

Centro Rules and Regulations



INTRODUCTION.

All of us at Centro must never forget that the most important people to our business are the passengers we serve. Our product is service, and our job is always to make that service as attractive as we can. To our riders, the driver behind the wheel is CENTRO. As that driver, you are and will always be the key to what people think of us, and whether they choose to ride with us. So you and your passenger skills are very important to our success.

Your good work with passengers will mean a lot to you too. When you get along well with the people who ride your bus, you will find that:

They will treat you better.

They will follow your directions better.

They will usually be on your side if other passengers cause you trouble.

They will respect and admire you for being good at your job.

Your job and your workday will become easier and more rewarding.

If you should ever need your passengers as witnesses, they will be more willing and cooperative because they believe in you.

Professional drivers all have one thing in common: a great sense of professional pride. That pride shines through in all that they do as drivers. It sets them apart, and helps them to deal with difficult situations.

The finest gift that you can give to yourself and your company is your sense of professional pride.

This manual presents the performance code and work rules applicable to all full and part-time operators.

Centro is interested in aiding you, as its representative, in doing the best possible job toward rendering safe, courteous, efficient, and dependable service to the riding public. This manual serves as a guide to the proper performance of your duties.

When you accept a position with Centro, you assume certain responsibilities which are essential to the proper performance of the job. Your acceptance of a job with Centro is your commitment to willingly comply with Centro's rules and regulations. As an employee, you are expected to be truthful and honest in your actions. You are expected to carry out work assignments and instructions of supervisory personnel, and to perform your duties in a competent, proficient, and professional manner.

All operators whose duties are prescribed within will be furnished with a copy for which they will sign a receipt. Employment by the Company binds the employee to comply with the rules and regulations established by the Company whether they are set forth herein or have been or are established independently of this booklet, as well as all applicable New York State and Federal regulations and laws. Ignorance thereof shall not excuse negligence or omission of duty. Nothing contained herein shall prohibit or restrict the Company from changing or amending any established rules and regulations or from implementing new rules and regulations.

Only those qualified by the Human Resource Management Department will be permitted to operate buses in passenger service. Discharged

operators will immediately turn in all Company property, including all uniform patches and items displaying the Company logo, briefcase, bus pass(es), and prescription drug card. Discharged operators will also be responsible for any outstanding deductions.

When reviewing this booklet, please note the letters in parenthesis in the right hand column of the pages. These letters refer to the suggested disciplinary code for the corresponding rule. These suggested disciplinary codes are found on page 40 of this booklet.

BASIC REQUIREMENTS

1. License - Bus operators, while on duty, must have in their possession a valid New York State Class 2 License which legally permits them to operate a bus. (B)

If a bus operator's license is suspended or revoked, it is the responsibility of the bus operator to notify the Company immediately. (I)

2. Address & telephone number - Bus operators must have their current address on file. They must also have filed, with the Operations Department, a telephone number where they can be reached. Any change in address or telephone number must be reported promptly. (E)

3. Vehicle & traffic laws - All vehicle and traffic laws, including 19-A of the New York State Vehicle and Traffic Law, must be obeyed at all times. (I)

4. Physical examination - Bus operators must submit to a physical examination and other medical tests upon the request of authorized Company officials. (A)

5. Uniforms, appearance & hygiene

Uniforms - Operators must report for work at the dispatch window or at relief points in the uniform designated by the Company. This uniform must be neat, clean, and in acceptable condition, and is to include the proper name tag and authorized briefcase. (D)

There should be no unauthorized display of badges or emblems on uniforms, caps, or briefcases. (D)

Prior approval must be obtained from the Director of Operations if an operator wishes to wear any article which is not identified as a standard uniform article. This includes, but is not limited to sweaters, jackets, and hats. The uniform can only be worn to and from work and while on duty. When in uniform, operators are not to engage in unauthorized activities or be seen at inappropriate locations, including but not limited to, taverns, bars, and liquor stores. Operators may be withheld from active service if they report for work in an inappropriate or improper uniform. (D) (I)

Ties - The current Company authorized tie must be worn from October 1 through April 15 unless changed by bulletin. Neckwear must be worn properly and not loosely around the neck. (C)

Shirt - When wearing a tie, all shirt buttons must be buttoned. When a tie is not being worn, the top button, and only the top button, will be unbuttoned. (C)

Footwear - Bus operators must wear an acceptable, standard complete shoe. Operators are not permitted to wear open toe, open heel, sandals, slippers, sneakers (or other canvas or cloth shoes), platform, or high-heeled shoes or boots that may interfere with the safe operation of the bus. Footwear must be in acceptable physical condition and polished and cleaned to compliment the appearance of the uniform. (C)

Watches - Bus operators must have in their possession, while on duty, a reliable watch. The correct time is to be obtained during the operator's reporting time from the radio, the Operations Department, or the Service Supervisor. (C)

Hygiene - Operators must take care in maintaining a high (I)
standard of cleanliness and hygiene. Uniforms, hair, beards,
and moustaches must be kept properly groomed and acceptable
to Company standards.

Briefcase - Management reserves the right to inspect the (I)
Company authorized briefcase and its contents. Failure on
the part of the operator to comply with a request by an
authorized Company official to do so will result in confis-
cation of the briefcase.

6. Seatbelts - Seatbelts will be worn at all times while (E)
operating a Company vehicle.

ABSENTEEISM

Employees must maintain a satisfactory attendance record. All employees should be familiar with the Company's Policy on Attendance, copies of which have been furnished. Additional copies can be obtained from the Director of Operations.

The Company will try to assist employees with problems that contribute to poor attendance. Employees should understand, however, that an absenteeism record can become so excessive that his or her value as an employee is outweighed by business inconvenience and excessive cost to the Company.

The Company will excuse occasional legitimate absences due to illness.

When absences become so excessive as to interfere with productivity and scheduling, Management has the right to discipline and/or terminate an employee, even where the absences are job related and/or due to genuine illness. Centro has the management right, as well as the contractual right, to discipline and/or terminate for excessive absenteeism.

It is the employee's responsibility to (a) promptly notify his or her supervisor when absence is unavoidable. Such notification should be by the employee whenever possible.; (b) maintain healthful habits; and (c) when ill or disabled, do what is required (seek medical help, follow doctor's advice, etc.) to return to the job as soon as practicable.

When an employee reports that he or she is unable to work by reason of a disability, the employee's record, in light of the aforementioned factors, will be reviewed. This review will also be done at periodic times within the durations of the absence. The employee may, on the basis of the facts and circumstances of the particular case, be granted a medical furlough, disciplined, or discharged.

In addition to long-term illness or disability, frequent instances of even short-term or one-day absences are very disruptive to the Company. An employee will be considered to have an unacceptable level of absenteeism if the employee is absent from work due to sickness or injury on a number of instances which is substantially greater than the average.

For administrative purposes, we define excessive absenteeism as 8 or more instances in a 12-month period. This is 200% greater than the average. Operators with excessive absenteeism will be subject to discipline. The Company's Policy on Attendance contains the suggested discipline.

1. Falsification of Sickness or Disability -

Operators who falsify or misrepresent a sickness or disability will be terminated. (A)

Operators who conduct themselves in a way which may prolong or aggravate their sickness or disability will be subject to disciplinary action by the Company. (I)

2. Missouts -

Operators are required to report to the window or at the designated relief points fully prepared for work no later than the scheduled report time. Failure to do so shall constitute a missout. Fully prepared for work shall be defined as being in full and proper uniform, possessing all required articles, and being in proper physical and mental condition as prescribed in article on conduct. Failure to report to the correct designated location shall also be considered a missout. E
X

Operators who are sick or otherwise unable to work must call in. 442-3352 30 minutes
(to the tape phone 442-0252) not later than one hour before the scheduled report time; or in person if at all possible. Failure to do so shall constitute a missout.

THE PROFESSIONAL PERSONALITY

An important quality that Centro looks for when considering you as a professional is your ability to remain peaceful in the middle of stress or confusion. Drivers deal with people, and people are unpredictable. They can also be slow, annoying, bad-mannered, and crude. You can best keep your feeling of balance and the confidence of your passengers by putting a bit of space between yourself and the emotional ups and downs of your riders and other motorists. Keep in mind that you are the professional on the bus; who has seen it all, can handle it all, and who is there to keep things peaceful, smooth, and safe.

This helpful, easygoing, confident style shows the people on your bus that you respect your profession. They notice that, as a professional, you:

Never use a loud or rude voice.

Are endlessly patient (even toward the elderly lady who asks you eleven times if this is her stop).

Never smoke, drink or eat while driving.

Keep your attention on your job and avoid unnecessary conversation with passengers or other employees.

Never use personal radios or tape players, which show disregard for the job at hand.

Impoliteness and Arguing

We cannot allow impoliteness towards our passengers or other members of the public. Centro expects its operators to make allowances for the lack of skill and manners of non-professionals, and that they use patience even when it is hard to do so. Even though a passenger may be rude, profane, or insulting, Centro's drivers

must refuse to get pulled into an argument. The professional uses professional pride to keep from lowering to the level of a rude or nasty passenger or motorist.

CONDUCT

1. Politeness - Operators are to be polite and courteous to the public at all times. All questions should be answered as knowledgeably as possible. In the event that an operator is not sure of a transit-related question, they are to call in via the radio to get a response from the Service Supervisor. (I)

Should conflicting opinions arise between an operator and a passenger, the operator should make every effort to resolve the situation diplomatically. At no time should an operator argue with a passenger. If you are unable to resolve the situation, contact the Radio Dispatcher or Service Supervisor for assistance. (I)

A bus operator must give his/her name to the public if requested. (I)

Under no circumstances are operators to use obscene language or gestures. (B)

2. Insubordination - Failure to accept valid work orders, disobedience of orders, neglect of duty, threatening or assaulting a Company official or representative, or using profanity toward a Company official or representative is prohibited. (A)

3. Operating procedures

Written orders - Operators must be familiar with this Rules & Regulations Manual, Policy on Attendance, Company bulletins, route manuals, and other official Company correspondence and be governed by their provisions. (I)

Verbal orders - Verbal orders given by Company officials, whether or not in conflict with previously issued written instructions, must be obeyed. (I)

4. Fighting and altercations

(A)

(a) No operator shall engage in fighting on Company property, or while acting as a representative or agent of the Company.

(b) No operator shall engage in horseplay on Company property, (I) or while acting as a representative or agent of the Company.

5. Theft

(a) Theft of Centro property or the property of a fellow employee or the public is prohibited. (A)

(b) Service

(1) Employees are forbidden to give out transfers or tokens to anyone who has not paid a fare. (A)

(2) No operator shall deliberately permit an individual to ride without depositing a fare or having shown the proper pass in lieu of fare. (A)

6. Misuse or unauthorized use of Company property - Misuse or unauthorized use of Company property is prohibited. (A)

7. Negligence or carelessness - Negligence, carelessness, or willful acts which result or may result in damage to Centro property or the property of another employee or the public is prohibited. (I)

8. Possession of weapons or firearms - Possession of weapons or firearms on Company property or while on Company business is prohibited. (A) This includes but is not limited to carrying such items in briefcases while on duty and/or while on Company property. It is prohibited for an employee to carry a knife with a blade of 3 inches or more and knives may not be worn on the belt or anywhere on the outside of the clothing.

9. Alcohol and drugs - It is a violation of Company rules and (A)
New York State law to be at work while impaired, intoxicated,
or under the influence of alcohol or drugs, or to use alcohol or
drugs while on duty. It is also against Company policy to have
alcohol or drugs in your possession during working hours or on
Company property. Management has the right to require an employee
on duty to submit to a physical examination or other certified
test or tests to determine if the employee is impaired through
the use of alcohol and/or drugs.

10. Gambling, selling, soliciting - Gambling, selling, or (I)
soliciting while on Company premises or on Company business is
prohibited. However, in certain instances, an employee may obtain
permission to sell or advertise the sale of a specific item or
items from the Director of Operations.

11. Smoking - Smoking at any time while on the bus, whether in (E)
revenue service or not, is prohibited. This includes but is not
limited to charters, deadheads, turnbacks, shifts, or layovers.
Smoking in any of Centro's buildings where prohibited is forbidden.

12. Chewing tobacco - Chewing tobacco while on or operating a (E)
bus is prohibited.

13. Conduct in the maintenance/storage area - Operators are (D)
permitted in the maintenance/storage area only during the time
necessary to take out or park the bus, unless otherwise requested.
Extreme caution should be exercised when operating in or out of
the maintenance area or yard area.

Operators should not interfere with or adversely affect the
productivity of the Maintenance Department employees.

14. Misrepresentation - If an employee willfully makes a false statement or representation for the purpose of obtaining or influencing the determination of any benefit, payment or preferential treatment, that employee has committed a deliberate act with the intent to defraud. False statements of representation, with regard to work records and documents, medical insurance, health benefits, medical history, or any information pertaining to an employee's skill, qualification or work status, shall constitute a serious misconduct. (I)

15. Housekeeping - It is the responsibility of the bus operator to keep the bus, especially the dash and driver's area, free from debris and in an acceptable visual condition. (E)

It is also the responsibility of all employees to keep Centro's office, the Operations Department, the Driver's Room, and maintenance facility neat and clean. (I)

Employees who damage or deface Centro property will be disciplined.

ON-THE-JOB INJURY

The employee who sustains an on-the-job injury caused (I)
either by an accident or an occupational disease will be
required to do the following:

1. In an emergency situation, immediately apply required first aid techniques.
2. Notify the supervisor immediately of the injury and how it occurred.
3. Obtain necessary medical attention. An employee who sustains an injury that requires immediate attention will be taken to the Company's authorized physician.
4. Complete and turn in an "Accident Report of Injury to Employee" on the day of the accident, unless the employee's physical condition prohibits it, and then it must be turned in as soon as possible. An injured employee who fails to timely inform the Company of the injury may forfeit the right to Worker's Compensation.

If an employee sustains an injury that does not require immediate medical attention, the employee must still report the injury on that day, and comply with the Company's request for followup evaluation.

5. Comply with all of the Company's requests for information about the injury and/or accident.
6. Complete a claim form on Form C-3 for Worker's Compensation.
7. Follow doctor's instructions to insure a proper and expedient recovery.
8. Return to work as soon as possible.

OPERATING PROCEDURES

1. Reporting for work - Operators must report for work on or before their designated reporting time at the location specified. (D)

When being relieved downtown, the Service Supervisor must be notified immediately if your relief operator fails to show up.

2. Bus assignment - *on window* - The bus assignment listing must be read so that the correct bus will be taken from the garage. Operators must take the bus that is assigned. If for any reason the bus assigned cannot be found or another situation arises which prevents the operator from using the assigned bus, the Service Supervisor must be contacted for a decision as soon as possible. The radio in a nearby bus can be used for this communication. (D)

- ~~3. Calling in on radio - When pulling out of the Centro facility, operators must call in service to the radio operator. Block number and bus number are to be indicated when doing this. If for any reason the radio fails to work properly, it is the operator's responsibility to notify the dispatcher immediately, either by means of another radio or by telephone where appropriate. (E)~~

The radio is in place to serve as an aid to you in the performance of your driving duties. When events occur in which you are uncertain of the correct response or remedy, use the radio to request direction from the Operations Center.

4. Schedule operation - Buses must not run ahead of scheduled time. They must leave terminal and timepoints on time, unless unavoidably delayed. (D)

The Operations Center must be notified by radio of a delay of five minutes or more. A decision on how to remedy the situation will then be made by the radio operator. There is to be no exception to this, not even on last scheduled trip. (E)

It is the responsibility of the driver to notify the Company (E)
of chronic running time problems or special situations which
affect the service to the public.

5. Route manual - Operators are to be thoroughly familiar with (E)
and have in their possession, while on duty, a current, updated
Centro route manual. It is the responsibility of each operator
to maintain this current route manual. If any question arises
as to a specific route or route deviation, the radio console
operator or Service Supervisor should be contacted for instruc-
tions and clarifications.

It is the responsibility of each employee to be familiar (D)
with each route in the Centro system, as well as any existing
route deviations or detours which may be in effect prior to
operating these routes.

6. Designated route - The designated route, which includes all (I)
notes and special instructions found on the manifest and route
manuals, is to be followed at all times. If a regular route is
blocked, radio contact must be made with the Operations Depart-
ment for an alternate route and/or special instructions. Instruc-
tions of any police officer at a detour site must be followed.
Operators must also inform their relief of any detours.

7. Manifests, trip sheets and count sheets - Manifests, trip (D)
sheets, and count sheets, including charter sheets, must be
filled out completely and accurately and turned in promptly
after each workday to the Service Supervisor or at a designated
location.

8. Transfers and coupons - All valid transfers that are (D)
received and accepted for fare must be disposed of properly by

tearing them in half so that they cannot be used again.

Unused books or partially used books of transfers must be turned in by the operator who returns the bus to the garage. (D)

Special transfers and coupons which are collected for fare must be turned in on the day collected. (D)

It is the responsibility of the operator to assure that all transfers accepted are valid. Interline transfers issued by other carriers must be checked for the correct date. (D)

Transfers are to be given out upon request when payment of the appropriate fare has been made. An emergency transfer can be given out if a passenger has paid a fare and has gotten on the wrong bus, rides beyond his or her stop, or for any emergency reason where the passenger needs to transfer to a bus on the same line. (I)

The giving out of transfers for any other reason is strictly prohibited. (A)

9. Destination signs - Proper destination signs, front and side, and route number designated by the driver's manifest and route manual must be displayed at all times. Unless otherwise specified, destination signs must not be set for the return trip before arriving at the end of the line. Under no circumstances should a split sign be displayed in front. When returning to the garage after finishing a run, one of the following signs must be displayed in the front and side: (E)

a. Garage

c. Downtown

b. Not in Service

d. Common Center

10. Supplies - Operators, when on duty, shall have in their (E)
possession the following items:

- | | |
|--|---------------------------------|
| a. transfers - both Centro & Interline (S&O) | g. witness cards |
| b. trip sheets | h. vehicle defect report |
| c. manifests | i. Rules & Regulations Manual |
| d. route manual | j. labor contract |
| e. incident reports | k. public timetables |
| f. accident reports | l. hanging signs (if necessary) |
| | m. other supplies needed |

Items which are taken from the facility must be returned to their proper place upon returning to the garage.

11. Stops - Operators are required to make stops so that the (I)
right wheels are parallel to and within twelve inches of the right hand curb, unless such a stop is impossible, or where the operator is required or permitted to make a different stop on account of some lawful regulation or emergency.

If a stop is made under circumstances which create a hazard to the safety of alighting passengers, the operator should warn alighting passengers, "Watch your step please".

12. Passing up passengers Operators must stop for any poten- (I)
tial passengers waiting in a designated bus stop and allow them the opportunity to board. Operators must also exercise good judgement in picking up passengers at reasonably safe corners even if it is not a designated bus stop. Cordially instruct the passenger that they must wait at a designated bus stop in the future. When it becomes necessary to pass up passengers because the bus is loaded to capacity, it must be reported immediately to the Operations Center by radio. The stops that are passed-up

must be identified by location. All reasonable efforts must be made to politely encourage the passengers to move to the back of the bus so as to guarantee maximum capacity.

13. Skipstopping - Skipstopping is prohibited. If the bus is filled to capacity, the dispatcher must be notified immediately by radio for instructions. The driver must not alter the designated route. (I)

14. Stopping the bus in service - Operators are prohibited from leaving the bus with passengers on board, except in an emergency. This includes stopping at restaurants. If the operator must leave the bus, permission must be obtained from the radio operator. The driver must identify the vehicle's location. (I)

15. Unattended bus - The bus must not be left unattended in service without specific permission from the Service Supervisor, except in an emergency. Coortrans operators must call in if leaving the bus for a reason other than helping a passenger. (I)

When a bus is left, the transmission should be placed in neutral (in park, if the transmission is so equipped) and wheels should be curbed, blocked if possible. The emergency brake should be properly engaged. The operator must call into the Service Supervisor to give the location and reason, and the vehicle should be secured as well as is possible. The bus should only be parked legally and in a way that it does not create a safety hazard.

16. Boarding and alighting passengers - Passengers should be picked up and discharged at reasonably safe locations; operators should pull as closely as possible to the curb and should avoid passenger obstacles such as holes or snowbanks. Passengers must never be permitted to board from or alight into traffic lanes or intersections. (I)

Operators must never move the bus while passengers are in the act of boarding, alighting, or forward of the white line.

When boarding passengers in the downtown area during rush hours, the first four buses in a loading area will normally make one stop. Any bus further back in line must stop again at the front of the loading area. In any case, operators loading in 3rd or 4th positions should watch for passengers who, for whatever reason, did not at first see the bus.

17. Closing doors - Buses must not be moved until the doors are closed. Doors must not be opened until bus has come to a complete stop. the operator must give undivided attention to the doors when closing them, and shall keep his hand on the door lever until the doors are entirely closed. (D)

18. Street and bus hazards - Report promptly any serious defect in street, highway, or bus stops to the Service Supervisor, as well as any detour potentially affecting Centro's operations. Operators should also report any tree limbs or signs which may scratch or damage buses. (E)

19. Disturbances - Any trouble or unusual disturbances which occur on a bus should be reported immediately to the radio operator and a written incident report should be turned in the same day. Requests for assistance should be made by radio or by use of silent alarm, if appropriate. (D)

In no event should a passenger be physically detained or accosted unless the operator's well being is threatened. (I)

It is the responsibility of the bus operator to take whatever reasonable steps are necessary to protect the health and safety of the passengers.

20. Exchanging duties - Operators must not exchange duties (I)
without permission from a supervisor.

21. Bus parking

(a) In service - When leaving the driver's seat, apply the (I)
emergency brake and put the gear shift in neutral (park, if
so equipped). When leaving the bus, apply the same measure:
and block or curb wheels. You must notify the Service
Supervisor by radio when you are leaving the bus. The
engine must be shut off on any layover of more than five
minutes unless it is necessary for passenger comfort or
specified otherwise by bulletin or special instructions.
The bus must be properly and legally parked (with permission
of property owner if necessary) and doors closed to entry by
conventional means.

(b) At garage - The bus must be parked appropriately in the (E)
lane designated by the individual in the spotter's booth.
Care must be taken to park the bus within lane markers so as
not to interfere with the safe movement of other buses or
pedestrians. If you are, for any reason, unable to park your
bus in the designated lane, the radio operator must be
contacted for further instructions. Do not block the desig-
nated emergency walkway.

When parking a bus in garage or lot, apply emergency brake,
put gear shift in neutral (park, if so equipped), change radio
block number to 001, check bus for articles, shut off engine
and all lights, including farebox light.

22. Moving a bus on Company property - Operators must never move (I)
a bus until certain no one is working over, under, or about it.
Operators must exercise care around buses in the yard and garage.

Operators must at all times adhere to the 5 MPH speed limit (I) when operating a bus in the garage and drive at safe and prudent speeds in the lot and yard area.

23. Lost articles - Buses are to be checked for articles at the (I) end of the line. Any articles found must be turned in by the operator who found the articles at the end of that piece of work at the Operations Center, or in the case of a downtown relief, with the Service Supervisor who is downtown and not left for your relief operator. Under no circumstances may articles found be given to any person, nor information given concerning such articles, unless specific authorization is given by a Service Supervisor. Inquiries should be referred to the Lost and Found Department.

24. Transporting articles - Operators shall not carry packages, (I) baggage, letters, newspapers, or any other cargo not in the possession of its owner.

Firearms are not permitted unless in the possession of a law enforcement official, or in cases where prior authorization was given by the Operations Department.

Skis and ski poles can only be carried on charter service or on regular service specifically designed as ski service. Ice skates must have blades properly protected. No knives or sharp objects shall be permitted to be carried. No open bottles or cans shall be allowed, nor any cups or containers. Open packages of food and prepared food from restaurants are prohibited.

Baby strollers and shopping carts should be folded and held in front of the owner as he/she sits in a seat.

Strollers, carts, or packages which are so big that they cause a potential safety hazard are not to be allowed on the bus.

If the driver has a question regarding this policy, he/she should call the Service Supervisor for direction.

25. Transporting animals - Animals, unless entirely confined in (I)
a small box or cage, shall not be permitted on buses, except dogs
(properly harnessed) used by the deaf and the blind for guidance.

26. Distractions -

(a) Operators must not make out reports, read, eat, drink, (I)
talk unnecessarily, or otherwise become distracted while bus
is in motion.

(b) Operators are prohibited from listening to radios, (D)
scanners, tape players, C.B. radios, televisions, or any
other electronic device while driving a bus. The above are
not to be carried in operator's briefcase.

(c) Operators are not to monitor Centro radio transmissions (D)
while driving buses equipped with radios having the monitoring
capability.

(d) Operators are not allowed to have riding as their (D)
passengers friends, children, or spouse whose purpose is
other than being transported directly from one point to another.

27. Bus lighting - All exterior bus lights must be turned on $\frac{1}{2}$ (D)
hour before sundown and remain on until $\frac{1}{2}$ hour after sunup.
During bad weather or any other condition which may reduce normal
visibility, all exterior bus lights must be turned on.

Interior lights must be on at all times during line operation
except on expressways during night operation, or when the operator
feels it is absolutely necessary to turn off the lights for a safe
operation. Operators may turn off lights if trip is a deadhead
and designated as such on the manifest.

28. Backing - Always bring bus to a full stop before attempting (I) to shift in reverse.

Avoid backing a bus whenever possible. When it is unavoidable, take all of these safety measures first:

1. Take a good look at the area before beginning to back up.
2. Turn on your emergency 4-way flashers.
3. Get someone responsible to stand outside and guide you.
4. Position your guide where you can always see and hear him.
5. If there is no one to guide you, make absolutely sure that the way is clear and then back up, sounding your horn often as a warning.

29. Snow and ice on steps - Snow and ice on the steps is the (I) cause of many passenger accidents. It is the responsibility of the bus operator to have in his possession a Company issued scraper and to clean the steps and platform at the end of each trip or more frequently, if necessary, to maintain a safe condition.

30. Equipment Trouble Report - The Company needs information (I) on your vehicle's condition at the end of every workday. This information is essential so that identified defects can be corrected.

If your vehicle is free from any mechanical defects, this fact must also be reported to the Company.

It is the responsibility of each operator to completely and accurately fill out the daily Equipment Trouble Report for their vehicle.

This report is to be turned in at the bus entry booth upon returning the bus to the garage. This is also an opportunity for the driver to explain the mechanical defect directly to the booth attendant, so that this specific information can aid the Maintenance Dept. in making the repairs.

31. Safety stops

(a) All buses must come to a full stop and front door (D)
opened before all railroad crossings, unless specifically
marked as exempt, as prescribed in the New York State Vehicle
and Traffic Law. The operator is to stop, look, and listen.

(b) A safety stop should be made before descending all steep (D)
hills and at all safety stops designated in the Centro Route
Manual, if you have not made a complete stop within the last
 $\frac{1}{4}$ mile.

32. Disabled vehicle -

Breakdown - The operator of any bus which becomes disabled (I)
shall notify the Service Supervisor by radio or telephone,
giving full information as to the nature of the defect, and
follow instructions. Extra care must be taken in moving any
disabled bus. No passengers will be carried while the bus
is being towed. The defect or damage must be recorded on the
Daily Equipment Trouble Report.

Emergency warning reflectors - In case of a breakdown or (I)
accident on public highways, reflectors are to be placed at
least 150 feet to the front and rear of the disabled vehicle.
The vehicle must be moved off the roadway as much as possible.

33. Brakes

Defective - Report immediately any defects in the braking (I)
system; all instructions issued by the Maintenance Department
or Radio Supervisor should be followed.

Air pressure indicators - Buses are not to be driven in (I)
service when the wig-wag indicator is down. If the wig-wag
indicator drops or the air pressure drops below 80 PSI, the bus

shall be brought to an immediate safe stop, using the hand brake if necessary. The bus shall not be moved without authorization from the Maintenance Department or Service Supervisor.

34. Horn - The horn shall be sounded before backing and for emergency reasons. (I)

35. Fire

Bus - Upon the first indication that the bus may be on fire, the operator must stop immediately, open doors, and urge passengers to leave in a careful manner. Secondly, call in by radio or phone to report the fire. Finally, attempt to extinguish the fire, if possible. (I)

Company property - It is the duty and the responsibility of each employee to be conscious of potential fire hazards and practice fire prevention techniques. If there should happen to be a fire on the Company property, each employee should do whatever is possible to protect the property of the Company, within the limits of personal safety. (I)

36. Reinstruction and disqualification - Operators may be removed from active service for instruction and/or retraining upon the request of Company officials.

Operators may be disqualified from operating on a particular line, division, or segment of Centro's service if it is found that the operator cannot perform adequately in that area under normal conditions.

FARE COLLECTION & FAREBOX PROCEDURES

1. Employees are forbidden to give out transfers or tokens to anyone who has not paid a fare. (A)
2. No operator shall deliberately permit an individual to ride without depositing a fare or having shown the proper pass in lieu of fare. (A)
3. Fares must be collected from all passengers boarding the bus. Valid passes and transfers will be accepted as fare. (I)
4. It is the responsibility of the driver to be sure that the proper fare is deposited. This includes checking the validity of transfers, passes, tokens, and coupons. (I)
5. Operators must not collect by hand any cash or token fare, but should politely have the passenger deposit the fare in the farebox. (I)
6. Operators may assist a handicapped passenger to deposit the fare, but the operator should not go into the passenger's pockets, purse, or wallet. (I)
7. If there is any irregular fare collection or disagreement with the passenger, this should be reported via radio to the Service Supervisor and his instructions should be followed. (I)
8. When an adult passenger refuses to pay the proper fare or presents an unacceptable pass for fare, the bus should be stopped at the next regular bus stop and the passenger should be requested to leave. No young child should be put off the bus. If the passenger will not leave, the operator should contact the Service Supervisor by radio for further instruction. (I)

9. If a passenger boards with a dollar bill, the driver should (I) assist the passenger to get change from another passenger. If this cannot be done, the operator is to accept the dollar bill, ask the passenger to fill out the fare discrepancy report, instruct the passenger that the Company will mail him/her back the change, and turn the report in at the Operations Department. Operators are to call into the Service Supervisor via radio reporting this and make a notation on your manifest.

10. If a passenger insists that you take a dollar bill as partial (I) payment for two fares, the operator is to immediately call into the Service Supervisor via radio reporting this, make a notation on your manifest, turn in the money to a Service Supervisor at the end of your work and receive the Supervisor's signature on your manifest, indicating that the money was turned in.

11. If there is any question regarding our fare policy, please (I) clarify with a supervisor.

12. All operators are to be familiar with the following procedure when there is a farebox problem: (I)

- a) Notify radio operator of farebox problem.
- b) Only attempt to clear jam with fingers; no tools or implements are to be used to clear the throat.
- c) If this fails, radio for further instructions (supervisor assistance, shift, etc.)
- d) When unable to clear jam in the throat, fares should not be collected by hand; inform boarding passengers of the problem and ask them to deposit a double fare on next trip.
- e) Any farebox damage or farebox problems are to be written up and reported to the radio operator.

KNOWLEDGE OF EQUIPMENT

As a professional operator, you must be familiar with the mechanical condition of your vehicle and operate it within the safe limitations of such conditions at all times. To assure yourself at the start of each work assignment that your vehicle is in good operating condition, you must perform a pre-trip vehicle inspection. If anything unusual is noticed which may indicate a possible or potential mechanical problem, you are to locate or identify the cause if possible and call the Service Supervisor for instructions. (D)

1. Inspection of equipment - Before leaving the garage or another location, operators must make the following bus pre-trip inspection determinations: (I)

a) Mechanical

- 1) Wheel lugs are tight and rims are in good condition.
- 2) Tires are in good condition and properly inflated.
- 3) Exterior and interior lights are working properly.
(headlights, directionals, hazards, brake lights & marker lights)
- 4) Horn & buzzers are working properly.
- 5) Oil and water temperature gauge or signal are functioning properly.
- 6) Windshield wipers and washers are in acceptable condition.
- 7) Doors are working properly.
- 8) Farebox is functioning properly.
- 9) Steering and brakes are working properly.
- 10) Air pressure must be at least 100 lbs. before the bus is taken out of the garage.
- 11) Wheelchair lift and kneeler, if so equipped, are working properly.
- 12) Exterior rear and side compartment doors should be secured.
- 13) Interior and exterior mirrors are clean and unbroken.

b) Appearance

- 1) Exterior condition must be acceptable.
- 2) Interior condition must be acceptably clean so as to make a positive public impression.

c) Other

- 1) Vehicle Condition Report must be on vehicle.
- 2) Vehicle is equipped with the proper destination sign.
- 3) All emergency equipment is available and in satisfactory condition.
- 4) Vehicle registration is available.

2. Engine - Before starting the engine, the operator shall be (D)
 sure that the transmission is in neutral (park, if so equipped)
 and the emergency brake is on. Hold the starter switch in position
 no longer than 15 seconds. Wait 10 to 15 seconds before making a
 second attempt.

During warm-up period, air pressure should continue to build up.
 Do not run vehicle over 1/3 throttle during this warm-up period.
 Do not move the bus until pressure is over 100 pounds.

If engine fails to start after a reasonable application of the
 starting motor, the radio operator should be notified immediately.

3. Overheated engine - Buses shall not be operated when water (I)
 temperature gauge or hot engine signal indicates that the engine
 temperature is excessive. The Service Supervisor must be notified
 immediately via radio and all instructions given by the Service
 Supervisor or the Maintenance Department must be followed.

Never attempt to add water to a hot engine.

4. Bus idling - A bus should not be idled for more than five (D)
 minutes unless it is necessary for heating or airconditioning for
 passenger comfort. Care should be taken not to idle a bus more
 than absolutely necessary.

Prior to pull out - To maintain an acceptable air quality (D)
in the bus storage area, do not idle bus longer than is necessary.

5. Ventilation, heating, and airconditioning - Heating and air- (D)
conditioning should be used as needed to maintain an adequate
environment. When heating or airconditioning is being used,
all windows should be closed. Operators should keep the bus at
a comfortable temperature for the convenience of passengers.

6. Tires - Care must be exercised to avoid scraping tires or (D)
jumping curbs while pulling into bus stops or making turns.

7. Brakes - You are held completely responsible if an accident (I)
happens because your bus was used with defective brakes. Make
absolutely sure that all brakes are working well, and that air
pressure is at no less than 100 lbs. before ever taking a bus
out of the garage.

The most professional air-braking is done by "feathering"
the brake. Start by applying the brake with a gradual squeeze
to the most that is needed and then (before you reach a stand-
still) begin to reduce the pressure until only a small amount
of air pressure is left by the time your bus has completely
stopped.

Always begin to brake early enough to allow for a smooth
and even stop. Take your foot off the accelerator and use the
natural "dragging" power of the motor to help stop the bus.

Use your parking brake only for parking or in emergencies.
Then make sure it is completely released before starting to
drive again. Never use the fuel pedal to hold the bus still
on an uphill incline.

Never use the rear door interlock system as a braking device
under any circumstances.

8. Oil pressure indicators - No engine shall be kept running (I)
if the oil gauge or low oil warning signal indicates a
mechanical problem, unless Maintenance Department approval has
been obtained.
9. Broken axle - In case of broken axle, propeller shaft, or (I)
other rear axle parts, rendering the emergency brake ineffective,
the operator should set his rear door brake and block the
wheels securely before leaving the bus unattended. In most
instances, this can be done by cramping the wheels sharply to
the curb.
10. Towing - Bus operators are to follow the specific instruc- (I)
tions issued by Maintenance Department personnel in towing
situations.

ACCIDENT PREVENTION

(I)

No other form of transportation makes such continuous demands upon the individual skill and concentration of an operator as public transportation. Since you are a professional bus operator, you will have a great responsibility to prevent accidents for two reasons. First, the law requires public transportation operators to use extraordinary care to avoid all kinds of accidents. Second, public carriers like Centro have the additional obligation of passenger safety. Through defensive driving, all operators can build more safety into public transportation.

Defensive driving can prevent accidents with pedestrians or other vehicles and accidents involving injury to your passengers. Here is what defensive driving requires of you.

1. You must operate a vehicle in such manner that you avoid being involved in an accident or contribute to others being involved in an accident.
2. You need to know and observe all applicable traffic rules and regulations.
3. You should maintain a constant alertness for the illegal acts and driving errors of other drivers. You must be willing to make timely adjustments in your own driving so that such illegal acts and errors do not affect or involve you.
4. You must intelligently adjust your driving to the special hazards presented by current or changing conditions in:
 - a. the mechanical functioning of your vehicle
 - b. the road surface
 - c. the weather

- d. the light available
- e. the traffic
- f. your physical fitness
- g. your state of mind

5. You need a thorough knowledge of the rules of right of way, and be willing to yield to other drivers regardless of these rules whenever necessary to avoid an accident.

6. You should have a positive attitude that you can drive (I) without ever having a preventable accident.

ACCIDENT PROCEDURE

(I)

When you drive defensively, you prevent accidents. However, if an accident does occur, your responsibility is to insure the safety and comfort of your passengers and to continue to perform your required duties in a professional manner.

The following is a step-by-step procedure which you should always follow when involved in any accident.

1. Maintain your composure because everyone is counting on your experience and guidance. Reassure your passengers that everything is under control and that service will be restored as soon as possible.
2. Ascertain the extent of injuries to passengers and damage to the vehicle. Do not ignore anyone's claim of injury even if you personally disagree with them. Also, do not attempt to move anyone who appears to be seriously injured, or the injury could become more serious. Protect injured persons from further injury, such as in the case of fire. Protect the accident scene with proper safety equipment - flares & reflectors.
3. Obtain information. Use your Accident Report Packet and follow the instructions on each side which summarize the Accident Procedure. The Accident Report Packet is designed for recording needed information at the scene of an accident.
4. Call the Operations Center and report to the Dispatcher all the facts obtained. Follow the Dispatcher's instructions.
5. The Accident Report Packet contains Courtesy Cards to help you obtain names, addresses and telephone numbers of all witnesses to an accident. This includes the occupants of other involved vehicles, persons on the street, and your passengers. You should try to get every witness to fill out a Courtesy Card.

6. Wait for the arrival of the Police, Ambulance requested, and Centro officials. When a Supervisor arrives on the scene of the accident, follow his instructions exactly and address any questions or comments to him/her. Do not leave the accident scene without permission from the Supervisor. Review the accident with the Supervisor at your earliest opportunity.

7. Make out your report. Use information gathered on your Accident Report Packet to fill out the required reports. Reports are required as soon as possible after the accident so that the details will be fresh in your memory. Reports should be completed, turned in, reviewed by supervisor, and approved before the operator leaves the property.

ACCIDENT REPORTING

(I)

The following provides you with the basic guidelines for carrying out the Accident Procedure given.

1. **DO NOT** argue with anyone about the accident. Make no statements about the accident **EITHER** at the scene **OR** at any time to anyone other than the police and **authorized** representatives of Centro. Under no circumstances should you discuss the incident with members of the press, other operators, members of your own family, or any person who cannot demonstrate that he has authorization to question. **DO NOT** sign any written statement.
2. Cooperate with the police, **BUT ONLY** to the necessary extent. Do not admit fault or volunteer information not requested.
3. **NEVER** make any comment reflecting on the equipment or vehicle you were operating at the time of the accident. Such observations should be made **only** to an authorized representative of Centro.
4. To be a witness, a person does not necessarily have to actually see the accident because a witness is anyone who could conceivably know **ANYTHING** about the accident.
5. Never tell a person claiming injury or damage that he will be contacted by us. Matters of this nature will be referred to the insurance company providing the Company with insurance coverage. Do not give a person the name of any particular individual to call, and do not volunteer any unnecessary information.
6. Never attempt to appraise damages for anyone except an authorized representative of Centro.

7. Never attempt to contact any injured person either directly or through his family, his hospital, or in any other manner. Direct all questions to your supervisor.

8. The courteous, dignified, pleasant, helpful operator always gets the most effective witnesses and has fewer difficulties following an accident. Your attitude is important because every passenger is watching you.

WRITTEN REPORTS

Accident Report - A bus Accident Report must be filled out (I)
completely and accurately for every accident (however slight)
involving a Centro bus, injuries on a bus, or a pedestrian
accident in which a bus was involved.

Incident Report - A bus Incident Report must be filled out in the (I)
following circumstances:

- a) damage to bus other than accident
- b) altercations on bus
- c) disturbances on bus
- d) witness to vehicle accident other than with Centro vehicle
- e) sickness on bus

These reports must be turned in by the end of the workday, or at
the scene of the accident or incident if requested by the Service
Supervisor.

Appearing before authorities - Operators summoned to appear at (I)
the Police Department, District Attorney's office, or at court
relative to an accident, shall report to the Human Resource
Management Department or Director of Operations before their
appearance. Under no circumstances should an operator sign a
statement without Centro's attorney being present.

Public statements - Bus operators are prohibited from making (I)
any public statements regarding an accident. Bus operators
should cooperate fully with the proper authorities at the scene
of an accident, but refer all other inquiries to the ranking
supervisor at the scene.

DISCIPLINARY CODE

1. Preface

The following disciplinary classifications correspond to Centro's Rules and Regulations. They were developed as a guide to Centro's operators and supervisory personnel.

The existence of these suggested disciplinary steps in no way restricts Centro from exercising the flexibility needed to take account of special circumstances in a given case.

Repeated violation of a number of different rules and regulations will be handled in a fair and consistent manner and will depend upon the circumstances which prevail.

2. Suggested Code of Discipline

<u>Discipline Class</u>	<u>Offense</u>	
(A)	1st	Automatic Discharge
(B)	1st	*O.O.S. & Warning
	2nd	O.O.S. & 3 to 5 Days & Letter
	3rd	Discharge
(C)	1st	O.O.S. & Warning
	2nd	O.O.S. & 1 to 3 Days
	3rd	O.O.S. & 3 to 5 Days & Letter
	4th	Discharge
(D)	1st	Warning
	2nd	1 to 3 Days
	3rd	3 to 5 Days & Letter
	4th	Discharge
(E)	1st	Warning
	2nd	Warning
	3rd	1 to 3 Days
	4th	3 to 5 Days & Letter
	5th	Discharge
(I)	All	To be determined by circumstances

* Out Of Service

The aforementioned days refer to days of disciplinary suspension.

The labor agreement sets forth the actual form of this disciplinary process.

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