



OPERATORS MANUAL & SERVICE GUIDE



Basin Transit Association

Operators Manual & Service Guide

PREFACE

The Basin Transit Association (BTA) is a department within the Uintah Basin Association of Governments (UBAOG) and therefore all BTA employees are considered UBAOG employees. The Basin Transit Association Operator Manual & Service Policy is in addition to the general policies and guidelines of UBAOG. UBAOG employees that are employed through the BTA department are expected to adhere to this manual and service policy as well as UBAOG policies.

INTRODUCTION

In order to be an effective public service, it is essential that BTA maintain the goodwill and continued positive support of the residents of the service area. The opinions of these residents will be based largely upon their impression of the manner in which BTA employees perform their tasks.

Standard rules of conduct and procedures are necessary for the safe and efficient performance of any operation requiring the common effort of a large number of people. Employment by BTA is an assurance of willingness to comply with these rules at all times.

The job of a bus operator is a very demanding job. Sometimes the bus operator is required to make quick and independent decisions. Remember, your safety, your passenger's safety, and the safety of your vehicle should always be your first consideration. Since this manual cannot completely cover every possible situation, the intent of the Manual is to provide you with rules and guidelines to use in making good and consistent judgments.

If the meaning of any rule is not clear, do not hesitate to discuss the matter with a supervisor, who will explain it to you. Operators are encouraged to submit recommendations of ideas that will improve BTA's passenger safety and service.

It is the operator's responsibility to be familiar with the procedures covered in this Bus Operator Handbook and any other related special information.

It is our responsibility, as public servants, to provide a safe transportation system.

This Bus Operator Handbook is a general informational guide to BTA's current operational policies and practices and shall not be construed as a contract or covenant of employment and the statements contained herein are not binding, in any way, upon BTA. BTA reserves the right to amend, delete, supplement, or rescind any of the provisions of this Bus Operator Handbook or its personnel policies, practices or procedures from time to time, as BTA deems necessary and appropriate, without prior notice. These policies and procedures shall not be construed to create any contractual rights or any type of promise or guarantee of specific treatment upon which any employee may rely. BTA also reserves the right to deviate from these policies in individual situations to achieve its primary purpose of proceeding orderly and cost efficient transportation services to the general public.

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ARTICLE I: BTA General Information

BTA's bus system is open for the general public. There are 3 buses that operate on the entire system. The first bus services between Vernal, Roosevelt, and Duchesne. The second bus services between Vernal and Roosevelt. The third bus is dedicated to the Vernal area and completes a loop.

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001 HOLIDAY SCHEDULE

Effective Date: 1/27/2011

Revision Date: 12/07/2020

- BTA will observe the following holidays:
- New Year's Day: *no service*
- Martin Luther King Jr. Day: *no service*
- Presidents Day: *no service*
- Memorial Day: *no service*
- Independence Day: *no service*
- July 24th: *no service*
- Labor Day: *no service*
- Columbus Day: *no service*
- Veterans Day: *no service*
- Thanksgiving Day Holiday: *no service*
- Day After Thanksgiving: *no service*
- Christmas Eve: *no service*
- Christmas Day Holiday: *no service*
- Employee Birthday – to be taken within two months of the employee's birth date: *in service*

The UBAOG will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- Regular full-time employees working 40 hours per week.
- Regular part-time employees working 20-39.5 hours per week on a pro-rated basis.

A recognized holiday that falls on a Friday or Saturday will be observed on the preceding Thursday.

A recognized holiday that falls on a Sunday will be observed on the following Monday.

If eligible nonexempt employees are required to work a holiday, the employee shall have two options:

- 1st – The employee can save the holiday to be used within two months of the original holiday date.
- 2nd – The employee will earn (1.5X of wage) per hour worked **AND for each pro-rated hour of holiday pay earned.** (If you average 7.5 hours for the pay period and you work 6 hours on a holiday, you shall receive the total of both [13.5 hours] at 1.5X pay.)
 - *The Employee must be eligible for "fringe benefits" including holiday pay.*

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

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In order to take annual leave around holidays, there is a requirement to have coverage before any time off can be taken. Due to the amount of staff wishing to take the same days off, BTA will operate with a new holiday schedule.

<u>Schedule A</u>	<u>Schedule B</u>
New Year's Day (January 1)	Martin Luther King, Jr. Day (third Monday in January)
Presidents' Day (third Monday in February)	Memorial Day (last Monday in May)
Juneteenth (June 19)	Independence Day (July 4)
Labor Day (first Monday in September)	Pioneer Day (July 24)
Veterans' Day (November 11)	Columbus Day (second Monday in October)
Christmas Eve (December 24)	Thanksgiving (fourth Thursday in November)
Christmas Day (December 25)	Day after Thanksgiving
Easter (first Sunday in April) <i>Non-paid holiday; order as first requested and available staff</i>	

Each staff member will have their name randomly drawn and assigned to one of these schedules. Whichever schedule you draw, you have priority for requested time off for that schedule. This DOES NOT GUARANTEE annual leave will be granted, only that priority is established if leave can be approved. If you request time off from the opposite schedule, it will place your request at the bottom of the priority list. Christmas and Thanksgiving are NON-NEGOTIABLE to get both off unless there are staff to cover. **Other policy rules still apply** (*two months in advance maximum; supervisor approval, etc...*)

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002 PAID LEAVE

Effective Date: 1/27/2011

Revision Date: 12/15/2020

Due to the nature of the BTA, the standard UBAOG rule on sick and annual leave has been adjusted.

All annual leave requests near holidays are subject to additional restrictions as outlined in section 001 HOLIDAYS.

All sick leave requests are expected to be made as follows:

- The morning staff will inform the night before, **no later than 9:00 PM.**
- The afternoon staff will inform first of business on the day of, **no earlier than 7:00 AM, but as close as possible to ensure coverage.**

** We understand there may be extenuating circumstances or emergencies that may make this difficult to adhere to in every instance. Please consult your supervisor if you have any questions or concerns.*

The difficulty in getting a sub to cover a shift within the 15 minutes window of a staff member's shift is impractical and unrealistic. This will also provide all parties involved with additional relief. Morning drivers who are sick will not have to get up early to call; management / on-call staff will not have to take an early AM call; and subs will not have to be awoken early either.

As referenced in the UBAOG policy manual, all sick leave request forms must be filled out within 24 – 48 hours of return to work. THIS IS NOT THE SOLE RESPONSIBILITY OF MANAGEMENT. Any staff who forget this may be subject to using annual leave or accepting leave without pay.

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003 PRICING

Effective Date: 1/27/2011

Revision Date: 12/07/2020

Rides costs \$1.00 per person one way. Riders must have exact change NO change will be given. Monthly passes are also available for \$30.00. Children 6 and under ride free.

Regular Rates:

\$ 1.00 one way

\$ 3.00 daily pass

\$ 30.00 for a monthly pass

Paratransit Rates:

\$ 2.00 one way

Discounts:

*** Seniors (65+), person with a qualifying disability, or employees / students of organizations/ businesses contributing \$ 10,000.00 \geq annually (advertising costs do not count towards the \$ 10,000.00) to the transit system receive a 50% discount on the regular rates:

\$ 0.50 one way

\$ 1.50 all day pass

\$ 15.00 for a monthly pass

*Discount does not apply to Call-A-Ride services

ARTICLE II: GENERAL EMPLOYMENT RULES

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101 KNOWLEDGE OF RULES

Effective Date: 1/27/2011

Revision Date: 04/17/2019

Each employee with the Basin Transit Association is issued a copy of this manual and is responsible to read it and is held accountable for its contents.

In addition to the contents of this manual, special instructions to operators are occasionally issued, either verbally by members of the supervisory staff or in written form. All such instructions, whether in conflict with these rules or not, must be adhered to while they are in force.

If any doubt exists regarding the exact meaning of any rule or instruction, it is the responsibility of the operator to seek additional information or interpretation from a supervisor.

The information and policies described here are subject to change as needed.

Furthermore, I acknowledge that this manual is neither a contract of employment nor a legal document. I have received the manual, and I understand that it is my responsibility to read and comply with the policies contained in this manual and any revisions made to it.

Employee Name (printed): _____

Employee Signature: _____

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102 FIXED ROUTE SHIFT SCHEDULE

Effective Date: 1/27/2011

Revision Date: 05/13/2021

Each bus operator will fill a shift assigned to each route. The shifts are separated by route and time.

Red Route

The Red Route (Vernal Loop) is split into two shifts; AM and PM. They are listed as follows:

AM SHIFT – [6:40 AM – 12:45 PM] + DOT pre-trip and post trip

PM SHIFT – [12:45 PM – 7:00 PM] + DOT pre-trip and post trip

Green Route

The Green Route (Vernal & Roosevelt Loop) consists of six shifts split between three operators. They are listed as follows:

1st OPERATOR – [4:50 AM – 7:15 AM] & [8:40 AM – 11:30 AM] + DOT pre-trip and post trip

2nd OPERATOR – [6:10 AM – 9:05 AM] & [2:40 PM – 5:35 PM] + DOT pre-trip and post trip

3rd OPERATOR – [11:55 AM – 2:45 PM] & [4:40 PM – 7:15 PM] + DOT pre-trip and post trip

Blue Route

The Blue Route (Roosevelt & Duchesne Loop) is split into two shifts; AM and PM. They are listed as follows:

AM SHIFT – [5:55 AM – 11:25 AM] + DOT pre-trip and post trip

PM SHIFT – [12:20 PM – 6:20 PM] + DOT pre-trip and post trip

All listed times do not take into account the necessary time for a weekly vehicle wash, necessary passenger delays, or bus refuel.

An operator may request to swap shifts with another operator upon gaining permission from the County Fleet Managers and both operators agree.

A driver may not work a double shift unless extenuating circumstances require it. Permission **MUST** be gained by the executive director.

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103 APPEARANCE STANDARDS

Effective Date: 1/27/2011

Revision Date:

A neat, clean appearance marks you as a professional and creates a positive image for you and the Basin Transit Association in the community we serve.

The following standards regarding your appearance must be observed when reporting for and while on duty.

A. UNIFORMS

The uniform for drivers consists of polo shirts (which are provided) with BTA logo, dark jeans, work slacks, provided clothing items are considered part of the uniform. All clothing articles must be kept neat, clean and in good repair. The shirt must be tucked into the pants at all times. Hats are not permitted unless issued as a uniform item. Cold weather beanies are acceptable for usage permitted items are dark blue, black, or gray beanies. Office staff will be in appropriate business attire. (Dress slacks, BTA polos, appropriate blouses, etc.)

When employment with the Basin Transit Association is discontinued all uniform items will be returned. If uniform items are not returned or are returned with damage the price of the uniform will be deducted from employee's last pay check.

Clean dress shoes will be worn or dark athletic shoes with grip soles or slip resistant soles. For safety reasons, platform soles, heels over 2" high, open toes or heels, smooth soled shoes, moccasins, sandals and clogs are not permitted. The Transit Director can be contacted for clarification if needed.

Corrective actions will be taken if dress code is violated.

B. GROOMING

Poor personal grooming or improper an unkempt appearance, is unacceptable. Following are some general grooming rules to follow:

- (1) Operators are to practice personal hygiene, cleanliness, and grooming practices which are consistent with generally acceptable standards of appearance for public service employees.
- (2) Hair, sideburns, mustaches and beards must be clean, combed, and neatly trimmed.

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- (3) Hair must be controlled so as not to interfere with the safe operation of your vehicle.

104 ADDRESS AND TELEPHONE NUMBER

Effective Date: 1/27/2011

Revision Date:

All operators are responsible for keeping the BTA advised of their correct addresses and telephone numbers within 10 working days. All operators must have a phone number at all times. This information is held in confidence and will not be given out to anyone, without prior written approval from the employee.

105 DIVULGING TRANSIT SYSTEM INFORMATION

Effective Date: 1/27/2011

Revision Date:

The affairs of BTA are not to be divulged, nor is anyone to be permitted access to any reports or records without proper authorization

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106 EMPLOYEE SUGGESTIONS OR COMPLAINTS

Effective Date: 1/27/2011

Revision Date:

Any operator who has a complaint or suggestion is urged to put it in writing and turn it into their Supervisor. Complaints or suggestions requiring immediate attention should be addressed to a supervisor.

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107 PASSENGER COMPLAINTS

Effective Date: 1/27/2011

Revision Date:

Occasionally BTA receives complaints from passengers or the general public regarding BTA service. Complaints are handled as they are received, and are investigated as necessary. Sometimes complaints are considered invalid and are not followed up. In addition, complaints are not recorded when it is obvious that the employee involved responded in accordance with BTA policy and demonstrated appropriate demeanor during the incident.

Many of the complaints received by BTA deal with bus operator attitudes and conduct when dealing with passengers or the general public. Good passenger and public relations skills are a very important part of each bus operator's duties. Bus operators must be courteous, cordial and accommodating to all passengers and the general public.

The transit director may wish to question an employee regarding an incident.

Except under unusual circumstances, BTA does not initiate disciplinary action based on a single complaint. Many drivers will receive complaints, and BTA recognizes that many complaints result from misunderstandings between operators and passengers. Frequent complaints about an individual operator, however, may be considered grounds for counseling, or disciplinary action.

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108 ATTENDANCE STANDARDS

Effective Date: 1/27/2011

Revision Date: 2/1/2017

Dependability of any transit system is directly related to its survival in the community it serves. In other words, if a resident of a community cannot depend on the buses to be there when the schedules say they will, that person will not take a chance on riding transit.

It is critically important for each Transit Operator to report for his/her assigned work on time. Keep yourself informed of the report time for any run to which you are assigned. Being knowledgeable is helpful to you and your passengers, and promotes your image as a professional.

Any Bus Operator who does not report for duty, at his/her scheduled report time and location, and who fails to properly notify dispatch, shall be charged with a "Late Report" or an "AWOL", according to the following definitions.

1. Late Report - A failure to report for duty at the assigned time or failure to notify a supervisor of an inability to report for duty at least one hour prior to the scheduled report time.
2. AWOL (Absent Without Leave) - A failure to report within one hour following the scheduled report time.

Operators charged with a "Late Report" or an "AWOL" MAY be reassigned to another run, as necessary, for the balance of the work day. OPERATORS CHARGED WITH A "LATE REPORT" OR AN "AWOL" WILL NOT BE GUARANTEED THEIR REGULAR WORK HOURS FOR THAT DAY.

The needs of the BTA are also such that the office staff of the BTA have a responsibility and obligation to provide the best support to the Bus Drivers possible. The support needed to ensure the drivers are provided require a staff member on duty in the office during Route Hours. The Routes run between the times of 5:00 am and 7:20 p.m.

The support services include and are not limited to, Communication via radio and phone usage, setting appointments for service and mechanical work, providing ability to relay information to Transit Director in case of emergency or incident, and clerical work in regards to the needs of the BTA.

The Transit Director is responsible for ensuring the smooth running and effective support of the BTA and as such is responsible to set the times and schedules for the office staff. The times determined will be treated as the same as a driver's shifts. If shifts are missed without consent or knowledge the disciplinary action will include late reports and AWOL's.

109 DISCIPLINARY CODE: LATE REPORT AND AWOL

Effective Date: 1/27/2011

Revision Date: 2/1/2017

Late Reports and AWOLS shall accrue for a period of one year from date of first infraction and shall be combined for the purposes of discipline. If three occur in a year disciplinary actions will include loss of hours up to and including termination.

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110 LEAVE OF ABSENCE: WITH OR WITHOUT PAY

Effective Date: 1/27/2011

Revision Date:

Any request for leave of absence must be submitted to the Transit Director at least two weeks in advance of the leave, unless otherwise authorized by the Transit Director, using the “Leave Authorization Request”.

The taking of leave without prior approval will be considered as an unexcused absence and may be cause for discipline.

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111 HOSTILITY

Effective Date: 1/27/2011

Revision Date:

Acts of hostility to BTA personnel or that result in damage to BTA property or services are major infractions and cause for disciplinary action up to and including termination.

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112 DISLOYALTY

Effective Date: 1/27/2011

Revision Date:

Disloyalty is defined as talking, writing, or doing things which tend to discredit, malign, or impugn the integrity and competency of BTA employees or management, when the person knows or could reasonably determine that such actions are untrue or malicious.

113 RESPONSIBILITY FOR DAMAGES

Effective Date: 1/27/2011

Revision Date:

Any Operator causing damage to BTA property through deliberate negligence or disobedience of rules may be held financially responsible for such damage and/or disciplinary action.

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114 ARRESTS

Effective Date: 1/27/2011

Revision Date:

An operator arrested for a felony or given, upon conviction, a citation, whether on or off duty, shall immediately report the fact and the cause thereof to the Transit Director. Failure to report a citation or arrest will be cause for disciplinary action.

115 WEAPONS

Effective Date: 1/27/2011

Revision Date: 4/27/2020

It is a strict violation for any employee to carry a dangerous weapon of any kind as defined by the Utah Code 76-10-501(6) while on duty, on BTA property, or in a BTA vehicle. An employee doing so is subject to immediate discharge.

Utah Code 76-10-501(6)

(6)

(a) *"Dangerous weapon" means:*

(i) *a firearm; or*

(ii) *an object that in the manner of its use or intended use is capable of causing death or serious bodily injury.*

(b) *The following factors are used in determining whether any object, other than a firearm, is a dangerous weapon:*

(i) *the location and circumstances in which the object was used or possessed;*

(ii) *the primary purpose for which the object was made;*

(iii) *the character of the wound, if any, produced by the object's unlawful use;*

(iv) *the manner in which the object was unlawfully used;*

(v) *whether the manner in which the object is used or possessed constitutes a potential imminent threat to public safety; and*

(vi) *the lawful purposes for which the object may be used.*

(c) *"Dangerous weapon" does not include an explosive, chemical, or incendiary device as defined by Section 76-10-306.*

116 INTOXICANTS AND DRUGS

Effective Date: 1/27/2011

Revision Date:

The use of, or being under the influence of any alcoholic beverage, marijuana, or any hallucinogenic or narcotic drug (this includes some prescription drugs) is inconsistent with the safe operation of a vehicle. Doctor's instructions will govern the use of prescription drugs.

Possession of, use of, or being under the influence of (testing positive), intoxicants, marijuana, or any hallucinogenic or narcotic drug while on duty or on BTA property is prohibited and is grounds for disciplinary action including termination.

For further details on Intoxicants and Drugs operators should refer to BTA's Substance Abuse Policy and Drug and Alcohol Procedures.

117 DRIVER'S LICENSE REQUIREMENTS

Effective Date: 1/27/2011

Revision Date: 04/24/2018

Driver's license requirements are as follows:

All employees whose job description requires them to drive a bus either full-time, part-time, in an emergency, or any other reason are required by BTA to have and maintain at a minimum a valid class "C" Commercial Driver's License with a passenger endorsement and at their own expense. The bus driver must also maintain a current DOT physical card.

Upon hire, all drivers will submit a copy of their driver's license and their medical card. A log listing all drivers will be maintained. The log will list the expiration date of the CDL and the Medical Card. A separate copy of each license will be kept on file for DOT purposes.

Upon expiration or renewal of a license or medical card, a new copy must be submitted.

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118 TRAFFIC VIOLATIONS

Effective Date: 1/27/2011

Revision Date:

Operators are required to know and always obey all local and state traffic laws. Any citation or arrest for traffic violations, or warning is the sole responsibility of the employee and may also be a subject for discipline. Any Operator who has been cited while operating a BTA vehicle must immediately notify a supervisor.

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119 EATING and DRINKING - OPERATORS

Effective Date: 1/27/2011

Revision Date:

While on duty, Operators are permitted to eat or drink coffee or non-alcoholic beverages while the bus is stopped at layovers or rest breaks, provided it does not interfere with the proper and safe handling of passengers or equipment. Consuming beverages or eating by the Operator while the bus is in motion or in traffic is forbidden.

ARTICLE 3: OPERATORS GENERAL PROCEDURES

201 PRE-TRIP INSPECTION

Effective Date: 1/27/2011

Revision Date: 04/27/2018

All Operators are required to make a pre-trip inspection immediately after their scheduled report time. This inspection is to insure that the bus is in safe operating condition. The pre-trip inspection should include all items addressed on the “Pre-trip Inspection” form that must be filled out and signed at the beginning of each shift. Each driver will be given 30 minutes of “Pre-trip inspection” time to start each run, and 15 minutes of “Post-trip Inspection” time.

In the case of para-transit runs, the first pickup of the day for each utilized vehicle will require a detailed “Pre-trip Inspection.” Any subsequent pickups during that day requires a preliminary pre-trip inspection. After each para-transit pickup, the driver is expected to perform a basic post-trip walk around.

Included in the pre-trip & post-trip procedures is the cleanliness of the vehicles. Operators shall ensure the professional appearance and cleanliness of their vehicle expected of a public entity. The exterior of the buses in use shall be washed at a minimum of once per week. The interior of the buses in use shall be cleaned on an “as needed” basis, depending on each section of the bus.

The list as follows includes but is not limited to:

- Windows – Daily
- Seats & Handrails – Daily
- Sweep floors – Daily
- Mop floors – Twice per week (minimum)

The para-transit vans are subject to similar treatment. An exterior wash is expected once per week. An interior cleaning of the windows, seats, and floors is to be completed as needed and no less than once per week.

202 REQUIRED EQUIPMENT

Effective Date: 1/27/2011

Revision Date:

Operators must have the following equipment with them and in operational condition when operating a transit vehicle. Should there be a problem with any of this equipment; a supervisor should be notified immediately.

1. Fire extinguisher
2. First Aid kit
3. Reflectors (triangles)
4. Spill clean-up kit
5. Flashlight
6. A valid State of Utah Class "C" Commercial drivers license with passenger endorsement.
7. A current DOT physical card.
8. Accident report forms and witness cards.
9. Reliable time piece set in coordination with dispatch time.
10. Operator Manual

203 REFUSAL OF EQUIPMENT

Effective Date: 1/27/2011

Revision Date:

Occasionally, BTA vehicles will develop mechanical problems that may create a hazardous condition or an uncomfortable situation for the operator or the passengers. Operators are expected to exercise good judgment when requesting a change of equipment for mechanical reasons. Minor mechanical problems that may cause inconvenience but are not serious enough to interfere with safe operations will not ordinarily warrant a change of equipment during service. Mechanical problems such as seat belt malfunction, loss of marker lights, or heating and ventilation problems should be reported.

If an operator encounters any mechanical problems, he/she should contact a Supervisor or Dispatch to report the problem. Consideration will be given to all problems reported, regardless of its nature.

BTA will make every effort to keep all vehicles in top operating condition. If problems persist with a particular bus, operators should notify the transit director.

204 RADIO OPERATING PROCEDURES

Effective Date: 1/27/2011

Revision Date:

Use of the bus radio system is limited to business purposes only. Examples of such purposes: emergencies or problems, illness on board, accident, other life threatening situations, bus mechanical problems, unusual traffic congestion or detours, ice or snow hazards, delays or late arrivals, and transfer coordination.

In the event of an emergency pick-up the handset and say "Clear Traffic" this will alert everyone to stay off the radio except dispatch and the calling individual. "Remain calm".

The bus radio must be turned on with the volume up enough to hear clearly when the bus departs from the base, and must be kept on while the bus is in service. The radio is to be turned off when the bus returns to the base.

The operator taking a bus into service should notify dispatch that the unit is on the air by identifying the route and operator.

When the bus is returned to the base and the bus has been parked, the operator should once again identify the route and operator. The bus operator returning the bus to the base shall turn off the radio unit.

Below you will find some general rules for radio operation:

1. Remove the handset from the holder, and listen until the frequency is clear of conversation.

It is a violation of the Rules and Regulations to interrupt any emergency message. Other interruptions cause confusion, interference and delays in the transfer of information.

2. Keep message short: Be brief and to the point. It saves air time and causes less confusion.
3. Be careful what you say. All transmissions can be monitored by the general public, the FCC and other government agencies assigned the same frequency. Profane or obscene language in any degree is prohibited by Federal law. Violation can cause fines and /or penalties and possibly disciplinary action.
4. No personal message: Personnel should be directed to call the other party by telephone, giving only the telephone number. Personnel should never be reprimanded over the radio.

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5. Speak normally: Do not talk too rapidly or shout into the microphone, as it will cause the radio to distort the audio resulting in confusion at the receiving end.
6. Always sign off: When through transmitting use your route number or personally assigned number as directed.
7. To report radio trouble: advise dispatch as soon as possible, using any communication means available. Indicate vehicle number and type of problem as observed.
8. When transmitting: for example - "101 to dispatch" or route you are calling and wait for acknowledgment. Try again if not answered. If dispatch or route says "stand-by please," hold all conversations, unless a dire emergency until dispatch or route you are calling says "go ahead."
9. To terminate a transmission: Identify the route and clear. For example, "green is clear." Then firmly replace the handset in the holder.

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205 DESTINATION SIGNS

Effective Date: 1/27/2011

Revision Date:

It is the operator's responsibility to make sure that his/her bus has the proper destination on the reader board at all times. As some routes dictate, direction of travel or destinations intended should be shown appropriately or changed before the directions or destination intended is reached.

206 SMOOTH VEHICLE OPERATION

Effective Date: 1/27/2011

Revision Date:

The Operator should avoid sudden stops or hard braking whenever possible. Fast cornering or sudden jerking movements of the steering wheel should be avoided except when necessary. A safe, smooth trip experience by the passengers creates a favorable impression of BTA.

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207 MAINTENANCE OF SCHEDULE

Effective Date: 01/27/2011

Revision Date:

Operators shall ensure that their buses are operating as closely as possible to the established time schedule. Under normal conditions, no bus shall depart from any layover point later than five (5) minutes beyond the scheduled departure time when on time. (This does not imply that operators have a right to run five minutes late. Each operator is expected to run on time). Operators may request additional waiting time by radio, in order to ensure that connections are made by transferring passengers. Operators are expected to use good judgment in this regard.

If, as a result of traffic conditions, weather conditions, mechanical breakdowns or other reasons, an operator will be more than ten (10) minutes behind schedule, the dispatcher on duty is to be notified. Consistent or frequent failure to maintain schedules will be investigated and may be cause for disciplinary action.

At any time an inspection can be performed on BTA vehicles. Such inspections will verify drivers are performing tasks such as cleaning, vehicle maintenance, and keeping of general condition of vehicle in proper order.

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208 TIME CHECKS

Effective Date: 1/27/2011

Revision Date: 2/1/2017

A time check on a schedule should be viewed as a departure time. Operators arriving at a specific time check early will not be in violation of BTA rules as long as the bus does not depart from the time point prior to the established time.

Making a time check into the BTA Dispatch will occur at intervals of 15 minutes. In the case of 4 or more stops in a fifteen minute interval a radio check will occur every three stops.

BTA dispatch will keep a written log stating time, location, and vehicle information. The log will be turned in everyday to the Transit Director and kept on file for 6 months. Than will be stored for 3 years.

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209 OPERATING AHEAD OF SCHEDULE “RUNNING HOT”

Effective Date: 1/27/2011

Revision Date:

Bus Operators observed operating ahead of schedule (departing from time points prior to the schedule time) will be subject to disciplinary action. Occurrences will be accumulated for a 12 month period from the date of first occurrence for the purposes of discipline.

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210 RECOVERY TIME

Effective Date: 1/27/2011

Revision Date:

This is the period between scheduled arrival and leave times at transfer Center. Its primary purpose is to provide headway spacing as well as to regain time lost by traffic delays. It permits a bus to depart as scheduled. This time is not to be considered as a guaranteed time period for a Bus Operator's personal use or as a rest period. The Bus Operator may use this time for eating and relaxing, etc., however, passengers will be permitted on the bus.

211 BUS STOPS

Effective Date: 1/27/2011

Revision Date: 09/25/2020

Buses in service shall not stop for persons hailing the bus. Many of BTA's routes are along high speed areas and it is unsafe to make quick and random stops. Passengers must be at a bus stop to get on the bus.

The same rules must be applied for passengers exiting a bus. They cannot request a stop be made at a non-designated stop. This applies to any stop request on the fixed route and especially to those outside the fixed route. It is a federal regulation that a fixed route bus service adhere to the schedule and route or it would risk non-compliance.

212 MAKING STOPS

Effective Date: 1/27/2011

Revision Date:

1. While preparing to stop, turn on right turn signal followed by four-way flashers to alert motorists of a possible traffic interruption.
2. Prior to returning to traveled roadway, deactivate four-way flashers and activate left turn signal.
3. After re-entering traffic, cancel left turn signal.

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213 PASSENGER COUNTS

Effective Date: 1/27/2011

Revision Date: 5/18/2017

Operators are expected to count each boarding passenger on the appropriate counter for the route and to accurately record the counts on the count sheet at the designated time of day and points on route. All counts are to be turned in at the end of the operator's shift.

Every year the BTA receives request to extend services to the public for special events. These request must be made in an official capacity with request being sent either by official mail or email. These request will be sent and approved by the current board members of the county in which the official request has been made.

All special event passenger counts will be tracked in a separate count. All information pertinent to the special event will be kept with the records of each special event. Such cost accrued by special events will be approved by the board members and leadership of BTA.

214 PASSENGER LOADING/OFF LOADING

Effective Date: 1/27/2011

Revision Date:

Passengers will not be permitted to board or disembark from the bus while it is in motion. The Operator should pull as close to the curb as possible when loading and unloading for the safety and convenience of the passengers. If loading or unloading in an area without curbing, the Operator should take care so as to leave adequate space between bus and any objects which may obstruct their egress. Operators must be sure to allow the departing passengers to exit first.

215 MONEY POLICY AND PROCEDURE

Effective Date: 1/27/2011

Revision Date: 04/11/2018

Passengers are expected to pay their fares upon boarding the vehicle or show a valid pass to the driver. Drivers do not have change, so exact fare is needed. We allow no passenger to ride without paying or providing an appropriate pass.

Per state law and regulation all money will be retrieved from the bus route vehicles weekly and deposited into the corresponding account within three days. Two qualified BTA/UBAOG staff members will be present during any money transferal.

BEFORE any maintenance including, regularly scheduled services and unforeseen circumstances, all physical money will be removed from buses before the vehicle is sent to a service station.

Steps are as follows:

1) The Duchesne County Fleet Manager will coordinate and meet the driver of each bus route to collect money on Monday morning. The times & location of each bus are listed as follows:

Green Route Bus One - **UBMC** – **6:00 AM**

Green Route Bus Two - **UBAOG** – **7:50 AM**

Blue Route Bus One - **UBMC** – **5:55 AM**

1.1) The Uintah County Paratransit Driver will maintain a different schedule. Every Tuesday morning, he will drive to Roosevelt to submit all paratransit money for counting.

UT County Paratransit - **UBAOG** - **8:00 AM – 10:00 AM**

2) Money will then be sealed in a lockable money bag. Included with the money is a signature card identifying the vehicle number, date, total amount, and two employee signature lines.

3) Money will then be locked within the Mobility Managers Office until counted. The mobility manager will be in possession of the lock box key and one key to the drawer the lock box is inside of. One key to the drawer will be given to the Transit Operations Manager.

4) Money will be counted by two UBAOG/BTA employees Monday Afternoon. After counted, the money will be taken to the receptionist and a receipt will be made and logged. The original receipt will be kept with the money and given to the designated individual who will then recount the money and deposit the money in the bank. Two copies will be made; one will be given to the Executive Director and one will be given to the Transit Operations Manager

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Any negligence in following procedures of money retrieval will result in written personal correction action form and may be grounds for termination of position.

216 SEATING

Effective Date: 1/27/2011

Revision Date:

Passengers are to be seated before the bus resumes travel. In the event of standees, passengers are required to stand behind the yellow/white standee line. Passengers are not permitted to stand in the door well while the coach is in motion. If there are elderly or disabled among the standees, the front seats are designated for their use. Politely ask those able to stand to let the elderly and disabled passengers be seated. Ensure elderly and disabled are seated before moving the bus.

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217 SEAT BELTS

Effective Date: 1/27/2011

Revision Date: 03/02/2020

All BTA drivers are required to wear seat belts. Buses are equipped with seat belts and passengers are encouraged to wear them, but it is not required. This is detailed under:

Utah Code Title 41: Motor Vehicles

Chapter 6a: Traffic Code

Part 18: Motor Vehicle Safety Belt Usage Act

Section 1804 Exceptions (*Effective Date: 05/14/2019*)

Seat belts are required on the paratransit vans by the driver alone. According to the FTA, “There is no requirement for seat belts in any operational transit situation, including wheelchairs.”

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218 RELIEFS

Effective Date: 1/27/2011

Revision Date:

Operators shall remain with their bus if the bus is continuing operations beyond their shift, until the relief Operator comes to make relief. Should the relieving driver be late for any reason, the Operator being relieved should notify dispatch and continue operating the bus.

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219 DOORS

Effective Date: 1/27/2011

Revision Date:

Operators shall not operate any bus with the doors open. The doors shall be kept closed until the bus comes to a complete stop.

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220 FUELING

Effective Date: 1/27/2011

Revision Date: 09/13/2019

All transit personnel fueling vehicles will remain at the pump and fueling nozzle and monitor until fueling is completed. Vehicles should not be filled with passengers aboard.

All transit personnel are required to submit all fuel receipts at the end of the week with the other required paperwork. The personnel are required to provide the following additional information with the fuel receipts:

Fixed Route Drivers

- Driver Signature
- Vehicle Number

Substitute Drivers

- Driver Signature
- Vehicle Number
- Route they are driving

If there are issues fueling up, Fuelman requires us to troubleshoot our own issues before they will consider reissuing a pin or card. Their software allows them to see mistyped pins, card rejections, and general pump failures including connection errors. As a result, we **MUST** perform the following during any fueling failure:

1. Try the card with YOUR pin with the CORRECT vehicle card (Two Attempts)
2. If failed twice, call for a manager pin and attempt again (Two Attempts)
3. If failed again, drive to another location and repeat process.
4. If failed yet again, go to yard and get ANOTHER vehicle card.
 - Attempt to use your pin (twice), manager pin (twice)
 - If failed still, try one more location with alternate card.

This redundancy is required by Fuelman before they will reissue anything. I understand how inconvenient this is but we do not have a choice on this.

DO NOT PAY FOR FUEL WITH YOUR PERSONAL CARD to get reimbursed.

DO NOT GO INSIDE TO HAVE THE STORE HOLD THE CARD while you fuel the vehicle.

It is rare (but not unheard of) for a card to fail outside and work inside.

221 STROLLERS, CARTS, ETC.

Effective Date: 1/27/2011

Revision Date:

Strollers should be folded and baby in arms when on the bus. Carts must be folded if not in use. Items such as these are not to be loaded with the wheelchair lift. For the safety and convenience of all passengers, carts and strollers should not be placed in such a manner as to block or obstruct the free movement of passengers in the aisle.

222 LOST AND FOUND

Effective Date: 1/27/2011

Revision Date:

Bus Operators are to inspect their buses at the end of their shift for lost articles. All articles are to be reported to dispatch and logged. If a bus Operator finds an article/articles, he/she may return such article provided it is cleared with Dispatch, and positive ID. Once lost and found items are presented to Dispatch, they are sent to the office for owners to claim. After 30 days of items being unclaimed BTA may dispose of the items at their discretion

223 INTERNAL HIRING

Effective Date: 1/27/2011

Revision Date:

When a new position or fixed route within the BTA is opened, current staff within the transit organization will have preference in the hiring process. Preference will be given upon seniority; meaning, the longest tenured employee will be given the first opportunity to apply to the position. Seniority and preference does not guarantee the hiring for the applied job, and is subject to the qualifications and performance of the employee.

224 SUBSTITUTE BUS DRIVERS

Effective Date: 1/27/2011

Revision Date:

Upon the hiring of the employee, he or she will be placed in a “pool” of substitute drivers. A pool is defined as a group of currently employed substitute drivers for the BTA. The employee will be positioned within a driving rotation with the current substitute bus drivers. The rotation of drivers will be as often as needed. Each substitute driver will be given the opportunity to accept the hours of operation assigned. If the driver is unable to fulfill the assignment, the subsequent driver in the pool will be given the opportunity to accept the hours. Rotations will vary, depending upon the need of the substitute. All substitute drivers will be given equal opportunity to drive the fixed route system.

225 PERFORMANCE WITH PAPERWORK & PAYROLL

Effective Date: 1/27/2011

Revision Date: 12/18/2018

Each driver shall be responsible for his/hers paper work associated with the bus driving position. This may include, but not limited to, trip sheets, passenger counts, preventative maintenance, or other assigned documents by the Transit Director. If documents are not completed correctly or in a timely matter, the driver may be subject to corrective action.

All BTA staff have a set of procedures to follow for payroll. The steps are as follows:

1. All BTA drivers are expected to turn in their timesheets at the end of the week at their respective location. If they are based out of Roosevelt, it needs to be turned in with the Blue Route paperwork or directly to the office. If they are based out of Vernal, it needs to be submitted in the “outbox” of the bus parking lot shed.
2. The BTA payroll operator has an obligation to make sure all BTA staff have been paid for their services. The operator will have a list of who worked each day of a pay period.
 - a. **This list will be a spreadsheet with each driver’s name and a two week calendar. The calendar will indicate which employees worked during the pay period. This will be backed up by the Operations Manager’s “Leave Calendar.”**
3. Upon typing up the BTA staff timesheets, the payroll operator will print two copies; one sent back to the staff for their signature, the other sent to payroll while awaiting the signature.
4. It is the responsibility of the individual BTA staff member and the BTA payroll operator to ensure they are paid. To that end, all drivers who worked during a pay period are expected to visit the bus lot (Vernal) or UBAOG office (Roosevelt) no later than the following Tuesday evening to ensure they received a timesheet to sign. If they did not receive one, it is the responsibility of the staff member(s) to follow up with the BTA payroll operator.
 - a. The payroll operator has the responsibility to use the established double-checks (spreadsheet) to ensure payroll is handled accurately.

If the direct deposit day passes without a paycheck deposit and the previous steps were not followed, the paycheck will be delayed until the follow pay period.

ARTICLE IV: PASSENGER RELATIONS

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301 GENERAL

Effective Date: 1/27/2011

Revision Date:

1. Greet every person with a smile and a smiling phrase. Your job is to make their ride the most pleasant experience of their day. Show all of our passengers the same consideration and courtesy you would expect. Make good use of the expressions “Please” and “Thank you”. If problems develop, exercise patience and self-control. DO NOT engage in arguments with your passengers. Arguing or the use of bad language will only intensify the situation.
2. The major distinguishing quality of a professional Bus Operator is his/her ability to deal with the public in a PLEASANT, positive manner. Many people can “drive” a bus. Only a few special people, like you, can skillfully operate a bus and politely communicate with a group of individuals at the same time.
3. Courtesy to our passengers, motorists, and pedestrians is essential to a good transit system. The residents who support BTA deserve no less. Remember, you do not have a second chance at making a good first impression.

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302 COURTESY

Effective Date: 1/27/2011

Revision Date:

All employees are expected to be polite and considerate in their dealings with the public. The Operator is the first line of contact for public relations. The courteous and professional image that the Operator projects determines the success and reputation of BTA within the community.

The image that the public has of BTA and of public transit in general is formed by the impression made by BTA Bus Operators. Operators are expected to treat the public in general, and BTA passengers in particular, with the greatest courtesy. **Arguments with passengers should be avoided.**

You, as a Bus Operator, have the support of the system to use your customer relations training and experience to handle these situations. It is imperative that we build good relations with the public, and when there are misunderstandings, that the customer be given the benefit of the doubt, especially when there are no prior similar incidents with that individual.

You have the authority to use the following procedures when confronted with a situation resulting from misinformation or a misunderstanding:

1. Inform the passenger of the correct procedure or policy.
2. If the person seems distressed, invite them to contact BTA's office for clarification on the issue.
3. Keep the situation from escalating. Avoid a confrontation. Do not belabor the issue, or lecture the passenger. Safety is most important.
4. If the above steps are ineffective, contact Dispatch or a supervisor.

There will always be the risk that BTA has been "conned" by someone, but, your safety is more important. We do not condone rule violations, but we must be conscious that it may result because of a lack of understanding or misinformation. If you encounter the same problem, with the same passenger, have informed them of the proper information, referred them to a service coordinator, and still feel there is abuse of the system - an Incident Report is to be filed. The Transit Director will then investigate.

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303 SERVICE INFORMATION

Effective Date: 1/27/2011

Revision Date:

Operators should keep themselves informed on all matters pertaining to the BTA system that will be of assistance in answering questions and directing passengers (such as other routes, special service, etc.). If an operator is uncertain of the correct answer to a particular question, he/she should refer the passenger to the Dispatch Office. Information should never be given if there is any doubt concerning its accuracy.

Questions from passengers should not be ignored. While answering a question, however, the operator should not look away from the road. Operators must give their undivided attention to the operation of the bus. All conversation with passengers should be pertaining to service. If the conversation is going to require more than approximately thirty (30) seconds, explain to the passenger that you will attempt to answer when you are stopped at an authorized bus stop.

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304 SOLICITORS

Effective Date: 1/27/2011

Revision Date:

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.

Any documents of a commercial, charitable, religious, or political nature, that appear to have been left on a coach for the express purpose of solicitations of passengers, are to be removed and disposed of by the Operator.

Drivers will not solicit or hand out material that has not been approved by BTA management.

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305 SICK PASSENGERS

Effective Date: 1/27/2011

Revision Date: 2/21/2020

Operators must immediately notify Dispatch of any passengers who are ill or injured. Operators must attempt to make such passengers as comfortable as possible, and must not leave any ill or injured passenger unattended.

In the event of a passenger expelling bodily fluids (vomit, blood, urine, etc...), the driver will call dispatch to have another vehicle dispatched in its place. The vehicle will be brought back to yard and will be tagged out-of-service until it can be properly sanitized.

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306 CONVERSING

Effective Date: 1/27/2011

Revision Date:

While the bus is in operation, the Operator should confine conversation to answering questions, giving directions, and extending courtesy connected with the job in a brief and courteous manner. At no time should the Operator look away from the roadway in such a manner as to jeopardize the safe operation of the bus and the safety of the passengers. The bus operators will announce bus stops, points of interest and special events.

Operators must not allow friends or relatives to ride for the purpose of visiting, entertaining or baby-sitting.

307 ANIMALS

Effective Date: 1/27/2011

Revision Date:

Passengers are not allowed to have dogs, cats, or other animals on the bus unless the animal is in an approved carrier. Exceptions are: seeing-eye dogs, used by the blind; and hearing-aid dogs for the deaf. Hearing-aid dogs are identified with an orange collar or harness and leash.

308 DISCIPLINE ON THE BUS

Effective Date: 1/27/2011

Revision Date:

It is the Operator's responsibility to maintain discipline on the bus while either moving or stationary at a transfer area. The safety and comfort of all passengers depends on the Operator's mature judgment in determining the level of discipline necessary to insure a safe and comfortable experience for all patrons. Any and all disciplinary actions must be handled in a calm, courteous, and diplomatic matter. Any disciplinary action taken must be reported.

309 AVOIDING CONFRONTATION

Effective Date: 1/27/2011

Revision Date:

Most assaults to drivers result from verbal confrontations with passengers. Any passenger who becomes angry should be considered a possible threat to you regardless of size, sex, or age.

Anger seldom remains at a constant level, it either escalates or dissipates. Your manner, speech, and your proficiency in handling problem situations in general will largely determine the passenger's response.

Be sure that the Unlawful Bus Conduct and channel Cards which prohibit smoking, eating, drinking, etc., on the bus are properly displayed when you check out your bus. If you have to ask a passenger to stop smoking, etc., you should point to sign indicating that his actions are against the law and explain that you are required to call this to his attention.

If you suspect that an abusive passenger is under the influence of drugs or alcohol, give him calm and simple directions and call Dispatch.

Most physical assaults are prefaced by verbal assaults. Be particularly cautious of boisterous juveniles, especially if they board the bus as a group. Notify dispatch in case they have to be removed from the bus.

Remember, it is not your responsibility to enforce the law yourself. If a passenger does not comply with your requests, call Dispatch.

310 IF YOU ARE PHYSICALLY ASSAULTED

Effective Date: 1/27/2011

Revision Date: 1/17/2017

1. Pull the bus to the curb at the first safe place and set the brake.
2. Open the doors.
3. Yell “Call the Police” to passengers or other persons in the area.
4. Do not attempt to apprehend the attacker, always maintain a defensive, self-protection posture. Your safety is the primary concern.
5. Contact Dispatch as soon as it is safe for you to do so.
6. Do not pursue the attacker if he leaves the area.
7. Call Mobility Manager/Transit Director and inform him/her of situation.

311 IF A PASSENGER IS PHYSICALLY ASSAULTED

Effective Date: 1/27/2011

Revision Date: 1/17/2017

1. Pull the bus to the curb at the first safe place and set the brake.
2. Call Police. Request Medical assistance if necessary give location, description of attacker, if they have fled before police arrive give direction in which assailant fled.
3. Notify Dispatch you are stopping your Vehicle, Call Mobility Manager/Transit Director inform him/her of your location and situation.
4. Open the doors so other passengers can exit the bus. It may also give the passenger being assaulted a chance to escape.
5. Do not attempt to restrain the attacker. Unless life of victim is in jeopardy.
6. Do not leave your seat until the situation is resolved.
7. Wait with the victim and encourage any witness to stay until the police arrive.

312 REFUSAL OF SERVICE

Effective Date: 1/27/2011

Revision Date: 1/17/2017

Operators may refuse transportation due to violations of BTA's prohibited conduct list. Determination should be made on the best judgment of the Operator. A written incident report will be completed and turned in to your supervisor at the end of the Operator's shift along with any courtesy cards, if applicable. Any serious problems should be brought to the attention of the supervisor for his/her immediate attention.

You must contact the Mobility Manager/Transit Director and explain the circumstances before you refuse transportation to any potential passenger.

If you are instructed to refuse transportation, do so as discreetly and quickly as possible. Advise Mobility Manager/Transit Director immediately. You must fill out an incident report upon returning to base.

If, while driving, a passenger becomes unruly or uncooperative and a threat to your safety or others, the following steps should be used.

- a. Stop your bus.
- b. Ask the passenger to cease whatever he/she is doing.
- c. If his/her actions continue, tell him/her you will have to ask them to leave the bus.
- d. If he/she still continues, REQUEST (never DEMAND) that they leave the bus.
 - e. Whether the passenger leaves the bus or refuses to leave, contact dispatch and fill out an incident report upon returning to the base.

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313 EJECTION

Effective Date: 1/27/2011

Revision Date:

Operators should exercise caution and good judgment when deciding to eject a passenger. Disorderly or offensive conduct by a passenger is justifiable reason for ejection. Under any other circumstances, the Mobility Manager/Transit Director on duty should be contacted to handle the situation.

Any passenger that is ejected should be let off at an area where he is free from possible injury. Extreme care should be observed during inclement weather or at night.

UNDER NO CIRCUMSTANCES WILL AN OPERATOR LAY HANDS ON A PASSENGER EXCEPT IN SELF DEFENSE OR IN DEFENSE OF ANOTHER PASSENGER.

After a passenger has been ejected, courtesy cards should be secured whenever possible and turned in, along with a completed incident report to the Mobility Manager/Transit Director at the end of the Operator's shift.

All situations should be handled calmly and tactfully to avoid any confrontations.

A young child, a person of unsound mind, or a person in a feeble and helpless condition, so as to be unable to care for himself, must not be ejected. Contact the dispatcher, and they will handle the problem, or contact the local police to assist.

314 DENIAL OF BUS PRIVILEGES

Effective Date: 1/27/2011

Revision Date: 1/17/2017

In order to provide security for both operators and the traveling public, all security related incidents should be immediately reported to the Mobility Manager/Transit Director. To ensure proper documentation, an incident report must be completed by the end of the operator's shift. If through a review of incident reports, it is determined by the Transit Director that an individual, through his/her actions, are compromising the safety of the operator or the public, that individual's bus privileges will be revoked.

There are certain circumstances under which an individual, otherwise eligible for BTA services, may be denied those services, those circumstances are stated in Policy Number 315 of this manual.

The First Offence. Rider, or riders, will be notified by verbal and written warning by the Mobility Manager/Transit Director that privileges can be removed. Offending person or parties will be warned on which behavior(s) and/or action is against BTA policy.

The second such offence to occur within 30 days may result in loss of ridership privileges. The best course of action is left to the discretion of the Mobility Manager/Transit Director. All attempts will be made to allow ridership to continue. The BTA will make all attempts to gather all pertinent information to help correct issues to allow ridership.

In case of third offense within 60 days of first offense ridership will be revoked. Written documentation will be sent by mail to offending party. All attempts to receive signature for Refusal of Service form will be made.

Such actions resulting in temporary suspensions of eligibility, as well as permanent loss of eligibility because of violent or threatening behavior, may be appealed through the appeals process. Suspension of service will not begin until the appeals process is complete. Appeals process

Offending Party will be made aware of Appeals Process.

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315 PROHIBITED CONDUCT

Effective Date: 1/27/2011

Revision Date: 09/24/2019

1. Youth under the age of 10 are not permitted to ride BTA services without being accompanied by an individual 10 years of age or older. Individuals who are between the ages of 10 years and 18 years of age may escort children under 10 years of age.
2. Alcohol and Tobacco. No person shall possess an open container of alcoholic beverage on a transit vehicle or within a transit facility. No person shall ingest intoxicating liquor, or smoke tobacco (includes e-cigarettes) or other products in or upon any transit vehicle or transit facility. Any person reasonably believed to be unlawfully under the influence of alcohol may be refused admittance to any transit facility or transit vehicle.
3. No person shall bring or carry on BTA property a live animal other than a service animal, except the operator, or transit public safety officer. Authorized representatives may give permission for a non-service animal to be brought in or on BTA property as long as such animal remains in an enclosed carry-on, does not obstruct the free movement of passengers with in any transit vehicle or transit facility, and does not create a nuisance to the operator or passengers.
4. No person shall fail to vacate seats reserved on a transit vehicle for a senior, or disabled person, when requested to so by a BTA representative. If all such seats are held by senior or disabled persons, the representative may designate additional seating as reserved.
5. No person shall place their feet on the seats of any BTA property.
6. No consumption of food or beverage is allowed on a transit vehicle. No person shall bring food or beverage aboard a transit vehicle that is not kept in an enclosed container. This restriction does not preclude groceries being transported from a grocery store.
7. No person shall falsely hold themselves out to be an employee or a transit public safety officer.
8. No property, rubbish, trash, or debris may be discarded, deposited, or abandoned in or upon a transit vehicle or facility other than in a proper trash receptacle provided for that purpose.
9. No person shall loiter in or about a transit facility in a manner and under circumstances manifesting the purpose to engage in acts of misconduct including, but not limited to, exhibitionism, solicitation, malicious mischief, or acts of indecent exposure.
10. No person shall bring or carry aboard a transit vehicle any package or article of a size that will block any aisle or stairway on the vehicle.
11. No person shall bring or carry aboard a transit vehicle more than two to five bags per person; exact quantity to be determined by the operator of the vehicle.
12. No unauthorized person shall place, permit or cause to be placed any notice or advertisement upon any transit vehicle or transit facility.
13. No person shall deface, destroy, litter in, or otherwise misuse the restroom facilities located at any transit facility.
14. No person furnished transportation on BTA system bus shall be permitted to distribute any form of literature if such distribution cause a nuisance, disagreement or discomfort for the other passengers on the bus. Distribution of literature shall be permitted if such distribution

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- is done in a safe, polite and non-offensive manner. A person distributing literature shall cease to do so upon the request of the bus driver or other authorized BTA employee.
15. No person shall be permitted to engage in distribution of literature shall be permitted if such distribution is done in a safe, polite and non-offensive manner. A person distributing literature shall cease to do so upon the request of the bus driver or other authorized BTA employee.
 16. No person shall be permitted to engage in conversation that are unwelcome or if a person has requested the conversation to end. If an authorized BTA employee requests the person to cease conversations with others because a complaint has been filed, then that person will cease the conversation.
 17. No person shall be allowed to create a public nuisance as defined by Utah's Criminal Code, Section 76-10-801 and 76-10-803. If such a nuisance is caused the person will be asked to stop the behavior that is causing the nuisance, the behavior is not stopped then the person will be asked to leave the premise.
 18. No person shall threaten to breach or breach the peace on any transit vehicle or facility.
 19. No person may create a hazardous or offensive condition upon any vehicle or facility including:
 - A: brandishing or discharging a firearm
 - B: Threatening with or assaulting any person with any weapon;
 - C: Threatening with, or igniting any flammable substance;
 - D: Smoking (includes e-cigarettes) within 25 feet of bus or property, Spitting, defecating, urinating or discarding any offensive substance in or upon a transit vehicle, facility, or any person.
 - E: Initiating or circulating a report, knowing it to be false, concerning an alleged or impending fire, explosion, bomb, crime, catastrophe or other emergency;
 - F: Activating the "emergency stop" device of a transit vehicle in the absence of an emergency;
 - G: Subjecting any other person to offensive physical contact, extortion, harassment intimidation; or engaging in lewd or obscene behavior.
 20. No person shall, with the intent of causing public inconvenience, annoyance, or alarm within any transit vehicle or facility;
 - A: Engage in fighting, or violent, or threatening behavior;
 - B: Make excessive and unnecessary noise
 - C: Use abusive, obscene, profane, or vulgar language, or make obscene gestures;
 - D: Interfere with the duties of any operator, public safety officer, or authorized representative.
 21. No person shall fail to obey a reasonable request or lawful directive of an operator, Representative, public safety officer, or other person in charge or control of a transit vehicle or facility.
 22. No person shall extend any portion of his/her body through any door or window of a transit vehicle while it is in motion.
 23. No person shall hang onto or attach himself/herself to and exterior part of a transit vehicle.
 24. No person shall park a private vehicle on transit facility boarding zone, or safety zone.
 25. No person shall ride a skateboard, roller skates, or roller blades upon any transit vehicle or facility.

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26. No person shall seize or exercise control, by force or violence, of any transit vehicle or facility.
27. No person shall be permitted on BTA property that has a contagious or infectious disease.
28. Riders shall maintain appropriate, reasonable personal hygiene, to the best of their ability. Passengers may not defecate, urinate, or regurgitate on the bus to the best of their ability. If a passenger may have a condition that conflicts with this regulation, the passenger must disclose to the driver in advance of transportation. Other services may be arranged if necessary.
29. No passenger may “Refuse to leave a Basin Transit Association bus, terminal or shelter after having been ordered to do so by the operator or other designated agent of the Basin Transit Association.” In the event that a person has been ordered to leave a BTA bus or BTA property by a designated agent of the BTA, he/she will not be allowed on BTA property until such time that his/her riding privileges are formally restored. If he/she is found to be present on BTA property before his/her riding privileges are formally restored, the BTA will summon the Police to have him/her arrested for trespassing.
30. In the event that a person causes intentional damage to BTA property, Police will be summoned to arrest the offender and criminal charges filed in accordance with established local, State and Federal statutes. In addition, restitution for all costs will be sought from the offender (or parents/guardians in the case of a minor). Until such time that full restitution is paid, the person’s riding privileges will be suspended at least as long as the sanctions identified above.
31. In the event that an article is thrown at or from BTA property, Police may be summoned to arrest the offender and criminal charges filed in accordance with established local, State and Federal statutes.

316 PASSENGERS APPEALS PROCESS

Effective Date: 1/18/2017

Revision Date:

Administrative Appeal Process

BTA will require that an applicant file a written appeal within 60 calendar days of receipt of denial. Denials will be devised in writing by the Transit Director, and will be sent within 30 days of determination by Certified Mail via the U.S. Postal Service.

BTA will provide an opportunity to be heard and to present information and arguments to UBOAG's Economic Development Board within 30 days of receipt of the appeal.

Written notification of the decision and reasons for the decision will be forwarded to the applicant by Registered Mail.

State and Federal Appeals Process:

If the complainant is unsatisfied with the Appeal Board's decision the complainant may file the complaint with the Utah Department of Transportation, the Federal Department of Transportation, or the Federal Transportation Administration Offices.

ARTICLE V: PASSENGERS WITH SPECIAL NEEDS

For Additional Information on Passengers with Special Needs, See BTA's Ada Paratransit Policy Regarding Call-A-Ride Services.

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401 PASSENGERS SERVICE

Effective Date: 1/27/2011

Revision Date:

Operators must be especially courteous and patient with elderly and disabled individuals. These passengers may require special assistance, and it is the operator's responsibility to accommodate these passengers whenever possible. Courtesy seating for elderly and disabled passengers is available at the front of the bus. It may be necessary for the operator to ask other passengers to move to allow elderly and disabled passengers access to these seats.

Operators must be aware that passengers may have disabilities that are not readily apparent. For example, a sight-impaired person may have enough vision that he/she does not need a cane or a guide dog or may be using an Identifier Kit. Operators must be sure to answer all questions verbally and to speak clearly when addressing passengers. All passengers should be treated politely and with patience at all times to avoid any misunderstandings that may arise.

The Americans with Disabilities Act (ADA) requires all Bus Operators to announce at a minimum, transfer points, major intersections, and destination points on every bus route. Operators are expected to use the microphone when making announcements, but if inoperative, will need to speak loudly enough for all passengers to hear. The public address system shall be tested during the pre-trip inspection, and, if in need of repair, reported to Dispatch.

402 WHEELCHAIR LIFTS/KNEELER OPERATION

Effective Date: 1/27/2011

Revision Date:

The following information is a general guideline for the use of the wheelchair lift for passengers in wheelchairs or those unable to climb stairs because of heart ailments, crutches, etc. If any additional information is needed, contact your Supervisor or Dispatch.

In order to use the lift equipped bus, the disabled passenger must:

1. Board the lift platform by himself or with the aid of a companion.
2. Prevent the chair from rolling while on the moving platform by himself or with the aid of a companion.
3. Be able to use some measure of communication with the Operator to indicate his destination.
4. Have the chair secured by the Operator.
5. Do not remove the tie down devices until the bus is stopped.
6. Be able to hold on to the handrails if standing on a moving platform.

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403 ATTENDANTS

Effective Date: 1/27/2011

Revision Date:

Passengers who cannot board or deboard the lift by themselves, because of inadequate motor coordination, mental disability, etc., must be accompanied by an able-bodied attendant. Drivers will operate the lift only, and will assist passengers once they are in the bus. Attendants may accompany disabled passengers on the lift, after being cautioned about the limited doorway head clearance for passengers standing on the lift. In no other case will two passengers be allowed on the lift at the same time.

404 WHEELCHAIRS

Effective Date: 1/27/2011

Revision Date:

Buses will not be moved until wheelchairs have been secured.

Wheelchair Types

1. Unmotorized
2. Motorized
3. Custom made wheelchair with different size wheels and frames.
4. Wheelchairs with permanent reclining backs.
5. Standard size wheelchairs with modifications.
6. Scooters ("Steno chairs on a scooter")
7. Wheelchairs with oversized wheels and spokes
8. Battery powered flat carts
9. And many others

All of these different wheelchair types will present their own special needs, and operators will need to use judgment to provide safe, efficient service. Any wheelchair will be allowed on an accessible bus if the lift can be operated safely and if the wheelchair can be securely tied down on four sides.

405 OVERLOADS

Effective Date: 1/27/2011

Revision Date:

If overloading causes disabled passengers to be passed-by on an accessible route, Dispatch should be notified. The operator should also stop and advise the passenger when the next accessible bus will arrive. If wheelchair jump seats are occupied, operators must ask passengers to move in order to accommodate passengers with wheelchairs. If the wheelchair jump seats are occupied and there are no other seats available, the operator should ask if any passengers would be willing to stand to accommodate the wheelchair. If they refuse to do so, the bus is overloaded and the wheelchair will not be allowed to enter the bus. When both wheelchair tie down areas are occupied by wheelchairs, a wheelchair passenger may still board if he or she, or one of the tied down wheelchairs, can transfer themselves into a standard bus seat. In this event, the wheelchair in question must be collapsed and stowed out of the aisle. The bus will not be operated with more than two persons sitting in wheelchairs. Drivers will not jeopardize their passengers or their own safety by carrying a load that cannot be handled safely.

406 EMERGENCY PROCEDURES FOR HELPING DISABLED PASSANGERS

Effective Date: 1/27/2011

Revision Date:

NOTE: Always call for help in event of an emergency.

A. Accident or Emergency without Imminent danger

If an accessible bus is involved in an accident in which danger is not imminent, do not remove the disabled passengers. If disabled passengers are injured, wait for the paramedic team to treat and remove.

B. Accident or Emergency with Imminent Danger

Operators should remove disabled passengers from a bus only if it would be more dangerous to leave them aboard, such as in the case of fire, imminent explosion, bomb threat, life-threatening traffic hazard, etc. The following procedures for unloading under imminent danger conditions should be used in order of highest priority.

1. Use the lift normally. If not at a curb or sidewalk, assign someone to stand on the right side of the bus to signal other traffic which might try to pass on the right. The disabled passenger should be taken to a safe location.
2. Use the emergency ramp. This option can be considered only when time for deployment of the ramp exists.
3. With the help of other passengers, lift the disabled passenger off the coach through the front door. Wheelchair passengers should be lifted in their wheelchairs and carried off facing forward.
4. If the wheelchair cannot be lifted, with the help of others, lift the passenger out of the wheelchair and carry off the coach.
5. With the help of other passengers, evacuate the disabled passenger through an emergency exit window. Try to have help outside to receive the disabled passenger from the exit window.

C. Disabled Passenger Imminent Danger with No Help

If operators are alone, or unable to enlist help, the following procedures should be used:

1. Check with the disabled passenger for the best method of carrying, and then proceed with the evacuation.

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2. If the passenger is unconscious, operators should drape the passenger's arms over their shoulders and, with the passenger facing the operator's back, carry the disabled passenger to safety. If the operator is unable to lift the passenger by these means, the operator should grasp underneath the arms and drag the passenger to safety.

D. Imminent Danger Summary

1. Use lift
2. Use ramp, if available
3. Lift wheelchair through doors
4. Lift passenger through doors
5. Lift passenger through window
6. Carry or drag passenger off alone

In regard to all the guidelines listed above, common sense and the particular situation involved must govern the operator's decisions. Specific rules cannot be made that would cover all possible situations. At all times, providing efficient accessible service will depend on the good judgment of the operator.

407 PARATRANSIT SERVICE

Effective Date: 2/1/2017

Revision Date: 4/24/2020

The BTA paratransit service is a secondary service to the fixed route service. A complimentary origin to destination service for those individuals that are unable to access the traditional bus route system due to extenuating circumstances. These extenuating circumstances can include medical necessity, medical, mental, developmental disability, of life threatening need of medical service, etc. Full discretion will be taken when dealing with such a case and no private information will be released without consent from the client. Reasonable assistance will be available to individuals who may need assistance to and from the first entry point of buildings to the BTA vehicle.

The BTA understands that due to some extenuating circumstances that individual do live outside of traditional guidelines set forth in the ADA policy to which it adheres. In the cases deemed appropriate by the BTA some individuals may receive service by receiving aid provided by NON FEDERAL funds. Examples may include needing transportation to life saving treatment while living outside of the standard $\frac{3}{4}$ of a mile radius.

Such Cases will be determined by severity of case.

- A.) Medical necessity for life saving care.
- B.) Disability requiring transportation to receive life improving medication and or life improving care.
- C.) Below poverty level family with children in need to reach medical needs.
- D.) Senior citizen requiring need to reach medical assistance.

The BTA is also aware that many individuals that may require and qualify for its paratransit service fall below 150% of the national poverty level. These individuals will qualify for lower rates based upon the level of income that they are receiving through proven means. The Normal rate of two dollars per ride will be adjusted based on a sliding scale based on national guidelines. Rates will be adjusted by a \$0.25 change. All clients start at the \$2.00 beginning price and will be adjusted down by the \$0.25 change dependent upon level of income.

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Income Guidelines

25% of Poverty Level			100% of Poverty Level		
Household	Monthly Income	Yearly Income	Household	Monthly Income	Yearly Income
1	\$251.00	\$3,015.00	1	\$1,005.00	\$12,060.00
2	\$338.00	\$4,060.00	2	\$1,353.00	\$16,240.00
3	\$425.00	\$5,105.00	3	\$1,702.00	\$20,420.00
4	\$513.00	\$6,150.00	4	\$2,050.00	\$24,600.00
5	\$600.00	\$7,195.00	5	\$2,398.00	\$28,780.00
6	\$687.00	\$8,240.00	6	\$2,747.00	\$32,960.00
7	\$774.00	\$9,285.00	7	\$3,095.00	\$37,140.00
8	\$861.00	\$10,330.00	8	\$3,443.00	\$41,320.00

50% of Poverty Level			125% of Poverty Level		
Household	Monthly Income	Yearly Income	Household	Monthly Income	Yearly Income
1	\$503.00	\$6,030.00	1	\$1,256.00	\$15,075.00
2	\$667.00	\$8,120.00	2	\$1,692.00	\$20,300.00
3	\$851.00	\$10,210.00	3	\$2,127.00	\$25,525.00
4	\$1,025.00	\$12,300.00	4	\$2,563.00	\$30,750.00
5	\$1,199.00	\$14,390.00	5	\$2,998.00	\$35,975.00
6	\$1,373.00	\$16,480.00	6	\$3,433.00	\$41,200.00
7	\$1,548.00	\$18,570.00	7	\$3,869.00	\$46,425.00
8	\$1,722.00	\$20,660.00	8	\$4,304.00	\$51,650.00

75% of Poverty Level		
Household	Monthly Income	Yearly Income
1	\$754.00	\$9,045.00
2	\$1,015.00	\$12,180.00
3	\$1,276.00	\$15,315.00
4	\$1,538.00	\$18,450.00
5	\$1,799.00	\$21,585.00
6	\$2,060.00	\$24,720.00
7	\$2,321.00	\$27,855.00
8	\$2,583.00	\$30,990.00

ARTICLE VI: GENERAL SAFETY

Proceed safely, take no chances.

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501 SAFE WATCH

Effective Date: 1/27/2011

Revision Date:

As a BTA employee, you spend much of your time in public places throughout the Uintah Basin. If you observe a suspicious incident or a person in distress, advise dispatch of the situation by reporting it. Let the Dispatcher know that the incident you are about to report will need to be relayed to police, fire, or medical services.

In the case of a suspicious incident, obtain a description of the suspect. Be observant; try to note such details as height, weight, sex, age, clothing, and outstanding features. If a vehicle is involved, obtain the license number, color, make, model, year, and any damage or other distinctive markings on the vehicle.

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502 OBSERVANCE OF TRAFFIC LAWS

Effective Date: 1/27/2011

Revision Date:

All traffic laws are to be observed at all times. Operators are personally responsible for any traffic law violation. When interfacing with a law enforcement officer or emergency vehicle personnel, the Bus Operator shall contact Dispatch immediately and fill out an incident report upon returning to the Base.

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503 SPEEDING

Effective Date: 1/27/2011

Revision Date:

Exceeding the posted speed limit is not acceptable for any reason. Any ticket or legal action taken against a BTA employee while in a BTA vehicle are grounds for termination.

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504 PASSING

Effective Date: 1/27/2011

Revision Date:

Passing of other vehicles is generally not advisable. If a pass is necessary, it should be done in a safe manner so as not to be in a position to miss passengers or passenger stops.

505 TRAFFIC LIGHTS, SIGNS AND LIGHTS.

Effective Date: 1/27/2011

Revision Date:

Traffic Lights and Signs - Vehicles will stop on an amber light when entering an intersection and come to a full stop at stop signs and red lights.

Vehicle Lights - Headlights shall be used at all times. Interior lights should be on when it is dark outside. Turning indicator lights will be used when changing lanes, leaving curbside, and all left or right turns.

Use four-way flashers when entering a transfer station, a bus zone, or blocking any section of roadway for passenger stops.

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506 RECKLESS DRIVING

Effective Date: 1/27/2011

Revision Date:

Reckless driving of any kind, as defined below, is subject to disciplinary action. The definition is “a wanton and willful disregard for life or property”. For example, driving at twice the posted speed limit is considered reckless driving by the police.

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507 EMERGENCY VEHICLES

Effective Date: 1/27/2011

Revision Date:

When being approached by an emergency vehicle, pull the bus as far to the right as possible to let the emergency vehicle pass.

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508 BACKING

Effective Date: 1/27/2011

Revision Date:

The backing of buses is prohibited except when absolutely necessary. If backing is deemed necessary by the Operator, then the Operator must do the following:

- A. Inspect the area thoroughly. If someone is not available to guide you physically, get out of the vehicle to review the scene when reason dictates this procedure is in the best interests of the overall safety of the riders and vehicle.
- B. Whenever possible, obtain the assistance of a responsible guide such as a supervisor, another BTA Operator, or a police officer.
- C. Always use four-way flashers.
- D. Always tap horn before backing, even if coach is equipped with audible back-up alarm.

Remember, always be aware of what is going on around your vehicle at all times and in all circumstances. And use that extra caution and awareness when you've found yourself in the position of having to back your vehicle.

509 ANIMALS ON THE ROAD

Effective Date: 1/27/2011

Revision Date:

Never allow the presence of an animal on the road to cause you to make as evasive maneuver that would jeopardize the safety of your passengers or others on the road. Never swerve to avoid striking an animal. Avoid “panic” stopping which may cause injury to your passengers. If a dog or cat is killed or injured by your vehicle, notify dispatch. An accident report must be filled out upon returning to the base.

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510 INJURY OR ILLNESS ON THE JOB

Effective Date: 1/27/2011

Revision Date:

Injury or illness that occurs while at work must be reported immediately to the dispatcher. Failure to report immediately may result in disciplinary action.

Employees must present a medical release form to the employer prior to returning to work from an on-the-job injury.

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511 PEDESTRIAN HAZARDS

Effective Date: 1/27/2011

Revision Date:

Operators must always be alert for pedestrians, especially at intersections, crosswalks, and the downtown area. Always be on the alert for children, especially in residential areas, school zones, and transfer areas.

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512 DANGEROUS STREET CONDITIONS

Effective Date: 1/27/2011

Revision Date:

Any dangerous street conditions should be approached with due caution and if necessary, be reported to Dispatch.

513 INCLEMENT WEATHER

Effective Date: 1/27/2011

Revision Date:

Longer following distances are appropriate during inclement weather. Snow, ice, rain, and fog all pose problems to Operators. Severe problems should be reported to dispatch, and Operators should always be prepared for route deviations during inclement weather.

514 ACCIDENT/INCIDENT REPORTS

Effective Date: 1/27/2011

Revision Date:

Accident/Incident reports are available in each of the vehicles from and must be completed and turned in to the Transit Director on the same day as the accident or incident occurred, or by the next day at the latest if it is after office hours. Print information on form in a clear, concise, legible manner. Failure to submit the completed forms on a same day basis, unless authorized by the Transit Director, will subject the operator to disciplinary action.

1. INCIDENT REPORT

An Operator must report an incident to the Transit Director and file an incident report.

An incident report must be filled out for the following reasons:

- A. Refusal of service.
- B. Passenger altercation.
- C. Equipment failure (wheelchair lift, doors, etc).
- D. Suspension of regular scheduled service.

2. ACCIDENT REPORTS

An Operator must report an accident to the Transit Director and file an accident report. An accident report must be completed for the following reasons:

- E. Personal injury to Operator and/or Passenger.
- F. Anything striking a BTA vehicle.
- G. Any time a BTA vehicle strikes something.
- H. Damage to transit property (i.e., shelters, etc.)
- I. Any trip or fall.
- J. Emergency Stop.
- K. Illness requiring medical attention.

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515 ACCIDENTS

Effective Date: 1/27/2011

Revision Date: 2/01/2021

A transit accident is defined as any incident in which a transit vehicle comes in contact with a person, vehicle, or other object, regardless of whether or not damage was done to the object or person struck, or any incident inside the bus involving injury to passengers or having possible later ramifications.

In case of an accident perform the following:

1. Secure Vehicle: Set park brake and put in park/neutral.
2. Ensure Passenger Safety:
Evacuate, only if necessary, all passengers to a safe location.
3. Radio dispatch and stay in contact with dispatcher.
 - a. Ask someone to summon police and, if needed, medical assistance for anyone who may be injured, repeat after 5 minutes.
4. Prevent further accidents:
 - a. When conditions and/or regulations permits, move onto the shoulder or side of roadway to prevent further damage and/or hazards
 - b. Place emergency triangles to warn oncoming traffic.
5. Do not move seriously injured.
 - a. Do not administer first aid, unless you are qualified to do so.
6. Complete preliminary collision report.
7. Request all witnesses to complete courtesy cards
 - a. Make sure all witness cards are returned.
 - b. Record the correct seat number for seated passengers.
8. Make no statements or comments to anyone except:
 - a. A law enforcement officer
 - b. A representative of the company or our insurance carrier.
9. If accident involves a fixed object or unattended vehicle:
Take reasonable steps to locate owner.
10. Make a complete report when you return to your location office.
11. If employee is not incapacitated, a drug test must be administered immediately following the accident. Please report to your supervisor and you will be directed to perform a “post-accident” drug and alcohol screening at Intermountain Toxicology Collections; locations are 240 N Union Street (Roosevelt) or 38 E 100 N (Vernal). Please update your supervisor when the test is complete.

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The above procedure is spelled out to you on your Accident Packet, which is on the bus. You should become familiar with the procedure so as to be better prepared in case it is needed.

All accidents, regardless of severity, will be reported in writing at completion of shift. Accidents involving vehicles on the streets and highways will be reported to the necessary officials in accordance with the laws of this state. It is the responsibility of the supervisor to coordinate with the Finance Director to properly file the necessary insurance documentation.

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516 ACCIDENT POLICY/DISCIPLINARY CODE

Effective Date: 1/27/2011

Revision Date:

Preventable accidents, as determined by BTA, are subject to disciplinary action. Discipline will be based on the severity of the accident and the operator's past record.

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***** POLICY UPDATES - *current fiscal year* [**FY2021**]**

Effective Date: 1/27/2011

Revision Date: 02/17/2021