

Operating Policies & Procedures Manual



Lower Rio Grande Valley Development Council
Regional Transit Services Department

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By the LRGVDC Board of Directors

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1 General

1.1 About this Manual

The operating policies and procedures in this manual govern the performance and conduct of all Lower Rio Grande Valley Development Council (LRGVDC) Regional Transit Services employees, including supervisors, dispatchers, customer service representatives and drivers. The purpose is to provide a handy reference for employees about daily transit operations.

This manual is an addition to, and does not replace, the LRGVDC's Personnel Policies Manual. In case there is a gap in this manual or a conflict with the Personnel Policies Manual, staff is to follow the Personnel Policies Manual until the regional transit services management can consult with LRGVDC's administration.

These policies and procedures are not exhaustive. LRGVDC management reserves the right to interpret policy in any way it sees fit and to add to/change it. In no way does this policy create an employee contract of any kind.

1.2 Mission Statement

The mission statement of LRGVDC's Regional Transit Services division is to provide safe and reliable regional transportation options that connect our community to opportunity, support economic vitality and enhance quality of life throughout our region.

1.3 Nondiscrimination Service Statement

LRGVDC – Valley Metro will not exclude from or deny the benefits of its LRGVDC service to any person on the basis of age, disability, gender, religion, sexual orientation, ethnicity, national origin, or military status.

All transit service materials for the general public will be made available in accessible formats such as Braille, computer files, audio formats, large print, and other languages upon request.

1.4 Knowledge of LRGVDC Policies & Procedures

Every employee is expected to be thoroughly familiar with all policies and procedures and to follow them. Violation of any policy or procedure will result in disciplinary action appropriate to the nature of the offense. Not knowing these policies and procedures is not an excuse for any violation.

1.5 Distribution of Information

Information that may be pertinent to staff will be posted on the dispatch monitor, distributed by supervisors, and/or sent through email. Transit operators and other staff members should check the dispatch monitor at the Weslaco Transit Center at 510 S. Pleasantview Drive at least once before and after their shifts. For those drivers reporting to other locations for their routes, notices will be sent with the pay stub, through the two-way radio, or by phone/text. It is the responsibility of everyone to keep up-to-date and aware of all information.

1.6 Update of Employee Contact Information

Employees must inform their immediate designated Program Supervisor of their current home address and telephone number in order to contact them for work-related purposes. Any change in this contact information or any other information pertinent to performing or being qualified to perform any job must also be reported immediately.

1.7 Chain of Command - While on Duty

For any operational issue, drivers will seek assistance from Dispatch.

1.8 Expectation of Privacy

The LRGVDC reserves the right to maintain a safe and professional environment through recording and surveillance of its buildings and vehicles. Staff should not expect privacy in these public locations. In addition, management reserves the right to place cameras and other surveillance equipment inside facilities and vehicles for the purpose of monitoring work activity. Video taken from these cameras may be used as the basis for disciplinary action.

VALLEY METRO ORGANIZATIONAL CHART



2 Employee Expectations & Conduct

2.1 General Conduct

In order for the transit department to be successful, it is essential that employees perform their duties in a professional and courteous manner. A positive attitude is very important as it eventually affects all aspects of an employee's performance. Employees who are friendly and helpful encourage passengers to continue using transit service and give the department a good reputation.

2.2 CDL Laws & Traffic Laws

All drivers operating LRGVDC – Valley Metro buses should follow the operating practices required by Texas Law for the Commercial Driver's License (CDL) and NON CDL license. The Texas Commercial Motor Vehicle Drivers Handbook and Texas Drivers Handbook should be used as a reference. All traffic laws should be obeyed.

2.3 Prohibited Activities

All activities that violate policy or law are prohibited. Special attention should be paid to the following:

A. Financial Transactions

Any exchange of money or goods or a contribution of gifts or favors of any kind between employees and anyone in a position of authority or passengers (for example, between drivers and dispatchers or between drivers and passengers) are strictly forbidden.

B. Advertising

Any advertisements, cards, posters, or signs or any material of a religious or political nature, or for use in marketing a for-profit enterprise, other than those authorized by LRGVDC management, are not permitted inside or outside any facility, vehicle, or on any equipment, including uniforms.

It is the transit operator's responsibility to ensure that LRGVDC's notices and advertisements on vehicles are not disturbed, mutilated, removed, or used for any other purpose.

C. Unauthorized Drivers

No driver may permit other persons, including off-duty employees, to operate his/her assigned vehicle without the express permission of a supervisor.

D. Eating and Drinking on Vehicles

Drivers may eat or consume non-alcoholic beverages only at the end of the trip or designated stop, provided time permits. Drivers are responsible for thoroughly cleaning their area if they do eat inside a vehicle when it is not in motion, including disposing their trash at the end of their shift.

E. Unauthorized Entry

Employees are not authorized to enter into any area unless they have been given prior permission to do so.

Privately owned vehicles are not allowed to be driven anywhere in or through the bus storage yard except in those areas approved by LRGVDC management.

Staff vehicles are to be parked within the fenced area or on the south end of the Weslaco Transit Center's parking lot. They should not be parked in front of the main entrance, as this area is reserved for guests and visitors.

Drivers based in other locations must use the designated areas for parking.

F. Weapons

LRGVDC - Valley Metro is considered a public place, and by state law, open carry is allowed. LRGVDC – Valley Metro permits its employees to carry a weapon if the employee is a holder of a current "License to Carry Handgun" and have presented valid proof to the Risk Management Division and Human Resources Department. A copy of the License to Carry Handgun must be kept in the employee file.

The firearm must be properly holstered and concealed. The carrier must have his/her License to Carry Handgun with him/her at all the times and never touch, brandish, or motion towards the weapon.

G. Arrest, Citation, and Conviction

The issuance of a citation for any violation or the arrest of an employee either on or off duty must be reported both verbally and in writing to your immediate supervisor.

H.I Intoxicants, Narcotics, and Drugs

LRGVDC – Valley Metro has a zero-tolerance Drug and Alcohol-Free Workplace Policy that prohibits the manufacture, use, possession, transfer, presence in the body, or storage of prohibited drugs, drug paraphernalia, or alcohol by safety sensitive employees of LRGVDC – Valley Metro, on its property, in its vehicles, or while on duty. Anyone who fails to comply with this policy will face severe disciplinary action up to and including termination. For more details, see the above- mentioned Policy or contact the Program Specialist II.

I. Tobacco/Vaping

All LRGVDC vehicles and buildings are smoke-free. Employees must not smoke/vape or use any kind of tobacco while operating an LRGVDC vehicle or while in its buildings. Smoking or Vaping outside must be fit into scheduled (assigned) break periods in designated areas only.

J. Recreational Activities

Recreational activities (such as reading) will be allowed between shifts and during any break time provided there is no interference with LRGVDC operations. However, illegal gambling activities of any kind (betting pools, poker, etc.) are not permitted at any time on LRGVDC property.

Employees should avoid making unnecessary noise of any kind. Revving of engines, excessive use of the horn, creating noises or disruptions on the two-way radio, or fanning of brakes is not allowed. Music on vehicles should not be on when passengers are on board.

L. Unauthorized Route Deviations

Deviations or detours are prohibited except in an emergency caused by accidents, roadblocks, and similar unexpected occurrences, or when directed by a Dispatcher, other supervisory personnel, or law enforcement officer.

Drivers must complete all scheduled trips unless instructed otherwise by dispatch or a law enforcement officer. When directed by police officers, drivers must notify the dispatcher or a supervisor immediately.

Drivers must proceed directly on their route when their shift begins in the morning (the beginning of the first trip of a route) and directly to the storage facility when their shift ends (the end of the last trip of a route). Use of any LRGVDC – Valley Metro vehicle for any personal business while driving to/from the start location or to/from the end location, or at any other time while on duty, will result in immediate disciplinary action. Employees are not allowed to take LRGVDC's - Valley Metro vehicles home.

M. Handling Money

Transit operators should never handle money for any reason, except when patrons may need help to insert fares into the farebox. Drivers should not carry change and are not allowed to make change for boarding passengers.

N. Personal Communication Devices

Personal communication device means any electronic communication device for personal use that is not supplied by the LRGVDC – Valley Metro. This includes but is not limited to portable phones (cellular or digital phones of any kind), pagers, scanners, electronic games, or any device, other than a hearing aid with earphones that are inserted into the ears. Drivers are not allowed to use personal communication devices at any time while driving an LRGVDC – Valley Metro vehicle.

Drivers are expected to use the two-way radios only to contact dispatch or supervisor for any business, including reporting accidents, detours, incidents, and emergencies. In case the two-way radios are inoperable, drivers may use personal communication devices if their vehicle has been stopped in a safe location.

It is the responsibility of each employee to advise his/her family members of these procedures so that personal calls are not received during working hours.

O. Interference with Non-Operations Employees

Operational staff is prohibited from interfering with the work performance of other LRGVDC – Valley Metro employees, such as arguing with vehicle mechanics or attempting to direct the work activities of the facility maintenance workers. Although this does not prohibit asking for help, operational staff should remain aware of the LRGVDC – Valley Metro diverse work activities each employee is expected to perform, and accordingly, act professionally with courtesy and respect in all communications with fellow employees. In

case of disputes, everyone is encouraged to report the situation following the chain of command at all times.

P. Other Prohibited Activities

The activities listed in this section are not exhaustive. Any employee who is careless about the safety of others or himself, indifferent in the performance of duties, or who commits acts of discourtesy, dishonesty, insubordination, willful neglect, or any other misconduct which in anyway impedes the safe, efficient, and reliable delivery of LRGVDC's - Valley Metro services will be subject to discipline.

2.4 The Operations Main Control Center

The Dispatch office and Regional Call Center at the Weslaco Transit Center is the communication center for all LRGVDC transit activity. The Call Center, and Dispatch personnel provide information to the public and constant assistance to the drivers on the field, consequently they receive a high volume of phone calls. Drivers and other personnel should not linger in this area for anything other than to get or transmit relevant information.

2.5 Uniform

When on duty (and during breaks), those employees assigned a uniform must wear their complete uniform, including the safety vest. The shirt must be tucked in and only the top button of the shirt unbuttoned. Employees must not wear their uniforms at any time in places where they may bring discredit to the LRGVDC – Valley Metro. Employees must not wear their uniform when they are not working. New employees who have not been issued a complete uniform yet are subject to the dress code set by the immediate supervisor.

Shoes must be solid black or solid brown anti-slip shoes or boots with no ornamental designs or markings. They must be shined. High heels, sandals, open toes, and other unsafe shoes are not permitted. Jackets must be of a solid color, with no logos or markings except for the LRGVDC – Valley Metro logo.

2.6 Uniform Accessories

- a. Undershirts—T-shirts may be worn underneath the uniform shirt.
- b. Jewelry—Employees are not allowed to wear any jewelry that may pose a safety risk. However, the following may be worn: a prescribed medical bracelet with proper authorization, a watch, wedding bands, and award pins.
- c. Sunglasses—Sunglasses are permissible and LRGVDC encourages them to be worn to reduce glare while driving.
- d. Driving gloves— only driving gloves that are designed for better handling of the steering wheel may be worn.
- e. Hat— only an LRGVDC – Valley Metro approved cap or hat may be worn.

2.7 Grooming Code

All employees are to be groomed neatly and cleanly so as to present a professional appearance to the public. The LRGVDC - Valley Metro reserves the right to interpret this grooming rule in any way it sees as necessary for the purpose of having a professional staff. Management may require grooming changes when necessary.

2.8 Driver Work Hours

A minimum of thirty-two (32) hours of work per week is considered full-time for a driver. This means that a driver may not necessarily work forty (40) hours of work a week. Drivers will work according to the schedule needed by the department to provide high-quality service, and the schedule may vary.

No driver may work more than sixty (60) hours in one week. It is the responsibility of supervisory staff to ensure that this policy is not violated. Drivers should also advise supervisors if they are nearing the 60-hour mark.

2.9 Bidding for Schedules/Work Assignments

Drivers bid on schedules at least once every year through a system based on seniority. Management develops work assignments that it distributes to drivers. The work assignments show specific days, hours, and routes that a driver can work; these can consist of various schedules which may include straight AM working hours, straight PM working hours, and split shifts (which include both AM and PM working hours), and they can run from a few to many workdays each week.

Each driver bids on the top ten (10) choices of assignments he/she would like to have. Drivers who have worked with the LRGVDC the longest (as drivers) have seniority over drivers who have been with LRGVDC shorter periods of time and get the first opportunity to receive the assignment of their choice. Bids must be submitted at the date and time specified by management. Failure to do so will move the driver to the bottom of the bid list.

Once the bidding process is complete, drivers sign for their work assignment. This becomes their permanent work schedule until the next bidding process or until management deems necessary should a non-EB assignment become available it would be offered to the EB assignment drivers first based on seniority.

When a driver reports for his/her scheduled work, he/she will check in with dispatch by way of two-way radio

Dispatcher/supervisor schedules can be adjusted on a periodic basis to allow staff to rotate. These schedules are created by management. Under no circumstances are any employees allowed to change their working schedules or exchange/trade working hours without previous permission from management.

If a route is cancelled for the day, the driver assigned to that route will be assigned duties based on the needs of the department. He/she will be given an opportunity for a new assignment during the next bid process.

2.10 Work Schedules for the Operations Main Control Center

Work schedules may be adjusted only by management based on need. Typically, an employee will work the same schedule over a given length of time, such as several months. However, any employee may be asked to come in to work at other times as needed.

2.11 Attendance and Punctuality

Staff members are expected to be at work both mentally and physically alert and on time whenever they are scheduled to report.

2.11-A If for any reason a driver must report late or be absent, he/she must call in to their immediate Supervisor at least two (2) hours before he/she is scheduled to begin work. If contact cannot be made with the immediate supervisor, please contact the other Program Supervisor-Operations. at the designated number given by the Program Administrator for Operations Program Supervisor.

2.11-B If for any reason a dispatcher or customer service representative must report late or be absent, he/she must call in at least two (2) hours before he/she is scheduled to begin work. If contact cannot be made with the immediate supervisor, please contact Program Supervisor-Operations for the Urban System.

2.12 Overtime Work

The Program Supervisors keep a voluntary overtime work list of drivers who can be called in, based on the reporting location work in addition to their scheduled hours, or overtime, if available. The list works on a rotating basis so that every driver who wants extra work can get it. If you would like to be placed on this list, contact your immediate supervisor.

Overtime, paid at time and a half, is only paid for time worked over forty (40) hours. No overtime will be approved without prior authorization from management.

2.13 Off-Duty Communications with Supervisory Staff

Supervisory staff is assigned cell phones that can be used for work purposes. However, other employees should be courteous when making calls to these phones—unless there is an emergency, calls should be made at reasonable hours.

2.14 Secret Riders and On-Board Checks

The LRGVDC-Valley Metro may occasionally use secret riders on its buses to evaluate driver performance and the quality-of-service delivery. Drivers will not be made aware of secret riders.

However, after these on-board checks are completed, management will discuss any pertinent findings with the driver who was evaluated. The results of these evaluations will be used as the basis for disciplinary action.

2.15 DOT Physical

The LRGVDC – Valley Metro DOT Physical Policy should be used as a reference.

2.16 Employee Identification Cards

All employees are issued an employee ID card which must always be in their possession and displayed while on duty or on LRGVDC property. The loss of any ID card or pass must be reported to the immediate supervisor immediately. The employee will be responsible for obtaining the replacement ID card as soon as possible at the cost of \$10 paid to the finance department. Under no circumstances may an employee allow any other person to use their ID or pass.

2.17 Maintaining a Safe Working Environment

It is the duty of everyone working at LRGVDC-Valley Metro to protect his/her own safety and the safety of passengers while on duty or on LRGVDC property. Employees should use good judgment at all times. Unsafe conditions, accidents, and incidents, no matter how insignificant, should be reported immediately to a dispatch. Behaving in an unsafe manner is cause for discipline.

It is expected that employees will have no preventable accidents while working with LRGVDC – Valley Metro. A preventable accident is one in which the employee did not do everything that reasonably could have been done to prevent the accident.

All safety-sensitive employees should notify the Drug & Alcohol Program Manager when they are taking medications by prescription that may impair their mental or physical alertness and affect their ability to perform their duties safely. It is also every driver's responsibility to ensure that his/her doctor knows they have a Commercial Driver License (CDL) and that certain medications may impair their ability to safely perform their duties.

Anyone operating a vehicle must use the vehicle's seat belt as equipped. If a shoulder and lap belt are provided, the driver must use both. Extension belts are available for those who need them.

2.18 Incidents/Accidents

All accidents/incidents (for example, vehicle collisions, passenger falls, etc.) must be reported immediately to the dispatch and submit an incident form before the end of their shift.

In either an incident or accident, the driver should stop the bus in a safe area and wait for further instructions from the dispatcher or the first responder. If the bus cannot be moved, safety triangles should be set to warn oncoming traffic. The driver should also give out passenger medical waivers to all passengers who can be asked to fill them out as witnesses and return them immediately to the driver. Drivers should attempt to collect signatures starting from the rear of the bus moving forward.

If a driver is pulled from duty for the purposes of post-accident drug and alcohol testing (except in random testing), the driver will not be allowed to perform safety-sensitive functions (i.e., driving) upon his/her return while awaiting the results of the testing.

2.19 Accident/Incident Response Procedure

No one who is not trained should respond to an accident/incident. Responders must take the following with them in their accident/incident response kits:

- a. Policies & procedures
- b. Staff contact information
- c. Accident/Incident forms
- d. Drug & Alcohol Decision-Maker forms
- e. Pen, scratch paper, and clipboard
- f. Medical Waivers

- g. LRGVDC business card
- h. Measuring tape
- i. Camera
- j. Safety Vest
- k. Flashlight

Upon arriving at the scene, the responder will first check that all passengers, people involved in the accident, and the driver are safe. If it has not already been done, 911 should be called immediately.

The responder will take photos of the accident/incident area (including at least five (5) photos of any collision or impact area), in addition to all sides of the vehicle involved in the accident/incident, bus interior, a wide angle shot of the location, and several photos of any other vehicle involved. If there are injuries involved, they should also be photographed close-up if possible.

The responder should not interfere in any way with police or emergency response personnel who arrive at the scene. However, business cards, names, case numbers, and any other information relevant to the incident should be secured.

The responder should talk to the driver away from the scene of the accident and incident so as to prevent witnesses or other parties from overhearing the conversation. The responder will determine details of the event by covering the following points: who (who was involved), what (what happened), where (where did it happen), when (when did it happen), how (how did it happen), and why (why did it happen). The responder will make any notes for future use. Accident/Incident forms should be filled out as fully as possible while on-site.

After writing down as much information as possible, taking photos, ensuring that medical waivers have been distributed (if necessary), and ensuring that everything has been done to record all details of the event and to address any safety issues or concerns, the responder should decide whether the driver should undergo post-accident drug & alcohol testing.

If testing is required and the vehicle has not been disabled or seized, the responder should first secure the vehicle by ensuring that it is driven back to the garage, returns to route, or is towed. Arrangements must be made to accommodate the passengers, if any, who are still on the bus.

Once the vehicle is cleared and all issues involving the accident/incident are resolved (i.e., all information is gathered, emergency response personnel have left, etc.), the responder should either return home, return to normal duty, or escort the driver to testing. The responder should be familiar with LRGVDC's Drug & Alcohol Policy in case testing is

required. In all cases, the Specialist II– Risk & Compliance must be contacted if drug testing is determined to be required.

2.20 Seeking Police or Emergency Assistance

Dispatch should request police or emergency assistance at any time they feel is necessary to protect the drivers and passengers from dangerous situations, or to address an emergency of any kind.

2.21 First Aid

Drivers must render first aid (and CPR) when necessary. However, no driver should attempt first aid unless they are actively certified to do so.

2.22 Emergency Transferring of Passengers

Mechanical problems are not an uncommon occurrence in the transit industry. In the event of a mechanical breakdown, passengers will have to transfer to a replacement unit. Transferring passengers from one bus to another should be made in a manner that will ensure the greatest amount of safety to the passengers. If possible, the bus must be parked in a position clear of all traffic lanes. The driver should inform the passengers of the situation and slowly but orderly lead them off the bus.

2.23 Cooperating with Emergency Agencies

All employees are required to cooperate with emergency agencies such as the fire department and law enforcement. If such cooperation is required, the employee should notify his/her dispatch immediately and a written incident report must be submitted by the end of the work shift.

2.24 Duty During Emergencies and Disasters

If buses are needed to evacuate during times of disaster or emergency (hurricane, fire, flooding, etc.), a volunteer list of employees who can assist will be created. Transit management will announce when operational staff are needed by posting notices. In addition, it will call all drivers and leave messages.

3 Customer Service

3.1 Importance of Customer Service

Employees are expected to provide superior customer service in all aspects of their jobs. This means that employees should always be courteous and helpful.

It is important that all employees be able to address customer verbal complaints immediately and in the politest way possible. At no point should employees treat customers rudely, raise their voice, or do anything that would cause the customer inconvenience. If faced with rude or abusive customers, staff should simply inform them that they are referring the matter to a supervisor and walk away.

Any written complaints, including ADA complaints and civil rights complaints about any aspect of service, may be taken in person, over the phone, by email, or by mail. Employees receiving the complaint should ask for thorough details (who, what, where, and when) to address the complaint as fully as possible. It is desired, but not necessary, that the complainant's contact information be received. If not, the complaint may be anonymous. Once received, the time, date, and nature of the complaint, as well as any contact information, will be logged in a binder kept for this purpose by management.

Any staff member may take the complaint, but all complaints must be forwarded to a to the Program Specialist III-Risk and Compliance. Replies to operational complaints (about drivers, routes, conditions of buses, etc.) will be made by the Program Supervisor III and will address the issue as fully and thoroughly as possible, making a note of the steps taken to address the action to the Assistant Director. If the Program Supervisor III determines that, for whatever reason, the complaint cannot be addressed by him/her, he/she will immediately forward it to the Assistant Director. If the Assistant Director determines that, for whatever reason, the complaint cannot be addressed by him/her or the complainant's issue is still not resolved, he/she will immediately forward it to the Human Resources department for further review. All complaints not of an operational nature, such as about maintenance, planning, finances, Title IV, or ADA, will be forwarded to the appropriate administrative staff member. A log of all complaints is kept by the Program Specialist III-Risk and Compliance. If the complaint is determined to fall under the EEO guidelines, then the complaint should be forwarded directly to the EEO officer (Transit Director).

3.2 Flexible Routing

The LRGVDC maintains a flexible route system. With a reservation made at least a day in advance (during normal business hours), any person may request that a bus deviate from its normal route to pick them up. The maximum distance for the deviation is ½ mile from the nearest point on the route, measured in a straight line, and remaining within the LRGVDC service area. Passengers will be picked up by the bus as close to the time requested, with a window of fifteen (15) minutes before or after the time of which the bus is closest to the pickup point along the route.

When a driver deviates to pick up a passenger, the following must be recorded in the trip log: mileage at the deviation starting point, time at the deviation starting point, pick-up time, pick-up mileage, mileage at the deviation end point, and time at the deviation end point. Whenever a deviation is made, the vehicle must return as close as possible to the start of the deviation along the route to ensure that no passengers are left behind.

3.3 Departures and Arrivals

Departure and arrival times on all routes must be strictly observed, with the understanding that some delay may be inevitable. Ideally, every driver should adhere to the published schedule and drive as close to the speed limit as possible. However, a bus should never leave early from a given stop. It is better to leave a stop late than to leave a stop early and leave passengers behind. In the event that a detour or delay is encountered, drivers should notify a dispatcher immediately.

3.4 Passenger Stop Requests

Passenger stops may be made at any place along the route if it is safe to do so in accordance with the Texas Transportation Code Sec. 545.302 & 545.303. Specifically, an operator may not stop, stand, or park a vehicle:

- (1) on the roadway side of a vehicle stopped or parked at the edge or curb of a street;
- (2) on a sidewalk
- (3) in an intersection.
- (4) on a crosswalk
- (5) between a safety zone and the adjacent curb or within 30 feet of a place on the curb immediately opposite the ends of a safety zone unless the governing body of a municipality designates a different length by signs or markings.
- (6) alongside or opposite a street excavation or obstruction if stopping, standing, or parking the vehicle would obstruct traffic

- (7) on a bridge or other elevated structure on a highway or in a highway tunnel
- (8) on a railroad track; or
- (9) where an official sign prohibits stopping.
- (10) in front of a public or private driveway.
- (11) within 15 feet of a fire hydrant.
- (12) within 20 feet of a crosswalk at an intersection.
- (13) within 30 feet on the approach to a flashing signal, stop sign, yield sign, or traffic-control signal located at the side of a roadway;
- (14) within 20 feet of the driveway entrance to a fire station and on the side of a street opposite the entrance to a fire station
- (15) within 75 feet of the entrance, if the entrance is properly marked with a sign; or where an official sign prohibits standing.

When making a stop, the bus must be stopped with the front door adjacent to and clear of the bus stop sign (if present). The door should be clear of obstructions. If there are no obstructions, the stop must be made with the bus parallel to and within eighteen (18) inches from the curb. When there is an obstruction in the street or an area next to the bus stop that makes it impossible to pull the bus safely to the curb, the driver must stop the bus parallel to the curb. Using *good judgment*, the driver must ensure that the right side of the bus is protected.

If there are obstructions, buses stopped in the street must not be closer than four (4) feet from the curb to eliminate the possibility of passengers attempting a long step from the bus to the curb. When the grade or slope of a street is enough to cause the bus to lean, allow enough clearance to prevent another obstruction. Low wires, overhanging tree branches, or other obstacles which create a hazard must be reported to the dispatch office.

If the loading zone is of enough length to accommodate two or more buses, the second bus must stop immediately behind the first bus. When buses are stopped behind two (2) or more buses, a second stop must be made at the loading zone. Drivers should never pass a bus before the bus stopped in front of them has departed.

Drivers must take particular care to ensure that they do not miss any person standing along the route who is requesting a pick-up. A pick-up may be signaled by a hand wave or some other gesture.

Some buses are equipped with a Bus Stop pull cord to permit passengers and Bus Stop Request button to signal the driver when they wish to de-board by pulling on a cord or

pressing the button. The passenger bell switch must be in the 'ON' position at all times during in-service operation, and the passenger stop chime must not be tampered with.

Some buses have a 'STOP REQUESTED' light that will illuminate until the door is cycled. In the event that a passenger accidentally pulls the stop request cord or pushes the button, the 'STOP REQUESTED' light can be reset by turning the passenger stop chime off and on again. Even if a stop is not requested, major stops and intersections along each route must be announced for ADA purposes.

3.5 Leaving Passengers Behind

Drivers must make every effort not to leave passengers behind. Before departing a stop or scheduled pick up point, they should look carefully at nearby shelters, sidewalks, and streets for any passengers. Exceptions for leaving passengers behind are:

- a. When a bus is loaded to capacity. However, the driver is still responsible for advising potential riders that the bus is already full capacity and notify Dispatch.
- b. When a bus has completely pulled away from a stop or is already in motion and leaving at the scheduled time.

In cases where a passenger has not reached a bus stop and is flagging the driver, the driver can wait at the nearest safe location for the passenger to arrive.

3.6 Seatbelt Policy

LRGVDC – Valley Metro requires that all passengers wear a seatbelt while riding any LRGVDC's transit vehicle.

This policy affects both ambulatory passengers and persons in wheelchairs. Persons seated in the perimeter seating areas must wear a seatbelt when the bus is in motion. Persons in wheelchairs must allow the driver to secure their wheelchair and must wear a lap and shoulder belt.

There are three exceptions to this policy.

- a. The first exception includes infants or small children. If a person boards a bus carrying an infant or small child, they may hold the infant or small child in their lap while they are on the bus.
- b. The second exception would apply to a person that has a letter from a doctor stating it is physically or medically detrimental for a person to use a seatbelt. The letter must state a beginning date and an end date.

- c. The third exception to this is when there is no seating room available, which in this case the passenger must have a secure hand on the guardrail and be standing behind the white line.

If a person boards the bus and refuses to wear their seatbelt; refuses to allow the driver to secure their wheelchair; or refuses to wear the lap and shoulder belt while secured in the wheelchair securement area, the passenger must sign a "release form," releasing all liability from the LRGVDC in the case of an accident. As the passenger formally acknowledges their lack of adequate safety measures, the passenger is solely responsible for his/her safety. If a passenger refuses to wear their seatbelt, secure their wheelchair and refuses to sign the release form the driver needs to contact dispatch for approval to refuse service.

3.7 Standees

Passengers blocking the aisle unnecessarily should be asked in a courteous manner to move to the rear of the bus so as not to obstruct the view of the transit operator and to allow other passengers to board.

The recommended maximum capacity for transit buses is determined by the size of the aisle and based on the percentage of each bus's seating capacity. For example, if the standee capacity is rated at 75% a bus with 40 seats would allow 30 additional passengers to stand. ($29 \times .75 = 21.75$). This percentage is calculated by the specific aisle measurements of each bus.

The driver must not move the bus until all passengers are standing behind the yellow standee line.

Standees are only allowed in intercity routes.

3.8 Boarding and Exiting

Drivers should ensure that bus seats are checked for any articles that may have been left behind before going out for lunch and at the end of their shift. Drivers must also require that all passengers be seated before leaving a stop, except when there are no seats available and there are standees on the bus.

3.9 Boarding Passengers While Stopped

Drivers should always allow passengers to board when the bus is idle, and the driver is on board. Passengers should always be allowed the convenience of waiting in the bus before a scheduled departure time. For example, if a bus is scheduled to leave at 9 AM

from the McAllen Terminal and there is a line of passengers waiting to board it at 8:54 AM, those passengers should be allowed to board at the earlier time. The vehicle should still leave at 9 AM.

3.10 Refusing Transportation

Drivers should not refuse transportation to individuals who appear unable to care for themselves for example, minors 12 and older, persons who appear to be of unsound mind, the elderly, or the disabled), who have bad hygiene, or who appear mentally unstable. If such individuals board, the driver may fill out an incident report to log the occurrence.

If a passenger appears to be dangerous and capable of jeopardizing the safety of other passengers or appears to present a safety or public health hazard (for example, if a passenger appears to be leaking bodily fluids or is covered in excrement), the driver should contact a Dispatcher discreetly and seek direction before the passenger has boarded or as soon as possible thereafter. If transportation is refused to a passenger, it should be done only after a Dispatcher has given approval and as quickly as possible. An incident report must be submitted the same day.

Any passenger behaving in a disorderly or offensive manner should be asked to stop his/her behavior immediately. If the passenger continues to display disruptive behavior, he/she must be asked to exit the vehicle. If the passenger still refuses to stop the behavior, and or exit the vehicle the driver should call dispatch for assistance. Dispatcher will determine whether the police need to be called. In no way should the driver engage in any behavior with the disruptive individual that would lead a reasonable person to believe could lead to an altercation. Touching a passenger in any way is not allowed, although an individual with a disability who asks for assistance should be helped.

3.11 Conversations with Passengers

Because safety is of utmost importance, drivers must avoid all unnecessary conversation with passengers while driving. Passenger questions must be answered briefly, but politely, and should be about operations only. The driver must always pay attention to the traffic and the safe operation of the vehicle.

3.12 Sharing Information

All transit employees must be familiar with the area through which LRGVDC-Valley Metro operates and all LRGVDC service policies and procedures in order to be more helpful and informative when customers request information. However, in the event a staff member doesn't know the answer to a question he/she should politely suggest to customers that they call the LRGVDC Information Regional Call Center at 1-800-574-8322. Drivers may also briefly radio schedulers to request information.

Drivers must ensure that pocket schedules brochures are also available for passengers on all buses.

3.13 Fares

The LRGVDC-Valley Metro maintains a graduated fare policy, meaning that there is a standard base fare for adults and discount fares for certain passengers. These fare rates are always printed on the brochures for each route. Drivers are responsible for knowing the fare rates and answering customer questions about them.

All persons with disabilities, presenting Medicare cards, and the elderly who ride on the flex or demand response route system at any time will pay no more than half the fare required of a typical base fare paid when boarding a bus on a route.

A person with a disability, for the purposes of this discount, is defined as a person "who by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), cannot utilize, without special facilities, planning, or design, mass transportation service or facilities as effectively as persons not so affected."

An elderly person is any person sixty (60) years of age or older.

LRGVDC-Valley Metro reserves the right to request proof of eligibility for a discount fare at any time.

Fares should be collected in a courteous manner according to the following steps:

- a. Make sure that the proper fare (cash or passes) is inserted into the farebox by being alert to the kind of fare placed into the fare box by the passenger.

- b. Give a transfer ticket if necessary.
- c. In the event a dispute about a fare or a malfunction with the fare box arises, the driver should notify a dispatcher.

If a passenger refuses to pay the fare, the driver must radio and notify Dispatch.

3.14 Detaining Passengers

Drivers must never try to prevent passengers from leaving the bus unless it is to protect them from a danger outside the vehicle. In the event police assistance is needed with a passenger who has committed a criminal act on the bus and is fleeing, the operator should not try to restrain the passenger. The driver should get a good clothing description, identifying marks, and direction of travel.

3.15 Passenger Favoritism

Drivers must treat all passengers, no matter who they are, with the same degree of utmost respect and courtesy. No favoritism of any kind (for example, allowing relatives to ride free or reserving seats for friends) will be tolerated.

3.16 Employees Riding as Passengers

Off-duty LRGVDC employees riding on a bus must move to the rear and not remain in front of the yellow line. They must not visit with the driver and must stand to allow seating for paying, senior, or disabled passengers. If in uniform, employees must assist passengers as if on duty.

3.17 Assisting the Elderly, Children, and the Disabled

LRGVDC – Valley Metro is committed to providing superior service to all passengers. All staff members must remember the following guidelines when transporting senior citizens, children, the disabled, and any passenger who needs special assistance:

- a. All passengers, whether they have disabilities or not, should be treated with the same level of respect. This means that employees should never use derogatory terms or display an insulting or negative attitude about any passenger's condition.

- b. LRGVDC staff should ask if a passenger needs help and, if he/she does, the employee should assist in a courteous, gentle manner. However, the employee must not insist on assisting a passenger if the passenger does not want it.
- c. LRGVDC staff must never make assumptions about a person's disability. A disability can be hidden in such a way that an ordinary person would not be able to tell that a person has it.
- d. LRGVDC – Valley Metro staff should not pet or interfere with service animals.
- e. LRGVDC – Valley Metro staff should speak clearly and at a normal pace so that people who may be hard of hearing can understand instructions. However, employees should not shout at customers. Also, they should repeat information if necessary. If the passenger is using an interpreter, speak to the passenger, not the interpreter.
- f. If an employee has trouble understanding a passenger, or vice versa, the employee should ask the passenger to repeat what he/she said or use a notepad and write out the words.
- g. If a person has a seizure on the vehicle, remain calm, pull the vehicle over, and call emergency response immediately. Advise dispatch and reassure the other passengers on the bus about the situation. If possible, clear the area around the person and remove any objects that might be a danger to him/her, including loose clothing. Do not touch the person except to roll him/her on his/her side or onto the ground so that the airway can be cleared. However, if the person is in a seatbelt, he/she should be left in it. Drivers should also time the seizure, if possible, as this can be useful for medical personnel.

Senior and disabled citizen priority seating signs are on all buses reserving the long seats just behind the transit operator for senior and disabled passengers. Please assist passengers to secure these seats when requested. However, people sitting in these seats who are not elderly or disabled cannot be forced to move.

Children under twelve (12) years of age must be accompanied by an adult when riding LRGVDC – Valley Metro vehicles or in LRGVDC facilities.

A. Assisting the Blind

Special care must be used when approaching an LRGVDC bus stop where a blind person is waiting to board or exit:

1. Do not assume that the passenger heard the stop announcement. Repeat the route name and number to ensure that he or she knows the destination of the bus.
2. Ask the passenger if he/she requires any help in boarding and do so if necessary.
3. Ask the passenger for his/her destination and announce the location upon arrival.
4. If necessary, assist the passenger from the bus. Do not help the passenger cross the street, as this would mean leaving the bus unattended.

B. Wheelchairs, Lifts and Ramps

1. A wheelchair lift and ramp should be deployed upon request for any person. They are designed to accommodate people who use a walker or crutches, or who are unable to bend their legs sufficiently to use the steps.
2. When the lift is used for someone not seated in a wheelchair, the passenger should be cautioned to hold on tightly to the side railings and to be careful of the doorframe before the lift is brought up.
3. When deploying a lift or ramp at a stop, position the lift or ramp as closely as possible next to the bus stop and clear the seating area of other passengers. Lower the lift or ramp and, if necessary, help in placing the passenger on the lift or ramp. Raise the lift to floor level.
4. When securing a wheelchair, maneuver it into position and secure it to the floor using the 4-point tie down securement devices, attaching them to the wheelchair frame. If a wheelchair cannot be secured, it will not be allowed on the bus.
5. Wheelchair passengers must be positioned facing out away from the bus when put on the lift and facing forward when inside the bus.
6. After the wheelchair has been secured, position the lap belt and shoulder belt around the passenger. If the passenger refuses the belts, call the dispatch office to document the refusal and continue with the route.
7. If the wheelchair lifts or ramp malfunctions, call the dispatch office immediately and follow directions. Politely inform the patron that another vehicle will pick them up.

3.18 Articles Permitted on Buses

The following articles may be carried on LRGVDC – Valley Metro vehicles provided they do not remain in a location where they will interfere with the entrance, exit, or free use

of the aisles by passengers or with the safe operation of the vehicle. Drivers cannot load or unload articles for passengers.

A. Baggage

Ordinary hand baggage, shopping bags, and packages may be carried on a bus if it can be carried in your two hands in one trip.

**** Baggage rules**

Baggage can be stored under the seat of a passenger or in the passenger's seat, which does not protrude to other seats or on the other hand which interferes with other passengers, it will be admitted free of charge. Baggage that will not be admitted on board includes any large, bulky, dangerous, or offensive item that may cause damage or discomfort to any passenger. Luggage should not be stored in the aisle or in seats and should not interfere with the entrance, exits, or use of the corridors.

B. Carriages and strollers

Baby carriages or strollers may be carried only when folded. Passengers carrying these items should move as far back in the bus as possible so as not to block other passengers.

C. Car Seats

Car seats being used by children according to manufacturer specifications.

D. Carts

Personal shopping carts (not store carts) may be carried on board provided they do not block the aisle.

E. Walking aids and stand-up walkers

Walking aids such as canes and walkers are permitted. Walkers must be folded so as not to interfere with the free use of aisles.

F. Service animals

Animals are not allowed on the bus unless they are assisting passengers with disabilities.

G. Bikes

Passengers may bring their bicycles with them when they travel by loading them on the bike racks at the front of the vehicle. Bicycles are not allowed inside the buses. Any rider may use the bike racks to secure their bicycles, but LRGVDC - Valley Metro is not responsible for damaged or stolen bicycles. The passenger assumes all risks and

responsibilities. Bus drivers are not allowed to assist passengers in loading or unloading their bicycles.

3.19 Articles Not Permitted on Buses

No article which might reasonably interfere with the safe, reliable, and efficient delivery of service should be allowed on any bus. If such an article is seen by the driver dispatch must be notified immediately.

- A. fishing poles
- B. Sharp objects or instruments
- C. Gasoline or other hazardous materials
- D. Explosives
- E. Furniture of any kind
- F. Car batteries
- G. Oxidizers (acids, etc.)
- H. Poisons
- I. Radioactive materials
- J. ORM (other regulated material-domestic)

In addition, anything which will cause obstruction of the aisles, potentially harm or injure those on board will be prohibited. The eligibility of articles not specifically identified with regards to transportation will be determined at the discretion of the LRGVDC – Valley Metro supervisory personnel. The Texas Commercial Motor Vehicle Drivers Handbook should be used as a reference. All traffic laws should be obeyed.

3.20 Lost Articles

Lost articles found on the bus should be turned in to dispatch at the closest Valley Metro Transit Center, Rio Grande City, Zapata, Edinburg, Weslaco, or Harlingen Terminal. The dispatcher will tag the item with the name of the driver, the vehicle number in which it was found, the route name, and the date and time. Drivers should remind passengers to take all their belongings with them upon arriving at a main terminal, such as the McAllen Central Station, Brownsville Plaza Rio Grande City, Edinburg, or the Harlingen Terminal.

4 Proper Use of Equipment

4.1 Care of Equipment and Supplies

Each employee is responsible for equipment, supplies, and uniforms issued to him/her. All items are the property of the LRGVDC – Valley Metro and must be returned at the time of separation or upon request. The value of articles damaged, lost, or not surrendered upon request will be charged to the employee. Final pay will be withheld until all items are returned.

In addition to a valid driver's license, every driver should carry, route brochures, transfer tickets, a pre/post inspection forms, and other items he/she deems necessary to a productive work environment (upon prior approval by management).

4.2 Use of Safety Equipment

All buses are equipped with first aid kits and spill kits. These kits should be used whenever necessary and according to the procedures given in training. An operator should not use this equipment unless he/she has been previously trained by LRGVDC – Valley Metro personnel.

4.3 Safety Inspections

Drivers must carefully inspect all the items listed in the pre/post trip forms prior to leaving the garage and again when arriving at the garage at the end of the route, or whenever they are issued a unit. All damage, however minor, must be reported. The information is used by management for reporting purposes and must be complete and correct. More importantly, the form is a legal document that can be used in a court of law if requested. It must be completely accurate.

The pre/post trip forms must be turned in daily at their designated location or no later the start of their next shift as soon as possible to ensure that any problem on the bus is addressed. All issues should be reported immediately to dispatch.

4.4 Vehicle Assignments

Vehicles are assigned to routes based on various factors. Drivers do not have authority to change the vehicle assigned to them on their route. If a problem with a vehicle exists

not allowing it to be driven safely, it should be reported immediately to a dispatcher. If a driver refuses to drive a vehicle when it has been cleared by vehicle maintenance staff, the driver will be sent home and disciplined.

4.5 Backing a Vehicle

Generally, and under most circumstances (except in the bus yard), buses must never move in reverse. If it is necessary, the driver should notify a dispatcher, explain the situation, and secure permission. Under no circumstance may a bus be backed without permission.

If permission is given for backing, the driver must be sure that the movement can be made safely. The horn should be sounded intermittently. Another employee should be requested to monitor the rear of the vehicle while backing. The driver's window should be open to aid in hearing anyone trying to signal. The person aiding must be positioned out of the path of the bus, in constant view in the side-view mirror, and not endangered by other traffic.

4.6 Operation Within the Yard

Drivers must be alert and aware of the danger of injuring other employees or colliding with other vehicles when maneuvering equipment in the bus yard. Vehicles approaching each other at angles should yield to the vehicle on the right. The speed limit in the yards must be no more than 5 mph, drivers in violation of this rule will be disciplined.

4.7 Disabled Vehicles

When a vehicle is disabled, the driver must attempt to move the bus safely to the right shoulder, activate the four-way flashers, set the safety triangles, and notify a dispatcher. The driver should stay in or near the bus to discourage passengers from placing themselves in harm's way.

If a vehicle stalls and requires towing at an intersection or another location, the dispatch office should also be contacted immediately. At no time should a disabled vehicle be pushed from behind by another vehicle.

4.8 Engine Idling

Being delayed in traffic or at railroad crossings or loading passengers, do not make it necessary to turn the engine off. However, Vehicles should be turned off during breaks

to conserve fuel. However, if the driver is going to take his/her lunch inside the unit, they may keep it on only while eating.

4.9 Heating, Ventilation, and Air Conditioning

Buses are equipped with heating and ventilation systems and must always have their switches in the normal position.

All windows and vents must be closed whenever the air conditioning system is on. However, a driver may open the side window next to the driver's position far enough to permit the sounds of sirens, trains, etc. to be heard.

4.10 Care of Tires

Drivers must operate vehicles in such a manner that the tires do not come in contact with the curb, sharp or large objects, or anything that could cause damage to the tires and rims.

When a front tire has lost or is losing air pressure, the vehicle will tend to pull to one side. On smooth streets, the tire will make a rumbling noise. Notify a dispatcher as soon as a low tire is detected. In case of a blow-out, do not attempt to stop the unit using brake force, but rather coast to a safe stop in as straight a line as possible. try to stop the vehicle in as straight a line as possible by applying slow, steady pressure to the brakes. Applying the brake force can cause the unit to roll over.

4.11 Using Destination Signs

are required to display the proper route on destination signs, if equipped. Special signs must not be displayed unless placed there by dispatch.

4.12 Two-way radio

Radios should be used to communicate with the dispatch office whenever the driver feels it is necessary to report or request information. Channels should be clear only for this purpose and in case an emergency arises. Radios should not be used for personal conversation, to report irrelevant information, or to detract in any way from the safe, efficient, and reliable delivery of bus service. Communication should be in English. Drivers found to be abusing their radios will be disciplined.

4.13 Railroad Crossings

Railroad crossings that appear to be out of service should be treated like in-service crossings. If railroad crossing signs are posted, all rules and regulations should be observed.

4.14 Operating Speed

All vehicles must be operated at a safe and prudent speed not to exceed the posted speed limit and in a manner that will not endanger the safety of persons or property.

When driving in inclement weather, fog, heavy traffic, or dangerous road conditions, buses must be operated at a speed that will allow the driver to retain full control of the vehicle. It is LRGVDC – Valley Metro policy that during rainy or other conditions of reduced visibility, the speed limit should be adjusted accordingly to the weather conditions.

Driving in bad weather requires drivers to be especially careful to avoid accidents.

To avoid damage to equipment, vehicles should not be driven through water that is too deep. When the water appears too deep to drive through, the driver should notify the dispatch office and await further instructions. Any detour or delay should also be reported.

4.15 Turns

When making a right or left turn, drivers must remember to slow down, since the higher the speed, the wider the turn. The speed of the bus must be regulated to ensure the safety of the bus and the comfort of the passengers. When making a right turn, the driver must position the bus so that no other vehicle can go between the right side of the bus and parked vehicles or the curb. In any turn of 90 degrees or more, the maximum speed shall be no greater than idle speed.

Drivers must never make right turns when the stoplight is red.

4.16 Curves and Dips

When approaching and operating through curves and dips, speed must be reduced enough to avoid losing control of the vehicle or cause any discomfort to passengers or damage to the equipment.

4.17 Intersections

Drivers should never block intersections and should be aware of other vehicles at intersections. A light change to green does not mean the bus should move; drivers should first make certain that no traffic is coming into the intersection before moving.

4.18 Narrow Streets

Drivers should be courteous to other drivers on narrow streets and should not pass other vehicles.

4.19 Funerals and Other Processions

Drivers must not drive through or otherwise interrupt funerals or other processions.

4.20 Fuel Card Use Procedure

An employee authorized to use a fuel card will be assigned a pin number to be used when fueling a service vehicle. Pin numbers are unique and identify the user of the card. Therefore, the unique pin must be kept confidential and not shared with anyone else.

Each unit will have a fuel card binder assigned with a fuel card, a log form (that will need to be filled out every time the fuel card is used), and a receipt pouch. Information that needs to be documented on the log form is the date, vehicle mileage, gallons of fuel, price per gallon, total price, purchase location, and name of the employee. A fuel receipt must always be placed in the binder pouch as backup information.

Fuel cards are assigned to each specific vehicle and should not be used in a different vehicle unless approved by the Maintenance Supervisor or Fleet Manager. In such rare occasions, the Maintenance Supervisor and or the Fleet Manager must add in the log his/her approval by placing the word "Approved by" and include the date and his/her signature.

Prior to fueling a vehicle, all transit employees of LRGVDC-Valley Metro given a route assignment must call the Dispatcher and inform him/her that they are stopping to fuel and provide the mileage of the vehicle and the location where they are about to fuel. Dispatcher must enter the call information provided from the person fueling on the Daily Log. All fueling must be done at the end of the work shift and at the designated fuel location for that assigned route. DRIVER MUST STILL FILL OUT ALL THE REQUIRED INFORMATION ON THE LOG FORM FOR THAT UNIT.

If an employee needs to stop for the purpose of fueling in a different location that is different from their route assignment or if the employee does not have a route assignment (Office staff, Extra board Driver, Mechanic, etc.) then, prior to fueling, the employee must call the Dispatcher and get approval providing the vehicle mileage and the location and entering proper information required in the vehicle's fuel log. Dispatcher must enter that call information in the Daily Log.

Employees traveling outside the service area of LRGVDC-Valley Metro must log all the fueling transaction in the fuel log inside of the card binder and they must be submitted to their immediate supervisor upon their return. In the event of employees paying fuel with their personal funds, employees may receive reimbursement upon approval of their immediate supervisor.

Fuel Cards MUST NEVER be taken away from the unit or used for personal purposes i.e., using fuel cards to purchase fuel for personal vehicles. At the end of the working shift, Fuel binders containing the fuel cards must be turned in to maintenance staff in Harlingen, and dispatcher in Weslaco. Employees in RGC and Zapata will place binder inside the office. FOR THIS LOCATIONS DO NOT LEAVE BINDER WITH CARDS ON THE VEHICLE. Maintenance personnel in Harlingen and Dispatch staff in Weslaco will re-issue the fuel card binder the following day. Rio Grande City and Zapata drivers have keys to the office and can obtain the vehicle's binders assigned to the specific Route.

NOTE: Employees in Brownsville, Raymondville, Edinburg, McAllen, and Mission will continue leaving the Fuel card binder inside of the vehicle in a designated place.

4.20 A-Fueling Card use at the self-serve pump.

All employees of LRGDC-Valley Metro must follow the procedure described below when using the fuel card. All fuel transactions must be done at the self-serve pump. Under any circumstances, an employee should use the fuel card inside of the store unless is approved by the Dispatcher or immediate Supervisor.

When using the fuel card to fuel a service vehicle, at the self-serve pump, the employee will:

1. Enter the card into the self-serve pump
2. Enter the odometer reading into the self-serve fueling kiosk
3. Enter P.I.N. (Personal Identification Number) into the self-serve fueling kiosk
4. Select correct fuel type according to the unit assigned (Note: for gasoline units use Regular/Unleaded for diesel units use ULSD -Ultra Low Sulfur Diesel.

Then, in the fuel card binder the employee must record the following:

1. Date of transaction
5. Mileage of vehicle at the time of fueling
6. Gallons poured into the unit
7. Price of Gallon shown at the pump
8. Total price show on the receipt
9. Authorized/Approved purchase location

10. Employee's Full Name

Note: All LRGVDC employees must fuel at the approved locations and pay at the self-server pump using the assigned vehicle's card. However, if the fuel card is not operable, missing, in backorder, or when directed by the immediate Supervisor of Operations, Dispatch Supervisor, or fleet manager, employees must use one of the approved locations below and follow the procedures described in section B of this policy.

Approved fueling stations

- 1- Pico Propane and Fuels (809 S International Blvd, Weslaco, TX 78596)
- 2- Hino Gas (2759 W, US-83 BUS, Harlingen, TX 78552)
- 3- Pico Propane and Fuels (401 N Shary Rd, Mission, TX 78572)
- 4- Gordon's Bait & Tackle (7066 Padre Island Hwy, Brownsville, TX 78521)

Note: Approved fuel station have different service hours. LRGVDC-Valley Metro Employee are required to call dispatch to verify service hours.

4.20 B. Fueling at approved locations.

LRGVDC- Valley Metro has an agreement contract with different approved fuel stations across its service area. LRGVDC-Valley Metro employees are allowed to use these fuel stations to purchase **fuel only**, other products are not allowed. Please keep in mind that approved fuel locations should be used as backup and when a fuel card presents a problem to be used. Under these circumstances all employees using approved fuel stations must get approval from the dispatcher. Dispatcher must enter that call information in the Daily Log.

When fueling at an approved fueling location, the employee will:

- 1- Go inside of the fueling location and request fuel for Valley Metro
- 2- Attendant will open the fuel pump
- 3- At the end of fueling the unit, employee will return to the Attendant to provide the following
 - a- Unit plates number
 - b- Unit number
 - c- Name of drive
- 4- Employee will receive a receipt that needs to be turned in to their immediate supervisor or dispatch on same day or following day.

Failure to document information requested or misuse of fuel card may be subject to disciplinary action or termination.