

CHAPTER 4. RULES OF BEHAVIOR AND CONDUCT

1. GENERAL CONDUCT AND PERSONAL HABITS

Employees, in order to contribute competent and proficient service to the success of CTS, are expected to:

- A. Display an attitude that contributes to harmony within CTS.
- B. Maintain the required standards of performance in their duties.
- C. Make complete and truthful statements in all reports pertaining to their duties.
- D. Promptly follow the instruction of the appropriate supervisor or manager.
- E. Seek cooperative solutions to problems. It is considered inappropriate to engage in the public use of abusive, antagonistic, disrespectful, or discourteous language or behavior in referring to CTS or any other employee, official, or activity.
- F. Distributing or Displaying Written Materials
CTS employees shall not distribute written materials or display them on any CTS facilities including but not limited to bulletin boards, shelters, walls, buses, or other medium, without the prior approval of CTS management.

This policy covers employees who are on company time and/or facilities or equipment. This policy does not affect the official union bulletin board.

2. COURTESY

All CTS employees are expected to exhibit a courteous and respectful attitude towards the public.

All CTS employees should be mindful that the system is funded and owned by all the people within our service area.

Transit operators will find that by being courteous and polite to a passenger, the passenger will return the good gesture, making the transit operator's job a more pleasant and rewarding experience. In order to ensure that the transit operators are always courteous to passengers, the operators shall:

- A. Be polite and courteous to the public. A simple smile, "good morning," and "good-bye" can go a long way. Above all, please listen and refrain from arguing and possibly embarrassing passengers.
- B. Operate the bus skillfully and safely, providing a smooth and comfortable ride.
- C. Exercise professionalism and mature judgment at all times.
- D. Be helpful and considerate of the passengers. Provide the information requested or direct them to the proper source.

3. REPORTING

It is imperative for the overall on-time operation of CTS that all operators report to work on or before their scheduled report time.

- A. Employees shall report for duty on time.
- B. An employee who fails to report for work on time is subject to the CTS Disciplinary Guide.

4. APPEARANCE WHEN REPORTING FOR DUTY

- A. Employees shall report to work in the proper attire as prescribed by CTS.
 - 1. The proper attire for operators is the full uniform as prescribed by CTS in Appendix A. Such uniforms will be worn when on duty and will be kept in a good state of repair, pressed, and clean.
 - 2. The proper attire for maintenance employees is as prescribed in Appendix B. Such attire will be clean at beginning of shift and in good repair.
 - 3. The proper attire for Dispatchers is the full uniform as prescribed in Appendix C. Such uniforms will be worn when on duty and will be kept in a good state of repair, pressed, and clean.
- B. Employees are to report to work clean and well groomed.
- C. Hair must be neatly trimmed and groomed so as not to interfere with vision and the proper performance of duties.
- D. Sideburns, mustaches, and beards, if worn, will be neatly trimmed.
- E. Poor personal hygiene, uncleanliness, or personal grooming practices which result in an unkempt appearance is unacceptable and may result in disciplinary action.

5. OPERATOR'S EQUIPMENT

While on duty, operators shall be in possession of the following:

- A. Valid Washington driver's license, properly endorsed.
- B. Valid medical card
- C. Reliable timepiece set to correct dispatch time.

6. PASSENGER COUNT

Operators shall record on the trip sheet the number and classification of passengers carried on each trip. The passengers will be tallied on the counter as soon as possible after passengers step onto the bus.

7. SAFETY EQUIPMENT

The following items of safety equipment shall be carried on company vehicles at all times:

- A. Fire extinguisher.
- B. First aid kit.
- C. Emergency warning triangle reflectors.
- D. Accident report kit.
- E. CPR mask.

It shall be the operator's responsibility to ensure that these items are in the vehicle and are in good condition. Any shortages will be reported to dispatch or immediate supervisor and replacement made as soon as possible. An operator is responsible for the safety of his/her passengers and is, therefore, also charged with the duty to guide them to safety in the event of an accident.

Operators shall wear seat belts when the bus is in motion.

8. RADIOS

The CTS radio system is to be limited to business purposes only. Examples of such purposes are bus and passenger transfer coordination, traffic information, vehicle maintenance, and requests for assistance.

- A. Listen before you transmit. The channel may already be in use.
- B. Think before you speak. A moment of fore-thought prior to transmission will be of considerable help in formulating what you are trying to say and how it can be said in a brief and specific manner.
- C. Be careful what you say. **All transmissions can be monitored by the general public, the FCC, and other governmental agencies assigned the frequency.**
- D. Personal messages over the radio are not permitted. Personnel should be directed to call the other party by telephone or by leaving telephone information with dispatch.
- E. When using the radio indicate who you want to call and give your bus number.
- F. Always sign off. When through transmitting, use your bus number to sign off. Example: "525, clear."
- G. Radio procedural violations are subject to CTS Disciplinary Guide.

9. PRE-OPERATION CHECK

When preparing the bus to leave the yard, the operator must check the brakes, tires, oil pressure, radio, mirrors, signs, schedule holder for schedules, safety equipment, and the interior and exterior of coach for any cuts, scratches, dents, etc. If for some reason the bus is not suitable for service, the dispatcher must be notified immediately. The daily log book shall be filled out completely while performing the bus pre-operation check as described above.

10. LOG BOOKS

All transit operators are required to fill out the daily vehicle inspection report form in the coach's log book before starting their run. At the end of their run, drivers will ensure that the daily log book has been completed. This will be used by the maintenance department for repairs and records. All applicable employees are responsible for the proper utilization and requirements pertaining to the log book.

11. BREAKDOWNS

Operators are to report to the dispatcher any defect in equipment or any abnormal street conditions which may affect operations or the safety of passengers and the general public.

- A. If there is a defect in the equipment and continued operation could cause more serious trouble resulting in road failure, the dispatcher is to be contacted immediately so arrangements can be made to replace the bus. Under no circumstances is the operator to continue to operate a vehicle when continued use would cause further damage without approval of the dispatcher.
- B. When the defect is not of such nature to cause damage to the equipment, possible road failure, or injury to the passengers, the operator may ask for a replacement.
- C. Should a bus become disabled, the operator shall first properly secure the bus and take precautionary measures, notify the dispatcher at once, and describe the trouble. The operator shall then return and render assistance to the passengers, attend the equipment, and direct traffic around the bus.

12. RAILROAD CROSSINGS

The operator before crossing any uncontrolled tracks of a railroad shall exercise prudent caution and determine whether or not it is necessary to exercise a full stop.

13. DRUGS OR INTOXICANTS

- A. The drinking of intoxicants or the use of controlled substances is prohibited while on duty at CTS premises or on CTS vehicles whether on or off duty.
- B. An employee found to be in possession of or under the influence of intoxicants or illegal and dangerous drugs when reporting for duty on the premises will be subject to the CTS Disciplinary Guide. An employee suspected of being under the influence of alcohol or controlled substances will be required to take a sobriety test or referred to an appropriate facility for testing. Refusal to take the sobriety test or referral as requested will be subject to the CTS Disciplinary Guide. In the event that such a test is required, the supervisor making the request shall provide a full written report of the incident.

CTS will not conduct other drug testing except as required by federal or state regulation.

- C. Employees must notify CTS within five calendar days of being convicted of a violation of a criminal drug statute occurring in the workplace.

14. MISCONDUCT

- A. Employees arrested while on duty shall, as soon as possible, preferably by phone, report the fact and the cause thereof to the dispatcher or supervisor. Failure to report will be subject to the CTS Disciplinary Guide.
- B. The taking or destruction of company property regardless of value will be subject to the CTS Disciplinary Guide.
- C. Employees are prohibited from fighting on the premises. Such action is subject to the CTS Disciplinary Guide.
- D. The frequenting of premises where intoxicants are the primary item of sale is strictly forbidden while on duty or in full uniform.

15. CITATIONS

- A. Any citation or arrest for traffic violations while on duty is the responsibility of the employee and may also be a subject for discipline.
- B. An employee with a CDL must notify CTS within thirty days, in writing, of all traffic convictions. This includes those in your private vehicle as well as those in a commercial vehicle.

16. SAFETY

The primary rule by which operators shall operate is "**SAFETY FIRST.**" Safe arrival is always more important than being on time. Schedules should be maintained within five to 10 minutes. However, when unavoidably delayed, operators are to make a reasonable and safe effort to resume their schedule. Running fast or "hot" shall be strictly avoided under normal operating conditions. If unable to resume the schedule, the operator shall notify the dispatcher at once. During fog, rain, or other inclement weather, buses are to be operated with special regard for safety. When required to operate through high water, the speed of buses should be slowed sufficiently to avoid splashing on electrical cables or other vital engine parts.

17. DEVIATION OF ROUTE

Operators will not deviate from the routes prescribed by the system either to deliver passengers or for any other purpose except in case of emergency or with prior approval. If it becomes necessary to detour, authorization from dispatch must be obtained.

18. SMOKING

Smoking or chewing tobacco by an employee is prohibited while operating or riding as a passenger on a CTS vehicle.

19. ANIMALS

With the exception of working service animals, all pets transported on any CTS vehicle must be placed in a secured, lidded pet container.

20. PICKING UP AND DROPPING OFF PASSENGERS

When stopping to pick up or discharge passengers, the bus must be at a complete stop before opening doors and it shall not be moved until the doors are completely closed. Operators should attempt to get as close to the curbside as possible without curbing the tires.

21. KNEELING COACH

Operators are required to exercise due caution for elderly and disabled passengers who are boarding or alighting. Kneeling device on buses should be used when appropriately needed. Operators are to have the bus doors closed at all times when the bus is in motion.

22. FLAG STOPS

Operators may board passengers or drop off passengers along their route at other than designated bus stops (except Highway 101 between Port Angeles and Sequim). Operators are responsible for making the decision whether the stop is safe.

23. DRINKING BEVERAGES, COACH CLEANLINESS

Operators are not to allow passengers to board buses with OPEN beverage cans, bottles, or containers of liquid. Operators are responsible for the interior cleanliness of their coaches. Operators may request passengers to assist in keeping the bus clean.

24. RELIEVED OF DUTY

If an operator needs to be relieved or is not capable of working, he or she must notify a dispatcher for instructions.

25. DOUBLE-PARKED

An operator is not to double-park their bus beside another vehicle at any bus stop to load or let off passengers unless unavoidable.

26. COACH UNATTENDED

If the operator leaves the bus unattended for any reason while passengers are aboard or if an operator leaves a coach regardless of whether passengers are on board or if at any point while away from the coach loses visual contact, the operator shall appropriately secure the coach.

- A. Before leaving the bus, the operator must turn off the engine, set the air or hand brake and make sure that it holds, and place the gear lever in neutral/park position. If the bus is on the slightest upgrade, the operator must set the front wheels away from the curb; on down grades, set them to the curb. If an operator leaves their bus unattended for any reason, the engine shall be turned off and doors may be closed if no passengers are on the bus at the time. Secure keys.

- B. Under no circumstances is the rear door interlock of the bus to be used in place of the parking brake.

27. STANDEES

Operators are allowed to have passengers stand as long as they stand behind the standee line.

28. INTERIOR, EXTERIOR LIGHTING

Buses must have appropriate inside and all outside lights on when in operation at night. Headlights should be turned on at all times.

29. PERIODIC COACH INSPECTION

The operator must go through the bus periodically and when arriving at the garage and look for lost articles and damage to the interior and exterior of the bus. Any damage should be reported to dispatch or supervisor immediately. A lost article found on the bus by the operator or an article found and turned over to the operator is to be tagged and turned in to dispatch.

30. LOST AND FOUND POLICY

Lost and found articles will be handled in the following manner:

Found articles shall be turned over to the Operations Department and Operations Department staff shall attempt to notify the apparent owner of the property. Property of apparent value that has not been claimed and returned to a person who has validly established ownership or the right to possession of the property after 30 days shall be forwarded to the chief law enforcement officer of the jurisdiction in which the property was originally found. Property of no apparent value shall be discarded.

31. EATING AND DRINKING

Operator eating and drinking while operating the bus is prohibited.

32. NOT IN SERVICE

NOT IN SERVICE signs should be displayed when deadheading (not on route).

33. SPECIAL PASSENGERS

The operator is to give special consideration to passengers who are elderly, disabled persons, pregnant women, people carrying babies, and any others who appear incapable of seating themselves while the bus is in motion. Therefore, the bus shall not be moved until they are seated or at a safe place where they can hold to a support.

34. CROSS BEHIND

Operators should request passengers to cross the highway behind the bus **AFTER** the bus has pulled away and to **NEVER** cross in front of the bus.

35. ARMS AND HEADS INSIDE COACH

Passengers are not at any time permitted to extend hands, arms, heads, or objects of any kind from the windows of the bus, whether the bus is in motion or at a standstill.

36. SCHEDULE INFORMATION

Operators are required to have an accurate knowledge of schedules, running times, time points, and connecting transfer points on the runs they operate.

37. STARTING AND RUNNING TIMES

A. Operators are required to leave the runstarting point on scheduled time, unless there is a legitimate reason for delay. Operators should attempt to maintain prescribed schedules, reaching time points as scheduled unless unavoidably delayed. Operators are never to run ahead of schedule.

B. An operator is not to cut his route short under any circumstances unless instructed to do so by a dispatcher or supervisor.

38. WEAPON POLICY

It is a strict violation for any employee to carry Mace, firearm, or any kind of weapon on their person, on the bus, or on the property of CTS, including any vehicle parked on CTS property. An employee doing so is subject to discharge. Passengers carrying weapons or sharp instruments, unless completely sheathed or broken down are not permitted on the bus. An operator may require weapons or potentially hazardous materials be left in the front of the bus under the control of the operator.

39. CELLULAR PHONE USE WHILE OPERATING A BUS

The use of private cell phones while operating a bus is not allowed. If a call must be made on a company phone, the operator shall pull into a bus stop and make the call.

40. RADIOS/RECORDERS

Operators and passengers shall not be permitted to operate radios or recorders audibly while a passenger is on a bus. A passenger may, however, operate a radio or recorder with the proper use of earphones.

41. PASSENGER CONVERSATION

Undivided attention must be given to the operation of the bus. All conversations should be limited to brief and courteous answers to questions pertaining to service, and while doing so, the driver must not look away from the road.

42. REFUSAL OF TRANSPORTATION

Operators *may* refuse transportation to those not wearing shirts and/or shoes or sandals, intoxicated persons, those conducting themselves in a boisterous manner or using profane or obscene language, and persons who are obnoxious or offensive enough to cause discomfort to other passengers.

When transportation is refused, notify dispatch. The operator shall prepare a full detailed report of the circumstances together with names and addresses of witnesses to the supervisor by the end of shift.

43. PASSENGER EJECTIONS

- A. When a passenger refuses to pay the fare or is acting in a disorderly manner, the passenger may be requested to leave the bus when the bus is stopped. If a passenger has been requested to leave the bus and has refused or is unable to take care of himself, the operator shall call the dispatcher and request assistance of a supervisor or police officer.
- B. A young child, a person of unsound mind, or a person in such a feeble and helpless condition as to be unable to take care of himself must *not* be ejected from the bus except when the operator can see that the person ejected is properly cared for.
- C. Eject only at a safe location. No passenger shall be put off at any point where likely to be exposed to danger. Particular attention must be paid to this rule during bad or inclement weather, late at night, or when the passenger is intoxicated. Whenever a passenger is ejected dispatch will be notified.

44. ACCIDENTS OR INCIDENTS

- A. All accidents and/or incidents including occupational injury and illness must be reported immediately to the appropriate supervisor. The employee will complete the company accident form and the employee's supervisor will investigate and file a report.

Employees away from the base will telephone or radio (code 10-99) to dispatch and/or supervisor as soon as practicable.

- B. An employee having knowledge of or witnessing an accident or incident involving any CTS vehicle or employee must report this information to the appropriate supervisor.
- C. In any accident or incident involving a personal injury, first call for assistance, then render all assistance that is necessary and practical to the injured. Never leave an injured person without having seen that they are cared for properly. In the event the injured requests hospitalization or the injury is, in the judgment of the operator, severe enough to require hospitalization, the dispatcher should be notified.
- D. The employee shall hand out courtesy cards to all persons in the immediate vicinity, whether on the street, in other vehicles, or passengers on the bus. Those who did not actually see the accident or incident can help establish the

weather, speed, location, and other details. **NOTE:** In obtaining witnesses, employees should never ask, "Did you see the accident?" Instead, they should pass out courtesy cards and ask courteously for names and addresses. For example, say: "I am required to get names and addresses of passengers on my bus. I will appreciate your help. Please fill out this card." Do not refer to the card as a witness card.

- E. In case of a collision with another vehicle, the employee shall endeavor to **secure the license number first**, then, the name and address of the owner as well as that of the driver and all other occupants of the said vehicle. The employee is to secure the names or badge numbers of investigating police. The employee should also make every effort to secure the name of the insurance company of the driver.
- F. Employees are not permitted to place responsibility for an accident or enter into an argument concerning an accident. Simply state, "I will make a proper report to the transit system management."
- G. Employees are not permitted, under any circumstances, to give any information whatsoever concerning any accident, delay, or mishap to any person except an authorized representative of the transit system or law enforcement. Any authorized representative of the transit system can readily identify themselves and the employee shall insist upon their doing so. However, any information on your driver's license should be given upon request.
- H. Employees are not permitted to visit or contact persons involved in an accident, unless specifically authorized to do so by a supervisor. Employees are not to tell injured persons they will be contacted. All damage or injury claims shall be handled by the system's appropriate representative.

45. OPERATIONAL SAFETY

- A. Backing: Operators will not back up unless it is **absolutely necessary** and only then with **EXTREME CAUTION**, with assistance if available.
- B. Speeding: Employees will not exceed posted speed limits.
- C. Traffic lights and signs: Vehicles will stop on an amber light when approaching an intersection and come to a full stop at stop signs and red lights.
- D. Vehicle lights: Headlights, marker lights, and appropriate interior lights shall be used at all times. Turning indicator lights shall be used when making turns, changing lanes, or entering and leaving curbside.
- E. Loading and unloading passengers will be done as close to the curbside as possible in an area free from hazards and affording good visibility.
- F. Operators are expected to know and always obey all local and state traffic laws.
- G. When the bike rack is full, operators may, at their discretion, permit bikes to be carried inside the bus as long as they can be secured and do not block the aisle or doorways.

46. PULLING INTO YARD

Buses are never to be operated more than 10 miles per hour on CTS property except when Maintenance employees are performing required brake tests. When pulling the bus into the CTS yard or fuel pumps, operators will observe the following instructions:

- A. Take bus out of gear.
- B. Set parking brake and see that it holds.
- C. Turn off all electrical systems.
- D. Close all windows and doors.
- E. Report condition of bus interior and exterior (okay or otherwise) on daily vehicle inspection form.
- F. Look through the bus for articles left by passengers.

47. CARE OF TIRES

- A. Care should be used in making turns and stops so that tires do not slide against or strike the curb.
- B. In case of a flat tire, stop immediately and report to the dispatcher. Do not operate vehicle with flat tire unless instructed by Dispatch or law enforcement personnel.

48. STEPS AND DOORS

- A. Great care should be exercised to prevent striking the steps or doors against curb or any object.
- B. Attempt to keep step clean of ice, snow, mud, sand, or debris.
- C. Sand or salt should not be used on steps or floors.

49. FARES STRUCTURE

Operators shall be aware of the fare structure and collect appropriate fares.

50. COLLECTION OF FARES

- A. The operator is not permitted to deposit fares unless assisting a disabled passenger. An operator is expected to inform passengers of the appropriate fare. If a passenger refuses to pay, the operator should contact Dispatch for instructions.
- B. The operator shall try to keep the farebox inspection plate clear at all times by tripping the plate after each fare is deposited. Confusion will be avoided by determining the exact amount of fare deposited by each passenger. It is necessary for the operator to observe the payment of fares closely. In a case where the passenger has deposited insufficient fare, the operator is to state to

the passenger once in a polite manner that the proper fare is required. If the passenger refuses or is unable to conform, the operator should not argue. He should call the dispatcher, explain the circumstances, receive instructions, and act accordingly.

51. FAREBOX EQUIPMENT

- A. The operators are not to tamper with the farebox in any manner.
- B. Passengers should have the correct change (fare). Operators shall not make change.

52. PASSENGERS RIDING ON OUT-OF-SERVICE BUSES

Passengers are permitted to ride on out-of-service buses that are traveling on their prescribed deadhead routing.

53. SOLICITORS AND BEGGARS

Solicitors and beggars will not be permitted to solicit from passengers on transit vehicles. Such persons, if found to be at or near bus stops, shall be reported to dispatch.

54. COASTING

Operators will not permit buses to move without being in gear.

55. TOWING

Buses containing passengers will not be used for towing or be towed. In such an event, operators should inform passengers and assist with their disembarkation.

56. EATING AND DRINKING -- MAINTENANCE EMPLOYEES

Beverages consumed anyplace other than private offices and the breakroom will be contained in a closed container, other than glass. Measures shall be taken to keep the surface of coffee cup travel tops covered when contamination is possible.

57. EMPLOYEE PARKING

Employee parking is on the west side of the Administration building and the east side of the Maintenance building. Parking is first-come first-served with the exception of reserved parking.

58. LIFTING

All employees must practice safe lifting at all times.

- A. Size up the load first.
 - 1. Is the weight marked?
 - 2. Can you lift one corner as a test?
- B. Plan the moves ahead of time.
 - 1. Do you need help?

2. Can you use a mechanical assist?
 3. Is the pathway clear?
- C. When lifting on your own:
1. Get as close to the load to be lifted as possible.
 2. Grip the load in a manner that will allow the best hold and balance of the load.
 3. Lift with your legs, not your back.
 4. Avoid any twisting of your body.
- D. When working with a partner:
1. Choose a leader.
 2. Discuss signals.

59. RECYCLING

Recycling containers are located throughout the facility. CTS recycles the following material:

- A. Scrap metal
- B. Cardboard
- C. Aluminum cans
- D. Glass
- E. Office paper
- F. Newspaper
- G. Allowed plastics

Employees are prohibited from removing any of the above material for their personal use without written permission from their department manager.

60. SMOKING

Smoking is not allowed within any CTS building or vehicle or within 25 feet of entrances, exits, windows that open, and ventilation intakes of the Administration/Operations building.

61. LIFT AND SECUREMENT USE

- A. Operators shall use the securement system to secure wheelchairs. Where necessary, or upon request. Operators shall assist individuals with the use of securement systems, ramps, and lifts. If it is necessary for the Operator to leave their seat to provide this assistance, they shall do so.
- B. Wheelchair users are required to have their wheelchair secured unless the wheelchair or its user cannot be secured or restrained satisfactorily by the vehicle's securement system.
- C. Operators may recommend to a user of a wheelchair that the user transfer to a vehicle seat, however, the user is not required to do so.
- D. Operators shall allow any passenger to use the vehicle's lift or ramp to board or disembark the bus.

62. ADA CALL STOPS

- A. At least, Operators shall announce transfer points with other fixed routes, major intersections, destination points, and intervals along a route sufficient to allow individuals with visual impairments or other disabilities to be oriented to their location.
- B. Operators shall announce any stop upon the request of a passenger.
- C. When more than one route serves the same stop, Operators shall make an external announcement so that an individual with a visual impairment or other disability can identify the proper bus.
- D. Operators are required to use the public address system for call stops. If the system is inoperable, the Operator must verbally make call stops at a volume loud enough for any passenger on the bus to hear.

63. MAINTENANCE WORK RULES

A. Maintenance Work Site

Employees are responsible for the organization and cleaning of their work site and the shop in general. The Maintenance Manager will schedule clean up time as needed. In addition to scheduled cleaning, employees should use any spare time to:

1. Sweep floors of the maintenance building;
2. Sweep floor in the unfinished area of administration building;
3. Sweep floor of mechanical room in maintenance building;
4. Empty small trash containers into outside dumpsters;
5. Empty small recycling containers into outside recycling bins;
6. Wipe down fixed shop equipment;
7. Clean grease/dirt spots from walls and doors.

B. Parts/Inventory Usage -- Maintenance

1. Each employee is responsible for accurately recording parts and material usage.

C. Nonregulated Hazardous Waste

Used engine oil, gear lubricant, transmission fluid and oil filters are considered nonregulated hazardous waste as long as they contain no coolant, solvents, or fuel.

1. Oil, gear lubricant, and transmission fluid shall be drained from the vehicles into portable drain drums.

2. Portable drain drums shall be emptied into the floor basin located between bays 2 and 3.
3. Used filters shall be drained for 24 hours, then crushed in the filter crusher. After crushing, the filters are to be placed in the oil filter barrel.
4. Oil, gear lubricant, or transmission fluid that is contaminated with coolant, solvents, or fuel are regulated hazardous waste.

C. Parts/Inventory Usage -- Maintenance

1. Each employee is responsible for accurately recording parts and material usage.
2. All parts and materials must be accounted for at the time of use.

D. Regulated Hazardous Waste

All nonuseable anti-freeze, engine oil, or transmission fluid contaminated with coolant and fuel is a regulated hazardous waste.

1. Anti-freeze or fuel must be immediately placed in the appropriate barrel.
2. Engine oil or transmission fluid contaminated with coolant must be placed in the anti-freeze barrel.
3. Collection barrels must be kept sealed at all times.
4. Fuel and anti-freeze collection barrels must be kept on the containment pallet at all times.
5. Batteries, ballasts, and fluorescent lights must be placed in designated containers.

E. Roadside Work Activities

Extreme caution will be exercised at all times when performing work related duties along public roadways. When working near the roadway each employee is required to:

1. Position service vehicle between oncoming traffic and work area;
2. Activate all service vehicle warning lights;
3. Wear a traffic safety vest;
4. Conduct needed activity in order to:
 - a. Restore full use of the roadway;
 - b. Clear the right-of-way in the least amount of time.

Maintenance Workers are responsible for conducting all roadside work in a safe and professional manner.

F. Shop Doors

Shop's doors will be completely open before vehicles are moved into or out of the shop.

G. Tool Boxes

1. Caster locks are to be utilized at all times when the box is not being moved.
2. Drawers shall be locked when the employee is off shift.
3. Toolboxes shall be stored in a location that will not infringe upon other employees.

H. Visitors

Maintenance Department Employees shall receive permission from the Maintenance Manager to have visitors at the work site. Whenever possible, all visitors to the maintenance shop will be met by an escort at the west entrance.

I. Welding/Cutting Operations

Welding and cutting operations performed by mechanics shall be:

1. In the welding alcove;
2. Done only with the Maintenance Manager's or Supervisor's permission if in an area other than the welding alcove if the work is performed within two hours of the shop being unoccupied;
3. When using appropriate personal protective equipment.
 - a. Fireproof gloves
 - b. Protective hood
 - c. Shoulder chaps if work is overhead
4. In conjunction with the use of the electrostatic filter.
5. In conjunction with the use of curtains to protect the eyes of others from flash burns.

Welding, grinding, and cutting operations shall only be performed by Maintenance Workers:

1. With the Maintenance Manager's permission;
2. In the welding alcove;
3. When using appropriate personal protective equipment.

- a. Fireproof gloves
- b. Protective hood
- c. Shoulder chaps if work is overhead

4. In conjunction with the use of the electrostatic filter.

5. In conjunction with the use of curtains to protect the eyes of others from flash burns.

J. Fluid spills -- Maintenance Shop

1. Shop rags are not for cleaning fluid spills.

2. Absorbent pads and granular absorbent products are to be used for small, non-emergency fluid spills and clean up.

3. For large spills requiring emergency measures, a spill control kit is provided.

- a. The emergency spill control kit is located just outside of the parts room.

K. Fueling

A record of vehicle odometer reading and gallons of fuel used shall be recorded when fueling off site. Access cards or keys for off site fueling shall only be used for fueling CTS vehicles. Fuel tanks shall be topped off when fueling. Rubber gloves will be worn when fueling with propane. The fuel transfer nozzle will not be left unattended when fuel is being pumped.

APPENDIX A

PRESCRIBED OPERATOR UNIFORM

APPENDIX A

PRESCRIBED OPERATOR UNIFORM

CTS prescribed uniforms will be worn by the operator at their scheduled report time and during shift. CTS prescribed uniforms may also be worn when attending a Bus Roadeo or other CTS sanctioned event, or when commuting to or from work. The prescribed uniform for Clallam Transit System operators is as follows:

SHIRTS: (PROVIDED BY CTS)

Operators may wear either a long sleeve or short sleeve shirt. Shirts must be Clallam Transit System approved specified color and style. Only shirts purchased by an approved uniform vendor will be allowed and are not to be altered without prior CTS approval.

If a tie is worn, the collar must be buttoned and the tie snug. Otherwise, operators have the option of leaving the collar button and the next one down undone. Shirts must be tucked in and buttoned and sleeves must not be rolled up. Undergarment sleeves will be of a length so that they are not visible.

TIES: (OPTIONAL)(AT EMPLOYEE'S COST)

Operators may wear a tie while on duty. Ties must be clip on for safety purposes and navy blue in color.

T-SHIRTS: (OPTIONAL)(AT EMPLOYEE'S COST)

T-shirts that are visible under the prescribed shirt may be navy blue or white.

TURTLENECK SHIRTS: (OPTIONAL)(PROVIDED BY CTS)

Turtleneck shirts must be navy blue in color and worn under a uniform shirt. Only the turtleneck shirt purchased by an approved uniform vendor will be allowed and are not to be altered without prior CTS approval. Turtlenecks must be worn with a long-sleeve shirt, so that the sleeves of the turtleneck are not visible.

TROUSERS: (PROVIDED BY CTS)

Trousers must be Clallam Transit System approved specified color and style. Only trousers purchased by an approved uniform vendor will be allowed and are not to be altered without prior CTS approval.

SHORTS: (OPTIONAL)(PROVIDED BY CTS)

Operators may wear specified uniform shorts in lieu of trousers. Only shorts purchased by an approved uniform vendor will be allowed. It is important to have adequate fabric coverage for a professional look (sagging or bagging is not appropriate or allowed for a professional bus operator) and must be worn no shorter than four (4) inches above the knee, measured from a kneeling position.

BELTS: (AT EMPLOYEE'S COST)

Belts will be black or navy leather, solid color, with your choice of a gold or silver approved buckle.

SOCKS: (AT EMPLOYEE'S COST)

Socks must be worn while on duty and must be black or navy blue.

SHOES: (AT EMPLOYEE'S COST)

Shoes must be leather and solid black in color with laces to match and must be polished and shined. None of the following are allowed: shoes with open toes, open heels, or spike heels or heels more than 2 inches, canvas shoes, open weave shoes, cloth shoes, sandals, huaraches, plastic or rubber shoes.

CAPS: (OPTIONAL)(PROVIDED BY CTS, UNLESS OTHERWISE NOTED)

Operators may wear the specified uniform baseball hard bill cap purchased by an approved uniform vendor, with the cap bill facing forward. Light grey Stetson, beret or a navy blue watch cap may be worn with prior CTS approval at the cost of the operator.

JACKETS AND SWEATERS: (PROVIDED BY CTS)

Operators may wear either a specified jacket or a specified sweater in the color and style purchased by an approved uniform vendor. No outer garment other than the specified uniform jacket or sweater is to be worn when on duty.

HAIR:

Hair shall be neat, clean, combed and groomed. Hair must not obstruct the vision of the operator from either the front or sides of the face.

BEARDS, MUSTACHES, SIDEBURNS:

Beards, mustaches or sideburns shall be neat, clean and trimmed.

JEWELRY:

Any article of jewelry which may be viewed as a safety hazard or deemed inappropriate by CTS is not allowed.

PERSON:

Individuals shall maintain a neat, clean personal appearance. Fingernails should be short enough that an operator may safely grip the steering wheel with the entire hand.

APPENDIX B

PROPER ATTIRE FOR MAINTENANCE DEPARTMENT

1. At the beginning of and during their shift mechanics shall be attired in:
 - A. Clean coveralls.
 - B. Work boots.
2. At the beginning of and during their shift Maintenance Workers shall be attired in:
 - A. Long pants.
 - B. Long or short sleeved shirts.
 - C. Work boots.
 - D. Tank tops are not allowed.
 - E. Shorts may be allowed with the supervisor's permission.
3. At the beginning of and during their shift cleaners shall be attired in:
 - A. Long pants.
 - B. Long or short sleeved shirts.
 - C. Work boots or rubber boots.
 - D. Tank tops and shorts may be worn with the supervisor's permission.
4. At the beginning of and during the shift the maintenance clerk shall be attired in appropriate office attire consistent with an office environment and meeting with public.
5. Clothing that reflects political, religious, drug, alcohol, or sexual types of messages or content is prohibited.
6. Employees are to exercise good judgment and restraint in the use of uniform components, boots, or foul weather gear while off duty.

APPENDIX C

PRESCRIBED DISPATCHER UNIFORM

CTS provided uniforms should not be worn except when on duty, attending a Bus Roadeo or other CTS sanctioned event, or when commuting to or from work. The prescribed uniform for CTS Dispatchers is as follows:

- *1. Black trousers
- *2. (Optional) Black shorts (as approved)
- *3. Burgandy shirt
- *4. Prescribed summer and winter jackets
- 5. Black belt
- 6. Black socks
- 7. Closed toe black shoes or boots **SHINED**.
- *8. Patches and insignia as authorized
- *9. Black or gray cardigan sweater

*Provided by CTS