time at CY-RIDE. This figure was derived by figuring 12 consecutive months of driving at 30 hours per week.
15. If a current member leaves the Safety Committee during his/her term, the vacancy will be filled by a new volunteer. This includes leaves of absence over the summer. If the current member has six (6) or more months left on his/her term, the new member will be assigned for the remainder of the current member's term. If the current member has less than six months left on his/her term, the remainder of the existing term will be added to the new members term to keep the three/six months rotation intact.
16. Members are not allowed to judge their own accidents that come before the Safety Committee. They will leave the room during the discussion and voting and reenter afterwards. The member will not be in the room or discuss beforehand the accident with any other members of the committee.

UNREPORTED ACCIDENTS POLICY

It is every CY-RIDE driver's responsibility as a professional driver to report every accident no matter how minor the accident may seem.

(1). Unreported accidents will result in an investigation to try to determine responsibility. Drivers must check out their bus each time they make a relief, pull a bus out of the garage, or change buses with another driver. There is adequate space and lighting in the building to check the bus before pulling out. After making a relief, continue to the end of the route and check the bus at the endpoint. If running behind schedule, wait until the next time the bus comes to the endpoint of a route. Do not inconvenience the riders by making a detailed check of the bus at the relief point. If there is unreported damage, radio base 10-55. Scratches, dents or other damage that look as if it is the result of a collision should be reported immediately and noted on a body damage report. Rock chips or peeling paint should not be reported. Do not mark the line drawings in the buses.

(2). If damage is noticed, all employees who drove the bus since the last morning checkout will be interviewed concerning the damage.

(a). If a driver admits that they may have had an accident and did not report it at the time, they will receive a written reprimand or a possible suspension for not following proper procedures. Disciplinary action will depend on their prior record.

(b). If a driver denies that they had an accident and the investigation proves they did, that driver will be terminated immediately.

(c). If all drivers deny it and it cannot be proven conclusively that one person did it, then the last person to drive the bus may receive a written reprimand for not reporting the damage. A notice about the investigation will be placed in the files of those employees interviewed. A series of reprimands or notices that an employee was one of the last drivers to have a bus may lead to more serious disciplinary action.

Distribution of Literature on Buses

It is forbidden to distribute...

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This includes political, religious, commercial, and any other unauthorized materials. Anyone distributing this type of information on the bus should be requested to stop and be informed that they must obtain permission from the CY-RIDE office.

Any of this information left on buses after passengers have left the bus should be collected and placed in the garbage basket.

Any driver distributing unauthorized literature will be subject to disciplinary action.

Dress Code

A dress code has been established for all CY-RIDE drivers.

No sandals allowed

Socks must be worn

No high heels

No more than 1 button unbuttoned on the shirt

Shirts must be tucked in

Wearing the complete CY-RIDE uniform is mandatory. Any hat worn must be a CY-RIDE hat. Any articles of clothing or personal apparel that are not covered in the above policy may be determined to be inappropriate at management's discretion. CY-RIDE sweaters are the only sweater allowed to be worn over the uniform. A CY-RIDE shirt must be worn with the sweater.

Shorts Policy

The following rules will apply if you wish to wear shorts as part of the summer uniform.

1. CY-RIDE will not provide the shorts. You must purchase your own.
2. The shorts you plan to wear must be approved by Bob or Karen.
3. The shorts must be navy or royal blue, knee length (no more than 2" above the knee) and loose fitting.
4. If unapproved shorts are worn, you may be sent home and recorded as late for work when you return or this privilege may be revoked.
5. All white socks (no colored stripes, etc.) must be worn with sneakers or navy socks with oxford type shoes. Socks can be ankle or knee length, however, no footie type socks that do not show above the top of the shoe may be worn.

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Riding Privilege

CY-RIDE employees are permitted to ride buses free except during rush hours. The rush hour trips are defined as those trips where there is a problem with the overloading of passengers.

Therefore, during the summer there is no rush hour crowding problem. Employees can ride free at all times when they show their CY-RIDE identification card.

During the school year, employees may not ride free on trips as designated on the back of the CY-RIDE Employee Pass. There may be additional times posted throughout the year in bulletins when the pass cannot be used.

Obtain the Employee Pass from the Operations Supervisor. Show it to the driver when boarding. Giving, lending or otherwise transmitting the pass to any other person will result in disciplinary action.

The Employee Pass is not valid on Dial-A-Ride.

Hour Limitations

The following guidelines will generally be used by dispatchers when assigning extra work:

- (1). No more than 10 hours driving time per day.
- (2). At least eight hours off between working days.
- (3). A maximum of 16 hours from the start of the first run to the finish of the last run.
- (4). No more than six days worked in one week (week runs from Monday morning to Sunday night). You must have at least one day off per week.

During emergency situations these guidelines may be waived.

Substance Abuse

CY-RIDE drivers have established an excellent reputation within Ames for courtesy and reliability. It has been the effort of every driver that has created this image.

One driver can ruin this image. Therefore, drivers are not permitted to work if there is any indication that they have consumed alcohol or used any type of drugs or narcotics before starting work. Any driver who comes to work with the smell of alcohol on him/her or appears not to be in full control will be sent home immediately and will be held liable for any

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Drug and Alcohol Screening

A drug and alcohol screening program is in force at CY-RIDE. For routine physical examinations drivers will be given at least 30 days advance notice of the date and time of the examination. Routine examinations will always include a drug and alcohol screen. Random testing may be started depending on the status of federal regulations.

Drivers are subject to testing for drugs and alcohol at other times in addition to the scheduled physicals. A driver may be required to take a drug and alcohol test when there is probable cause to believe that an employee's faculties are impaired on the job. This will be a judgment call based on supervisor's observations and judgment.

Employees are also subject to drug and alcohol screening when there is a passenger injury in an accident, an employee injury while on duty, or extensive property damage in an accident. Failure to submit to a drug and alcohol test will be grounds for termination.

In accordance with Iowa law, the first time an employee fails the drug or alcohol test, no disciplinary action will be taken against the employee if the employee undergoes a substance abuse evaluation and successfully completes treatment. Funding for the substance abuse treatment will be in accordance with current city insurance policy. The second time an employee fails the drug or alcohol test they will be terminated. **Failure of the test is indicated by positive determination for drugs or presence of alcohol at .04 ppm or greater.**

Federal regulations are being drafted and this policy will be modified as federal regulations become effective during the course of the year. Bulletins will be issued with the regulations as they are issued. We have contracted with McFarland Clinic to insure that the drug and alcohol screening is conducted in the strictest confidence. There is a chain of custody procedure to insure that your test will not be confused with any other test. Also any positive test will result in an automatic second test of the sample using a more sophisticated test to insure that there is no possibility for error. We are confident that the testing procedure maintains confidentiality and will give a true reading of drugs or alcohol in an individual. It is important that each driver fill out the form correctly before the test and note any medications that

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Warm Weather Driving

With the return of warm weather CY-RIDE can expect many children out on the streets during the afternoon and evening. Slow down any time children are observed playing along the side of the street.

The speed limit in residential areas is 25 mph except for University and Schilletter Villages where it is 15 mph. There is adequate time in the schedule so that it is unnecessary to exceed the speed limit.

Any driver observed operating their bus at an excessive rate of speed will be subject to appropriate disciplinary action.

Eating, Drinking, and Smoking Policy

Drivers or employees are not permitted to eat or drink while driving (bus or car), while riding in a bus, or while stopped at stop lights or timepoints. You are not permitted to stop anywhere in the middle of your route to purchase food or beverage. Eating or drinking on the bus is only permitted at endpoints during layover time provided you have adequate time. You are not permitted to leave your endpoint late because you are eating, drinking, or purchasing coffee or other snacks. Do not leave coffee cups, pop cans or open food packaging on the dash while you are driving. Any spills of liquids must be cleaned up and any packaging thrown away in the wastebaskets. If liquids are spilled on transmission touch pads or push buttons, you must report it on your maintenance card.

Smoking is only permitted at endpoints during layover time provided you have adequate time. You must be outside the bus and must not block the doorway to the bus. You are not permitted to leave your endpoint late because you are smoking.

Smoking in the garage is permitted only in designated areas. The ash containers are placed in this area. **Smoking is not permitted in restrooms, hallways, offices, common areas or the entranceway to the building.** Cigarettes must be disposed of in proper containers. Do not litter.

ATTENDANCE AND SICK LEAVE POLICY

I was late to work because:

(Pick one from Column A and one from Column B)

Column A	Column B
car	was sick
wife	died
husband	would not start
dog	would not stop
cat	overslept
alarm clock	didn't go off
girlfriend	did go off
boyfriend	got stuck
son	got caught by a train
daughter	broke
aunt	was broke
uncle	needed repair
former husband	needed company
neighbor	kept me awake
house	made me sleep too late
bicycle	was on fire

These and other excuses are interesting and may or may not be valid, but **NO EXCUSE IS ACCEPTED FOR BEING LATE.**

Reporting for Work

"Report for Work" times are designed for drivers to be able to check with the dispatcher for any detours, bus problems, etc. and to pick up a gate card and transfers before relieving another driver or pulling out a bus.

Employees must be in uniform and have their vehicle legally parked to be considered on time and available for work.

Anyone who leaves his/her personal vehicle outside base, punches in, and then goes back out to park in the parking lot will be required to punch in a second time. Anyone who punches in and then changes into a uniform will be required to punch in a second time if it is past his/her scheduled report time.

Schedule of Disciplinary Action for Attendance Violations

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An attendance violation is considered as reporting late for work, not reporting for work, not calling in at least one hour before a scheduled start time if sick, and abusing sick leave.

CY-RIDE has adopted a "no-excuse" policy for attendance. We are not going to evaluate the merits of any excuse for an attendance violation except on the final incident where termination is possible. It is difficult to consistently and fairly evaluate a "good" excuse from a "bad" excuse.

Whenever late, a driver's attendance record for the last 12 months worked will be reviewed and the driver will be disciplined accordingly. The first time a driver has an attendance violation, he/she will receive a verbal warning; the second time he/she will receive a written warning (or possible discharge if the driver is a probationary employee); the third time you will be suspended.

On the fourth time the driver has an attendance violation his/her excuse for that time only (not for the previous three times) will be evaluated. If he/she has a good, independently verifiable excuse, he/she will be suspended for several days. If the driver's excuse is poor and/or cannot be verified independently, he/she will be terminated.

All these problems can be avoided by coming to work on time.

Calling In

It is every driver's responsibility to report to work on time each day the driver is scheduled to work. If a driver is unable to report on time, he/she is required to notify CY-RIDE at least one hour before his/her scheduled report time. Drivers must call 292-1104. When no dispatcher is on duty, our answering machine will record the call. State name, start time and an explanation for not coming to work. A driver that does not call in at least one hour before his/her scheduled start time will be considered to have an attendance violation.

However, by calling in one hour early, a driver is not automatically excused unless that driver is sick. Any driver who wants a day off must follow regular procedures to request time off in advance.

REPORT TO WORK ON TIME !!!

Sick Leave Abuse Policy

The sick leave policy is very simple. When you are sick, you should remain home to recover. When you are well you should come to work. CY-RIDE considers an employee sick at the moment they telephone CY-RIDE to indicate they are not coming to work. From that moment until you are ready to return to work, you should take actions to minimize your illness. It is unacceptable to go to a second job, to go to class, or to engage in any other activity not conducive to the restoration of your health. Any person engaged in an activity not directly related to improving their health will be disciplined accordingly.

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A drug/alcohol test is required. This test must be done at McFarland Clinic using a CY-RIDE form. A driver may have his/her physical examination performed by the doctor of his/her choice within three months of the time each driver's physical is scheduled. The doctor must complete a CY-RIDE form certifying compliance with Motor Safety Regulations (49CFR391.41-391.49).

Standards - New Hires

All new employees will be examined in accordance with Motor Carriers Safety Regulations (49CFR391.41-391.49). These are federal regulations that have been issued by the Department of Transportation for physical examinations for drivers. These standards will be used and will be modified in accordance with all current federal regulations. In addition, a drug and alcohol test will be performed to check for the presence of drugs and alcohol. Any alcohol at a level of .04 ppm or above will be considered a failure. Any trace of drugs will also be considered a failure of the test and the employee will not be retained. They will be discharged as part of the probationary standards.

Existing Employees

Full time drivers will receive a physical approximately every two years. Part time drivers will receive a physical approximately every three years. Motor Carriers Safety Regulations (49CFR391.41-391.49) will apply to the physical examination. Drug and alcohol screening will be conducted.

Failure to Meet Standards (After Probationary Period)

Anyone who fails the medical standard as certified in 49CFR391.41-391.49 shall be referred for treatment of the problem. The doctor will provide to management a plan and will provide an anticipated recovery schedule. During this time employees can use sick leave and a leave of absence up to six months. If the medical problem is not correctable the person will not be allowed to drive. Other positions in the City for which they are physically qualified and meet the hiring standards of that position will be made available to the person as openings are available.

Employee Assistance and Counseling

Employees frequently have problems balancing the demands of work, personal life, and school. When you find you are having difficulty coping with the problems in your life there are two options available. ISU students should call the student counseling service at 294-5056 where professional counselors will help you make decisions on how to restore balance in your life.

How complaints are like a virus

By DAN FESPERMAN

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For a healthy business, an unhappy customer is like a virus.

Because most of those grumblers never complain to the business, they're virtually invisible. But because most do complain to friends and relatives, they can start an epidemic of ill will if left unattended.

And, yes, ill will can put sales figures under the weather.

Such are the findings of various statistical studies of customer behavior, but the findings aren't widely known among businesses.

The Direct Selling Education Foundation, a Washington-based trade association, is trying to spread the word with a pamphlet, however, in hope of helping businesses keep ill will under control.

"The statistics on this were just sort of lying around, gathering dust. They were not put together in a form which had any impact," says Bob Levering, a foundation

staffer who took it upon himself to gather the numbers and write the pamphlet titled "Customers Mean Business."

The most important numbers in the bunch are the following:

- For every complaint a business receives, there are another 26 dissatisfied customers who don't complain.
- Of those who don't complain, 63 percent to 91 percent will never buy from that business again.
- People with complaints will tell a median of nine to 10 other people about their gripes.
- A business can retain as much as 95 percent of its unhappy customers by resolving problems quickly.

"Just an attitude change on the part of most companies would help a lot," Levering said. "Although most companies make it possible to complain, none of them seems to make it easy."



Who's Smiling?

Where do consumers say they get the best service? In a recent poll, here's how some major suppliers rated.

Satisfied Customers

Supermarkets	☺☺☺☺☺☺☺☺	58%
Banks	☺☺☺☺☺☺☺☺	52%
Airlines	☺☺☺☺☺☺☺☺	47%
Restaurants	☺☺☺☺☺☺☺☺	43%

ISC complains about treatment by local bank

by **JILL JUNGLING**
Asst. University Editor

A conflict between the International Student Council and tellers at the campus branch of the First National Bank, 2330 Lincoln Way, almost caused international students to take their accounts elsewhere.

According to Ali Hasan, former president of the International Student Council, several international students have complained that tellers at First National have been less than polite to them while the students were conducting business.

"One (international) person came to me and said that tellers

foreign students who come in here and we always have tried to understand what they're saying," she said.

Robinson said she has heard only two or three other complaints from international students about the tellers in the 19 years she has worked at the bank. "And it wasn't anything like this. They weren't attacking the whole staff," she said.

"We don't talk any prejudices

were very nice to everybody in line, saying 'Can I help you,' but with him they just said 'What do you need?'" Hasan said. "Another person told me that the teller just ignored him when he got to the window, (the teller) just looked at the ground or away.

"Another person said they yelled at him when he went to put something in the (additional teller's) booth," he said. "Someone else was just checking their balance and he was yelled at. He was very embarrassed because there were other people in line behind him."

Hasan, a customer at the bank, added that he also had been treated impolitely. "It's happened

Hasan said he hesitated to call the teller's treatment of the international students discrimination. "It's hard to say, perhaps there is. I'm not sure if there are other complaints from Americans (about the same thing)."

Hasan and Robinson met Friday to discuss the dispute.

"I'm very happy with the way things turned out," Hasan said. "They're very nice people. (Robinson) offered to write ap-

with me once."

Hasan complained formally on behalf of ISC through a letter to the bank last week. "We've heard another two complaints since the letter (was sent)," he said.

There have been about six complaints from international students about the bank's tellers this year, he said.

Fran Robinson, a vice president for the bank, said she was "just flabbergasted" when she received Hasan's letter.

"The bank is very innocent of this attack or threat. . .," Robinson said. "We just don't know what he's got on his mind."

"**IT'S VERY DEGRADING** when we try so hard. We have so many

the meeting.

Hasan said there are several reasons why the international students have complained of impolite service.

"Sometimes the impolite treatment might just be a case of the tellers having a bad day. We may just be more sensitive about these things because we are foreigners. If impolite treatment happens to . . . an American they may think the teller is having a bad day. But if it happens to us it

CUSTOMER COMMENT POLICY

CY-RIDE strives to eliminate all complaints by providing Value-Added service (that level of service above and beyond what the customer expects). CY-RIDE as a team can reduce all complaints to a very small level. You are the front line people. It is your contact with the public that gives CY-RIDE its image. Striving to be the best driver you can be helps yourself and CY-RIDE as a whole. You should do everything in your power to run on time, be friendly and courteous, and provide a smooth and safe ride. If you do receive a complaint, look at it as constructive criticism and try to find out what you could have done to make the situation better. All of us should learn from our mistakes and be better for it.

In any given year if several complaints are received concerning matters such as the schedule, routes, etc., but not about any particular driver. This type of complaint will not be entered into drivers' records. Additionally, dispatchers receive many complaints that are immediately found to be caused by passenger error. These complaints are immediately resolved over the phone, and will not be entered into drivers' records.

Complaints that can't be determined to have resulted from driver's error or from passenger's error will be investigated. Those which, after investigation, are determined to have been caused by passenger error will not be recorded in the driver's record. However, any complaints that are found to be caused by driver's error or are undetermined will be counted. The third complaint and all others thereafter received in a 12 month period will be entered in the driver's personnel record. When a driver accumulates a large number of complaints (relative to the average of all drivers) or several of a similar type, disciplinary action will begin.

Drivers who have been employed at CY-RIDE less than 6 active months will have all customer comments recorded in their personal record.

A driver can respond to any complaints received by giving his or her interpretation of the incident by writing any relevant thoughts on the bottom of the comment form. If more writing space is required, an information report form may be used. This is the driver's opportunity to provide a rebuttal to the

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The Operations Supervisor follows up on complaints shortly after they are received to determine their causes and to determine whether or not the passenger decided to stop using CY-RIDE because of the incident. When this follow up is completed and all data has been evaluated, the complaint will be recorded based on the previously mentioned guidelines.

We will continue to investigate and take appropriate action on all complaints received in order to be as responsive as possible to the needs of the Transit Board, the City Council, and our passengers. A driver should not be upset by receiving one or two complaints per year of a relatively non-serious nature (in this case the complaints won't even be entered on his or her personnel record). If, however, a driver receives a large number of complaints or several complaints of the same type, some kind of disciplinary action or retraining will begin. This will be done in an effort to correct whatever problems may exist, and to show the driver how to avoid complaints and provide better service.

REQUESTS FOR TIME OFF POLICY

In order to provide equal opportunity for all employees to request and receive time off, the following rules and policies shall apply.

1. Requests for time off will not be accepted more than three months in advance.
2. Requests for time off must be made on the standard form and returned to a dispatcher before they will be considered. No request for time off can be turned in over the telephone.
3. Time off for a driver is not guaranteed until his/her run is filled and posted on the scheduling board with the substituting driver's name inserted. It is each driver's responsibility to check the scheduling board or to check with a dispatcher to make sure his or her run is filled before concluding that he/she doesn't have to work.
4. ONLY dispatchers can ask drivers to do extra work assignments.
5. Management reserves the right to limit the amount of time off to be granted during busy periods.

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6. If a driver uses vacation and/or time off without pay to regularly avoid part of his/her normal weekly work schedule, he/she will receive notice that he/she will be limited to a maximum of one request of any type per month for that part of their schedule.
7. A request for time off can be withdrawn at any time until the run has been re-assigned.
8. The scheduling board will be changed each day at 8:00pm or within the last hour of CY-RIDE's office hours (whichever comes first). Drivers who are looking for extra work can call at this time to find out what extra work may be available.
9. When you want to revise or cancel a time off request, fill out a new request form listing the dates and times from your original request. Mark the CANCEL or REVISED box on the form and turn it in to the dispatcher.

PRIORITY LIST FOR REQUESTS FOR TIME OFF POLICY

PRIORITY

TYPE OF REQUEST

- | PRIORITY | TYPE OF REQUEST |
|-----------------|---|
| 1 | <u>OPEN RUNS, SICK LEAVE AND EMERGENCY LEAVE</u> -- Legitimate requests for these types of leave will not be denied. They are available, however, only under the circumstances outlined in the sick leave and emergency leave sections of this manual and the agreement between the City of Ames and the International Union of Operating Engineers Local 234C. |
| 2* | <u>VACATION REQUESTS (10 days notice)</u> -- These requests must be submitted in writing at least 10 days in advance. They will be assigned to vacation relief drivers or posted on the scheduling board one at a time after priority one requests are filled. |

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3*

TIME-OFF-WITHOUT-PAY-REQUEST (10 days notice) -- These requests must be submitted in writing at least 10 days in advance. They will be assigned to vacation relief drivers or posted on the scheduling board one at a time only after all priority one and two requests are filled.

* Requests with the same priority number will be filled in the order in which they were received.

LAST

VACATION AND/OR TIME-OFF-WITHOUT-PAY REQUESTS -- This category includes all vacation requests and requests for time off without pay WHEN LESS THAN TEN DAYS NOTICE IS GIVEN. These will be handled as follows:

(a). These requests will be assigned to vacation relief drivers or posted on the scheduling board ONLY after all of the requests with ten days or more notice have been filled.

(b). These requests will all be posted on the scheduling board at the same time. No guarantee is made as to the order in which these runs will be filled. Dispatchers will not make any effort to find persons to fill these runs.

(c). This procedure allows drivers to switch runs with each other if vacation relief drivers are fully scheduled, all priority 1, 2, & 3 requests are filled, and each switching driver's unscheduled work assignment is filled out, returned, and signed by a dispatcher.

FULL TIME STATUS POLICY

The following performance standards for eligibility for movement to full time status as a transit driver are as follows:

1. State driving record No accidents/convictions in the last three years on your state record.

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2. Attendance Shall not exceed eight instances of sick leave used in the past 12 months.
3. Hours Worked Must have worked at least a minimum of 1,040 hours.
4. Performance Must have a performance score of at least 3.50 for the last 12 months.

Most of our part time employees will be eligible under the criteria stated above. In the very likely event that several people apply for the full position and are qualified based on the performance standards indicated above, seniority, as determined by the current seniority system, will prevail in making the selection for the change in status to the full time position.

OUTSIDE EMPLOYMENT POLICY

No employee in the City Service may hold outside employment unless approved by the Department Head. Approval of outside employment will not be unreasonably withheld and depends upon the effect outside employment may have upon the efficiency of the employee, and whether or not the outside employment is compatible with the employee's position with the City.

Incompatible Activities

An employee shall not engage in any activity or enterprise which is incompatible with the employee's duties for the City or with the duties, functions, and responsibilities of the department in which the employee works. Any employment, activity, or enterprise shall be considered incompatible with City employment where it:

1. Involves the use for private gain of the City's time, facilities, equipment, or supplies, or the badge, uniform, prestige, or influence of a City office or employment; or
2. Involves the receipt or acceptance by the employee of any money or other consideration from anyone other than the City for performance of an act which the employee would be required or expected to render in the regular course of City employment or as part of the duties as a City employee; or

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3. Involves the performance of a non-work-related act by a City employee which may later be subject, directly or indirectly, to control, inspection, review audit, or enforcement by such employee or the employing agency; or
4. Involves so much of the employee's time that it impairs attendance or efficiency in the performance of the employee's regular duties as a City employee.

Locker Policy

Lockers are reserved for shop employees and sick relief drivers. They are the only employees who may put a lock on a locker. The remaining lockers may be used on an available basis but may not have locks put on them.

CY-RIDE is not responsible for the loss of any items from a locker.

Back Support Cushions Policy

After driving for several hours, many drivers experience back fatigue. If you are experiencing back fatigue and would like to try back support cushions, CY-RIDE has a couple of different cushions for you to try. If you are interested in purchasing a back support cushion, CY-RIDE will pay half of the cost and cushions can be purchased from Excel Medical, 503 Duff Avenue. If you would like to purchase a back support from another company, CY-RIDE will also pay half of the cost.

Address Change Policy

Every time your address and/or phone number changes, you must fill out a Change of Address or Telephone card. These can be obtained from the dispatcher and turned back in to the dispatcher.

Employee Phone Message Policy

If a call is received for an employee who is not in the building or cannot be located, a message will be taken and the message put on your time card. If you have a break during your shift you should check your time card for messages. The dispatcher will put the message on the time card as soon as he/she is free from the radio and phone to do so.

Employee Telephone Policy

An employee telephone is at the end of the hallway near the restrooms. This phone is to be used by all employees making

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For the convenience of other employees needing to use the phone, please limit your telephone calls to three minutes maximum and no more than two calls in a row. This should allow everyone to use the phone in a timely manner.

Use of the office telephones for personal use is not permitted.

Lost and Found Policy

Any money found on a vehicle or around the premises should be turned in to your immediate supervisor as soon as feasible. The money will then be turned over to the Operations Supervisor for safe keeping.

If money found is not claimed within 30 days it will be transmitted to the Finance Department and deposited as "miscellaneous revenue."

After the 30 day period, if someone still wishes to claim it and can provide evidence that it is their money, it can be issued from the Finance Department.

When you find an item that a passenger has left on the bus do not report it to the dispatcher over the radio, unless it is a valuable item. If you have found a wallet, purse, expensive jewelry, prescription medicine, etc., notify base right away. Anything else should be turned in to the dispatcher at your lunch break or at the end of your shift.

Sick Relief Pay

Drivers who are assigned sick relief or lunch relief runs will be paid an additional 25 cents per hour when they are called in to work.

Animals on Buses Policy

The only animal allowed on the bus is a seeing eye dog when accompanying a blind person. No other animals including cats, reptiles or rats are permitted on a bus at any time.

If a passenger complains that another passenger has an animal on board you are to stop the bus and ask the passenger with the animal to deboard the bus immediately. Call base for police, if necessary.

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If there is some other reason that you must park in the lot when you are going to class, see the director. There is plenty of free parking at the Iowa State Center which is conveniently connected to central campus by the parking lot shuttle.

3. University regulations prohibit backing into parking spaces. CY-RIDE cannot control tickets given by Parking Systems for backing into parking spaces.

Snow Parking

When it has just snowed or is snowing do not park in the east end section of the parking lot. The end section is needed for snow removal. The north facing stalls will be plowed first for parking, then the south facing stalls.

Parking Bicycles

Bicycles must be parked in the bike rack in the employee parking lot. Do not park them inside or anywhere around the building.

BENEFITS PAYMENT POLICY

Effective December 16, 1986, you will be paid vacation, sick leave, emergency leave, etc. according to the number of hours you are scheduled to work on the day(s) you are off. The number of hours will be rounded to the nearest even hour as these benefits can only be paid in even hour increments.

Example: If you are scheduled to work 4.4 hrs. and call in sick or take vacation you will be paid 4.0 hrs. If you are scheduled for 4.7 hrs. you will be paid 5.0 hrs. If you have less hours of vacation or sick leave, as shown on the benefit register, than the number of hours scheduled to work, you will be paid only the number of hours shown on the benefit register. A copy of the employee benefit register is posted in the lunchroom on the left side of the bulletin board. It will show the number of hours earned and used each month and the balance.

If you have accumulated the maximum number of hours for your status and you do not use any of it, you will not earn any more until your balance goes below that maximum number.

If you ever change to a lesser status the computer will automatically drop your vacation benefits to the maximum number of hours for that lesser status. If this is a possibility, you

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THE ONLY EXCEPTION TO THIS IS THE STIPULATION MADE IN THE UNION CONTRACT FOR HOLIDAY PAY (ARTICLE XXIII, 23.1 (A)(B)). THOSE EMPLOYEES UNDER THE UNION CONTRACT, DRIVERS AND MAINTENANCE, WILL BE PAID HOLIDAY PAY ACCORDING TO STATUS.

INSTRUCTOR PAY POLICY

Any driver who trains another driver during his/her own shift, will be paid an additional 25 cents/hr. for the period of time the trainee is under the training driver's supervision. I.E. a driver works 3.5 hours before lunch and 4.5 hours after lunch and trains a trainee before lunch, that driver will receive an extra 25 cents an hour for the 3.5 hours before lunch.

VACATION ACCRUAL POLICY

The following is a list of the maximum number of hours that each status may accumulate in vacation benefits.

Fulltime-----	120 hrs.	7 year 3/4 time--	135 hrs.
7 year fulltime-----	184 hrs.	1/2 time-----	60 hrs.
14 year fulltime-----	240 hrs.	3/4 time-----	90 hrs.
7 year 1/2 time-----	90 hrs.		

Vacation accrues at the following rates/month:

	<u>0 - 6 years</u>	<u>7 - 13 years</u>	<u>14+ years</u>
Fulltime	6 hrs. 40 min.	10 hrs. 0 min.	13 hrs. 20 min.
3/4 Time	5 hrs. 0 min.	7 hrs. 30 min.	10 hrs. 0 min.
1/2 Time	3 hrs. 20 min.	5 hrs. 0 min.	6 hrs. 40 min.
Less Than 1/2 Time	No Benefits		

Sick leave accrues at the following rates/month:

Fulltime-----	8 hrs.
3/4 Time-----	6 hrs.

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PERFECT RECORD AWARD

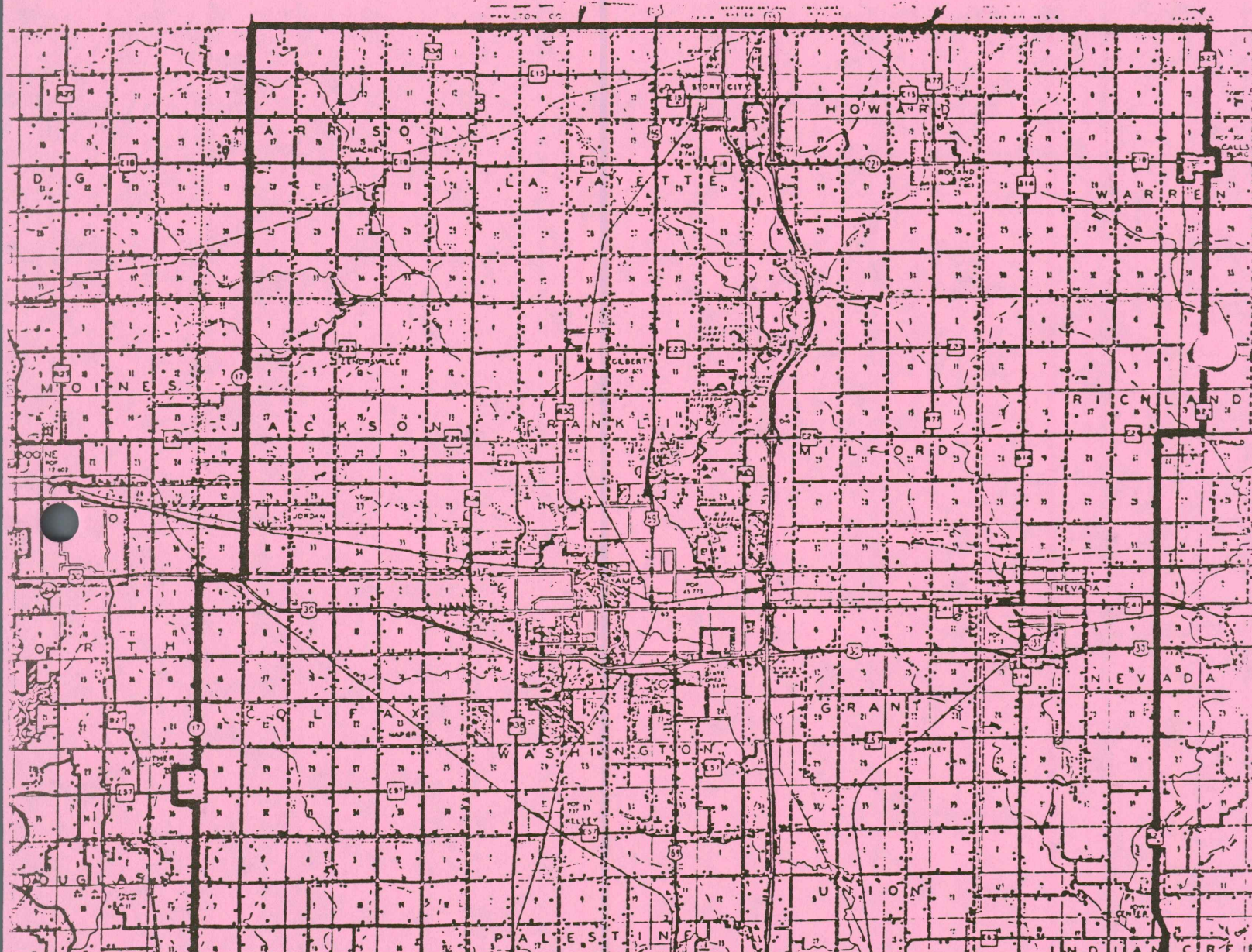
Every January 1st each driver's record who has been employed at CY-RIDE for the entire previous year will be reviewed. Those who meet the following criteria will receive the CY-RIDE Perfect Record Pin and a gift certificate.

1. No preventable accidents for past calendar year.
2. No attendance violations for past calendar year.
3. No customer complaints for past calendar year.
4. No more than five illnesses for past calendar year.
5. No disciplinary reprimands or suspensions for past calendar year.
6. No accidents or violation on state driving record.

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EMPLOYEE RESIDENCE BOUNDARIES

All CY-RIDE drivers are required to live within the boundaries on the map shown below:



SECTION IV

EQUIPMENT INFORMATION

CITYCRUISERS
(874, 875, 877)

Listed below are special considerations for the operation of Citycruiser buses. All other Standard Operating Procedures in this manual apply to these other buses: also, except where noted.

Starting the Bus (Also applies to 908 and Gilligs)

1. To enter the bus, open the front door by the door control handle by reaching through the driver's window.
2. Start the engine immediately, high idle switch must be OFF, low idle for 60 seconds, then fast idle for 60 seconds before moving the bus, and shut off the fast idle before putting the bus in gear.

Driving the Bus

1. To change gears, push down on the top of the gear selector and set the position selector in the appropriate gear. **Shut off fast idle before putting bus in gear.**
2. Always drive with the gear selector in "3" which governs the top speed of the bus between 35 and 40. When operating on South Duff on Yellow Route it is allowable to put the gear selector into the "D" position to allow speed to go over 40. Never change the gear selector when the bus is moving.
3. The bus has wide front corner posts. Whenever crossing an intersection, always make sure there are no vehicles, bicycles, or pedestrians obscured by the corner posts. This is especially dangerous at curved intersections such as Welch/Union, Hayes/Eisenhower, etc.
4. When driving in early morning or evening darkness, have at least four of the seven interior dome lights on.
5. The driver must always set up to make a proper right turn. This bus is only three feet shorter than the other diesel buses. The bus must still be set up to make many right turns in Ames.
6. The driver's seat is air adjustable and has a shock absorber. If the seat bottoms out, the driver is traveling too fast and giving his/her passengers a poor ride.
7. SUMMER: Turn high idle on only when air conditioner is on.
WINTER: Turn high idle on when temperature is below 40 degrees. Low idle will reduce noise complaints. Be considerate. Shut off high idle before putting bus in gear.
8. The transmissions shift abruptly from 1st to 2nd. When down-

Parking the Bus

1. Whenever an employee leaves the driver's seat, he/she must have the gear selector in neutral and the parking brake set.
2. When parking the bus and shutting the engine off, the driver must first let the bus low idle for 60 seconds before turning off the engine. Do not shut off the engine if temperatures are below 35 degrees F. Leave fast idle on and front heater on. (Also applies to 908)
3. All windows, doors, and vents must be closed before leaving the bus. Close the front door by reaching through the driver's window and turning the door control lever. Leave the front door open when parking inside the garage.
4. Dash fan must be shut off.

Brake Interlock

1. If the brake interlock does not release, switch the interlock release on the control panel to the "off" position. Base must be notified any time this occurs. The driver must be extremely cautious at this time since there is no rear door interlock and the bus can roll forward when passengers are exiting through the rear doors.

Doors

1. If the rear doors do not close or if they continue to cycle between opening and closing, remove the orange control box in the panel over the rear door. Notify base when this occurs. Use the front door only until switched out.
2. The door control lever must be in the open position whenever cycling the butterfly valve unless instructed otherwise.
3. The rear door closing mechanisms are set with a 1 to 2 second delay. This gives passengers adequate time to step safely from the rear door before it starts to close. Drivers and serviceworkers are not permitted to reduce the closing time. The only time that a driver or serviceworker may open the rear door motor compartment is when they are removing the orange box when there is a malfunction with the rear door. Anyone tampering with the timing on the rear door will be subject to severe disciplinary action because this can involve the safety of exiting passengers.

Air Conditioning

1. Turn on air conditioning switch on the control panel only when the bus is stopped and at low idle. The engine must be

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3. The air conditioner must be off for at least five minutes before shutting off the bus. Drivers returning to base should shut off the air conditioning after discharging the last passenger. If the AC has not been off for five minutes before shutting down the bus, the air conditioning system may be damaged and may not be repaired for a number of days.
4. To shut off the air conditioning, the bus must be stopped and at low idle.
5. Check windows and vents periodically to make sure they are closed when the air conditioning is on.

Dash Fan

The switch for the dash fan is at the base of the fan. Make sure the fan is in the off position whenever leaving the bus.

Safety Compartment

The safety compartment is located immediately behind the driver and in a location where the reflectors, accident kit, first aid kit, towels, spare flasher, grit, scraper, Cover Up, Windex and DeIcer are placed. The fire extinguisher is on top of the compartment.

4-Way Flashers

Use the 4-way flasher switch on the front driver's panel.

Destination Sign

The destination sign can be adjusted while the driver is sitting down. However, the bus must be stopped when this is done. Never adjust the sign when the bus is moving. Chances of an accident are increased when the driver pays more attention to the sign than his/her driving.

OPERATION OF ORION BUSES

(882, 883, 886-891, 898, 908-912)

Parking Brake

The parking brake is located on the driver's dash panel. It operates on the same principle as the parking brake on the City-cruiser.

4-Way Flashers

Use the 4-way flasher switch on the front driver's panel.

High Idle

SUMMER: Turn high idle on only when air conditioner is on.

WINTER: Turn high idle on when temperature is below 40 degrees. Low idle will reduce noise complaints. Be considerate. Shut off high idle before putting bus in gear.

Driver's Compartment

The steering wheel is adjustable. Driver's who drive with the seat in the maximum up position may have trouble looking out the door windows because the windows are slightly lower than those on the Citycruisers.

Starting the Bus

Selector must be in neutral with parking brake applied. Follow Citycruiser rules for 908.

Seat in 912 & Gilligs

- This seat is different and has more adjustments than previous seats. This seat has a lumbar support adjustment. You will find this on the right side of the seat back, half way up. By turning this knob, you are able to provide more or less lumbar support.
- The seat back tilt is controlled by a hand wheel on the left side where the seat back and cushion meet.
- The seat cushion can be adjusted two ways. By pulling forward or pushing back on the front and by rotating a lever on the left side of the cushion.
- The forward and back adjustment lever is in front, between your legs.
- The up/down adjustment button is located on the front left side, under the seat cushion.

Leaving a Service Stop

These buses have a very low first gear ratio. Therefore, it starts rapidly when the accelerator is pressed down quickly. Push down in a manner so that standing or walking passengers do not fall and injure themselves.

Transmissions

Always check to see what gear the bus is being put into. Drivers must drive in "3" unless the run sheet has other instructions. 888-891 and 898 should be driven in the "D" position at all times.

Rear Doors

Dash Fan

The switch for the dash fan is at the base of the fan. Make sure that the fan is "off" whenever leaving the bus.

Destination Sign

Drivers may adjust the destination sign while sitting down. However, the bus must be stopped when you do this. If the bus is moving, chances of an accident increase when the driver pays more attention to the sign than his/her driving.

Capacity

There are 39 seats in 882, 883 and 908. There are 34 seats in 886-891, 898, and 909-912. More people should fit in the buses with single seating on the left side because there is more standing room.

Air Conditioning

886-889 and 908-912 have air conditioning. Follow the same procedures for air conditioning as shown in the Citycruiser section.

Safety Compartment

The safety compartment is located immediately behind the driver in a location where the reflectors, accident kit, first aid kit, towels, spare flasher, grit, scraper, Cover-Up, Windex and DeIcer are placed. The fire extinguisher is on top of the compartment.

Retarder

888-891, 898, and 909-912 are equipped with a hydraulic retarder. The retarder is optional whether you use it or not. Shut it off when streets are slippery, when the "retarder overheat" light is on, or when instructed by base.

Ceiling Vent

The ceiling vent should be opened if it is not warm enough for air conditioning. The front vent should open towards the front and the rear vent opens toward the rear. Keep vent closed when air conditioning is on or if cold outside.

OPERATION OF GMC BUSES

Rear Doors

Buses 860, 872, 884, 896, 897, 901-905, 914 and 915 have push-out

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start engine making sure the foot brake is depressed. When the gear selector is out of neutral notch, but not in forward or reverse, the bus may build enough pressure to start moving forward even though it is not in the forward or reverse notch. **Moving the selector out of the forward or reverse notch does not put the bus in neutral.**

Vents

Vents are located over the front windshield and by the driver's right foot. These can be opened in warm weather.

GILLIGS

(916 - 921)

Seat Adjustments

1. Forward/back lever under right front corner, rotate upward to adjust.
2. Forward 2 buttons for lumbar support, push in top to inflate and push bottom to deflate.
3. Seat tilt is third button, pull up to release and rotate seat to correct position.
4. Seat height is adjusted by taking the weight off the seat until it comes to the proper height then locking it in place by pulling up on the fourth lever. If you want to lower the seat stand up and it will lower itself.
5. The fifth lever controls the seat back tilt.

Steering Column Adjustments

1. Controlled with the lever on the left of the column.
2. Push lever down to adjust forward and back.
3. Pull lever up to adjust the height. Pull out wheel to raise and push in wheel to lower.

Dashboard

1. Washer is on the top windshield wiper button. Push in to wash.
2. Driver's heat/defrost 2 switches 2 fans. One for heat, one for defrost although either can be used for heat and/or defrost.
3. Driver fans switch is in middle of dash.
4. Driver's A.C./Heater Booster Fan turns on fan in duct over

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8. Interior lights have two positions either all where all the lights stay on all the time or rear where the front bank turn off when the front door closes and comes on when the front door is opened.
9. You must turn off high idle before bus will move.
10. There are two switches for the step well heaters, one for front and one for rear.

Overhead Compartment

1. Flasher located here.
2. Volumn for PA system.
3. Second hook up for PA.

Foot Area

1. Side vent for driver.
2. Butterfly valve is a lever.
3. Dimmer switch in middle of raised platform for turn signals.

General

1. Turbocharged idle low 1 minute, high idle 1 minute before moving. Let idle at low 1 minute before turning off bus.
2. Driver's compartment located under front passenger seat.
3. Power destination signs both front and side.
4. Door's like GM's.
5. No rear window.
6. Sit a lot lower, no raised driver platform.
7. Reach card reader through the rear window.
8. Buzzer only stays on for a short time if bus is not running.
9. If you hold EPM switch down the bus will stay running for longer than 20 seconds if bus shuts itself off due to a problem. If pushed once, it will run for 20 seconds to get bus off road.
10. Set up like any other 40 footer, rear overhang may be longer.
11. Position passenger view mirror so top or rear seat is top of the mirror.

OPERATION OF GOSHEN MINIBUSES (906 and 907)

Checking Out the Bus

with the driver's

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Operation of the Bus

1. The steering wheel tilts by pushing the turn signal lever toward the dash.
2. The seat adjusts forward and back with a lever under the left side in front. The seat also adjusts up and down by the use of two levers. The lever on the right side of the seat post is the locking lever. This lever must be rotated backwards to unlock the seat. The lever on the right releases the seat to the full up position. The driver must be out of the seat for this to work.
3. There are two fuel tanks on these buses. The switch is under the dash on the left side of the steering column behind the flashers.
4. The units are equipped with electric doors; the switch is on the panel to the drivers right. This switch operates similar to the door switch in the Orions. Push it forward to open and pull it back to close. When the handle is released, the door stops where it's at. Every time the door is opened, the driver must open the door all the way before closing it or the doors won't close properly.
5. Overhead are the switches for the destination sign. There is a mirror mounted on the reverse side of the door on 906 so the driver can remain in his/her seat while adjusting the sign.
6. The rear air conditioning switch is also located overhead.
7. The panel of switches contain other auxiliary functions. The rear heat switch is located here. The rear light switches have one for each side. The driver can also turn off individual lights at the light itself. The front farebox light is also located here. The lift switch is on this panel. The exit light switch should be on whenever the bus is in service. The destination sign switch should always be on. The passenger bell switch is also here, and this should always be on.
8. The driver's light is controlled by switches on the light and by rotating the headlight switch.
9. If the warning light starts to flash on the dash, there is 30 seconds before the bus shuts itself down. The driver can restart the bus for another 30 seconds when this happens. When starting the bus, this light will flash until the engine is started.

Wheelchair Lift

- before being lowered. Conversely, the last thing you do is fold the lift when towing. If the lift will not unfold, try raising the lift with the raise switch and then unfold again.
5. Do not ride on the lift.
 6. Wheelchair passengers should always face out away from the bus when on the lift. Keep one hand on the wheelchair to steady the passenger.

OPERATION OF ELDORADO BUS 913

This bus is a diesel. When starting, after you turn on the ignition, be sure to wait until the start light goes out before starting the bus.

There is no wheelchair lift switch in driver's area, when the rear doors are opened the lift is activated. The controls for the lift can be removed from the hold so you can stand clear and not pinch your hands. The wheelchair straps should be stored in the battery box at the back, except during Night Ride, when they should be in the battery box at the front of the bus.

The destination sign light must be on in order to change the destination sign. When the light is off there is no power to the destination sign switch.

When stopped for any length of time, the bus must be in high idle.

TROUBLE SHOOTING GUIDE

This section will outline some of the equipment trouble that may arise. Whenever a problem arises, refer to this section. Whenever possible, continue in service until the bus can be switched out. In case of a problem where the bus cannot continue in service, radio base and describe the problem as accurately and concisely as possible. Know the proper terminology for describing the problem and give exact location of the bus.

Listed below are some of the most common bus problems.

1. Accelerator pedal cannot be operated after rear doors are closed.
--Make sure parking brake is fully released.

--Attempt to loosen manually.

3. Air pressure low
 - Curb bus and apply parking brake.
 - Place shift selector in neutral.
 - Turn off windshield wipers and open butterfly valve.
 - Fast idle engine (1/3 throttle or use fast idle switch on Cruisers and Orions.
 - Observe air pressure gauge or light.
 - If air pressure builds up, continue in service. The driver may have to drive with the right windshield off. Radio base.
 - If air pressure does not build up, radio base immediately.
 4. Oil pressure low
 - Curb bus and apply parking brake.
 - Place shift selector in neutral.
 - Observe oil pressure light or gauge while advancing engine speed from "idle" to about 1/2 throttle.
 - If low light stays on or gauge is below 5 psi, radio base and shut off engine.
 5. Parking brake (air operated) fails to release
 - Make sure the air pressure gauge reads at least 100 lbs.
 - Depress brake pedal to floor and hold for five seconds.
 - If parking brake still fails to release, radio base.
 6. Engine won't start
 - Make sure the master control switch is in the "on" position.
 - Make sure the shift selector is in neutral.
 - In Citycruisers, make sure rear engine door is closed.
 - Check for dead battery by beeping horn or turning on lights.
 - If battery is dead, call base for instructions.
 - If it still will not start and battery is not dead, radio base.
 - Check flapper valve in engine compartment.
- Caution:** Do not engage starter longer than 15 seconds--wait one minute before attempting to restart.
7. Front door won't open or close
 - Check that butterfly valve is closed.
 - Check for required air pressure--the doors are the last

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- Check carefully to see if door is stuck.
 - In Citycruisers and Orions, put door control lever in open position and turn butterfly valve several times to close. To open, the door control should be in the closed position.
8. Rear door fails to open (GMC buses)
 - Make sure door control lever is in proper location.
 - Make sure door master switch is on.
 - If door still fails to open, advise passengers to use front door and radio base.
 9. Rear door fails to open (Orions & Cruisers)
 - Make sure door control lever is in proper position.
 - Make sure butterfly valve above rear door is closed.
 - If door still fails to open, activate treadle override switch and radio base.
 10. Rear doors won't stay closed (Citycruisers)
 - Check for snow and ice accumulation at bottom of step.
 - Remove orange box from above rear door.
 - Activate treadle override and radio base.
 11. Windshield wipers not working
 - Try starting wiper by hand.
 - If rain is light and visibility is sufficient, continue in service and radio base.
 - If rain is heavy and visibility is poor, curb bus and radio base.
 12. Radio will not transmit
 - Check that master switch is in "on" position.
 - Check that radio is turned on.
 - Check that microphone cable is firmly attached to radio.
 - If it still will not transmit, continue in service and let base know at earliest opportunity.
 13. Heat insufficient (GMC buses)
 - Make sure blower switch is in "auto" position.
 - Make sure window and vents are closed.
 - Make sure the heater temperature control knob is in "up" position, and that direction lever is in proper position.
 - Turn on oil burner (if applicable).
 - If heat is still insufficient, continue in service and radio base.

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15. Defroster not working (GMC buses)
 - Make sure the blower is on.
 - Make sure the damper by the fire extinguisher is open in order to recirculate the inside air.
 - Make sure the damper by the temperature control knob by the driver's right foot is set so that the air is being blown to the windshield.
 - Use dash fan.
 - If visibility is sufficient or windshield can be cleared by wiping, continue in service and radio base.
 - If visibility is poor and the windshield cannot be cleared by wiping, curb bus and radio base "10-57."

16. Defroster not working (Orions)
 - Make sure defroster switch is in correct position.
 - Make sure front heater is in high or low position.
 - Turn on dash fan.
 - If visibility is sufficient or windshield can be cleared by wiping, continue in service and radio base.
 - If visibility is poor and the windshield cannot be cleared by wiping, curb bus and radio base "10-57."

17. Defroster not working (Citycruisers)
 - Make sure front heater switch is in high or low position.
 - Make sure defroster knob is in correct position.
 - Turn on dash fan.
 - If visibility is sufficient or windshield can be cleared by wiping, continue in service and radio base.
 - If visibility is poor and the windshield cannot be cleared by wiping, curb bus and radio base "10-57."

18. Air conditioner is not working.
 - Check that switch is in "on" position.
 - Make sure that windows and vents are closed.
 - If air conditioner still does not work, radio base.
 - In 886-889 make sure that you have not turned the heat on instead of the air conditioning.

19. Bus Overheating
 - Radio base.
 - Check temperature gauge.
 - Check radiator shutters.
 - Remove cardboard by radiator.
 - If parked, make sure high idle switch is on in Citycruisers and Orions.

21. Leaking fluids
 - Radio base indicating how many drops per 5 seconds, color of fluid, and location of leak.
 - If diesel fuel is leaking, shut off engine.
 - Check to see if oil is leaking from thin tube under engine.

22. Driver's window frozen shut
 - Radio base.
 - Turn on defroster and dash fan, point dash fan at window.
 - Spray Melt-It in the track for the window.

FLASHER LOCATIONS

1. GMC -- In front, right compartment by front steps.
2. Citycruiser -- In electrical compartment under driver's window.
3. Orion -- In electrical compartment under driver's window.
4. Gillig -- In electrical compartment over driver's head.

Always make a note on the Maintenance Card when a flasher is changed so it can be replaced.

VEHICLE DIMENSIONS

<u>UNIT</u>	<u>LENGTH</u>	<u>WIDTH*</u>	<u>MINIMUM CLEARANCE</u>
855	17'4"	6'5"	5'2"
865, 866	18'4"	8'0"	9'10"
874, 875, 877	30'0"	8'0"	10'1"
869, 870, 872, 896-897	35'8"	8'0"	10'6"
882-883, 886-887	36'8"	8'0"	10'2"
884, 914, 915	40'3"	8'6"	10'6"
888-891, 898	37'0"	8'0"	10'2"
916-921	40'9"	8'0"	10'0"
901-905	40'3"	8'0"	10'6"
906-907	23'6"	8'0"	9'9"
908	36'8"	8'0"	10'2"
909-912	37'0"	8'0"	10'6"
913	23'0"	8'0"	9'6"

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